



Training Catalog

2013-2014



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* Designates a new program

** Information Fairs use a format which is different than our in-person training presentations.
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* Designates a new program

Customer Training Services



Optum™ offers a wide range of programs and services designed to help organizations address workplace challenges by:

- Providing employees with current information and educational materials about work/life issues
- Heightening the awareness and visibility of organizational effectiveness programs
- Helping employees develop their work/life management skills
- Providing management with the opportunity to enhance employee relations by honing supervisory skills
- Conveying a supportive corporate culture to employees and their families

Training Programs

We offer training programs on a variety of topics related to workplace and work/life issues. They're an integral component of an organizational health program. These interactive, practical and informative programs are conducted by members of the Optum network of experienced training professionals. Workshops and seminars utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.*

Our Management Development programs help managers polish communication skills and understand organizational dynamics. Participants learn how to enhance employee relationships and knowledge, and improve morale and motivation in the workplace. Our Employee Development and Wellness and Work/Life programs are meant to be introductory in nature, with the goals of increasing understanding and introducing effective behaviors.

Each program is listed in this catalog with a brief synopsis of its content and important information relevant to the presentation. The topics have been organized to help you meet the needs of your employees and your organization:

- **Professional Development for Managers and Supervisors** — Designed for managerial and supervisory personnel
- **Human Resources/Workplace Concerns and Work Skills** — Appropriate for all levels of professionals
- **Wellness and Work/Life Seminars** — Appropriate for most audiences
- **Sampler Programs** — 30-minute presentations designed to offer a brief “taste” of our training programs
- **Web-based Programs** — Online versions of a select number of our instructor-led presentations
- **Information Fairs** — Resource fairs that showcase articles and pamphlets around a given work/life theme

*** Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.**

Training Policies and Department Contact Information



- **Scheduling:** Thirty days prior notification is required when scheduling training. Department staff members arrange all scheduling.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments for all actual on-site time. This doesn't include travel or set-up time.
- **Fee For Service:** If approved, organizations that want additional training hours — beyond those provided in their contracts — will be charged an additional fee.
- **Travel time and expenses:** No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- **Canceled training:** When canceling scheduled training, five full business days' notification is required. Shorter notice will result in a deduction of contracted training hours or an applied fee.
- **Canceled travel:** Any non-refundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels. When the training is being scheduled, the customer will be offered the option of refundable or lower-cost, non-refundable reservations.
- **Critical Incident Response Services (CIRS):** By special arrangement, contracted training hours also may be used for CIRS. Consult your account manager for specifics.
- **Language Availability:** Currently we are unable to provide our training programs in any language other than English.
- **For each 30-minute Sampler Program,** one training hour will be deducted from your contracted hours or one training hour will be billed to your organization, if training is fee-for-service.
- **Information Fairs** can be one or more hours in length, depending upon customer needs. For every hour, one hour will be deducted from your bank of training hours or, if fee-for-service, the hourly rate will apply.

Quality Assurance

Optum is committed to offering training programs that are relevant to your organization and uncompromising in quality. Individual participants will evaluate all programs. This data will be collected, summarized and analyzed for internal modifications and enhancements. Please consult your account manager regarding particular concerns.

How to Order a Training Program



NOTE: Please allow a minimum of 30 days for your request to be processed.

1. Select programs that are appropriate for your organizational and employee needs and interests. If you need assistance or more information than is provided in this catalog, call your account manager.
2. Choose several dates and times that meet your scheduling requirements. Please have a room reserved for requested dates. The standard parameters for scheduling training programs are Monday through Friday from 8 a.m. to 6 p.m.
3. Please consider the following in planning for your training session(s):
 - Number of attendees expected in each session — between 10 and 50 is recommended
 - Number of sessions requested
 - Participants (managers, employees, other)
 - Location of the training
 - Contact person's name, address, phone number and email address
 - Description of the room to be used (size, tables, etc.)
 - Special needs, if any

4. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

You may submit your request by calling your Optum account management team.

A Cooperative Effort

In order to maximize the training benefit, in addition to the 30-day advance request, we ask you to:

- Have a training space available to accommodate the expected number of participants.
- Agree to copy the participant booklets so there are enough for one per participant.
- Have a flip chart or white board available and an overhead projector or LCD projector and laptop computer.
- If scheduling back-to-back sessions, build in a 10- to 15-minute break between sessions to allow time for the trainer to address any changes that may be needed.

If any of this will create a problem or hardship, please inform your account manager or training coordinator.

Professional Development for Managers and Supervisors



Management Development

- Building a Safe Place to Work
- Building Successful Teams
- Building Trust in the Workplace
- Chronic Conditions in the Workplace
- Dealing with Conflict
- Drug-Free Workplace
- Improving Communication Skills
- Keeping Employees Engaged During a Harsh Economy
- Managing Change
- Managing Trauma
- Meeting Facilitation
- Preventing Sexual Harassment
- Preventing Sexual Harassment, California
- Substance Abuse in the Workplace
- The Right Side of the Line
- Using Your Management Consultation Services
- Workplace Engagement

Performance Management

- Addressing Performance Concerns
- Behavioral Interviewing
- Building Motivation and Morale in the Workplace
- Coaching and Development Techniques
- Effective Performance Appraisals
- Manager's First-Aid Guide
- Managing People Effectively

Corporate Consultation/Special Circumstances

- Leadership Certificate Program
- Corporate Reorganization
- External Resources:
 - Disaster Preparedness for Businesses
 - Take Your Child to Work
 - Transgender Issues in the Workplace
- Management Consultation
- Grief and Loss
- Critical Incident Response Services

Management Development

Building a Safe Place to Work

3 hours

Laid-off employees, disgruntled customers and others seeking revenge may resort to violence — threatening, injuring or killing co-workers, supervisors and bystanders. Any business in any industry is vulnerable. In this program, participants are given the actual tools needed to put together an action plan for workplace violence prevention. The roles of workplace assessment and response teams, as well as specific techniques for preventing the escalation of violence, are examined.

Program highlights:

- Understand the specific role of management and supervisory personnel in maintaining workplace safety
- Identify action steps relating to a report of actual or potential violence
- Recognize the resources that are available following an incident of workplace violence
- Understand the impact of violence on employees and the workplace

Client information and recommendations: This program is most effective when a representative from the human resources (HR) department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Building Successful Teams

3 hours

Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of a team in trouble. This program will help participants form and maintain effective teams, and improve productivity and morale.

Program highlights:

- Define teamwork
- Identify the qualities and characteristics of an effective team
- Determine your individual work style
- Learn how to modify your work style for team effectiveness

Building Trust in the Workplace

3 hours

Also available in a Web-based format

Participants in this session take a look at company and employee behaviors that undermine workplace trust. By exploring the characteristics of the healthy workplace, participants receive a clear picture of what changes may improve their work environment.

Program highlights:

- Identify the characteristics of a healthy workplace
- Examine organizational behaviors that undermine trust
- Determine strategies for building trust

Client information and recommendations: This program should be presented with the full support of senior management and as part of a larger workplace trust-building effort. An HR representative should be present during the training to address questions and concerns from the participants.

Chronic Conditions in the Workplace

1 hour

Also available in a Web-based format

As a manager, are you comfortable facing an employee who is dealing with a chronic condition — or who is the caregiver for someone with a chronic condition? It can be challenging to balance the needs of the department with the needs of the individual employee. But that's precisely what you must do. This program will help you understand chronic conditions, explore your role and legal obligations, and offer suggestions for providing support.

Program highlights:

- Learn about chronic conditions and the impact on the workplace
- Understand your role when managing or supervising an employee with a chronic condition or an employee who serves as a caregiver
- Determine your legal obligation
- Become comfortable with available resources and the referral process
- Have an opportunity to apply the new learning

Dealing with Conflict

3 hours

Also available in a Web-based format

In addition to the general information contained in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

Program highlights:

- Define conflict
- Understand how one's philosophy of conflict influences how it's approached
- Determine your conflict resolution style and examine the optimum style
- Understand sources of conflict
- Learn how to analyze conflict
- Review the steps in addressing conflict
- Apply and practice conflict resolution strategies

Client information and recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third-party facilitators in the conflict-resolution process.

Drug-Free Workplace

2 hours

It can be overwhelming to keep workplaces safe, meet government or other contractual obligations, and establish, maintain and support employee accountability. This training program, taken from the U.S. Department of Labor's suggested training format and information, addresses these issues.*

Program highlights:

- Understand the different components of the drug-free workplace policy
- Understand management's role in implementing the drug-free workplace policy
- Know how to identify and investigate crisis situations
- Recognize workplace problems that may be related to employee use of alcohol and other drugs
- Intervene in problem situations
- Refer employees who have problems with alcohol and other drugs
- Protect employee confidentiality
- Continue to supervise employees who have been referred for assistance related to problems with alcohol and other drugs
- Avoid enabling and common supervisor traps

*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Improving Communication Skills

2 hours

Also available in a Web-based format

Managers are in the unique position of being able to exercise a wide swath of influence. The level of influence is primarily dependent upon the manager's communication skills. This program will address the communication concerns managers face and explore the skills required to be effective.

Program highlights:

- Identify methods of communication
- Learn the difference between passive, aggressive and assertive communication
- Practice active listening
- Use positive communication for problem-solving
- Understand the impact of written communication

Keeping Employees Engaged During a Harsh Economy

2 hours

Also available in a Web-based format

Even the best, hardest-working employees can lose their focus during harsh economic times. At a time when businesses need to be on top of their game, employees may find themselves distracted by their own personal upheaval, questions about the future of the business and uncertainty about their own jobs. This training will help supervisors and managers determine what to expect and what to look for, and lay out a plan for creating employee engagement.

Program highlights:

- Explore the emotional and behavioral impact of a harsh economy
- Examine the challenges for supervisors and managers in a changing workplace
- Define types of employees vis-à-vis workplace engagement
- Determine ways to get and keep employees engaged
- Identify active listening skills
- Outline the role of the management consultant

Managing Change

2 hours

Also available in a Web-based format

Supervisors face a double challenge during workplace transition. As employees they're affected by the changes, and as supervisors they must lead their personnel through the transition. This seminar is designed to support supervisors in the midst of a changing work environment. It also will introduce the skills needed to assist employees in managing the process.

Program highlights:

- Examine the critical mix that contributes to positive morale and how that mix is affected during transitions
- Identify managerial transition strategies appropriate for specific situations
- Develop strategies to ease transitions for their employees and for themselves

Client information and recommendations: This program is most effective when a representative from the HR department attends. HR can address any questions about the resources that are available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Managing Trauma

2 hours

Industries that are vulnerable to critical incidents such as robberies, injuries or other potential disasters need to prepare key staff to take the lead in helping traumatized employees until professional help arrives. This program equips supervisors and managers with an introduction to the issues they may face and the skills they'll need if a critical incident strikes.

Program highlights:

- Increase understanding and anticipation of the wide range of normal human responses when a critical incident occurs
- Identify the decisions that need to be made and the actions that need to be taken in the immediate aftermath
- Learn appropriate communication skills that enhance one's ability to assist employees in the defusing process

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Meeting Facilitation

3 hours

Meetings! Are they viewed with disdain and seen as a waste of time, or are they anticipated and viewed as an opportunity to work as a team and make an impact? This training program will give you the tools necessary to have employees eager to join — and fully participate in — your meetings.

Program highlights:

- Identify the characteristics of a successful meeting
- Define meeting roles and responsibilities and how to implement their use in meetings
- Demonstrate how to plan a meeting, including developing a good agenda
- Select facilitation tools and techniques that will enhance group creativity and facilitate reaching consensus
- Describe how to balance participation within the group
- Discuss how to keep a meeting focused and on track
- Apply techniques for dealing with common meeting problems and troublemakers

Preventing Sexual Harassment

2 hours

Note: This program requires the use of a video.

Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment.

Program highlights:

- Increase sensitivity and understanding of sexual harassment
- Learn to respond appropriately and effectively to prevent allegations of sexual harassment
- Become proactive in preventing sexual harassment

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

Preventing Sexual Harassment, California

2 hours

Note: This program requires the use of a training video/DVD.

Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment. This program has been geared to address the California state requirements. However, it's the responsibility of the customer company to determine if this session meets California state regulations.

Program highlights:

- Define sexual harassment
- Describe what supervisors and managers should do in response to a complaint
- Discuss how supervisors and managers can be proactive in preventing sexual harassment
- Recognize how sexual harassment negatively affects work relationships
- Review the financial and legal consequences sexual harassment can have on an organization
- Describe ways to help prevent sexual harassment
- Discuss gray areas of sexual harassment

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

The Right Side of the Line

2.5-3 hours

Note: This program requires the use of a training video/DVD.

This workshop, purchased from VisionPoint Productions, Inc., is designed to help organizations build respectful and harassment-free work environments. It helps participants take a proactive approach to creating and maintaining respectful organizational cultures in order to remain legally compliant, ensure adherence to organizational policies, and to thrive and prosper. The program employs a video, discussion and case studies as teaching tools to engage and involve the participants.

