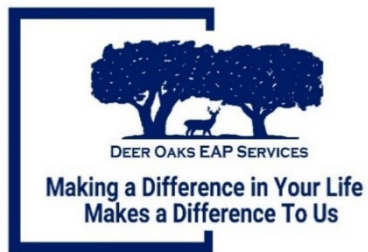


**2023 Training Catalog**  
**Employee Assistance Program**



# **LEARNING EVENTS**

## **WORLDWIDE OFFERING**



# TESTIMONIALS

We worked with the learning team to customize a workshop for our teams as we were going through a significant transformational change. It was a great session which gave our employees time to reflect on their personal circumstances and how they could look to move forward – identifying what their strengths are and planning for their futures using helpful tools and resources that are available through the Employee Assistance Program. Attendees were really positive afterwards and grateful that this workshop was made available for them during a difficult time.

SENIOR REWARDS MANAGER,  
MULTI-NATIONAL RETAILER

The learning events available from the catalog cover a broad range of topics. From mental health and mindfulness, to effective communication and ergonomics, there is a training available to support most areas of concern. The trainers come with a huge amount of experience and create an environment where people are happy to engage and interact on what can be quite sensitive topics. Having the option to deliver sessions in local languages is a huge benefit in a global organization as this makes the session much more impactful for those attending. We have found that the learning events offer a great way to introduce the EAP to employees in a relevant way, making them more likely to contact the service for support when they need it.

HEALTH AND WELLBEING  
PROGRAM MANAGER - NOKIA



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# OVERVIEW

## OUR AIM AND COMMITMENT TO YOU

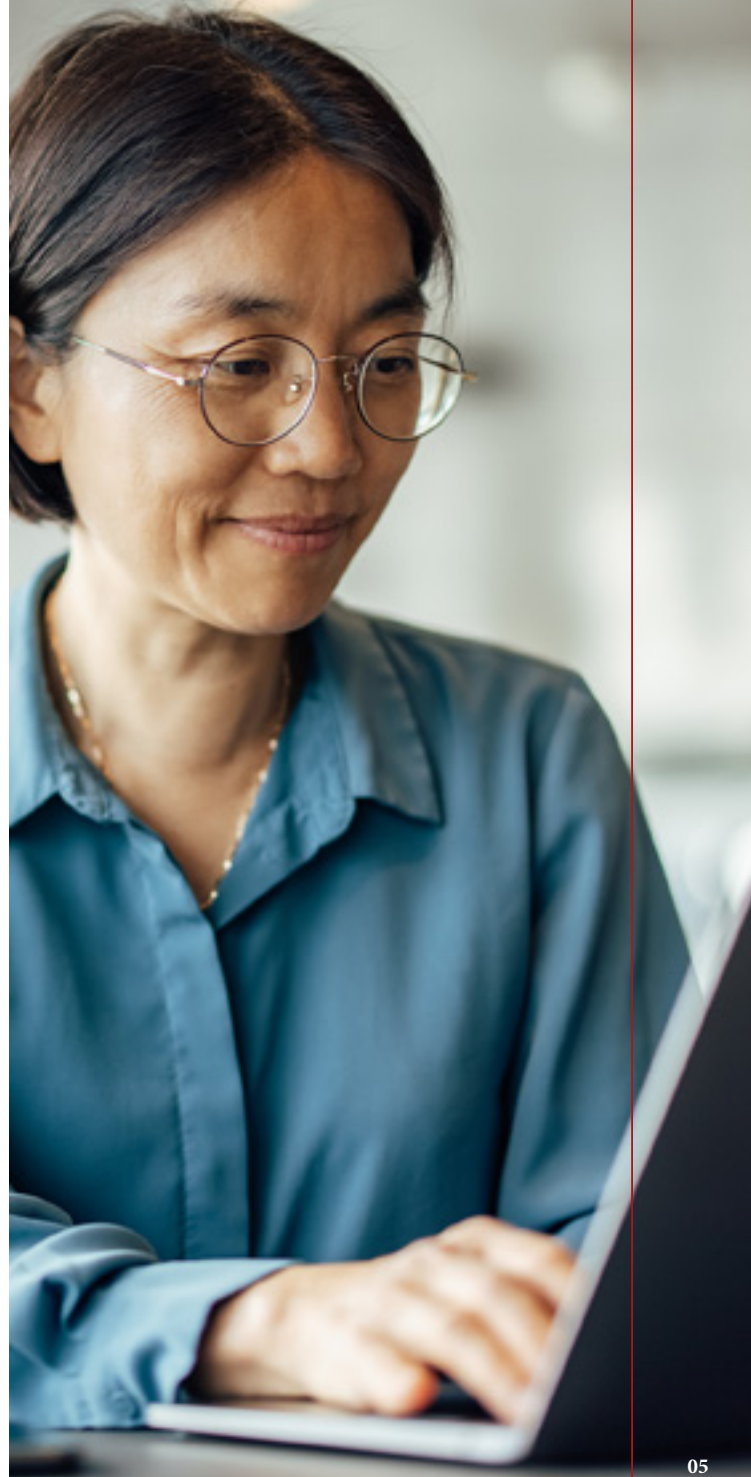
**Our aim is to improve the health and performance of workforces globally through the provision of training content that results in positive emotional and psychological outcomes.**

The range of topics covered in this catalog include topics designed to address the challenges faced by the modern-day workforce. Topics are focused on optimizing wellbeing, personal awareness, and professional competence. At the organizational level, learnings are designed to create a positive work environment where your people can thrive.

Our curricula are developed by industry experts with experience in a wide range of work environments. They create content that assists participants to acquire new skills, increase performance, enhance wellbeing, and embark on a pathway to self-management and career growth.

Our solutions focus on evidence-based content presented in a collaborative learning environment. Each learning event is provided by experienced professionals who deliver localized and culturally appropriate content. The interactive environment allows for discussion and sharing of ideas, accelerating the transfer of skills and knowledge to the participants. Participants can apply this information to both their work and personal lives. Learning events are available in multiple languages, aligned with your workforce.

Your Account Manager and Business Development Representative are available to start the process of developing an annual training plan or setting up a one-time learning event. Together, we can formulate a plan to fit your needs.



# THE DETAILS



**Our standard learning events last sixty minutes unless otherwise specified. The format allows for a presentation on the topic, along with group discussion and questions.**

At least four weeks' notice is required to arrange and coordinate standard learning events. This vital lead time allows us to confirm logistics, confirm the appropriate trainer, and complete our consultation process. In addition, this time frame allows adequate time to publicize the event to ensure healthy attendance. Learning event requests with less than four weeks' notice may result in limited availability for the requested date and time or availability of the speaker. A secondary consequence is that employee attendance may be reduced because of limited time for the publicity of the event internally.

However, the topics listed may be customized to your organization's specific needs for delivery style, time, location, and language (one-hour, half-day, or full-day). In addition, the content can be expanded, combined, or modified to reflect your organization's requirements, and is always localized to meet the needs of global employees.

