



## Optum Global Training Catalog

Q1 2019



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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. These interactive, practical and informative programs are conducted by members of the Optum network of experienced training professionals and utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.

## **Management Development**

Our Management Development programs help managers polish communication skills and understand organizational dynamics. Managers learn how to enhance employee relationships and knowledge, and improve morale and motivation in the workplace.

## **Employee Development**

Our Employee Development, 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 program.



- **Scheduling:** Whenever possible, we ask that trainings are requested 30 days in advance, however, the Customer Training Department will make every effort to accommodate more urgent requests as needed but cannot guarantee availability with less than 30 days' notice.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments. For onsite trainings, we charge only for the onsite time it takes to conduct the training.
- **Fee for service:** If approved, customers will be charged an additional fee for training hours provided beyond those in their contracts.
- **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:**  
(U.S. trainings) When canceling scheduled training, five full business days' notification is required. Shorter notice may result in a deduction of contracted training hours or an applied fee.  
(International trainings) Cancellation/postponement policy on the confirmation email specifies the amount to be deducted from the bank of hours/fees.
- **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.
- **Critical Incident Response Services (CIRS):** By working with the CIRS department, contracted training hours may also be used for CIRS. Consult your account manager for specifics.
- **Language availability:** Please refer to the country/language index for a listing of countries and languages available for each training topic.
- Please note that customers with U.S. EAP access only will continue to receive trainings within the United States in English only. Customers with access to International EAP will retain the ability to receive trainings in their appropriate countries and local languages; please refer to the Country/Language index for more details.

#### Quality assurance

Optum is committed to offering training programs that are relevant to your organization and of the highest quality. Individual participants attending training as well as our customer contacts may have the option to evaluate the training program upon completion. Collected data will be summarized and analyzed for internal modifications and enhancements. Survey responses will be confidential and used solely to evaluate and improve our training programs.



You may submit your request by accessing the web based training order form through the Admin Toolbox/Training tab on your organizations LiveandWorkWell site (U.S. training requests) or LiveWell site (international training requests), by working with your Account Manager or by accessing the direct link at <https://optum-training.secure.force.com/GlobalTraining/>

Below are a few things to consider as you prepare to submit a training request:

1. **Whenever possible, we ask that trainings are requested 30 days in advance.**
2. 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.
3. Choose several dates and times that meet your scheduling requirements. For onsite trainings, please have a room reserved for requested dates.
4. Training session(s) logistics:
  - 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 (onsite trainings only)
  - Contact person's name, address, phone number and email address
  - Description of the room to be used (size, tables, etc.) for onsite trainings only
  - Language of training
5. 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.

#### **A cooperative effort**

In order to maximize the training benefit, we ask you to:

- Have a training space available to accommodate the expected number of participants--onsite trainings only.
- Have a flip chart or white board available and an overhead projector or LCD projector and laptop computer—onsite trainings only
- If scheduling back-to-back sessions, build in a 10 to15 minute break between sessions to allow time for the trainer to address any changes that may be needed and to allow any change of audience/comfort break for attendees attending multiple sessions.

**Questions or concerns? Please reach out to your Account Manager or the Customer Training Team.**

Optum® is making several changes designed to make it easier for you to find and schedule trainings for your employees including the following:

- We now offer one global catalog with 50 topics based on an analysis of the most requested titles. We heard your feedback that separate catalogs for US and international trainings with more than 250 topics is overly cumbersome and inefficient. We believe the new catalog will make it easier for you to find topics that are of the most interest to your employees.
- In addition, there is now one central link for all customers to access the online order form. The form can be accessed by [following this link](#). (Please bookmark this link for future use.)
- With these changes, Information Fairs in the U.S. will no longer be coordinated through the Customer Training Program. Please contact [global.marketing@optum.com](mailto:global.marketing@optum.com) for additional information on fairs in the U.S. and available articles.
- Participant surveys will be provided via online modality for both on-site and webinar training sessions. Participants will register for events prior to the session and receive an email to complete the satisfaction survey following the event.
- Clients that have purchased the global bank of hours will now have one single account that can be utilized for training sessions and Critical Incident Response Services within the US or internationally. Clients that have purchased separate US and international hours will continue to utilize remaining hours with no interruption in the ability to purchase the global bank of hours upon renewal.