Program highlights:

- Describe how and why maintaining a respectful, harassment-free culture benefits you and the organization
- Explain the differences between inappropriate, prohibited and illegal behavior
- Identify behaviors that could escalate into more serious situations
- Respond appropriately when others engage in unprofessional, prohibited or illegal behaviors

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Substance Abuse in the Workplace

2 hours

(If DOT is included, add 15 to 30 minutes)

Managers will learn important information about substance abuse and drug testing. Topics include identifying substance abuse problems in the workplace and addressing those problems in accordance with company policy. Attendees learn how to confront an employee and document observations.

Program highlights:

- Be aware of the extent of substance abuse in the workplace
- Understand the drugs of abuse, including alcohol
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment
- Reinforce skills relating to effectively dealing with problematic workplace performance or behavioral issues
- Understand what actions and circumstances constitute “basis to believe” and impairment
- Be aware of resources for assistance and how to use them

Client information and recommendations: This program is most effective when a representative from the HR department (or other appropriate staff) is present to address specific workplace policy information and participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it’s the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Using Your Management Consultation Services

1.5 hours

Also available in a Web-based format

Managers face many challenges in running their departments or businesses, and some of the most difficult may be those that require addressing employee behavior problems. This program will educate you about management consultation services and offer tools for dealing with employee issues. This training is for managers only.

Program highlights:

- Understand management consultation services
- Learn how to make a referral
- Identify troubled employees
- Be able to intervene with troubled employees and reintegrate them into the workplace
- Practice applying the theories presented

Workplace Engagement

2 hours

In a time of tight budgets and fierce competition, organizations need to work efficiently and find ways to make themselves stand out in the marketplace. Employees who are willing to “go the extra mile” and are committed to their jobs, their customers and the organization can make the necessary difference. This seminar will help you develop, implement and maintain an employee engagement program at your workplace.

Program highlights:

- Understand what employee engagement is
- Appreciate why employee engagement is important to the entire organization
- Identify the factors that make up employee engagement
- Gain tools for getting employees engaged
- Identify resources for assisting in implementing and maintaining an employee engagement program
- Develop an action plan for establishing, implementing and maintaining an employee engagement program

Performance Management

Addressing Performance Concerns

2 hours

Also available in a Web-based format

Ideally, your department runs like a well-oiled machine. Often, however, that is not the case. Do you know what to do when there's a performance issue that needs to be addressed? This program is designed as a hands-on tool to help managers each step of the way. Through group interaction and the use of case studies, participants are provided with steps to help them talk with employees about difficult topics. The program also offers pointers on avoiding common pitfalls associated with performance-related encounters.

Program highlights:

- Identify performance concerns
- Learn appropriate documentation
- Confront performance issues
- Maintain effective work relationships
- Improve trust, morale and productivity

Client information and recommendations: This program is most effective when a representative from the HR department attends. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.

Behavioral Interviewing

2 hours

Job applicants are most anxious to create the best impression possible during a job interview. This may translate to giving responses that the applicant thinks you want to hear rather than responses that reflect the applicant's authentic experiences. This program will help managers and supervisors identify important behavioral aspects of the interview process. Attention is given to delicate issues as well as what is and is not appropriate to ask. Participants will learn how to identify the best candidate, make the right hiring decisions, reduce "poor fits" and turnover, and ensure successful new employee integration into the workplace culture.

Program highlights:

- Understand interview techniques and guidelines
- Apply the behavioral components of interviewing
- Learn how to ask the best questions to obtain the most helpful information
- Identify the best candidate

Client information and recommendations: Before presenting this training, be prepared to make available job descriptions and requirements of one or two open positions. These will be used as practical examples for the session. A representative from HR is requested to attend this program to answer specific questions relating to policies and procedures.

Building Motivation and Morale in the Workplace

2 hours

Also available in a Web-based format

“Motivation and Morale” offers participants practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and personal management styles can contribute to or detract from employee motivation and morale.

Program highlights:

- Learn ways to minimize workplace negativity
- Understand what motivates people
- Discover how management style can make a difference
- Practice problem-solving skills

Coaching Techniques

3 hours

Also available in a Web-based format

Learning about coaching and development helps managers and supervisors acknowledge and apply appropriate techniques in their communications with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Program highlights:

- Identify the value of coaching and development
- Apply basic coaching competencies
- Recognize when to coach

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.



Effective Performance Appraisals

2 hours

This program makes use of discussion, assessments and case studies to provide practical pointers on the employee review process. Participants will learn techniques that promote improved communication between appraisers and subordinates in a process that helps build trust, morale and motivation.

Program highlights:

- Identify the importance of performance appraisals
- Conduct effective performance appraisals
- Help employees find meaning in their work
- Develop employee relationships based on improved trust, motivation and morale

Client information and recommendations: Using your organization's performance appraisal form for this session helps participants understand and more effectively use this tool. A representative from HR is requested to attend the session to answer specific questions relating to organizational policy and procedure.

Manager's First-Aid Guide

2 hours

Also available in a Web-based format

Managers observe sometimes confusing and/or troublesome employee behaviors on a daily basis. This program offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to their successful resolution.

Program highlights:

- Define your role as manager
- Identify potential problems and accompanying symptoms
- Learn how to recognize and deal with potentially problematic workplace behaviors
- Become familiar with how and where to get help for employees

Managing People Effectively

3 hours

Also available in a Web-based format

Being a manager is no easy task, but this program can help managers and supervisors take the guesswork out of managing employees effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Program highlights:

- Learn the pros and cons of being a manager
- Discuss the effects of assumptions on management style
- Identify common management pitfalls
- Determine appropriate use of the disciplinary process
- Participate in a management style inventory

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about specific disciplinary policy and procedure as well as help to define a management style that fits your organization's corporate culture.

Corporate Consultation/ Special Circumstances

In addition to the Professional Development programs, we also offer a variety of presentations, services and resources addressing specific needs.

Leadership Certificate Program

The Leadership Certificate Program helps managers develop the necessary skills to meet the challenges of today's workplace. In acquiring these skills, managers can create a healthy, productive environment while meeting business demands and employee needs. To earn the Leadership Certificate, managers must successfully complete six courses, two of which are electives that can be selected from the list of Professional Development Programs (see Table of Contents). The following four core courses are required:

- Improving Communication Skills for Managers
- Managing People Effectively
- Coaching Techniques
- Addressing Performance Concerns

Corporate Reorganization

Our training programs help organizations effectively address a wide variety of challenging workplace issues. We are available to consult with you regarding which training programs will work for your company's needs. An issue of particular concern might be corporate reorganization, a very stressful experience for everyone. We have a selection of training programs that deal with downsizing, surviving layoffs and other work changes.

External Resources

Disaster Preparedness

FEMA's website offers information to businesses and families about preparing for disasters.

To access this information, go to www.ready.gov. If you're interested in an in-person presentation on Disaster Preparedness, please contact your local Red Cross.

Take Your Child to Work

If you're interested in obtaining information about planning for "Take Your Child to Work" Day, please refer to <http://www.daughtersandsonstowork.org/wmspage.cfm?parm1=369>. This site offers materials that can be downloaded. And it has information that can be used for planning and organizing an event. Contact your account manager for more information. We recommend that you begin planning in January for this April event.

Transgender Issues in the Workplace

The Human Rights Campaign Foundation offers tools and resources at www.hrc.org/resources/entry/resources-for-transgender-employees and www.hrc.org/resources/entry/Workplace-Discrimination-Policies-Laws-and-Legislation.

Management Consultation

Serious illness and allegations of sexual harassment or discrimination are some of the difficult situations that can create a stressful atmosphere in the workplace and affect the productivity and morale of co-workers. The Management Consultation services offered through your Employee Assistance Program are designed to address these issues. We can offer training programs that complement those services.

Grief and Loss

Any loss can create an intense emotional reaction that may affect people both personally and professionally. We have training programs to help organizations and their employees understand the normal emotional reactions and patterns of behavior involved in the grieving process. We also present coping strategies for dealing with the issues related to grief.

Critical Incident Response Services (CIRS)

Optum provides a wide range of related proactive and post-incident services that can help an organization address a number of issues. These services include:

- Organizational needs analysis to proactively identify areas of the company in which stress or change is likely to occur, assessment of work challenges that have already taken place, and exploration of the potential for organizational change that may prevent or create workplace challenges
- Management training on trauma and Critical Incident Service Management, including how to recognize and respond to a critical incident, identify stress reactions, and make appropriate referrals for help

To arrange for onsite CIRS, please call Optum using your EAP phone number and listen for the prompt.

Human Resources/Workplace Concerns and Work Skills



Change

- Managing Change
- Moving Forward

Communication

- Building Successful Teams
- Improving Communication Skills
- Nonverbal Communication
- Respect and Positive Interaction in the Workplace

Conflict

- Dealing with Conflict
- Dealing with Difficult Behaviors
- Dealing with Negativity in the Workplace

Customer Service

- Building Customer Satisfaction
- Managing Customer Expectations
- Meeting the Challenge of the Difficult Customer

Diversity

- M.E.E.T. on Common Ground
- Valuing Differences

Healthy Workplace

- Creating a Healthy Workplace
- Find What Works; Build from There
- Generations @ Work
- Polite Practices in the Workplace
- Preventing Sexual Harassment

Safety

- Building a Safe Place to Work
- Domestic Abuse Visits the Workplace
- Drug-Free Workplace
- Substance Abuse in the Workplace

Workplace Stress

- Avoiding Burnout
- Building Resiliency
- Managing Career Success
- Managing Stress for Success
- Navigating the Rapids of Upheaval and Crisis
- Workplace Uncertainty

Etc.

- Critical Thinking
- Depression in the Workplace
- Improving Processes
- So, You Want to Be a Leader?



Change

Managing Change

1 hour

Also available in a Web-based format

Downsizing, acquisition, reorganization, mergers, layoffs — these transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult for the most resilient employee. But, change can bring opportunities for growth and positive transformation. This program introduces a healthy process for navigating workplace change.

Program highlights:

- Help participants understand and respond constructively to change in the workplace
- Understand the emotional phases that accompany the process of change
- Develop strategies to make change more rewarding

Client information and recommendations: This program is most effective when a representative from the HR department attends. HR can address any questions about the resources available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Moving Forward

1 hour

When your organization downsizes and your co-workers are laid off, what happens to you? Do you feel guilty? Are you worried that you might be next? This program will address those questions as well as other normal reactions to surviving organizational changes.

Program highlights:

- Explore what a layoff means to you
- Identify typical mental, emotional and physical reactions
- Determine how to support each other
- Identify coping strategies

Client information and recommendations: This program is best presented after a layoff has occurred.

Communication

Building Successful Teams

2 hours

This program gives participants an opportunity to discover their own work style and learn how that style interacts with the team. A series of lively paper-and-pencil exercises prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

Program highlights:

- Explore the benefits of teamwork
- Learn the characteristics of an effective team
- Understand the qualities of an effective team member
- Discover your work style and its practical application
- Learn strategies for interaction
- Understand the signs of trouble

Improving Communication Skills

1 hour

Also available as a Sampler Program and in a Web-based format

Communication is a given. It's also the heart and soul of our professional and personal interactions. Depending upon our skill level, the way we communicate can open doors to productive relationships, a good working climate and opportunities — or it can slam those same doors shut. This training program will give participants a chance to apply skills that are critical to good communication. And, they will learn about factors that positively influence communication — as well as those that may create barriers.

Program highlights:

- Identify factors that influence communication
- Determine communication barriers
- Learn the value of assertive communication
- Practice active listening skills
- Discuss the role of nonverbal communication
- Use positive communication for problem-solving

Nonverbal Communication

1 hour

Also available as a Sampler Program

"Not to communicate is to communicate!" The power of nonverbal communication is contained in that brief statement. We use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages we receive from others — whether we use words or not. This training program will explore nonverbal communication, examine the congruency factor, offer opportunities to make interpretations and discuss caveats when making interpretations.

Program highlights:

- Identify the components of nonverbal communication
- Explore the power of nonverbal behavior
- Understand the difficulties inherent in interpreting nonverbal messages

Respect and Positive Interaction in the Workplace

2 hours

Also available in a Web-based format

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So, why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Program highlights:

- Identify the advantages of respectful, positive workplace interaction
- Identify inappropriate and/or abusive communication styles and behaviors
- Learn and practice respectful communication techniques and nonverbal behaviors
- Receive an introduction to conflict negotiation strategies



Conflict

Dealing with Conflict

1 hour

Conflict has the ability to make even the most confident and competent among us quake in our boots. What is it about conflict that is so formidable? This program has been combined with our former program, Getting to Yes, and it will address how conflict affects the workplace and offer opportunities to practice positive conflict resolution techniques. It will also present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Program highlights:

- Define conflict
- Understand how one's philosophy about conflict influences how it's approached
- Assess conflict resolution styles
- Apply and practice conflict resolution strategies

Client information and recommendations: This program is most effective when management and HR are familiar with conflict-resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral, third-party facilitators in the conflict-resolution process.