Collaborative learning engages participants through guided facilitation of meaningful content, illustrations, exercises, practical examples, and group discussions. Facilitators present practical information,

help manage the session with flexibility to meet participants' needs and expectations, and recognize that the character and learning style for each learner varies.

Virtual learning is an excellent platform to communicate topics of a wide interest to a decentralized audience. Virtual classrooms offer an excellent opportunity to connect participants with subject matter experts without the geographic constraints. Employees register for the sessions through a web portal. You can bring instructor-led events directly to your employees' desktops while accommodating their busy schedules. Using a web browser and their telephone, employees can interact with a qualified facilitator who will guide their learning and answer their questions in real-time, self-guided learning.

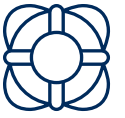
Our sessions are delivered by experienced professionals who are experts in their respective fields. We work in partnership with a carefully assembled group of uniquely qualified, carefully verified, and rigorously trained professionals. This consortium transcends cultures, geographies, time zones, and borders with unparalleled expertise and local linguistic knowledge to help clients support their employees, anytime and anywhere.



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# OUR TRAINING SERIES COLLECTION

# FIRST RESPONDER AND FRONTLINE WORKER SERIES



## Have You Reached Your Limit? Asking for Help When You Need It Most

1 HOUR

**Frontline and first responders are characteristically very resilient. However, consistent pressures and chronic stress can be detrimental over time. It is therefore important to understand behavioral indicators that signal the need for help.**

This includes becoming aware of signs of stigma when seeking professional help and how to overcome it. Knowing the signs are critically important to maintain your self-confidence and that of your team to continue operating effectively and safely. The continual exposure to trauma requires specialized support. For first responders,

**This session is focused on helping participants reclaim their emotional and psychological awareness of where their limit might be.**

the firefighters, police officers, military personnel, emergency dispatchers, EMTs and others who keep us safe, work can mean close encounters with danger, chaos, and tragedy, sometimes daily. The continual exposure to traumatic situations takes a toll over time. This session is focused on helping participants reclaim their emotional and psychological awareness of where their limit might be by sharing experiences and learning effective strategies to manage their reactions to sustained stress.

### How participants will benefit

Following this session, participants will be able to:

- Recognize the effects of ignoring symptoms that indicate the need for help
- Identify available resources and know how to access them
- Approach colleagues who might need support in total confidence
- Understand the importance of social support and how to rely on your support system for recovery





# Tackling Trauma and Coping with Survivor Guilt

1 HOUR

**Following the aftermath of a traumatic, tragic event, some people commonly experience survivor guilt.**

This session helps participants understand how it is characterized, and allows them to identify the typical signs and symptoms that might be experienced. They will also learn about effective coping mechanisms and skills to address it and let go. This session will allow attendees to learn about the unique aspect of survivor guilt during the pandemic and its

additional challenges, in particular, following the unprecedented events of the global pandemic.

## How participants will benefit

Following this session, participants will be able to:

- Understand survivor guilt and recognize its symptoms
- Learn about the unique aspect of survivor guilt during the pandemic and its additional challenges
- Learn coping skills to let go of survivor guilt

# Understanding Personal Emotional Triggers

1 HOUR

**Trauma impacts each person individually. Specific events may trigger deep, powerful, and personal emotional reactions that test our built-in resilience.**

Understanding your personal triggers – and how to prepare for and recover from them when they're encountered – plays an important role in maintaining overall resilience and influences our ability to perform effectively. Likewise, understanding the emotional triggers and sensitivities of others can help build peer support among team members who

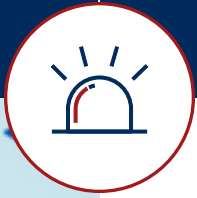
can show empathy to those experiencing a deep emotional reaction to a recent event.

## How participants will benefit

Following this session, participants will be able to:

- Understand emotional triggers and how they impact individuals
- Reach out for support when managing strong emotional reactions
- Identify peers who are triggered by specific events and how to support them

# NAVIGATING THROUGH A CRISIS SERIES



## Leading Through Crisis

90 MINUTES

**This specialized curriculum is for frontline managers and prepares them to effectively manage during a challenging time.**

Participants also receive a Managers' Tool Kit, which is a comprehensive resource for managers who successfully complete this training. Following up on the learning objectives from the course, the tool kit provides frontline managers with leadership approaches, resilience strategies, and directions to employees during, and immediately following, a traumatic event. The tool kit contains guidelines on

**The tool kit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials.**

assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials for distribution to team members. By using the resources in the tool kit, managers can meet the basic needs of employees, resulting in a swift return to productivity.

### How participants will benefit

Following this session, participants will be able to:

- Expedite the safety and wellbeing of employees
- Ensure preparation, in advance, for any potential disaster
- Coordinate with internal stakeholders to deliver timely and accurate communications to employees
- Assist in meeting employees' basic needs fairly, equitably, and consistently, resulting in a quick return to productivity

# Sustaining Resilience During Ongoing Exposure to Trauma

90 MINUTES

**Leading Through Crisis is a pre-requisite for this session.**

For organizations working in high threat environments, their challenge is helping employees sustain a resilient perspective. This session provides support approaches that relieve the impact of long-term exposure to trauma and reduce the potential for post-traumatic stress disorder

## How participants will benefit

Following this session, participants will be able to:

- Recognize the indicators of long-term exposure to trauma
- Minimize that impact
- Practice self-care
- Find options for ongoing support



# Delivering Bad News

90 MINUTES

**Managers frequently are required to deliver bad news to their teams. This can include announcing a death, relaying news of an accident, or informing teams of a restructuring.**

This session is designed to prepare managers to deliver bad news and learn effective approaches to adopt in the process. Participants learn communication guidelines for delivering a death notification, news about suicide, or information around redundancies. The session involves role-plays,

discussion, and case studies to help participants with strategies and guidelines to adopt in those difficult and sensitive situations.

## How participants will benefit

Following this session, participants will be able to:

- Understand how to approach different situations
- Learn how to effectively deliver bad news
- Identify practices for effectively managing different situations



## Cross-Cultural Communication During a Crisis

1 HOUR

**Communication during a crisis requires sensitivity to a number of aspects, including culture and diversity, the emotional states of impacted employees, and the transparency of the information being communicated.**

This workshop defines components important in planning the crisis-communication strategy, including the impact of cultural perceptions and patterns. Participants learn effective crisis-communication strategies, cross-cultural communication etiquette, and how to recognize appropriate cultural contexts.

