



THE KEYS TO CREATING A THRIVING TEAM CULTURE

This session is designed to help leaders to better understand the characteristics of a great team culture and provide several strategies for creating and maintaining a workplace environment in which their employees can thrive.

**When: Mon., 1/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



SUCCESSFUL APPROACHES TO DIFFICULT EMPLOYEE CONVERSATIONS

Successful leaders have the ability to skillfully discuss difficult or stressful topics with their employees. This session will provide several practical strategies for having these challenging conversations more effectively including building connections with employees, being more collaborative in our approach, and handling disagreement respectfully.

**When: Mon., 4/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



ADVANCED COACHING SKILLS FOR LEADERS

Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day-to-day interactions. This session will review the communication skills necessary to have effective coaching interactions, and discuss using a collaborative coaching approach in key work situations.

**When: Mon., 7/29/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)



HOW TO LEAD A TEAM THAT PROVIDES GREAT CUSTOMER SERVICE

This session will help leaders to prepare their employees to consistently provide great service to both internal and external customers. Covered topics include how to make providing great customer service a team mission, ways to teach customer service skills to your staff, and strategies for coaching employees that fall short of your customer service expectations.

**When: Mon., 10/28/2024
1:00 - 2:00 PM CT**

[LINK: REGISTER HERE](#)

2024 Supervisor Excellence Webinar Series

Deer Oaks EAP Services, your Employee Assistance Program (EAP) provider, presents this year's Supervisor Excellence Webinar Series. Presented quarterly, this series covers important topics designed to provide managers and supervisors with enhanced skills that can help them to improve the morale, motivation, and productivity of their employees. This series is available to all supervisors, managers, and other interested employees. Simply register using the above registration links. A recording will also be available following each live session.



Helpline: 1-866-327-2400



Email: eap@deeroaks.com



Web: www.txhhsseap.com



HOW TO USE EMPLOYEE RECOGNITION TO INCREASE PRODUCTIVITY

This practical session will provide an overview of the current best practices in employee recognition and motivate leaders to be more proactive in utilizing it to maximize the productivity of their staff members.

When: Mon., 2/26/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



STRENGTHENING THE TEAM

This session is designed to provide managers and supervisors with practical strategies for building a strong team environment for their staff. We will discuss the barriers to creating a positive team environment; the basics of working effectively with different personalities and generations; and several communication approaches that are important for strengthening relationships among team members.

When: Mon., 5/20/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



MOVING FROM MANAGER TO LEADER

This session will discuss the key differences between being a manager and a leader, and provide several strategies for becoming more of a leader on a day-to-day basis. Covered topics will include core leadership goals, the mindset of effective leaders, the importance of using a collaborative approach, and methods for motivating your team.

When: Mon., 8/26/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



HOW TO EFFECTIVELY DELEGATE TASKS & RESPONSIBILITIES

The ability to delegate is a key skill for every leader. This session will discuss the process of delegating, and how to do it in a way that's motivating to employees and produces good results.

When: Mon., 11/18/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)

2024 Leadership Certificate Webinar Series

This Webinar series covers important topics designed to provide supervisors, managers, and other interested employees with enhanced skills to improve workplace morale, employee motivation, and staff productivity. Use the above registration links to register for the live sessions. You will also have unlimited access to each session recording. Supervisors/managers that attend all four sessions either live or via online recording will receive the Deer Oaks 2024 Leadership Certificate.



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HOW TO CHANGE YOUR PERSPECTIVE TO BETTER COPE WITH STRESS

This practical session will discuss strategies for managing the way we look at and think about the stressful situations in our lives to improve our stress management capabilities and coping skills.

When: Mon., 3/25/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



STRESS & ITS IMPACT ON YOUR HEALTH

A practical look at the effect stress has on individuals mentally and physically, along with helpful strategies for listening to internal alarm systems and proactively implementing stress management techniques that can improve health and productivity.

When: Mon., 6/10/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



HOW TO BECOME MORE RESILIENT DURING STRESSFUL TIMES

During these unprecedented times, employees have been faced with many stressful challenges. Increasing our resilience can be a key strategy to successfully coping with and managing the stress and pressure we face. This timely session will discuss several approaches that can help individuals to increase their resilience and maintain their health and effectiveness day to day.

When: Mon., 9/23/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)



MANAGING THE STRESS OF THE HOLIDAYS

The holidays are a joyous time for many, but can come with additional activities and responsibilities that can be quite stressful. This practical session will provide several helpful tips and strategies for managing our stress and keeping our lives in balance during this important season.

When: Mon., 11/25/2024
1:00 - 2:00 PM CT

[LINK: REGISTER HERE](#)

2024 Stress Management Webinar Series

Deer Oaks EAP Services, your Employee Assistance Program (EAP), presents this quarterly webinar series designed to provide employees with the knowledge and skills necessary to cope more effectively with stress so they can live healthier and more productive lives. Use the above registration links to register for the live sessions. Employees will also have unlimited access to the session recordings.



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