Dealing with Difficult Behaviors

1 hour

Also available as a Sampler Program

All of us encounter difficult behaviors. This program identifies the difficult behaviors we have to deal with in both our personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors in everyday life.

Program highlights:

- Identify difficult behavior types
- Understand the impact of difficult behavior
- Explore techniques to address difficult behavior
- Learn strategies for coping

Client information and recommendations: This program is especially useful for personnel who work in the area of customer service.

Dealing with Negativity in the Workplace

1 hour

This program is a must for all employees. Participants will learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

Program highlights:

- Examine the roots of workplace negativity
- Understand the impact of change on attitude, motivation and morale
- Learn how to overcome your own negativity
- Help others overcome negativity

Customer Service

Building Customer Satisfaction

1 hour

Also available in a Web-based format

“Building Customer Satisfaction” can assist personnel who work with customers in any business format in dealing with the daily challenges and stresses they encounter on the job. Participants know how they like to be treated as customers. This session will support staff in meeting customer needs and providing the excellent service they expect when they’re in the customer role.

Program highlights:

- Define customer needs
- Understand what customer service means
- Learn techniques to deal with difficult behavior
- Practice good listening skills
- Improve customer communications

Managing Customer Expectations

2 hours

This program is a useful tool designed to help employees in decision-making positions deal with one of their greatest challenges. Excellent customer service frequently becomes the differentiating factor in maintaining or losing valued clients. This program offers participants useful suggestions on how to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

Program highlights:

- Gain an understanding of customer expectations
- Review communication skills that can enhance interactions with customers
- Learn how to develop service standards
- Learn how and why to avoid self-defeating behaviors

Meeting the Challenge of the Difficult Customer

1 hour

Also available in a Web-based format

In today’s service-oriented economy, providing excellent customer service is of paramount importance. While many good customer service training programs abound, this program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. This program provides tips on the communication skills employees need to defuse these tense situations.

Program highlights:

- Develop and practice skills and techniques needed to deal effectively with difficult, angry customers
- Learn how to address customer feelings
- Practice a problem-solving approach in addressing the customer’s complaints

Diversity

M.E.E.T. on Common Ground

1-3 hours

Note: This program requires the use of a video. With written exercises and scenarios, the program can be expanded from one hour to two or three hours.

We all are unique individuals with our own gifts, skills, concerns and perspectives. These elements are part of what makes us special, but sometimes they can set us apart from our co-workers. It's important to find common ground given our differences, and to strive to treat everyone with respect. This program, purchased from VisionPoint Productions, Inc., provides information, exercises and a video with vignettes demonstrating the different learning points of the training program.

Program highlights:

- Explain the benefit of mutual respect in the workplace
- Explain the importance of personal responsibility in promoting respect in the workplace
- Use the four steps in the M.E.E.T. model to help promote a “mutual respect” working environment:
 - Make time to discuss
 - Explore differences
 - Encourage respect
 - Take personal responsibility

Valuing Differences

4 hours

This is a diversity program that encourages the use of communication to build bridges and reduce barriers when dealing with others in the workplace. It gives participants an opportunity to discover valuable information about themselves and their interactions using the Johari Window model to explore their open, hidden, blind and unknown sides. Group members can expect to participate actively in this experientially based session.

Program highlights:

- Define diversity and why it's important to employees
- Explore areas of bias, stereotyping, prejudice and discrimination in an attempt to minimize differences
- Plan for personal change

Healthy Workplace

Creating a Healthy Workplace

2 hours

Also available in a Web-based format

This program empowers all employees to take an active role in focusing on the positive by using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their situations.

Program highlights:

- Learn how the work environment impacts employee productivity
- Identify the components of a healthy workplace
- Develop a plan for enhancing workplace health

Client information and recommendations: This program has a great impact when members of actual work groups attend together.

Find What Works; Build from There

2 hours

This program combines pieces from four of our current offerings: Healthy Workplace, Dealing With Negativity in the Workplace, Improving Communication Skills, and Respect and Positive Interaction in the Workplace. It's designed to help employees feel empowered to deal with issues they may have little — or no — control over, and enhance co-worker relationships.

Program highlights:

- Explore the impact of negativity
- Determine methods for overcoming negativity
- Identify components of workplace health
- Develop a plan for improving workplace health
- Examine behaviors that demonstrate respect
- Practice assertive communication behaviors
- Apply positive communication and conflict resolution skills

Generations @ Work

1 hour

Also available in a Web-based format

The dynamics of today's work force are changing rapidly. The old rules and structures are disappearing or being redefined. It's possible for workplaces to have four different generations on the same work team sharing the same space. Each generation brings its own values, rules and styles, which sometimes can leave conflict and unproductive competition in its wake. This program can help participants understand generational differences and offer tips for creating a harmonious workplace.

Program highlights:

- Understand how each generation approaches work differently
- Explore the values that drive each generation
- Determine strengths of each generation
- Develop techniques for creating harmonious work teams

Polite Practices in the Workplace

1.5 hours

This program takes a serious look at how the use of good and poor manners impacts the work environment. Special attention is paid to “tricky situations” and the appropriate courtesies regarding communication with the opposite sex, clients and management. It also includes a discussion about the appropriate use of electronic communication and voice mail.

Program highlights:

- Understand the impact of good and bad manners on the workplace
- Explore workplace courtesies
- Examine tricky situations
- Learn to use communication tools appropriately

Preventing Sexual Harassment

1 hour

Any form of sexual harassment in the workplace is a key business issue, yet lack of clarity and discomfort with these issues abound. This training program focuses on the legal definition of sexual harassment, the costs to the organization and how employees at all levels can contribute to an appropriate, respectful work atmosphere.

Program highlights:

- Introduce employees to the concept of sexual harassment and the relevant federal guidelines
- Introduce skills needed to identify, stop and prevent sexual (and other forms of) harassment
- Identify types of sexual harassment affecting work relationships
- Recognize how every employee can contribute to the prevention of sexual harassment in the workplace

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization’s specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training deals with laws, policies and specific behaviors — and is designed to keep the company compliant — we’re not willing to compromise the information contained within the program by offering it in an abbreviated time frame.



Safety

Building a Safe Place to Work

2 hours

The increase in violence in our society is spilling over into the workplace. Many employees are worried about their personal safety. What actions should they take if they're threatened, abused or harassed? This program will give participants tools for recognizing potentially threatening situations and ways they can make themselves safer in the workplace.

Program highlights:

- Understand the mutual responsibility of both employer and employee to maintain workplace safety
- Identify and recognize the warning signs of potentially violent workplace situations
- Learn how to respond to actual or potentially violent workplace situations

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Domestic Abuse Visits the Workplace

1 hour

Domestic violence **is** your business. Though once considered a private, personal issue, victims of domestic abuse are at risk not only at home, but also at work, which increases the risk for the workplace as well. This program will address the workplace toll, identify signs of domestic abuse, and look at how to help and how to check for safety.

Program highlights:

- Recognize the importance of addressing domestic violence in the workplace
- Identify the signs of domestic violence
- Discuss ways to make the workplace safer
- Describe techniques for helping survivors and keeping them safe

Drug-Free Workplace

1 hour

Understanding addictions and the impact of substance abuse on the workplace and co-workers is addressed in this program taken from the U.S. Department of Labor's suggested training format and information. This presentation is particularly relevant to companies working with government contracts.*

Program highlights:

- Cite the requirements of the drug-free workplace policy
- Discuss the prevalence of alcohol and drug use and its impact on the workplace
- Recognize the link between poor performance and alcohol and/or drug abuse
- Describe the progression of the disease of addiction
- Identify what types of assistance may be available

*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Substance Abuse in the Workplace

1 hour

(If DOT is included, add 15 to 30 minutes.)

“Substance Abuse in the Workplace” gives employees basic information to help them understand the effects of substance abuse, make better choices about their own use and become aware of appropriate resources. Participants also are encouraged to take responsibility for contributing to a safe workplace by not enabling a co-worker’s continued abuse of drugs and alcohol.

Program highlights:

- Be aware of the extent of substance abuse in the workplace
- Understand the drugs of abuse, including alcohol
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment
- Be aware of resources for assistance and how to use them

Client information and recommendations: This program is most effective when a representative from the HR department (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it’s the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Workplace Stress

Avoiding Burnout

1 hour

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many, this can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Participants in this program will examine causes of burnout, as well as potential remedies. They also will come out of this seminar with ideas to decrease their likelihood of experiencing burnout.

Program highlights:

- Define burnout and locate participant's position on the burnout continuum
- Determine causes of burnout
- Examine myths surrounding burnout
- Explore remedies
- Identify what participants can control
- Use satisfiers and factors within participant control to develop a personal plan for reducing burnout

Building Resiliency

1.5 hours

Also available in a Web-based format

"Building Resiliency" explores the personal characteristics associated with being able to positively cope with unexpected challenges. The concept of stress hardiness is defined and discussed.

Program highlights:

- Define resiliency
- Explore the relationship between resiliency, stress and overall health
- Determine if you're a resilient person
- Discover how to become more stress hardy

Managing Career Success

1 hour

How do you find and succeed at your chosen career? How do behavior, attitude and choices impact success? This program offers participants "food for thought" regarding choices around their future in the workplace. Practical tools for identifying the need for skill development and expanded learning are reviewed.

Program highlights:

- Define success
- Identify the skills needed to help you succeed
- Set goals and determine how to reach them

Managing Stress for Success

1.5 hours

Also available in a Web-based format

In this program, participants are provided with a brief overview of stress basics as well as practical suggestions for coping with stressful situations, especially as they occur in the workplace. The concept of stress hardiness is addressed as a focus for healthy stress management. The program provides tools that help reduce levels of employee stress and help better understand personal and organizational aspects of stress.

Program highlights:

- Review stress basics
- Recognize when making a change makes the difference
- Understand the role of communication in stress reduction
- Examine the contributions of stress hardiness

Navigating the Rapids of Upheaval and Crisis

1 hour

Also available in a Web-based format

Is your business facing layoffs? Restructuring? Bankruptcy? An uncertain future? This training program is designed for Human Resource personnel, call center employees and other staff who must focus their time and energy answering questions from those employees and customers most directly impacted by these changes. It addresses the components of critical incidents, compassion fatigue, grief and stress reduction.

Program highlights:

- Examine the components of critical incidents
- Increase understanding of normal human responses to a critical incident
- Define compassion fatigue
- Explore coping mechanisms
- Identify expected grief reactions
- Explore appropriate stress reduction techniques

Workplace Uncertainty

1 hour

Also available in a Web-based format

In an age of mergers, downsizing, reorganizations, globalization and myriad other events, employees may no longer be able to view their positions as stable. How does this state of affairs impact the workplace and the employee? In this highly interactive training program, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes.

Program highlights:

- Articulate the causes of workplace uncertainty
- Determine both positive and negative reactions to the changing workplace
- Identify symptoms related to workplace uncertainty
- Select appropriate coping mechanisms
- Know when to seek additional help

Etc.

Critical Thinking

1 hour

What's the best approach to problem-solving? How do you choose between viable options? How do we get trapped? Does it matter? These and other questions will be addressed in this program that will teach you how to examine information from an objective, critical vantage point.

Program highlights:

- Define critical thinking and why it matters
- Develop a process for critical thinking
- Identify tips and techniques for making better decisions
- Apply a weighted pros and cons list
- Examine strategies for managing risk
- Identify common thinking and decision-making traps and how to avoid them

Depression in the Workplace

1 hour

What's happening when a co-worker's or employee's behavior, demeanor and work performance start deteriorating? The personal and professional costs of depression can be staggering. Cultural stereotypes and biases still exist and can create barriers against acknowledging depression and seeking appropriate help. Participants will learn how to recognize clinical depression. And they will become familiar with methods of addressing depression with others, both from the point of view of supervisor and co-worker.

Program highlights:

- Increase awareness of the impact of clinical depression on the workplace
- Clarify the difference between feeling "down," sadness and depression
- Recognize the manifestations of clinical depression in the workplace
- Learn appropriate intervention methods

Planning tip: October is National Mental Health and Depression month.

Improving Processes

2 hours

If you're on a quest to deliver the best product you can as efficiently as possible, this presentation is for you. This program addresses the foundation of process improvement, approaches, tools and practice opportunities.

Program highlights:

- Identify the components of a process
- Differentiate between core and support processes
- Determine the criteria for launching process improvement projects
- Recognize key process improvement principles
- Apply a variety of useful process improvement tools

So, You Want to Be a Leader?