### How participants will benefit

Following this session, participants will be able to:

- Recognize the power of transparency
- Understand the impact of cultural perceptions
- Recognize appropriate cultural contexts
- Implement cross-cultural communication etiquette
- Identify cross-cultural nuances
- Respect cultural relevancy in the handling of crises

## Supporting Colleagues Through Difficult Times

1 HOUR

**When a member of the work community experiences an episode of a chronic illness, a diagnosis of a serious illness, or the loss of a family member, our first instinct is to extend an offer of support.**

Yet we often hesitate because we feel awkward, uncomfortable, and unsure of what to say. Research indicates that working among supportive team members can make a huge difference to the colleague who is managing the difficulty. This session provides the basics on how to reach out and offer help. It provides information on behavioral signals of distress, listening techniques, and supportive messages to deliver. The outcome of the session is to reinforce simple steps that help in creating a supportive team environment.

### How participants will benefit

Following this session, participants will be able to:

- Understand common reactions to a variety of traumatic events
- Know why it is important to talk
- Recognize signs of anticipatory grief and distress
- Leverage the power of encouraging words
- Develop techniques for engaging in appropriate conversations
- Understand the process of recovery following a difficult time
- Identify strategies for coping with stress and improving resilience



# THE BUSINESS TRAVELER SERIES



## The Business Traveler: Sustaining High Performance

1 HOUR

**The global business traveler routinely juggles multiple cultures, time zones, work environments, and living arrangements.**

Studies show business travelers report no impact on their overall wellbeing, yet the data suggest something different. The stress of travel, sleep interruption, disconnection from social supports, irregular diet, and loss of exercise routine increase risks for chronic emotional and physical health dangers. Left unchecked, these factors can lead to burnout, chronic stress, fatigue, and ultimately, performance decline. This session is designed to help participants recognize and address health detriments while traveling.

### How participants will benefit

Following this session, participants will be able to:

- Identify travel triggers and how they affect you
- Explore work styles and how they are impacted by travel schedules
- Discover your flexibility and adaptability for culture and environment
- Explore new strategies to ease stress while traveling
- Design a sustainable, healthy approach to lessening travel risks

## Optimize Your International Assignment

1 HOUR

**Moving to a new country on a long-term basis for work can take a toll on employees and their families as they adjust to working and living in a foreign culture.**

This three-part online series prepares participants for life in another country by exploring cultural differences and the “cycle of adaptation,” as well as examining their own personality and behavior. It encourages participants to view things as different – not right or wrong, nor good or bad. Exploring new places can be exciting but can also be a tremendous challenge. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the

move. It teaches participants to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

### How participants will benefit

Following this session, participants will be able to:

- Gain an understanding of life in the specific country (customized as per clients’ needs)
- Understand the impact culture has on the way people behave and the way people interpret what is happening around them
- Learn to accept the implications of living in a different culture
- Better prepare for eventual relocation back to their home country

# International Assignment: Aiding Your Family's Adjustment

1 HOUR

**Uprooting from the familiar is difficult for all parties. The anticipation and anxiety of preparing for an international assignment can be overwhelming.**

This session goes beyond providing a framework for the move. It also examines ways to help the whole family adjust, as culture shock can be overwhelming for anyone, particularly children who may be leaving their friends, school, and other familiar surroundings. The session will explore a variety of strategies to help aid adjustment socially and emotionally and ultimately help everyone to thrive during the assignment.

## How participants will benefit

Following this session, participants will be able to:

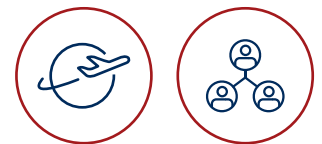
- Discuss the initial steps for informing children about a new move
- Address concerns specific to each age group
- Provide tips for helping your children adjust to a new life
- Set in place your own goals for the assignment
- Fully and creatively utilize your resources as an accompanying partner
- Learn how others have successfully addressed challenges

# Conquering Isolation When on Business Travel

1 HOUR

**Workers see travel as an essential component to advance in their careers, and on the outside, travel can appear to be glamorous and exciting.**

However, there is a downside to frequent travel as "road warriors" often report feeling lonely. They indicate that time away from friends, family, and events takes a toll on relationships. Additionally, the delays and unpredictability of life on the road can heighten feelings of anxiousness and isolation. This session offers strategies to help manage feelings of loneliness, reframe the experience to appreciate the benefits, and implement practical ways to enhance wellbeing.



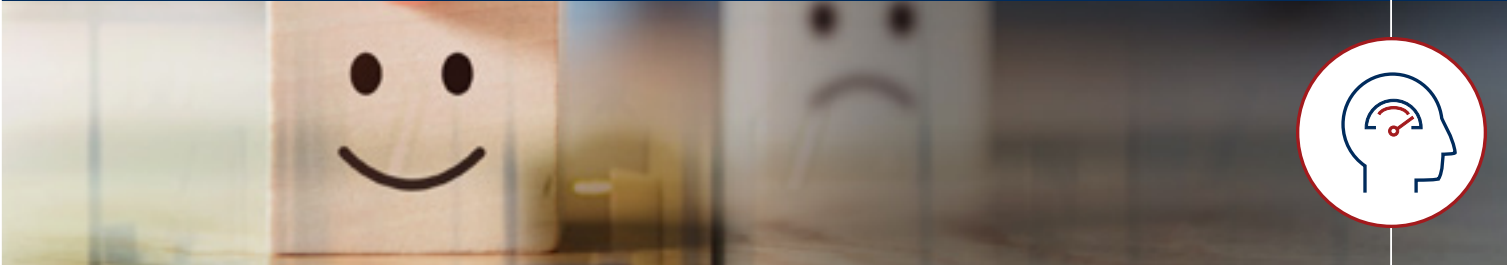
## How participants will benefit

Following this session, participants will be able to:

- Identify ways to reframe the travel experience by seeing the positive benefits
- Explore opportunities for career enrichment
- Discover tips to tackle loneliness and isolation
- Develop a range of strategies to enhance overall health and wellbeing
- Plan activities to help combat boredom and boost their enjoyment

**Life on the road can heighten feelings of anxiousness and isolation.**

# MENTAL HEALTH SERIES



## Mental Health – Recognize and Respond: A Session to Help **Employees** Become an Agent of Change

1 HOUR

**We all have a role to play in helping to normalize conversations around mental health and contribute towards a respectful and supportive work environment where colleagues feel able to share concerns in an open way.**

As such, it is important that every employee has the confidence and competence to recognize if a colleague is behaving in a concerning way and know how to intervene in an appropriate and effective way, taking every opportunity to bring this subject out in the open and commit to making a

difference. This seminar will help equip attendees with the knowledge to be a supportive colleague.

### How participants will benefit

Following this session, participants will be able to:

- Know why mental health is important
- Understand mental health and different conditions
- Recognize signs of concern
- Learn how to support a colleague
- Discover steps to take in a crisis

## Mental Health – Recognize and Respond: A Session for **Managers**

1 HOUR

**Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need.**

Our working lives can have a powerful influence on our mental state and, as leaders in a demanding and high-pressured world, it is essential that we develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help you to recognize signs of concern and respond appropriately.

