

Training Presentations Catalog



The OEAP offers free training and education programs to employees, all state agencies and institutions.

Note: All presentations require a minimum attendance of 15 employees.

Employee Presentations & Trainings
1 hour to 1.5 hours

TARGET AUDIENCE: Employees and Supervisors

Dealing with Difficult People: There's an art to staying calm, cool and focused in the face of aggression, sarcasm, rudeness or plain idiocy. Learning how to respond with poise and control, either over the phone or in person, are the goals of this seminar. Strategies include good acting, compassion, finding common ground, brevity, taking responsibility, not responding, changing the subject, and using humor.

The Power of Humor: Based on the missive "you can't overestimate the unimportance of practically everything," this seminar looks at humor in the workplace - and how it contributes to creativity, problem solving, relationships, and communications.

Resolving Conflict: Conflict is a normal part of life that most of us try to avoid. But resolving problems or attempting to often produce positive outcomes, especially when done strategically. This training provides techniques and strategies focused on compromise, normalizing, listening, supporting, asking the right kinds of questions, and accepting responsibility.

Workplace Violence Prevention: Workplace violence is more than a fist fight (or worse)--it can also be bullying, hostility, threats, intimidation and revenge. This training provides you with a better understanding of common causes, early warning signs, prevention, and intervention services available through the OEAP. This training is offered in two separate sessions: one for bargaining unit staff and another for supervisors/managers.

Depression, Riding the Roller Coaster: This solution-focused training will help people identify the signs, symptoms, and feelings of common and chronic depression. It will also present information about why this disorder affects men and women differently, how it impacts family and work relationships, why people don't seek treatment, and some of the common myths surrounding this problem. Most importantly, this seminar discusses different treatment options and available resources for those suffering with depression and those who live with them.

Stress, Putting it to Rest: Stress can trigger anxiety and depression or it can motivate and inspire. This seminar examines the positives and negatives - along with

suggestions for controlling worry, frustration, inaction, compulsiveness, irrational thinking, and failure.

Effective Communication: Are you an effective communicator? In fact, only 10% of communications is verbal, 50% is body language, and 40% is tone of voice. Often it's less important what you say than how you say it. This seminar identifies how messages are sent and received, and how to better understand what others are really saying.

Managing Change During Difficult Times: Most of us seek predictability and control in our lives, so when change occurs it can be difficult; but it can also be liberating. This seminar gives examples and strategies to more easily and effectively respond, manage, and accept the stressors associated with events or circumstances that are unavoidable and unexpected.

Substance Abuse Education: This training examines the progressive nature of addiction, the fear of quitting, warning signs, misleading stereotypes, new treatments, and the process of recovery.

EAP Awareness: This training course is designed to make employees aware of their EAP benefits and services available to them and their families. It also includes information on the importance of early intervention and how to access those services through EAP which is a confidential service.

*Supervisor Presentations & Trainings
1.5 to 3.0 hours*

TARGET AUDIENCE: Supervisors and union representatives

Leadership and Team Building: Great teamwork connects people to one another. It eases stress, brings out the best in individuals, makes risk-taking more likely, and spurs creativity. This highly interactive, dynamic training focuses on what makes groups successful and what doesn't.

Supervisor / Union Referral Training: This contractually mandated course (Article 20 SEIU 1199 and Article 37 OCSEA) teach supervisors and union representatives techniques on referring employees to the EAP and includes information on the importance of early intervention, and discussing EAP with employees. The EAP Participation Agreement and other EAP services are discussed in this training.

Interpersonal Skills: The goal of this interactive workshop is to practice "people skills" aimed at being assertive without becoming aggressive, negotiating win-win outcomes,

building trust and respect, and enhancing the quality of personal and work relationships.

Handling Change During Difficult Times: The constant thing about life is that it is ever-changing – and that it’s rarely easy. Whether it’s your job or your personal life, you have to adapt. This workshop provided insight and discussion about how people resist change, seek predictability and avoid coping pitfalls.

Effective Conflict Management: There are varying degrees of conflict – from minor mishaps to major altercations. This interactive workshop presents ideas and strategies to engage difficult people and circumstances with confidence--and without becoming confrontational. Using a self-assessment instrument, participants will also gain greater insight into their own “conflict management style” to better appreciate their own strengths and challenges.

Addressing Mental Health Concerns in the Workplace: It’s not uncommon for people to experience an episode of depression, grief, anxiety, trauma, and so on during their lives. Normally friends and family pull us through, but sometimes the intensity of an event requires more than that. Identification and early intervention is the goal of this workshop.

Drug-Free Workplace: This training will help you understand who falls under state and federal drug and alcohol testing mandates, and the steps taken if an employee were to test positive.

For additional information about our training and education programs, please call:

OHIO EMPLOYEE ASSISTANCE PROGRAM (OEAP)



614-644-8545 (Franklin County)

or

1-800-221-6EAP (6327) Toll-free Statewide

Monday-Friday 8:00 AM - 5:00 PM

246 North High Street

Columbus, OH 43215

FAX#: 614.466.8745