1 hour

In today's world, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment have become critical elements of effective leadership. This training program will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

Program highlights:

- Examine the qualities of an effective leader
- Explore challenges of leadership
- Determine the differences between leadership today and leadership of the past
- Understand the differences between leaders and managers



Wellness and Work/Life Seminars



Parenting/Family

Aging

- Coping for Caregivers
- Managing Eldercare Issues
- Navigating Eldercare Resources
- Understanding Alzheimer's Disease and Related Dementias

Parenting

- Adolescence 101: The Preteen/Early Teen Years
- Developing Capable Kids
- Growing Healthy Families
- Planning for College
- Planning a Patchwork Summer
- Raising Responsible Children
- Successful Single Parenting
- Survival Skills for New Parents
- Violence in Schools: Parental Awareness and Tips for Prevention

Etc.

- Balancing Work and Home
- Healthy Relationships

Healthy Lifestyle

Making Healthy Choices

- Fitting Fitness into Your Busy Day
- Food in the Fast Lane
- Getting Started
- Healthy Food on a Budget
- Healthy Holiday Eating
- Mindful Eating
- Natural Energy Boosters
- Raising Healthy Kids in a Junk Food World
- Why Diets Don't Work

Stress

- Stress and Life Balance
- Stress Management 101
- Stress Management: Additional Techniques

Wellness

- Aging Well
- Coping with a Chronic Condition
- Smoking Cessation
- Taking Charge of Your Health Care
- Wellness and You

Life Skills

Financial

- Charge It Right
- Identity Theft
- Managing Your Finances
- Money Matters
- Pay Yourself First

Personal Growth/Challenges

- Creating Passion
- Creative Thinking
- Dealing with Grief and Loss
- Living in an Unpredictable World
- Successful Retirement
- Temperature's Rising: Lessons in Anger Management
- What's Your Emotional IQ?

Time

- Simplify Your Life
- Slowing Down in a Sped-Up World
- Taking Charge of Your Time

Etc.

- Putting the "Happy" Back in the Holidays



Parenting/Family

Aging

Coping for Caregivers

2 hours

Modern medicine has worked miracles. As a result, elders tend to live longer. At the same time, the chances of chronic illness or decreased functional capacity rise. As we move into middle adulthood, many of us will be called upon to provide or arrange care for an aging parent or loved one. This program is for those currently facing this situation or for those anticipating what lies ahead.

Program highlights:

- Provide education, support and resources to those who provide or arrange care for aging loved ones
- Heighten awareness of the multiple issues involved in caregiving
- Examine the importance of self-care while caring for others
- Have an opportunity to share your own situations and receive support

Planning tip: This program offers a broad view of the issues and concerns related to caregiving.

Managing Eldercare Issues

1 hour

Also available in a Web-based format

This program offers participants information about identifying and using appropriate resources. Attendees will be able to make better decisions regarding eldercare issues. In addition, they'll learn how to reduce the stress and anxiety that come with trying to make the best choices for an aging relative.

Program highlights:

- Heighten awareness of in-home, community and institutional resources
- Learn about financial and legal issues
- Become familiar with the "Care Management Planning Guide"
- Review an eldercare case study

Planning tip: This program offers more specific information around some of the issues discussed in the Coping for Caregivers program.

Navigating Eldercare Resources

1 hour

Navigating through the maze of eldercare options can be confusing and overwhelming. This seminar will help clarify the process and give the caregiver some tools to use for gathering resources.

Program highlights:

- Identify ways to discuss the need for care with your parent or elderly relative
- Learn the levels of medical and non-medical care
- Determine what to consider when evaluating resources
- Learn to communicate effectively with resources
- Explore ways of dealing with the stress of caregiving

Planning tip: This program focuses on determining needs, identifying available resources and communicating with those resources. It discusses resources for both the elderly loved one and the caregiver.

Understanding Alzheimer's Disease and Related Dementias

1 hour

It's extremely painful to watch people we love lose their memory, engage in uncharacteristic behavior and lose their ability to recognize us. As they manifest these symptoms of dementia or Alzheimer's disease, we offer help as we can — but we often end up feeling helpless and powerless. This training program can help us gain a better understanding of these conditions, discover what treatments are available and explore the impact on the family.

Program highlights:

- Understand the difference between normal forgetfulness and Alzheimer's disease
- Understand the relationship between Alzheimer's disease and related dementias
- Learn communication strategies for communicating with a person with dementia
- Determine strategies for caregivers to help take care of themselves



Parenting

Adolescence 101: The Preteen/Early Teen Years

1 hour

Children ages 10 to 15 experience a tremendous amount of growth in all areas of development. They feel the need to succeed in school, but may struggle with keeping all the balls in the air. They feel pressure to fit in with their peer group and look like their friends at a time when physical development fluctuates wildly. They feel pressure to be more independent, but still want — and need — their parents to be there for them. This program will offer information, tips and suggestions for addressing these issues.

Program highlights:

- Gain a better understanding of the developmental changes a preteen and early teen experiences
- Increase awareness of the developmental needs of young adolescents
- Learn strategies to monitor and manage media influences
- Learn strategies to balance a preteen's need for increased independence while still providing limits

Developing Capable Kids

1 hour

Parents want to be able to teach their children the tools that will help them be responsible, independent, productive adults. This program will focus on parental modeling, using encouragement, applying consequences, gaining cooperation and teaching decision-making and problem-solving skills.

Program highlights:

- Place children's behavior in an understandable framework
- Learn approaches for teaching children to become responsible, independent adults
- Be able to prepare children for decision-making and problem-solving

Planning tip: This program focuses on children's behavior, role-modeling, encouragement and consequences.

Growing Healthy Families

1 hour

Raising children in today's environment can be a real challenge. With so many competing values, it's important to know how to parent so that our children can thrive. This presentation will cover basic information about parenting issues for toddlers, children and adolescents. The majority of information will deal with children and adolescents.

Program highlights:

- Identify universal traits parents want in their children
- Identify the principles to live by
- Describe moral milestones by age
- Discuss the family life cycle
- Problem-solve with their child

Planning for College

1 hour

Also available in a Web-based format

In this program, answers are provided to questions regarding appropriate course selection, entrance exams and the college application process. An overview of financial aid and scholarships will give basic information and direction about where to go for more assistance. Selecting the “right” school also is reviewed.

Program highlights:

- Learn about suggested high school courses for college preparation
- Examine the entrance exam and application process
- Learn the basics about financial aid and scholarships in regards to college selection

Planning tip: This program is designed for parents of high school age children.

Planning a Patchwork Summer

1 hour

Summer will be here before you know it, and the kids will be home. As any parent knows, summer can be a challenge, whether you stay at home with the kids or try to find age-appropriate childcare. Finding a balance between downtime and busy time is a daily task that can make even the most devoted parent wish for school to start.

Program highlights:

- Identify the challenges of planning for kids and summer vacation
- Become familiar with resources for vacation activities
- Learn how to plan both structured and unstructured time for children ages 6 to 15

Planning tip: This program is most effective when held in February, March or April.

Raising Responsible Children

1 hour

This program will help parents identify what it takes to be a responsible, but not overbearing, parent. And, the program addresses important decision-making and problem-solving skills. Participants also will have an opportunity to learn and practice realistic communication skills that work with kids from young children on through school age.

Program highlights:

- Determine how to give kids opportunities to make choices, assume responsibility, solve problems and experience consequences
- Learn communication strategies that increase your child’s motivation and self-esteem
- Decide what questions to consider when determining how much help to give with a certain task

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.

Successful Single Parenting

1 hour

Parenting on your own can be a challenge. This program takes an upbeat approach to a topic that often brings terror to the minds of newly single parents. Participants are offered an opportunity to build a library of survival tips for parenting and self-care.

Program highlights:

- Understand the value of a positive attitude
- Explore the importance of work/life balance
- Receive tips for survival

Survival Skills for New Parents

1 hour

Also available in a Web-based format

Having a baby is a time of great joy and excitement. It also can be a time of great exhaustion! This seminar explores time-honored “tips from the trenches” to help expecting and new parents cope with the challenges of parenthood.

Program highlights:

- Explore how a baby changes a relationship
- Identify strategies for strengthening the couple relationship
- Learn how to manage your time
- Determine techniques for transitioning back to work
- Review suggestions for taking care of yourself

Violence in Schools: Parental Awareness and Tips for Prevention

1 hour

Violence in the schools has become a serious concern for parents. They may wonder: How safe is my child’s school? Is my child at risk? What signs do I look for in my child — or in his or her friends? What can I do? This program will address these questions, give parents suggested ways to approach their children and recommend practical ways to get involved.

Program highlights:

- Offer tools for recognizing and identifying potentially violent behavior
- Familiarize parents with intervention techniques for questionable behavior
- Learn how to start a conversation with their children

Etc.

Balancing Work and Home

1 hour

Also available in a Web-based format

Balancing work and home life is of paramount concern to many people in the workplace. Competing demands, lack of personal time and our increasingly complex lifestyles stir feelings of guilt and turmoil. Through discussion and other activities, participants will learn strategies for determining priorities and creating balance in their lives.

Program highlights:

- Determine various sources of stress
- Take a fresh look at personal values and choices
- Learn skills for effectively managing multiple demands

Client information and recommendations: In order to support the concept of “balance,” participants will be encouraged to think about the role work has in their lives. And, they will be asked to communicate their needs and expectations to their supervisor or manager in a respectful way that encourages and promotes problem solving. Please remind managers and supervisors to be open to employee-initiated discussion.

Planning tip: October is National Work and Family Month.

Healthy Relationships

1 hour

Also available in a Web-based format

We often pay the least attention to the relationships in our lives that mean the most to us, trusting the other person will understand and always “be there.” What if that lack of attention — and care — threatens those relationships? This training will focus on the characteristics of healthy relationships. It suggests tools that we can use to communicate the investment we’re willing to make to have healthy relationships with the significant people in our lives.

Program highlights:

- Determine characteristics of healthy relationships
- Identify problem areas in relationships
- Explore communication techniques to grow and strengthen significant relationships

Planning tip: This seminar is good any time of the year, but it’s fun to offer around Valentine’s Day.

Healthy Lifestyle

Making Healthy Choices

The following seminars are designed to help employees eat right, get moving and make additional healthy choices. Each seminar is one hour in length. The seminars can stand alone or be offered as a series.

Fitting Fitness into Your Busy Day

1 hour

It's estimated that nearly 80 percent of the U.S. population fails to participate in adequate physical activity, and 60 percent are sedentary. If you fall into one of these categories, this seminar is for you! Even the busiest person can weave 30 minutes of physical activity into his or her day.

Program highlights:

- Discover the benefits of regular exercise
- Determine what's holding you back
- Identify ways to fit more movement into everyday routines
- Develop a personal action plan

Food in the Fast Lane

1 hour

Also available in a Web-based format

With the hectic pace of life and the abundance of fast foods available, it's easy to get into the habit of eating too much over-processed food. But, with a bit of planning and awareness, you can create fast foods that are good for you and that taste great.

Program highlights:

- Learn how to make better choices when eating out
- Discover strategies for healthy office eating
- Learn how to help children develop healthy eating habits
- Develop a personal action plan

Getting Started

1 hour

This seminar offers a non-diet approach to making healthier food choices. Following this process will help you achieve a healthy body weight and arm you with tools to keep it off.

Program highlights:

- Identify patterns of eating
- Take a food inventory of your environments
- Focus on important foods rather than deprivation
- Identify personal eating behaviors
- Determine your recipe for good nutrition

Healthy Food on a Budget

1 hour

What's your biggest challenge around food — eating healthy or buying healthy food that's affordable? We frequently get caught in the belief that making healthy food choices exacts a hefty cost on our budget. This program will offer tips for finding the food that's best for us at a price we can afford to pay. The program also includes a couple of affordable, healthy recipes.

Program highlights:

- Identify general nutrition recommendations
- Explore planning tips for better budget and nutrition
- Create wiser shopping trips
- Describe ways to decrease food waste
- Develop strategies for saving money and addressing nutrition for work and school

Healthy Holiday Eating

1 hour

The holidays are a time of celebrations. One way we do that is by providing special foods. But this can be too much of a good thing with holiday treats offered everywhere you go. No matter which holidays you celebrate, this seminar will give you tips for enjoying the season while still making healthy choices.

Program highlights:

- Discover different holiday food traditions
- Learn strategies to avoid overindulging
- Learn how to “lighten up” favorite holiday recipes
- Test your knowledge about holiday food safety

Mindful Eating

1 hour

This program looks at the toll that mindless eating takes on our life, what it means to live and eat mindfully, and what it means to have a healthy relationship with food. Additionally, participants will identify strategies for becoming more mindful in their daily living activities, particularly eating.

Program highlights:

- Determine what mindfulness means
- Explore how to reconnect the body with the brain
- Define a healthy relationship with food
- Identify skills for practicing mindful eating

Natural Energy Boosters

1 hour

Here's an opportunity to look at strategies to increase your energy and perk up your life. Participants will gain useful and accurate information regarding healthy eating practices. And, they'll learn which snacks to reach for when a boost is needed.