### How participants will benefit

Following this session, participants will be able to:

- Emphasize why mental health awareness is important
- Understand mental health and different conditions
- Recognize signs of concern
- Establish strategies for having a conversation with an employee in need of support
- Learn how to manage in a crisis



# Battling Burnout

1 HOUR

**Burnout is an occupational phenomenon that can lead people to experience emotional exhaustion, depersonalization, and reduced personal accomplishment.**

Yet, as it occurs over a progressive period, it is not always easy to notice the signs of excessive pressure

**It is more important than ever to recognize the early warning signs and risk factors and learn how to implement anti-burnout strategies.**

building up. With an alarming number of workers across the world reporting increasing levels of burnout, it is more important than ever to recognize the early warning signs and risk factors and learn how to implement anti-burnout strategies.

## How participants will benefit

Following this session, participants will be able to:

- Recognize burnout
- Learn to identify who may be at risk
- Understand how to protect one's self
- Know the importance of the five "Rs"



# Talking About the "S" Word

1 HOUR

**One in five adults say that they have had suicidal thoughts at some point in their lives, yet it remains a topic that many struggle to discuss openly. This stigma is commonly considered the reason why help is not sought.**

In addition, many people feel uncomfortable having difficult conversations for fear of saying or doing the wrong thing. This session aims to demystify challenging topics such as suicide and self-harm, and help participants understand ways to tackle taboos, help someone in distress, and together, make a difference.

## How participants will benefit

Following this session, participants will be able to:

- Understand the key terminology around suicide and self-harm
- Discuss the role we all play in tackling stigma
- Demystify challenging topics and taboos
- Understand ways to feel more comfortable being uncomfortable
- Develop practical skills in helping someone in crisis



# MINDFULNESS SERIES

## 30-MINUTE SESSIONS



## Emotional Strength

**Emotional strength involves the capacity to openly express our emotions, including those that are difficult to process, uncomfortable to discuss, or complex to navigate.** Sometimes we suppress our true feelings to avoid putting ourselves in a vulnerable situation where others might see us in a fragile and unprotected state. But allowing ourselves to experience genuine emotional responses is a necessary development in our personal growth. In this session, we will examine the benefits of expressing our emotions, explore techniques to foster our emotional strength, and discuss how accepting our vulnerability makes us stronger.

## Mindfulness for Compassion

**The practice of mindfulness helps us to learn to be present in every moment of life. But sooner or later, we all have experiences that are difficult or painful.** The key to staying balanced is to learn how to live life not only with “mindfulness” or “full awareness,” but with compassion and kindness as well. Compassion involves the capacity to feel concern for ourselves and others, and the desire to help in meaningful ways. In this session, we will work on developing compassion and self-compassion, which when applied to daily living, can contribute to greater wellbeing.

## Practice of Gratitude

**Being grateful is a habit that allows us to change our emotional state and to feel more positive in our day-to-day.** Gratitude contributes to contentment because we can be thankful even though nothing extraordinary has happened. In this session, we will learn how to identify what we’re thankful for and how gratitude can enrich our lives.

## Helping Children Learn Mindfulness

**The practice of mindfulness can be as beneficial for children as for adults, as childhood is the ideal stage to introduce concepts of awareness.** In this session, we teach parents to help children become more aware of their internal and external experiences. Through this awareness, children can begin to process their thoughts and the impact they have on their emotions, helping them learn to control their impulses and improve their emotional intelligence.

## Mindfulness to Concentrate and Pay Attention

**Mindfulness is the practice of consciously paying attention to a certain experience in the present moment, observing it curiously, and accepting it at the same time.** Numerous studies have shown how mindfulness activates certain parts of the brain that are responsible for planning, memory, concentration, and executing tasks. Through this training, we develop skills to help improve our concentration, avoid getting distracted, and focus better on the task at hand.

## Mindfulness for Healthy Eating

How you ever started snacking just because you were bored or stressed? Have you experienced the feeling of not being aware that you've just eaten? Sometimes we manage our emotions and stress with food, and don't pay attention to what we're eating. Mindfulness allows us to savor our food and listen to our body for input on eating.

## Being There – The Art of Taking a Walk

You don't need to be seated in a quiet room with your eyes closed to meditate. You can apply meditation techniques to daily life, such as while you're on a walk. In this session, we discuss living mindfully with all our senses and connecting with our bodies in the present moment during our daily activities.

## Mindfulness for Better Sleep

We all know the importance of sleeping well and resting. Lack of sufficient sleep can have negative consequences, such as tiredness, anxiety, irritability, difficulty concentrating, and poor performance. The truth is that sometimes we may have trouble sleeping. Thoughts and worries keep us awake. We can, however, take some control over the issue through mindfulness with a series of exercises to help free our minds and promote sleep.

## Being Conscious of Time

Our perception of time changes with our circumstances. At some points, we have too much time and not enough to do, while at other points, we don't have nearly enough time to manage all of the demands of work and life. In this session, we examine time management. Being conscious of how we spend our time and how we would like to spend our time can help us develop techniques to better focus on our priorities.



## Clearing Your Mind

Buddha once said, "We are what we think. All that we are arises with our thoughts. With our thoughts, we make the world." There is a lot of truth in that, as our thoughts really can shape our reality. Do you know how to clear your mind of unwanted thoughts? In this session, we will learn exercises that help us relax, calm our thoughts, and clear our minds for a more constructive cognitive experience.

## Beyond the Body Scan

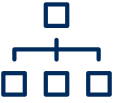
The capacity to live in the present moment allows us to observe, recognize, and be mindful of our experiences. We tend to assume we're in control of our focus and attention, but much of the time, our mind is not in the present. This session takes a deep dive into how mindfulness allows us to recognize what is happening as it is happening, and accept the experience as it is. These mindfulness techniques can be practiced time, any place.

## Exploring Moments to Practice Mindfulness

The less time you feel you have, the more necessary mindfulness becomes. We all know that to incorporate an activity into a routine we need to make it a habit. The practice of mindfulness can become a habit once you understand how. In this session, we will explore some easy ways to introduce the practice of full attention into our daily lives.



# **STANDARD LEADERSHIP TRAININGS**



– NEW –

## Giving and Receiving Feedback – Managers

1 HOUR

**Annual appraisals are an opportunity for employees to reflect on their individual performance through the year and celebrate what they accomplished while also identifying areas for improvement.**

For managers, it is an opportunity to reward past performance and identify areas for growth so that their employees can be supported in achieving their potential. Although it is an opportunity for both sides to improve, often it is a conversation that is dreaded – not only by employees, but by managers as well.

### How participants will benefit

Following this session, participants will be able to:

- Understand why feedback is important and why we dread it
- Understand the role of self-reflection, self-awareness, and self-compassion
- Look at irrational beliefs that get in the way of receiving feedback positively
- Explore the implications of the fixed mindset vs. the growth mindset
- Gain strategies to give feedback in a way that it will be received constructively





## How to Lead Hybrid High-Performing Teams

1 HOUR

**With the ever-evolving hybrid working environment, virtual teams will be here for the long-term. They offer employers the chance to capitalize on talent and diversity without any restrictions of geographical location.**

For employees, virtual teams offer freedom and flexibility to work where they live, optimize their contribution, and attain a healthy work-life balance. Nonetheless, as virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers.

**As virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers.**

Communication, trust, workload oversight, and team member wellbeing are some of the remote leadership issues that will be addressed in this session to better equip managers with an effective performance strategy.

### How participants will benefit

Following this session, participants will be able to:

- Discover ways to contribute to a compassionate hybrid work culture
- Explore practical ways for managers to communicate and reconnect with their virtual teams
- Develop an appreciation for both remote and in-person collaboration
- Help managers understand the importance of monitoring employee wellbeing status for all virtual team members

## Advocating for Your Employees

1 HOUR

**The objective of this session is to emphasize the importance of being a supporter for your team.**

The session will show you how you can help your workforce feel truly heard and represented, resulting in greater efficiency, meaningful engagement, and work performance. In turn, this will help cultivate relationships where workers are enabled in their development for both professional and organizational gain.

### How participants will benefit

Following this session, participants will be able to:

- Understand what it means to support your team and why it is important
- Identify ways to be an effective supporter
- Explore what would get in the way of being an effective supporter

# The Coach Approach to Leadership:

## Leadership Skills for Thriving Teams

1 HOUR

**Explore the role leadership plays in optimizing performance and motivating others.**

Participants will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose, and direction. Furthermore, they will learn strategies for optimizing performance and bringing out the best in their people. Leaders must draw upon multiple skills to be successful. Many recognize the value of connecting using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce wants a coach approach to leadership. Participants will recognize the value of integrating the coach approach communication principles into their leadership style and organizational culture to develop employees who thrive.

### How participants will benefit

Following this session, participants will be able to:

- Examine their current leadership style
- Recall the four different types of listening and focus on developing their listening skills
- Formulate powerful questions that could be used in conversation with direct reports
- Demonstrate appropriate ways to provide information and give advice to direct reports to empower growth
- Practice ways to increase staff self-efficiency to build morale and productivity by utilizing acknowledgment

# Managing Psychosocial Risks in the Workplace

1 HOUR

**Non-physical factors in the workplace can become detrimental to employees' health and wellbeing. When poorly addressed, factors such as workload, change management, and team dynamics become psychosocial hazards.**

These hazards can threaten our mental and physical wellbeing and may lead to several outcomes such as loss of concentration, poor decision-making, at-risk behaviors, increased error rate, reduced effectiveness and productivity, depression, or anxiety. This training

**This training is designed to help organizations identify psychosocial risks and hazards and how they can be managed to promote employee wellbeing.**

is designed to help organizations identify psychosocial risks and hazards and how they can be managed to promote employee wellbeing.

### How participants will benefit

Following this session, participants will be able to:

- Learn how to recognize psychosocial risk factors and their impact on employees
- Discover the legal, commercial, and moral case for risk management
- Define employer duty of care and relevant responsibilities
- Understand effective intervention techniques to manage psychosocial risks
- Find their own coping strategies to deal with the risks

# Getting Comfortable with Conflict: A Leadership Guide

1 HOUR

**Almost every workplace has a diverse blend of personalities and preferences, so it is expected that there will be some dispute and conflict.**

Not all employees are the same; some personalities are easier to interact with than others. As individuals, some of us are fearful of conflict and not having a harmonious team can make work very difficult.

However, not all conflict is bad. Conflict can lead to growth and change. Thus, it is important that managers learn how to communicate and facilitate a positive working relationship with any personality type to explore how to reach resolutions that are acceptable to all parties involved and get the team focused on moving forward. This session will teach leaders how to apply conflict management strategies to boost performance and

increase collaboration. It will also examine the role our perceptions and biases play, and help leaders cultivate functional relationships among a diversity of people.

## How participants will benefit

Following this session, participants will be able to:

- Explore the origin of conflict and tension
- Identify conflict management styles
- Develop an understanding of the intent behind the message
- Connect conflict management styles with a variety of personality types
- Consider ways to create a collaborative environment



# People-Centric Leadership

1 HOUR

**Leaders who follow a people-centric approach know what it means to be successful: to put their people at the forefront of everything they do.**

Great leaders not only understand themselves but they know the people they manage and know the importance of developing compassionate and empathetic relationships. This relies on emotional intelligence (EQ), the ability to recognize their own feelings and those of others, and self-motivation to understand the needs and motivations of others. Leaders who demonstrate a greater EQ help create a healthy and productive workplace. This interactive and insightful session focuses on emotional intelligence, self-awareness, and interpersonal skills.

## How participants will benefit

Following this session, participants will be able to:

- Understand ways to communicate compassionately, empathetically, and professionally
- Apply techniques to develop greater emotional intelligence
- Understand how to work in a collaborative manner to optimize motivation and morale
- Implement ways to develop self-awareness and adopt a greater understanding of how others work

# **STANDARD EMPLOYEE TRAININGS**





– NEW –

## Responding to Climate Anxiety

90 MINUTES

Communication around climate change has increased tremendously over the past two decades. The public has gained awareness via scientific reports such as the Intergovernmental Panel on Climate Change (IPCC) reports, and the growth of associations and movements.

But with increased awareness comes eco-anxiety, solastalgia, and fear of climate change – especially among those exposed to the information daily. This session aims to provide strategies to recognize and respond to eco-anxiety, solastalgia, and fear of climate change.

**Identify the symptoms of eco-anxiety, solastalgia, and fear of climate change.**



### How participants will benefit

Following this session, participants will be able to:

- Understand eco-anxiety, solastalgia, and fear of climate change
- Identify the symptoms of anxiety related to climate change
- Gain awareness on triggers and stressors and learn how to assess your level of impact
- Develop strategies to cope with eco-anxiety, solastalgia, and fear of climate change
- Access to specific resources and support related to the topic

– NEW –

## Self-Care Tool Kit

90 MINUTES

With the challenges of today's world and the demands on our time, we often ignore our own self-care routines. Now, more than ever, we need to reflect on our personal wellbeing.

Focusing on our mental health, energy, and work-life balance are the key to maintaining our personal

wellbeing. This session explores the concept of the “wellbeing wheel” along with new strategies and perspectives on maintaining a healthy self-care routine.

### How participants will benefit

Following this session, participants will be able to:

- Identify the areas of wellbeing and where you fall on the wellbeing wheel
- Explore a range of self-care strategies
- Develop a personal self-care plan and ways to sustain the plan



## Healthy Mind Tool Kit: Boosting Your Mental Health

1 HOUR

**Managing your own health and energy is an essential part of self-care. Yet many people become more concerned about meeting the needs and expectations of others while neglecting their own.**

People also believe that their mental wellbeing should only be addressed when they are struggling. However, being aware of our mental wellbeing

**This empowering training will help you to understand how to optimize levels of mental health as well as gain coping strategies for dealing with adversity.**

helps us manage adversity and can reduce our risk of prolonged mental and physical issues. This empowering training will help you understand how to optimize levels of mental health, as well as gain coping strategies for dealing with adversity in a constructive way, and develop structured mechanisms for building better mental health.