Program highlights:

- Discover foods and activities that energize
- Learn how the “quick fixes” — sugar, fat and caffeine — actually sap your energy
- Determine how to get the best rest
- Learn tips for combating stress and anxiety



Raising Healthy Kids in a Junk Food World

1 hour

Also available in a Web-based format

We all want our children to eat healthy foods, but junk food has infiltrated their lives! It's in our cupboards, it's in their school lunch and it's at their social activities! Not only do we want our children to eat the right foods, we also want them to grow up with a healthy attitude about food. This seminar includes some great advice to help busy parents set a good example and keep their child on a healthy path.

Program highlights:

- Examine your family's attitudes about food
- Identify the nutritional needs of children at different ages
- Learn ways to help your child avoid weight problems
- Learn how to cope with picky eaters

Why Diets Don't Work

1 hour

Also available in a Web-based format

We're a nation obsessed with both food and dieting. Consequently, it's not unusual to experience the roller coaster effect that can accompany extremes of eating and rigid dieting. This training program will address this concern by offering a nutrition self-assessment checklist, a hunger-fullness continuum, information around carbohydrates and protein, tips for eating out and a checklist to help determine if you need professional weight loss help.

Program highlights:

- Understand the obstacles to losing weight
- Learn about timing your eating
- Explore nutritional components relative to weight loss, particularly carbohydrates and protein
- Determine appropriate portion sizes to encourage weight loss
- Develop a plan for sticking with it

Planning tip: This seminar is particularly well-received in January when people are trying to lose weight after the holidays or keep their New Year's resolutions.

Stress

Stress and Life Balance

1 hour

Also available as a Sampler Program

An out-of-balance life can contribute to high levels of stress. This program combines elements of our “Balancing Work and Home” and “Stress Management: Additional Techniques” programs. Participants will have an opportunity to complete the Optum™ LifeScale® Survey and learn methods of using assets to meet needs. And they’ll take home a variety of tools for addressing stress.

Program highlights:

- Explore methods for achieving a better balance in managing the conflicting demands of our lives
- Identify resources that can be used to meet needs
- Examine personal values and choices
- Learn skills for effectively managing multiple demands

Stress Management 101

1 hour

Also available as a Sampler Program and in a Web-based format

Here’s a useful program that helps participants identify the stressors in their lives and understand their impact. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees have an opportunity to practice relaxation exercises.

Program highlights:

- Define your stress
- Understand the physical, mental and emotional effects of stress
- Identify the roots of stress
- Learn coping skills and practice relaxation tips and exercises

Stress Management: Additional Techniques

1-3 hours

Stress doesn’t always originate from just big issues at work, home or relationships. More likely, stress results from a combination of big and little problems that can contribute to headaches, upset stomach, anger, feeling a loss of control and even depression. This program helps participants identify causes of stress and offers techniques to cope, relax and take action to reduce those pressures.

Program highlights:

- Increase understanding of the dynamics of stress
- Learn different types and sources of stress
- Examine our roles along the stress continuum
- Become acquainted with techniques to manage stress

Wellness

Aging Well

1 hour

This program addresses factors and research related to aging. Participants are guided through an informative discussion regarding positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise also are examined. Good food for thought.

Program highlights:

- Review the research about aging
- Understand the value of participation and having interests
- Explore the role of resilience in healthy aging

Coping with a Chronic Condition

1 hour

This program takes a proactive approach to living with a chronic condition. Participants will learn how to deal with anger, cope with change, develop healthy exercise and nutrition strategies, and generate workplace and family support. Participants are encouraged to work closely with their doctors and other health care professionals.

Program highlights:

- Provide participants with information and coping skills for living with a chronic condition
- Determine the lifestyle choices and coping skills that promote health and well-being
- Learn how to work effectively with health care professionals
- Learn to receive comfort from and give support to others who live with chronic conditions

Smoking Cessation

1 hour

Also available in a Web-based format

This program presents participants with helpful ways to stop smoking and invites them to choose an approach that best suits their personality and lifestyle.

Program highlights:

- Learn factual information about the hazards of smoking and the benefits of quitting
- Explore practical tips and activities that prepare participants to begin a smoking cessation program
- Understand the stages of the quitting process and identify their present stage
- Learn about smoking cessation techniques demonstrated as the most effective by current research
- Make a personal plan to stop smoking

Planning tip: The Great American Smokeout is held each November.

Taking Charge of Your Health Care

1 hour

Also available in a Web-based format

Are you still trying to understand today's complex health care system? This program offers information and suggestions you can use to make good health care decisions for you and your family.

Program highlights:

- Determine what to ask when selecting a doctor
- Learn to understand the language of today's health care
- Receive suggestions for preparing for a doctor's visit
- Explore how to get the most from health care

Planning tip: This program is not meant to address selection of company benefits or their interpretation. Having an HR representative present to answer any benefit questions is suggested.

Wellness and You

1 hour/2 hours

Also available as a Sampler Program

Is your lifestyle hazardous to your health? Wellness is much more than simply avoiding disease. This program introduces the major components of wellness including proper nutrition, regular exercise, balanced lifestyle and stress management. The two-hour version includes specific nutritional components and tips for keeping a healthy heart.

Program highlights:

- Understand basic wellness components
- Recognize the short- and long-term benefits of a healthy lifestyle
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance



Life Skills

Financial

Charge It Right

1.5 hours

This is a program created by the FDIC (Federal Deposit Insurance Corporation). It explores types of credit cards, credit card offers, credit reports and scores. In addition, the program addresses using a credit card responsibly, paying the credit card bill and reading the statement.

Program highlights:

- Describe the purpose of credit cards
- Determine which credit card is best for you
- Identify the factors creditors look for when making credit decisions
- Describe how to use a credit card responsibly
- Identify the steps to take when a credit card is lost or stolen

Identity Theft

1 hour

Identity theft has become so prevalent that chances are either you or someone you know has been a victim. It's not uncommon for these situations to take hundreds of hours and dollars to resolve.

Program highlights:

- Find out the most common ways people can obtain your financial and identity data
- Learn how to protect yourself against becoming a victim of fraud
- Identify what steps to take if you find you've become a victim
- Identify resources for further learning

Managing Your Finances

1.5 hours

Also available in a Web-based format

In this session, participants are offered important tips on setting up and maintaining a budget. Information about establishing credit and the value of maintaining a good credit rating also are explored. While some saving choices may be reviewed, this class does not address long-term financial planning options.

Program highlights:

- Learn budgeting basics
- Find out about your credit rating
- Know where to get more information
- Understand the impact of your financial situation on the rest of your life

Money Matters

1 hour

This very basic, fundamental, elementary program on personal budgeting and managing personal finances was written by the Federal Deposit Insurance Corporation (FDIC). The program addresses spending plans, tax credits and budgeting.

Program highlights:

- Prepare a personal spending plan/budget to estimate monthly income and expenses
- Identify ways to decrease spending and increase income
- Track daily spending habits
- Identify budgeting tools to help manage money

Pay Yourself First

1.5 hours

This is another program created by the FDIC. It explores saving and growing your money, savings options and investment products.

Program highlights:

- Explain why it's important to save
- Determine goals for saving
- Identify savings options
- Determine which savings options will help participants reach their savings goals



Personal Growth/Challenges

Creating Passion

1 hour

This is a thought-provoking program designed to encourage participants to energize themselves. Content covers creating a productive work environment and self-motivation. The value of goal-setting and achievement also is discussed.

Program highlights:

- Recognize the source of your passion
- Learn how passion can enhance or interfere with goals
- Identify ways to create a productive work environment
- Become skilled at inspiring others to do their best

Creative Thinking

1 hour

Here's an opportunity to have some fun while you learn. This program is a lively, highly interactive session that encourages participants to think outside the box. Employees will learn how to break out of self-limiting patterns of thinking and begin to use their own creative process.

Program highlights:

- Define creative thinking
- Explore the factors that influence creative thinking
- Understand the stages of the creative thought process
- Use puzzles, exercises and brainteasers to test creativity

Dealing with Grief and Loss

1 hour

Loss is a constant in life. Employees are often left alone to deal with loss, feeling isolated and unsupported in the work environment. The predominant unspoken message is, "you should be over this by now." This seminar will look at various types of loss, identify what co-workers can expect after a loss, explore the grief process and provide guidelines for appropriate support.

Program highlights:

- Increase understanding of the grief process
- Provide guidelines for appropriate support
- Examine the impact of co-worker losses on the workplace
- Identify expected grief reactions

Living in an Unpredictable World

1 hour

Terrorism, Mother Nature, war...all of these events have the ability to jolt our world, heighten our vigilance and leave us feeling as if we're living on the edge. This prolonged sense of uneasiness is unfamiliar to most of us and it takes a toll. This training program combines "Dealing with the Aftermath" and "Coping with Stress in Uncertain Times" to help identify and normalize reactions to these events, explore the broad emotional impact and look at healthy ways to cope.

Program highlights:

- Examine the components of critical incidents
- Increase understanding of the wide range of normal human responses to a critical incident
- Identify expected grief reactions
- Determine appropriate means of support
- Identify strategies for helping children cope
- Explore appropriate stress reduction techniques
- Learn when to seek professional help

Planning tip: This program can be beneficial for anyone who has been touched by a traumatic event, no matter how remote it seems.

Strengthening Your Resources

1 hour

This program uses a resource inventory to determine the strength of the participants' emotional, mental, financial and spiritual resources as they face the challenges and opportunities in life. They will also learn methods for strengthening those resources.

Program highlights:

- Define necessary resources for adult living
- Identify present resources
- Identify resources that need strengthening
- Develop strategies for strengthening needed resources

Successful Retirement

1 hour

Thinking about retirement? This program puts participants on a path that can lead to satisfying and enjoyable life changes. Participants will receive information on planning and preparing for this next life stage. Group discussion encourages participants to share mutual concerns and do some collaborative problem-solving.

Program highlights:

- Share perceptions of aging and retirement
- Define the steps for planning and preparing for retirement
- Explore the issues that need to be considered when planning for retirement
- Engage in problem-solving and resource identification

Planning tip: Please advise participants that this is not a financial planning seminar. The continuum of psychosocial issues of retirement will be addressed.

Temperature's Rising: Lessons in Anger Management

1 hour

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This program will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner.

Program highlights:

- Explore beliefs that can trigger anger reactions
- Learn to recognize anger in order to exercise options around it
- Review methods for responding, as opposed to reacting, to feelings of anger
- Examine the role of forgiveness
- Recognize anger in order to exercise options around it

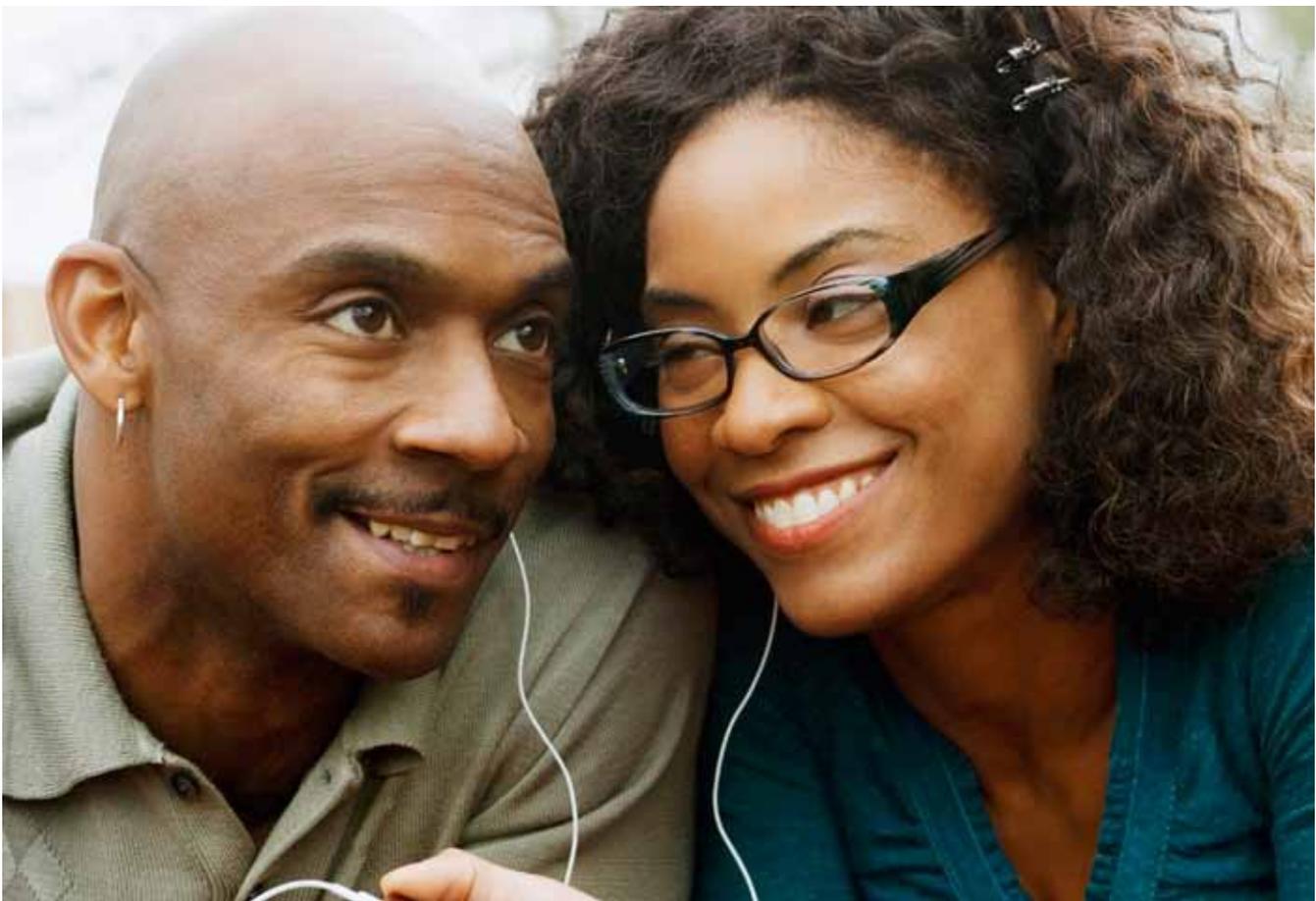
What's Your Emotional IQ?