### **How participants will benefit**

Following this session, participants will be able to:

- Learn how to optimize levels of mental health
- Identify ways to manage adversity and change
- Learn practical stress management strategies
- Develop and implement techniques for building better mental health



# Creating a Resilient Mindset

1 HOUR

**Our resilience is demonstrated in several aspects of our lives, particularly when we are under pressure or find ourselves in a challenging environment.**

In an ever evolving and transitioning environment that often brings fear and uncertainty, it is important for us to know how to adjust effectively and remain resilient. This training will explore our relationship with failure and how by transforming our perception we can discover the vital secrets for developing an adaptable and confident mindset by embracing vulnerability and fear. Concretely, this session will explore the

**Specifically, this session will explore the foundation of resilience, understanding yourself and your personal operating system and identifying the mental obstacles.**

foundation of resilience: understanding yourself and your personal operating system and identifying the mental obstacles (thoughts, feelings, and attitudes) that get in your way. Participants will focus on five muscles: accepting personal accountability, developing a belief system that encourages and supports success, meticulously and objectively assess your moods and blind spots, perfect your deep breathing technique and curate curiosity to view situations from different angles.

## How participants will benefit

Following this session, participants will be able to:

- Discover the power of vulnerability when dealing with failure
- Learn how to perceive adversity as a learning opportunity
- Tackle limiting beliefs associated with challenge and change
- Understand how to embrace fear and take risks

# Switching Off: Life Beyond Digital Devices

1 HOUR

**The modern working world is digitally connected more than ever and we are driven by the rapid advancement of technological growth. This constant contact has transformed working behaviors, compelling workers to be plugged in 24/7.**

The overuse of digital devices has been linked to stress, burnout, insomnia, anxiety, and other mental health disorders. This thought-provoking and innovative seminar will provide attendees with a powerful insight into the true impact of living and working in a reactive, fully connected world.

Participants will discover practical ways to reclaim a sense of work-life balance and address existing habits to be able to unplug digitally and mentally for a healthier and happier life.

## How participants will benefit

Following this session, participants will be able to:

- Understand the psychological impact of being plugged in 24/7
- Learn simple strategies to unplug digitally and mentally for a healthier and happier life
- Discover practical ways to reclaim a sense of work-life balance and address existing habits



## Healthy Boundaries and Work-Life Balance

1 HOUR

**People often feel torn between work and family obligations, and often report not having enough time for themselves.**

This session will help participants identify various ways to achieve balance with personal, family, and work responsibilities. The conflicting demands of work and home can create stress that depletes the energy needed to get everything done. In

**Participants will learn to implement techniques for being more effective and more satisfied with both their home and work lives.**

this session, participants will learn to implement techniques for being more effective and more satisfied with both their home and work lives.

### How participants will benefit

Following this session, participants will be able to:

- Identify what's keeping them out of balance
- Determine the meaning of work-life balance
- Learn time management strategies to effectively manage multiple demands
- Discuss the benefits of prioritizing
- Explore the role of delegation and communication with others
- Develop an action plan to balance their own work and life demands

## Effective Stress Management

1 HOUR

**Working under excessive pressure for a prolonged period can result in chronic stress, which can have a significant adverse impact on our mental and physical health. Without intervention, stress can contribute to mood disorders, as well as elevated blood pressure, heart rate, and levels of stress hormones.**

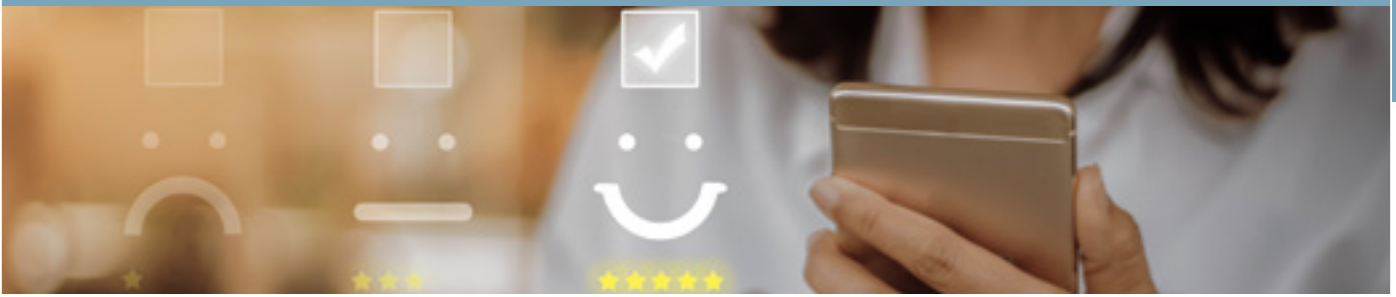
Without understanding the physical stress response, it can be difficult to develop healthy coping strategies to help us tackle stress in an effective way,

causing a build-up of stress hormones in our minds and bodies, which leads to more significant health issues, such as burnout and depression.

### How participants will benefit

Following this session, participants will be able to:

- Understand the science of the stress response
- Recognize your own stress triggers
- Develop to ability to respond rather than react
- Discover powerful stress busting strategies



## Staying Optimistic: Conquering Negative Thoughts

1 HOUR

**An average person has between 12,000-60,000 thoughts per day, 80% of which are negative. These thoughts are part of the survival mechanism in the mind which focuses on more negative details as a form of self-protection.**

However, it is not the negative thoughts themselves that are the issue, but rather the importance that we give them that cause the problem. This session allows participants to learn how to gain control over

negative thoughts and turn them into neutral or positive ones, helping to overcome unhealthy and unhelpful habits.

### How participants will benefit

Following this session, participants will be able to:

- Identify the causes of negative thoughts
- Apply strategies to break negative thoughts
- Understand when additional help is needed
- Discuss the types of help available

## Discover the World of Emotional Intelligence

1 HOUR

**The ability to recognize feelings in oneself and others, managing emotions, and balancing thoughts are traits that are associated with emotional intelligence (EQ).**

Emotional intelligence requires skills such as self-awareness, self-regulation, motivation, empathy, and social skills. Embracing the nuances of human emotion have demonstrated several benefits, particularly at work, such as better collaboration, compassionate leadership, boosted morale, and overall, a happier and healthier workplace. Participants will learn that by recognizing the feelings of family members and colleagues, and responding in a balanced, rational way, they can improve

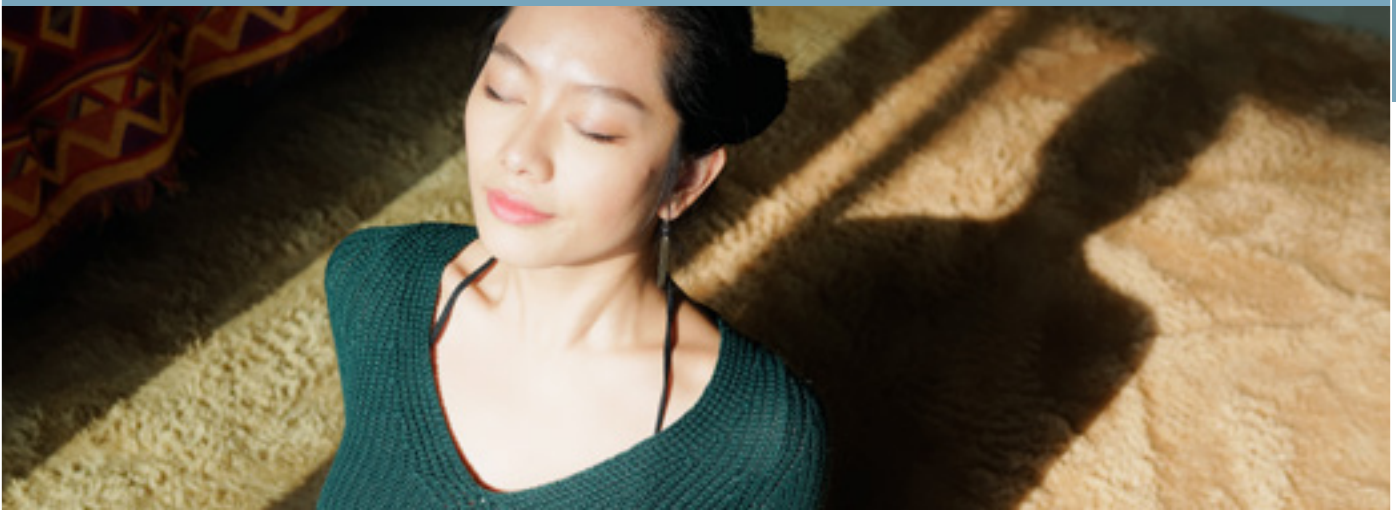
relationships and collaborate more effectively. The session also examines new brain research on emotions and the battle between the emotional and the thinking brain.

### How participants will benefit

Following this session, participants will be able to:

- Cope with daily situations and get along in the world relying on both cognitive and emotional intelligence
- Realize that the emotional brain impacts behavior
- Understand how an "amygdala attack" of panic results when cognitive thinking stops
- Practice calm breathing and focused listening





## Eat Well. Move More. Sleep Better.

1 HOUR

**With the demands of life, it can sometimes be easy to neglect healthy habits. Yet long-term lack of proper nutrition, sleep, and physical inactivity can result in health risks.**

This practical session will explore three of the most important components for living a healthy lifestyle: nutrition, movement, and sleep. It will explore the ways you can introduce new techniques for healthy practices and learn simple but effective ways to eat well, move more, and sleep better.

### How participants will benefit

Following this session, participants will be able to:

- Discover the basics of eating for energy
- Overcome barriers to healthy eating
- Learn ways to move more and combat a sedentary lifestyle
- Identify good sleep hygiene practices

## Tackle Unhealthy Habits and Transform Your Life

1 HOUR

**Breaking unhealthy habits can be challenging. Even if we know something is not good for us, finding the motivation to make better choices is not always easy. The good news is that change is definitely possible.**

This session will explore the science of behavior change and apply these teachings to tackle common bad habits such as alcohol consumption, smoking, social media, and unhealthy eating. It will also examine triggers and how to plan for success.

### How participants will benefit

Following this session, participants will be able to:

- Identify triggers
- Understand the science of habit formation
- Establish ways to boost motivation for change
- Create a strategy for breaking bad habits



# Coping with Critical Illness

1 HOUR

**Many serious health problems seem to develop unexpectedly, upsetting your life out of the blue. When that happens, you may feel overwhelmed by difficult emotions, including worry, sadness, despair, and grief. Some people may also experience the feeling that they might never be able to cope.**

The emotional toll can make it difficult to function and may even lead to mood disorders such as anxiety and depression. However, participants can learn to manage these feelings, adjust to a new way of living, and live a fulfilling life. But whatever your diagnosis or emotional response, it's important to know that you're not helpless. There are steps you can take to

better cope with your new situation, ease the stress and mental anguish that often accompany serious illness, and find a way to navigate this challenging new journey.

## How participants will benefit

Following this session, participants will be able to:

- Learn about the emotional impact of a critical illness diagnosis
- Gain some skills to manage the diagnosis and its aftermath in as helpful a way as possible
- Understand the importance of taking care of one's mental health during a critical illness
- Understand the impact on caregivers and the need for their emotional support as well



# Raising Resilient Children

1 HOUR

**Many parents face multiple changing roles and responsibilities, and it can be difficult to navigate new demands while also supporting the psychological needs of their children.**

This session will highlight the importance of raising resilient children and explore common roadblocks parents face along the way, such as parental guilt, perfectionism, and comparison with others. It will explore key communication strategies parents can implement to help empower young children to overcome stress in a healthy way.

## How participants will benefit

Following this session, participants will be able to:

- Define what is resilience
- Determine how resilience can be built
- Define strategies to help children build their resilience muscles
- Learn what this means for you as a parent
- Understand the barriers that get in the way of making children more resilient

# The Many Faces of Grief: Coping with Loss

1 HOUR

**Although grief touches everyone, and grieving is normal, the pain of loss is unique to everyone.**

Major losses trigger conflicting emotions, from anger and denial to experiencing relief. This session will help participants explore their own reactions to loss, from a death to divorce. They will learn why some people are stuck in a “grief rut” as they discuss more healthy ways to grieve.

## How participants will benefit

Following this session, participants will be able to:

- Learn the different and individual ways each person handles grief and loss
- Understand the ways both adults and children can learn to grieve in a healthy manner
- Discover how offering support can make the grieving process more tolerable

# Unlock the Secret to Financial Wellbeing

1 HOUR

**Managing your finances may seem like a challenging task, but it allows you to have a better perspective of where and how you're spending your money.**

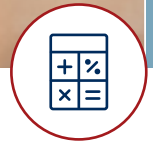
Personal finance management allows you to control your money so you can achieve your financial goals. The initial step is defining your financial goals, both short-term and long-term. This training will guide you through the process of tracking your spending so that you understand how you currently spend money. You'll examine your obstacles to reaching your financial goals as you learn how to manage your debt and develop a personal strategy for taking control of your finances.

## How participants will benefit

Following this session, participants will be able to:

- Understand your money beliefs and how these affect your personal finances
- Establish ways to track your spending
- Explore proven ways to reduce debt and spending
- Develop a personal strategy for taking control of your finances





– NEW –

## Money on My Mind: Dealing with Anxiety

1 HOUR

**Continued exposure to financial uncertainty in a constantly changing world has had a direct impact on employee mental health. A sense of instability – triggered by living amidst a shifting landscape and the rising cost of living – has seen a surge in levels of anxiety.**

This session will help participants recognize and understand financial anxiety, and

distinguish it from worry and stress. It will teach attendees how to manage anxiety in order to work towards feeling more stable in their own situation.