2 hours

This program introduces participants to basic emotional competencies and strategies for enhancing self-awareness. Pointers are offered on improving self-motivation and reducing stress. Participants will have an opportunity to complete a simple exercise to determine their own emotional quotient (EQ) and make a plan for self-improvement.

Program highlights:

- Understand the importance of emotional intelligence
- Learn strategies for handling emotions
- Improve motivation
- Determine your EQ



Time

Simplify Your Life

1 hour

This program encourages participants to look at their inner beliefs as they identify personal roadblocks to streamlining their approach to the requirements of everyday living. The impact of the excuses we make to avoid personal change are examined.

Program highlights:

- Examine inner beliefs
- Determine how to rid our lives of clutter
- Learn how to streamline chores and commitments

Slowing Down in a Sped-Up World

1 hour

This program helps participants take a serious look at the factors that are contributing to the frenetic pace in the world today and identify why we feel so rushed. The benefits of slowing down and pacing are examined along with strategies for managing time. In addition, practical suggestions are offered for gaining control of the stress created by our environment.

Program highlights:

- Explore the factors that contribute to the frenzy
- Understand the benefits of slowing down
- Determine the impact of inner beliefs on our lives

Taking Charge of Your Time

1 hour

Time may be our most valuable resource, but it often is given away thoughtlessly, unconsciously or reactively. This seminar focuses on the development of a conscious appreciation of time as a precious asset. Participants are introduced to decision-making and time-allocation techniques.

Program highlights:

- Gain a personalized understanding of time management principles
- Increase our ability to use time to our best advantage
- Gain an awareness of how our values should help us set goals and prioritize activities
- Identify and address time wasters

Etc.

Putting the “Happy” Back in the Holidays

1 hour

Also available in a Web-based format

This program examines holiday stress and helps participants identify some of the factors that contribute to it. And it explores a variety of ways to create the kind of holiday celebration that meets individual needs. Attendees will be able to make better choices for the holidays while reducing stress levels, improving family relationships and having more fun.

Program highlights:

- Explore the factors that contribute to holiday stress
- Identify healthy and unhealthy coping mechanisms
- Learn to set limits
- Make a personal holiday action plan

Planning tip: This program is most effective when presented prior to the onset of the holiday season, by October or early November.



Sampler Programs

Sampler Programs are 30-minute sessions designed to give customers a “taste” of our training programs. These brief sessions are perfect for worksites with scheduling and time constraints. If your business schedule can’t accommodate the Sampler Programs, the Information Fairs may offer more flexibility. Sampler Programs count as one hour against your allotted training hours or, if fee-for-service, the cost of one training hour will be billed to your organization.

All Sampler Programs are available in a Web-based format.

Communicating Without Words: Actions Speak!

30 minutes

This presentation will cover basic nonverbal communication behavior with opportunities for demonstration, interpretation and discussion.

Program highlights:

- Identify the components of nonverbal communication
- Explore the power of nonverbal behavior

The Communication Model: Building Bridges

30 minutes

This presentation will cover basic communication skills and a framework for communicating across cultures.

Program highlights:

- Examine different approaches to communication
- Apply the communication process model
- Understand sources of communication barriers
- Practice active listening

Difficult Behaviors: Taking the Thorn out of My Side

30 minutes

This presentation will increase our recognition and understanding of challenging behaviors and offer suggestions for addressing them.

Program highlights:

- Increase recognition and understanding of difficult behaviors in the workplace
- Learn skills to cope with difficult interpersonal styles more effectively

Getting What You Need: Asserting Your Rights Without Damaging Others'

30 minutes

This presentation will explore assertive communication and demonstrate taking responsibility for what we say, feel and do. Participants also will examine a model of assertive behavior and practice assertiveness skills.

Program highlights:

- Identify the characteristics of assertive communication
- Understand the role of message ownership and cooperative language
- Learn an assertiveness model

Healthy Living: A Primer

30 minutes

This presentation will cover a comparison of the factors that influence our health and the basic components of healthy living.

Program highlights:

- Measure participant's lifestyle against a healthy lifestyle
- Understand the factors affecting health
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance
- Create an action plan to facilitate change

Life Balance: Too Many Balls, Not Enough Bounce

30 minutes

This presentation covers techniques and suggestions for creating more balance in our lives.

Program highlights:

- Learn techniques to reduce guilt
- Use self-talk and support to achieve balance
- Learn skills for effectively managing multiple demands

Stress: Dialing It Down

30 minutes

This presentation covers stress management techniques for use in a variety of situations.

Program highlights:

- Increase awareness of multiple stress management options
- Examine the stress continuum
- Become acquainted with techniques to manage stress

Web-based Programs

Several training topics are available to be presented in a Web-based format as well as by our standard in-person method. These are scheduled in the same manner as our in-person trainings and are facilitated by one of our network trainers, in real time. It's delivered using the customer's Web delivery system. This modality provides an excellent way to meet training needs for dispersed employees. The programs available for scheduling in this format are listed below.

Addressing Performance Concerns 2 hours

Through group interaction and case studies, participants in this program will be given the tools needed to talk to employees about difficult topics and be able to identify the steps involved in addressing performance issues.

Balancing Work and Home 1 hour

Determine priorities and learn strategies for creating balance.

Building Employee Motivation and Morale 1.5 hours

Managers and supervisors learn practical, timely tips for increasing employee motivation and productivity.

Building Resiliency 1 hour

Identify the personal characteristics associated with positively coping with unexpected challenges.

Building Trust in the Workplace 1 hour

Determine behaviors that undermine workplace trust and identify changes that may improve the work environment.

Chronic Conditions in the Workplace, Managers 1 hour

This program provides the tools necessary to appreciate how chronic conditions impact the individual and workplace, explores your role and obligations, and offers suggestions for providing support.

Coaching Techniques 2 hours

In this program participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Communicating without Words 30 minutes

Explore nonverbal communication behavior.

The Communication Model

30 minutes

Review basic communication skills and a framework for communicating across cultures.

Creating a Healthy Workplace

1 hour

Discover how respectful communication, problem-solving skills, differences and fun can contribute to a positive and healthy work environment.

Customer Satisfaction

1 hour

This session will support staff in facing the daily challenges and stresses that are part and parcel of working with customers, meeting customer needs and providing the excellent service they would expect if they were in the customer role.

Dealing with Conflict, Managers

2 hours

This management level program explores conflict philosophy, conflict management styles, sources of conflict, resolution and negotiation, and benefits; it also provides an opportunity for case studies.

Difficult Behaviors

30 minutes

Recognize and understand challenging behaviors. Identify methods of addressing them.

Food in the Fast Lane

1 hour

Offers tips for creating fast foods that are good for you and that taste great.

Generations @ Work

1 hour

Understand generational differences and determine methods for creating harmony among multiple generations in the workplace.

Getting What You Need

30 minutes

Explore assertive communication. Examine a model of assertive behavior.

Healthy Living

30 minutes

Compare the factors that influence our health and discuss the basic components of healthy living.

Healthy Relationships

1 hour

This training focuses on the characteristics of healthy relationships. It suggests tools that can be used to communicate the investment we're willing to make to have healthy relationships with the significant people in our lives.

Improving Communication Skills, Employee

1 hour

Apply skills critical to good communication; identify factors that influence our communication as well as those that create barriers.

Improving Communication Skills, Manager 2 hours

Address communication concerns managers face and explore skills required to be effective.

Keeping Employees Engaged During a Harsh Economy 2 hours

Helps supervisors and managers determine what to expect and what to look for from employees during difficult economic times, and lay out a plan for creating employee engagement.

Life Balance 30 minutes

Review techniques and suggestions for creating more balance in our lives.

A Manager's First-Aid Guide 1.5-2 hours

Offers suggestions to managers and supervisors for dealing with employees exhibiting confusing and/or troublesome behaviors.

Managing Change, Employee 1 hour

Learn a healthy process for navigating workplace change.

Managing Change, Manager 1.5 hours

Offers support to supervisors amidst a changing work environment and introduces skills needed to assist employees in managing the change as well.

Managing Eldercare Issues 1 hour

Identify and use appropriate resources. Make better decisions regarding eldercare issues and reduce the attendant stress and anxiety.

Managing People Effectively 2 hours

Participants in this program will receive tools to inspire better working relationships, improve morale and motivation, and increase trust and productivity.

Managing Stress for Success 1 hour

Review stress basics and learn practical suggestions for coping with stressful situations in the workplace.

Managing Your Finances 1.5 hours

Offers tips around budgeting, credit and saving.

Meeting the Challenge of the Difficult Customer 1 hour

Learn tips for dealing with rude and demanding customers and defusing tense situations.

Web-based Programs

Navigating the Rapids of Upheaval and Crisis 1 hour

The Web-based version of this program addresses the components of critical incidents, compassion fatigue, grief and stress reduction; issues that arise from personal, professional and/or organizational change or trauma.

Planning for College 1 hour

This program addresses high school course selection, entrance exams, the college application process, financial aid and scholarships, and selecting the right school.

Putting the “Happy” Back in the Holidays 1 hour

Examine holiday stress and identify factors contributing to it. Explore ways to create the kind of holiday celebration that meets your needs.

Raising Healthy Kids in a Junk Food World 1 hour

Identify methods for getting and keeping your children on a healthy eating path.

Respect and Positive Interaction 2 hours

Introduces skills and behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Smoking Cessation 1 hour

This program looks at behaviors associated with tobacco use, physiology, the process of quitting — including methods — and recovery.

Stress 30 minutes

Review a continuum of stress management techniques.

Stress Management 101 1 hour

Identify the stressors in your life and gain an understanding of how these stressors have affected you. Use positive coping to reduce the negative effects of stress.

Survival Skills for New Parents 1 hour

This seminar explores time-honored “tips from the trenches” to help expecting and new parents cope with the challenges of parenthood.

Taking Charge of Your Health Care 1 hour

Learn about today’s health care and obtain information to help make good health care decisions for you and your family.

Using Your Management Consultation Services 1 hour

Learn about management consultation services and become familiar with tools for addressing employee issues.

Valuing Differences

1 hour

This abbreviated version of our in-person program uses Web-based interactivity to encourage the use of communication for bridge-building and barrier reduction when dealing with others in the workplace. Additionally, participants will have an opportunity to expand personal self-awareness.

Veteran Reintegration Awareness

30 Minutes

This is available only as a recorded WebEx on Live and Work Well.

In this recorded WebEx presentation, a retired Air Force Lt. Colonel Psychiatrist discusses the challenges faced by veterans returning from deployment back into the work force, and the challenges the managers who supervise these veterans face as they juggle potential veteran issues, coworker relationships, work flow and the organization's goals. This program addresses military organization and culture, stressors related to deployment, the impact of those stressors on the workplace, "red flags," and what managers and supervisors can do. The program ends with a couple of scenarios giving participants an opportunity to choose from potential options in order to test their learning and understanding.

Why Diets Don't Work

1 hour

Learn how to stop the roller coaster effects of extreme eating and rigid dieting. Explore the hunger-fullness continuum and receive tips for eating out.

Workplace Uncertainty

1 hour

Examine changes taking place in an ever-changing work environment; explore methods for accommodating those changes.



Self-paced Training Programs

For those who find it difficult to attend pre-scheduled training presentations, we have two self-paced training options available on the Live and Work Well site, www.liveandworkwell.com. After logging in, choose Tools and Programs from the right-hand menu, the Self-Help Programs tab on the next screen, then Webinars on the next screen. You can access these programs at your convenience and complete them at your own pace.

The first self-paced option is a recorded version of one of our real-time WebEx presentations. Additionally, we have self-paced programs available using interactivity tools through Articulate software. Participants will find quizzes and a robust selection of animated slides supporting and supplementing the recorded narration.

The only technical requirements for accessing either program are a high-speed Internet connection and a Web browser.



Information Fairs

Information Fairs provide an opportunity to educate employees and raise the visibility of services provided under the benefit. The fairs showcase a selection of articles around a particular work/life theme such as eldercare, disaster preparedness or parenting. An Optum representative is available to talk with employees about the information provided.

These events work well when it's difficult for employees to take an hour out of their day to attend a regular training session. They are best set up in a well-trafficked area such as a lobby or cafeteria.

Employees can stop by, pick up information and talk with the consultant. Information Fairs need to be scheduled at least six weeks in advance to allow time for printing and shipping materials.



Each title below is a separate Information Fair.

See the descriptions for each on the following pages.

Eldercare

- All About Eldercare
- Eldercare: Difficult Conversations
- Eldercare: Living Arrangements and Housing Options
- Eldercare: Long-Distance Caregiving
- Eldercare: Taking Care of the Caregiver
- Helping an Elderly Family Member Maintain Independence
- Helping the Person with Alzheimer's Disease and Dementia

Life Skills

- Dealing with Winter
- Everyday Ways to Make the Most of Your Money
- Financial Planning during Uncertain Times
- Grandparenting Tips for the Holidays
- Grandparenting Today
- Green Living
- Identity Theft: Reducing Your Risk
- Making Happiness a Habit
- Making Life Simple Again
- Moving On: Successful Retirement
- Pets: Paws for Thought
- Planning for the Holidays
- Preparing for a Disaster
- Relocation: Planning for a Smooth Transition
- Strengthening the Couple Relationship
- Time Management for Busy Families

Parenting

- Back-to-School
- Back in the Nest: Adult Children Returning Home to Live
- Children and the Internet
- College Planning for Parents of High Schoolers
- Finding Quality Childcare
- For Expecting and New Parents
- Helping the Child with Special Needs
- Helping Kids and Teens Build Resilience
- Helping Kids Deal with Bullies
- Homework: Tips for Parents
- Parenting: Ages and Stages
- Parenting the Younger Child
- Parenting Your Grade-schooler
- Planning Summer Activities for Your Child
- Single Parenting/Stepparenting
- Understanding Teen Behavior

Wellness

- Bursting the Stress Bubble
- Busy Life, Healthy Life
- Developing a Healthy Lifestyle
- Fitting in Fitness
- Kids' Nutrition and Fitness
- Sleep: 1/3 of Your Life
- Smoking Cessation Basics
- Tips for Healthy Eating
- Wellness at Your Desk
- You Can Do It! Achieving Your Goals

Workplace Issues

- Communication Skills Tune-up
- Coping with Stress during Times of Change
- Making the Most of a Long Commute
- Managing Between Jobs: Coping with a Job Layoff
- Solutions for Shift Workers
- Workplace Etiquette: More Than Please and Thank You
- Workplace Health and Safety
- Workplace Survival Guide

Eldercare

Each title and description that follows is a separate Information Fair.

All About Eldercare

One of the greatest challenges we can face is taking care of an elderly parent or relative. It's hard to know where to start to find information about living arrangements, caregiving, and the legal and financial issues of eldercare. Whether you're looking ahead to the future or are involved in caregiving right now, this Information Fair will provide insightful information about:

- How to help elderly relatives maintain independence
- The steps involved in discussing the need for long-term care
- The keys to long-distance caregiving
- The kind of living arrangements needed in later life

Eldercare: Difficult Conversations

One of the most challenging parts of elder caregiving is talking with aging loved ones about their changing — and increasing — needs. Every family situation is different; some elders are resistant to discussing their situation, while others are relieved. This Information Fair addresses:

- Understanding changing roles and identities
- Maximizing your elder's independence
- Using family meetings to address and plan eldercare needs
- Discussing driving safety, living arrangements and other issues

Eldercare: Living Arrangements and Housing Options

Determining housing options for the elderly is one of the most complex eldercare issues that families face. There is a vast array of options, from living independently or living with some assistance, to full-on, 24-hour, skilled nursing-home care. Evaluating an elder's abilities and making adjustments to meet changing needs is an ongoing process. This Information Fair describes the many housing options available and how to involve family members in the decision-making process. There are articles addressing:

- Assisted living
- Nursing homes
- Adult day services
- Housing options for people with Alzheimer's disease

Eldercare: Long-Distance Caregiving

The number of baby boomers who provide long-term care to their parents is expected to double in the next 15 years. Unlike families in the past, today's adult children may find themselves separated from their aging parents or loved ones by many miles. How do you help your aging loved ones, whether you live 50 or 1,500 miles away? This fair offers information on:

- Making the most of your visits to your loved one(s)
- Establishing local support contacts
- Holding family meetings
- Adjusting the home for safety

Planning tip: November is National Caregiver Month.

Eldercare: Taking Care of the Caregiver

In today's hectic, fast-paced world, it's hard enough to take care of yourself, let alone provide care for an aging family member. But good self-care is essential to the caregiver's physical and mental well-being. This Information Fair will provide insightful information about:

- Balancing work and caregiving
- Finding support groups and respite care
- Recognizing your limits
- Finding satisfaction in caregiving
- Improving your coping skills

Planning tip: November is National Caregiver Month.

Helping an Elderly Family Member Maintain Independence

When a parent's ability to handle everyday activities declines due to illness or disability, the natural response might be to rush in and take over. But studies show that elders are happier and healthier when they maintain a sense of control over their lives — whether they're living independently, receiving in-home care or living in a care facility. This Information Fair explores many ways to support the elder so he or she can function as independently as possible, including:

- Understanding medical alert systems
- Identifying safe driving tips for older adults
- Preventing falls and fractures
- Improving memory

Helping the Person with Alzheimer's Disease and Dementia

Caring for an individual with Alzheimer's disease or dementia is very hard work — the demands of caregiving are both physically and emotionally draining — but it can be a deeply rewarding experience. This Information Fair provides helpful articles around:

- Identifying symptoms, diagnosis and treatment of Alzheimer's disease
- Finding care and housing options for a person with dementia
- Dealing with difficult behaviors such as wandering
- Determining helpful communication strategies



Life Skills

Each title and description that follows is a separate Information Fair.

Dealing with Winter

Though there can be many things to enjoy about winter, it can present daunting challenges to even the hardiest of souls — winter storms, winter blues, winter driving, winter flu's. This Information Fair will help you get a handle on these challenges, including:

- Seasonal affective disorder
- Winter driving tips
- Cold-weather sports and your family
- Extreme cold, staying safe and planning ahead

Everyday Ways to Make the Most of Your Money

This Information Fair looks at day-to-day spending and offers suggestions on how to reduce it. Little everyday savings really add up over time. Learn to take stock of your spending and save money on:

- Food
- Transportation
- Gift giving
- Banking
- General shopping

Financial Planning during Uncertain Times

Though you may have little control over the economy or the stock market, you do have control over your own finances. It's advisable to take stock of what you have, organize your important papers and develop a spending plan. This Information Fair contains articles that will help you:

- Cut costs to live within your income
- Learn how to manage your money with an easy-to-use worksheet
- Take charge of your finances and get more for your money
- Get your affairs in order with an organizing tool
- Manage your financial stresses

Grandparenting Tips for the Holidays

Whether you spend holidays with your grandchild(ren) or are unable to, there are many ways to maintain connections with them and create an enduring mark on their lives. This Information Fair offers ideas to make your holidays special with your grandchildren — near or far, including:

- Getting the most from grandchildren's visits
- Juggling work and family life
- Passing along family history
- Making the holidays safe

Grandparenting Today

What a great time to be a grandparent! Baby boomers are becoming grandparents in ever-increasing numbers, and they have lots of company. There's something for every grandparent at this Information Fair:

- Staying in touch — grandparenting from a distance
- Being a custodial grandparent
- Passing along family history
- Childproofing your home for young grandchildren



Green Living

How do we make a difference? Reduce our carbon footprint? Raise our eco-consciousness and become more eco-friendly? Small changes can add up to a more sustainable lifestyle, and one that is more in harmony with the natural world. This Information Fair offers suggestions around:

- Conserving energy
- Raising earth-friendly kids
- Recycling tips
- Choosing organic foods

Identity Theft: Reducing Your Risk

Identity theft is the fastest-growing crime in the nation according to the Federal Trade Commission (FTC). It estimates that as many as 9 million Americans have their identities stolen each year. There has been a marked increase since the recession. This Information Fair includes tips for:

- Protecting your laptop against theft
- Shopping online safely
- Keeping young adults safe with a special guide specifically for young adults
- Resolving specific identity theft problems
- Identifying and recognizing frauds that target the elderly

Making Happiness a Habit

What is happiness? Some say it's the ability to enjoy where and who you are right now, even as you strive for something better. We spend our lives pursuing goals; it's easy to base our happiness on whether or not we reach those goals. We often say, "I'll be happy when I get that promotion" or "I'll be happy when I have more money." The trick is to keep your eye on the destination, while not forgetting to enjoy the trip. This Information Fair offers ways to increase your happiness by:

- Journaling and blogging
- Increasing your creativity
- Putting more laughter in your life
- Reframing negative thoughts
- Tapping into mood lifters

Making Life Simple Again

As life gets more complex, most of us look for ways to simplify. It might require that we do some things differently — or don't do some things at all. It might require a change in thinking, determining priorities and choosing activities accordingly. This Information Fair contains articles about:

- Real ways to simplify your lifestyle and spending habits
- Organizing yourself and using your time effectively
- Organizing household chores and commitments using a family worksheet
- Ways to streamline your life and reduce stress

Moving On: Successful Retirement

If you've been slow to start planning for your retirement, this Information Fair will get you started and inspired! Although the financial piece is important, there's so much more to consider and plan:

- What's involved in getting ready to retire?
- What will you do when you retire?
- Things to consider when moving to a new home
- Tips for wise volunteering
- Retirement planning tools

Pets: Paws for Thought

Our pets hold a special place in our hearts and our families. This Information Fair contains articles about our furry — or feathered — friends and the latest information on caring for them:

- Finding the right veterinarian
- Preparing for a disaster and addressing pet needs
- Creating a safe home for your pet and a new baby
- Healing after the loss of your pet

Planning for the Holidays

Do the holidays bring up visions of joy and peace — or stress and grief? This Information Fair contains articles to help you stress less and enjoy more:

- Learn how to plan more and stress less during the holidays
- Identify no-cost or low-cost gift ideas for all ages
- Discover recipes for healthy holiday eating
- Make the holidays less materialistic

Preparing for a Disaster

Whether a natural or human-created disaster, there are steps you can take now so that, if disaster strikes, you'll be better able to take care of yourself and those around you. This Information Fair covers:

- Developing disaster supplies for home, car and work
- Making special considerations for children and pets
- Taking care of yourself and others after a disaster strikes
- Developing a communication plan for your family

Relocation: Planning for a Smooth Transition

The U.S. Census Bureau reports that one in every five Americans moves to a new home every year. Finding a new neighborhood and a new home and considering the needs of other family members is a big undertaking. This Information Fair contains practical suggestions to help you organize tasks and plan for a smooth transition as you:

- Help a child adjust to a move
- Protect yourself from moving scams
- Look at what you need to consider when planning your relocation
- Organize tasks with a moving checklist

Strengthening the Couple Relationship

Committed couple relationships require a lot of care and feeding. Even the healthiest relationships experience conflict and down times. This Information Fair provides suggestions for fine-tuning communication and strengthening the couple bond:

- Conquering differences in cultures and values
- Adjusting to life with a new baby
- Stepcoupling
- Managing joint finances
- Dealing with conflict

Planning tip: Offer around Valentine's Day.

Time Management for Busy Families

There's a delicate balance between scheduling stimulating activities for you and your family and over-scheduling, frequently to the point of exhaustion. Setting priorities, getting organized and using mindfulness — staying "in the moment" — are helpful tools. No matter what your circumstances, this Information Fair will provide tips to help you better use your time:

- Helping disorganized kids
- Balancing work and elder caregiving
- Helping over-scheduled kids
- Finding time for yourself



Parenting

Each title and description that follows is a separate Information Fair.