### How participants will benefit

Following this session, participants will be able to:

- Understand the difference between anxiety, worry, and stress
- Apply practical thinking to help manage overwhelming thoughts and anxiety
- Implement ways to increase financial stability



– NEW –

## Mastering Your Money in Difficult Times

1 HOUR

**Managing your finances can feel overwhelming, particularly amidst economic and global uncertainty.**

The session will guide you through ways to overcome financial anxiety and make practical changes to manage money in a more effective way, from cutting back energy use to changing shopping habits.

### How participants will benefit

Following this session, participants will be able to:

- Implement strategies to help manage financial anxiety
- Understand why managing money is more of a mind exercise than a math exercise
- Define spending needs versus wants and identify opportunities to save and budget
- Set short-term and long-term financial goals





## Work Smarter, Not Harder: Become a Time Management Master

1 HOUR

**How often do we hear the phrase, “there aren’t enough hours in the day?” Many people find themselves constantly adding to their to-do list while still feeling that they haven’t accomplished anything.**

Effective time management is critical to ensure you feel more accomplished and less overwhelmed at the end of a busy day. Time management is a learned skill. It requires self-discipline and a desire to become conscious of how one manages daily activities. This session will provide a basic explanation of the time management process and the characteristics of effective time managers. It will discuss the importance

of prioritizing important events, and explore the role of delegation and communicating delegation requests with others.

### How participants will benefit

Following this session, participants will be able to:

- Explain the time management process
- Provide characteristics of effective time managers
- Discuss the importance of prioritizing important events
- Explore the role of delegation and boundaries

## Powerful Communication: Harnessing Effective Techniques to Enhance Your Style

1 HOUR

Communication is one of the most powerful tools for personal and professional success, and it involves the ability to convey information effectively and efficiently. Good verbal, non-verbal, and written communication skills are crucial for fulfilling relationships. It is also important that people exercise active listening skills. This session will help develop important communication skills both verbally and non-verbally to create a more cohesive, collaborative, and successful working environment.

### How participants will benefit

Following this session, participants will be able to:

- Effectively listen in order to be better communicators
- Develop an awareness of personality and communication tendencies
- Discuss ways to overcome barriers to effective communication





## OTHER TOPICS AVAILABLE ON REQUEST

Below are some of the training topics we can offer to support specific campaigns promoted within your organization. These topics are eligible for bank of hours or fee for service delivery.

Become More Heart Smart

Build a Better Back

Changing Relationships: You and Your Aging Parents

Healthy Eating on the Run

Healthy Fasting During Ramadan

Identifying Signs of Addiction in a Loved One

Let's Sleep On It: Developing a Healthy Sleep Pattern

What Managers Need to Know to Support Breastfeeding Mothers

Managing and Supporting Employees Experiencing Domestic Abuse

Men's Health Matters

Tackling Sleep and Stress Fatigue

Talking about Breast Cancer

Thriving in Later Life: Planning for Retirement

Tips for Smoking and Tobacco Cessation

Transitioning from Your Role into Parental Leave

Understanding Broken Heart Syndrome

Understanding Menopause in the Workplace

Where is the Sugar: Tackling Diabetes

Women's Health and Menopause





## Terms and Conditions

We thank you for allowing Deer Oaks and our subcontractor, Workplace Options to journey alongside you to facilitate the optimal performance of your employees.

Please find below the terms and conditions of service for global learning events and our respective areas of responsibility. These terms have been designed to ensure that we and our facilitators are able to offer you quality services.

### DEER OAKS/WORKPLACE OPTIONS WILL FACILITATE ON-SITE OR VIRTUAL LEARNING EVENTS:

- Five (5) business days after the training request is confirmed and submitted to our GLS team, provide a learning event announcement promotional flyer.
- Three (3) weeks prior to the session, provide a learning event announcement flyer.
- Five (5) business days prior to the session, provide final confirmation of the facilitator (with contact details and profile).
- Three (3) business days prior to the session our facilitator will contact the local point of contact to introduce themselves and discuss logistics for the day.
- Five (5) days after the session an attendee report and satisfaction survey will be provided.

### CUSTOMER WILL:

- Provide a minimum of four (4) weeks' notice for standard learning event requests.
- Provide a minimum of six (6) weeks' notice for customized learning event requests.
- Provide a training room and equipment (i.e. Laptop, LCD projector, flip chart, etc.) for an on-site learning event. Please notify your Account Manager if this requirement cannot be met.
- Ensure the event announcement gets circulated to potential participants well in advance to allow for participation.
- Provide participants with the pre-work material, if applicable, should a customized event include pre-work content as a part of the training.
- Agree not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent.
- Provide notification to Deer Oaks/Workplace Options upon requesting a session(s) of security clearance requirements or other documentation required for providers to be given access to the customer's workplace.

## SERVICE DELIVERY GUIDELINES

### TRAVEL AND AFTER-HOURS SESSIONS

- An additional 25% (\$75.00) of the session fee will be charged for sessions delivered outside standard business hours: Monday to Friday before 8:00 am and after 6:00 pm, as well as weekends and national public holidays.
- Travel is charged based on time and mileage for sessions delivered on-site at a location more than 30 kilometers outside of any major city.

### CANCELLATION and RESCHEDULING POLICY

Once the learning event is confirmed, Der Oaks will allow one date change at no charge as follows:

- STANDARD TRAININGS — 3 weeks prior to the originally scheduled delivery date. Thereafter, an additional 50% (\$150.00) of the value of the service(s) scheduled will be charged for each date change.
- Cancellation more than seven (7) business days before the learning event date(s) is at no charge.
- Cancellation within two (2) to seven (7) business days of the learning event date(s) is subject to 50% (\$150.00) of the value of the service(s) scheduled.
- Cancellation within one (1) business day of the learning event date(s) is subject to 100% (\$350.00) of the value of the service(s) scheduled.
- All cancellations will incur the full reimbursement charge of non-refundable pre-agreed travel expenses and pre-agreed preparation hours (if applicable).
- All cancellations of customized learning events after the customized content has been developed will incur full cost of the development, customization and translation fees.

*Please note the cancellation and re-scheduling charges notated above are based on Deer Oaks' standard learning event rate Of \$300.00 per hour.*

### CONDITIONS OF USE OF MATERIALS

All content and materials provided are the property of our partner, Workplace Options (WPO). They may not be copied, reproduced, republished, uploaded to a server, posted, transmitted, archived, modified, sold, or distributed in any way, except that the customer may download one copy of the participant documentation provided by our training team on any single computer and print it for distribution solely to the attendees of the learning event session(s) mentioned above, and provided that the customer keeps intact all copyright and other proprietary notices. Agree not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent.

# 2023 Training Catalog

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