Back-to-School

What do you need to do to get your kids ready for school each fall? How do you prepare them physically, mentally and emotionally? How do you know whether you've selected the right school? How do you keep them safe? How do you prevent the battles around homework? Attend this Back-to-School Information Fair and get a jump-start on back-to-school planning. Pick up materials on:

- Finding before- and after-school childcare and activities
- Helping your child with homework
- Finding a school for your child
- Helping your child succeed in school
- Dealing with bullies at school

Back in the Nest: Adult Children Returning Home to Live

Due to the economic downturn, adult children may be living at home in the greatest numbers since the Great Depression. This Information Fair offers tips for parents as well as the adult child addressing:

- New rules
- New relationships
- Three generations under one roof
- Career planning

Children and the Internet

Children can benefit greatly from being online for learning and for fun, but they can also be vulnerable to risks that range from annoying to life-threatening. This Information Fair contains information to help parents reduce the risk of exposure to inappropriate content and interactions with:

- A guide to social networking sites
- Information about cyber bullying
- A plan for developing healthy habits for TV, video games and the Internet
- Internet safety

College Planning for Parents of High Schoolers

If your high school son or daughter has college in his or her future, you may want to pick up these college-planning articles. A little planning goes a long way toward a successful college experience. This Information Fair contains articles about:

- Understanding the college admissions process
- Deciding which college to attend
- Understanding scholarship and financial aid
- Identifying the steps to a great college essay

Finding Quality Childcare

Quality childcare is one of the most important investments you can make for your child's happiness and well-being. This Information Fair covers:

- Determining how to find quality childcare
- Choosing an exceptional childcare provider
- Keeping your child healthy in childcare
- Dealing with separation anxiety and other challenges

For Expecting and New Parents

Getting ready for a new family member is both an exciting and a busy time. Getting organized ahead of time and knowing what to expect will make things easier. This Information Fair offers thoughtful information about:

- Finding quality child care
- Dealing with sleep issues
- Becoming a father
- Returning to work
- Helping your pet adjust to a new family member

Helping the Child with Special Needs

Every parent wants his or her child to have the skills needed to succeed as adults. Children and youth with disabilities often face extra challenges. This Information Fair provides materials to help parents arm their child with the necessary navigational tools to function in the world as independently as possible. Pick up articles about:

- Participating in Individualized Education Program (IEP) meetings
- Helping your child become a good self-advocate
- Addressing ADHD: Information and advice
- Helping teens with disabilities

Helping Kids Deal with Bullies

Unfortunately, bullying is a widespread phenomenon. It happens in our schools, in our communities, and in the popular world of Internet social networking. If your child has a bully in his or her life, this Information Fair will help you support your child and give him or her strategies to deal with the situation. Even if your child isn't being bullied, it's important to talk about it so he or she will be prepared, should it happen. This Information Fair covers:

- Signs that your child is being bullied
- Cyber bullying
- Children who bully
- Resilience skills

Helping Kids and Teens Build Resilience

Why do some children bounce back from adversity faster than others? Two factors include the child's temperament and his or her preparedness for a particular situation. We can't prepare our children for every possible adversity, but we can help them learn resilience skills. This Information Fair offers thoughtful information about:

- Identifying signs of stress in your child
- Understanding a child's temperament, and its effect on parents and family life
- Helping your child build resiliency skills
- Boosting your child's emotional intelligence

Homework: Tips for Parents

There are many reasons why kids struggle with homework; distractions in their environment, too much homework, poor organizational skills, learning difficulties to name a few. Homework is the child's responsibility, but there are times when they need help. This Information Fair will help parents help their child:

- Improve study habits
- Set up a homework station
- Get organized
- Use the Internet to obtain information

Parenting: Ages and Stages

Parenting is never dull. Just when you think you have your children figured out, they change! Each age brings its own set of joys and challenges. This Information Fair contains articles appropriate for brand-new parents as well as parents of teenagers:

- Information on becoming a more effective parent
- Developmental milestones of infants through three years of age
- How to live with teens
- A guide for first-time parents

Parenting the Younger Child

A child's younger years, from infancy through preschool, are magical years marked by rapid growth and development. Parents delight in and are fascinated by their child's new skills emerging weekly, or even daily! This fair offers insights into ways parents can support their child's learning, and ways to encourage problem-solving and self-confidence:

- Understanding the importance of play in early learning
- Creating a reader-friendly home
- Helping the young child develop self-control
- Dealing with sibling rivalry
- Choosing quality childcare

Parenting Your Grade-schooler

The day your child enters grade school ushers in a whole new stage of parenting — new skills, new friends, homework, independence, change! This is exciting and scary at the same time. This Information Fair addresses:

- Tips for helping your child develop self-control
- Homework issues
- How to avoid over-scheduling
- Ways to help your child succeed in school
- How to deal with bullies

Planning Summer Activities for Your Child

Whether it's summer camps or summer jobs, the earlier you start planning for the summer, the better. This Information Fair addresses summer activities for kids of all ages:

- Finding affordable escapes
- Preparing your child for his or her first camp experience
- Finding a special-needs camp
- Preparing your child to be home alone
- Finding a summer job

Single Parenting/Stepparenting

Being part of a single-parent family or a stepfamily used to be viewed with some dismay, as if these situations inevitably led to unsolvable problems. We now know this isn't true. Just as these families have their own challenges, they also provide possibilities for growth and happiness. This Information Fair provides articles to help both single parents and stepparents deal with their unique issues:

- Tips for single fathers
- Single-parent dating
- Stepparenting teens
- Legal and financial issues of stepfamilies

Understanding Teen Behavior

Knowing the developmental “tasks” that teens face can help us understand their needs and sort out what is normal behavior as well as what might be cause for concern. Generally, preteens and young teens are moving toward more independence. Older teens are establishing an identity of their own. Both tasks involve separation and differentiating from their parents on such issues as dress and music, among other things. The trick for parents is to let go gradually and carefully while staying connected and keeping the lines of communication open. These articles will help parents:

- Understand emotional changes and changes in teen thinking
- Improve communication with your teen
- Stay in touch with your teen's education
- Identify the issues around stepparenting teens

Wellness

Each title and description that follows is a separate Information Fair.

Bursting the Stress Bubble

Just as there are many stressors in our daily lives, there are many different ways to combat them. Little changes can make a surprisingly big difference. This Information Fair provides helpful suggestions to support your efforts to:

- Change the way you respond to stressful situations
- Take better care of yourself
- Overcome procrastination
- Change the way you think about stressful situations
- Manage financial stress

Busy Life, Healthy Life

The busier you get, the easier it is to let exercise, good nutrition and other self-care practices go by the wayside. But taking care of yourself will give you the energy you need to keep up! This Information Fair contains articles with:

- Tips for stimulating your mind and body
- Suggestions for developing your own strength and fitness exercise program
- Ideas for making better use of the limited time you have in your day
- Ways to get more “quality time” with family and friends

Developing a Healthy Lifestyle

Why develop a healthy lifestyle? It can add years to your life! Studies have shown that among the various factors contributing to your health, your lifestyle weighs in as the most important one — more than twice as important as hereditary and environmental factors. That’s good news because your lifestyle is something you can do something about! This Information Fair contains articles to help you:

- Learn ways to become more active
- Choose healthy foods for body and mind
- Improve your sleep
- Kick the smoking habit

Fitting in Fitness

It’s estimated that nearly 80 percent of the U.S. population fails to participate in adequate physical activity, and 60 percent are completely sedentary. If you fall into one of these categories, this Information Fair is for you! Even the busiest person can weave 30 minutes of physical activity into his or her day. Learn more about:

- How to stay fit when you sit all day
- How to start a walking program
- Benefits of regular exercise
- Workouts you can do at your desk

Kids' Nutrition and Fitness

Are you trying to raise healthy kids in a world full of junk food and junk-food ads? Are you trying to raise fit kids when their time in front of the computer screen, TV and phone increases steadily? As parents, clearly you have your work cut out for you. This Information Fair offers thoughtful advice about:

- Developing healthy eating habits
- Motivating kids to be active
- Preparing healthy food on a budget
- Evaluating your child's TV, video games and Internet time

Sleep: 1/3 of Your Life

Does getting enough sleep really matter? Absolutely! A good night's sleep is essential to your performance, mood and health. Inadequate sleep can be dangerous. It decreases your response time, which increases your chances of having an accident at home, at work or in your car. This Information Fair provides a wealth of information about sleep issues at various stages of life:

- Sleep and the newborn
- Tips for parents of preschoolers through the teen years
- Shiftwork and problem sleepiness
- Sleep and aging

Smoking Cessation Basics

It takes the average smoker three or four serious tries to finally quit smoking. Smokers who want to quit have the will, but may lack information necessary for choosing the right strategy. This Information Fair provides an overview of methods for quitting, as well as tips and suggestions to help smokers quit for good. Highlights of the fair include:

- The best ways to quit
- Methods for coping with nicotine withdrawal
- Reasons people smoke; reasons to quit
- Ways to encourage your child not to smoke

Planning tip: The Great American Smokeout is held each November.

Tips for Healthy Eating

As more people feel increased time constraints due to work, family and other commitments, eating right becomes more of a challenge. But it's possible to meet the demands of a busy life and still make healthy food choices. Eating right will help you meet those demands. This Information Fair contains articles to help the busiest of people make healthy choices:

- The pros and cons of caffeine
- Healthy foods on a budget
- Weight loss tips
- Food planning for families
- Tips for eating in restaurants

Wellness at Your Desk

You wouldn't think that a full-time desk job could be hazardous to your health, but when you stop to think about it, you realize the human body was designed for motion — hunter/gatherer — not for sitting eight hours a day, looking at a computer screen and performing repetitive movements with a computer mouse! The good news is, there are many things you can do at your desk to help minimize the effects. This Information Fair offers tips on:

- Relaxation techniques
- Stretches you can do at your desk
- How to stay fit when you sit all day
- Healthy office eating
- How to maintain health during cold and flu season

You Can Do It! Achieving Your Goals

Setting a goal is easy, but sticking with it and achieving that goal is another matter. How do you stay motivated over days, weeks or months? Whether you're setting life goals or health-related goals, this Information Fair will give you some tools to help you stay on course:

- Setting realistic goals
- Visualizing success
- Supporting your willpower
- Staying motivated
- Celebrating your accomplishments



Workplace Issues

Each title and description that follows is a separate Information Fair.

Communication Skills Tune-up

Employers consistently rank good communication skills at the top of the list of potential employee qualities. Clear, positive communication saves time, builds trust and increases morale and productivity. Whether you're new to the work force or an experienced professional, this Information Fair will help you:

- Improve your listening skills
- Handle angry people
- Develop public-speaking confidence
- Build successful teams
- Increase your awareness of nonverbal communication

Coping with Stress during Times of Change

Change in the workplace creates stress and — today's workplace is constantly changing! High levels of stress over a long period of time can result in burnout and stress-related illness. So it's in our best interest to develop a variety of stress management techniques. This Information Fair offers:

- Strategies for overcoming the stress of a changing workplace
- Techniques for managing financial stress
- Healthy habits and beliefs to help weather the effects of change in your life

Making the Most of a Long Commute

The average American spends over 100 hours annually commuting to and from work. Whether you drive, bus or bike, this Information Fair will help you make the most of that time. Highlights include:

- Dealing with aggressive drivers
- Staying safe on the road
- Using alternative transportation options
- Making the most of your time

Managing Between Jobs: Coping with a Job Layoff

Whether a layoff is possible or imminent, this fair has information to help people prepare for and address the multiple issues resulting from such a significant life change:

- Feelings — Each person is unique. This may result in a wide range of emotions and intensity that each person might experience.
- Communication — This change impacts the entire family. There are articles about how to talk with both younger and older children so they can better understand and cope with the changes.
- Finances — Tension and questions surround financial concerns. There are suggested strategies for reducing spending, talking with creditors and filing for unemployment benefits.
- Career — The normal response is to wonder about what's next. This fair provides an opportunity to assess your skills and interests.

Solutions for Shift Workers

Approximately one out of every seven people works non-traditional hours. This Information Fair addresses the special challenges that shift workers face including daytime sleep, juggling work and family, and staying safe:

- Sleep strategies for working at night and sleeping during the day
- Steps you can take to help your body adjust to alternative shifts
- Ways to stay in touch with family and friends while working nights or rotating shifts
- Safeguards to protect your children when you're not at home

Workplace Etiquette: More Than Please and Thank You

Displaying good manners shows respect to others and tells them their feelings matter. But defining "good manners" is sometimes a matter of opinion. New technology, different generations, different cultures and a hectic pace of life all are factors that influence our interactions with others. This Information Fair explores ways we can be more considerate of others:

- Understanding generational differences
- Checking email and cell phone manners
- Dealing with rude drivers
- Maintaining friendships

Workplace Health and Safety

Workplace health and safety is everyone's responsibility. This Information Fair provides helpful information to reduce the risk of:

- Aches and pains that can be caused from prolonged computer use
- Injuries caused by lifting and overexertion
- Office crime
- Becoming a victim of crime on your way to and from work

Workplace Survival Guide

Today's fast-paced, changing workplace requires a sophisticated skill set. Life-long learning, a positive attitude, the ability to adapt to change, and good communication skills are all key in making the workplace run smoothly. Whether you're new to the work force or an experienced professional, this Information Fair will help you:

- Improve your analytical thinking
- Manage stress in a changing workplace
- Deal with unprofessional colleagues
- Develop a healthier attitude at work
- Understand your personal work style

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