We sincerely hope that these changes will make it easier for you to administer EAP trainings. If you have any questions, please feel free to reach out to the Training Team or your Account Manager for additional information.

# Country and Language Index

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Training Title: Aging Healthfully					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Bolgaria	English and Bolgarian	Indonesia	Bahasa Indonesia	Russia	Russian
Bolivia	Spanish	Italy	Italian	Serbia	Serbian
Brazil	Portuguese	Japan	Japanese	Singapore	English and Mandarin
Chile	Spanish	Kazakhstan	Russian	Slovakia	English and Slovak
Colombia	Spanish	Kenya	English and Kisawhili	South Africa	English
Costa Rica	Spanish	Malaysia	English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United States	English
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	English	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese

Training Title: Boost Energy Naturally					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Guatemala	Spanish	Philippines	English
Austria	German	Honduras	Spanish	Puerto Rico	English
Bolivia	Spanish	Hong Kong	English	Russia	Russian
Bulgaria	Bulgarian and English	India	English	Singapore	English
Chile	Spanish	Indonesia	Bahasa Indonesia	South Africa	English
Colombia	Spanish	Ireland	English	Switzerland	French and German
Costa Rica	Spanish	Italy	Italian	Taiwan	Mandarin
Czech Republic	Czech and English	Kenya	English	Trinidad and Tobago	English
Dominican Republic	Spanish	Malaysia	English	Ukraine	Russian
Ecuador	Spanish	Mexico	Spanish	United Arab Emirates	English
El Salvador	Spanish	Nicaragua	Spanish	United Kingdom	English
France	French	Panama	Spanish	United States	English
Germany	German	Paraguay	Spanish	Uruguay	Spanish
Greece	English and Greek	Peru	Spanish	Vietnam	English and Vietnamese

Training Title: Build Your Resilience					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Australia	English	Indonesia	Bahasa Indonesia and English	Puerto Rico	English
Austria	German	Ireland	English	Romania	English and Romanian
Belgium	Dutch, English, and French	Israel	Hebrew	Russia	Russian
Brazil	Portuguese	Italy	Italian	Serbia	Serbian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Singapore	English
Canada	English and French	Kazakhstan	Russian	Slovakia	English and Slovakian
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
China	Mandarin	Korea	Korean	Spain	Spanish
Colombia	Spanish	Luxembourg	Dutch, English, and French	Sweden	English
Costa Rica	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Ecuador	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Egypt	Arabic and English	New Zealand	English	Trinidad and Tobago	English
El Salvador	Spanish	Nigeria	English	Turkey	Turkish
France	French	Norway	Norwegian	Ukraine	Russian
Germany	German	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greek	Panama	Spanish	United States	English
Guatemala	Spanish	Peru	Spanish	Uruguay	Spanish
Hong Kong	English	Philippines	English and Filipino	Venezuela	Spanish
Hungary	English and Hungarian	Poland	English and Polish	Vietnam	English and Vietnamese

Training Title: Build Your Resilience for Managers					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Portugal	Portuguese
Australia	English	Ireland	English	Romania	English and Romanian
Austria	German	Israel	Hebrew	Russia	Russian
Belgium	Dutch, English, and French	Italy	Italian	Serbia	Serbian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
China	Mandarin	Korea	Korean	Spain	Spanish
Colombia	Spanish	Luxembourg	Dutch, English, and French	Sweden	English
Costa Rica	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Ecuador	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Egypt	Arabic and English	New Zealand	English	Trinidad and Tobago	English
El Salvador	Spanish	Nigeria	English	Ukraine	Russian
Germany	German	Norway	Norwegian	United Arab Emirates	English
Greece	English and Greek	Pakistan	English and Urdu	United Kingdom	English
Guatemala	Spanish	Panama	Spanish	Uruguay	Spanish
Hong Kong	English	Peru	Spanish	Venezuela	Spanish
Hungary	English and Hungarian	Philippines	English and Filipino		
India	English	Poland	English and Polish		

**Training Title: Caring for Elders**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Australia	English	Israel	Hebrew	Portugal	Portuguese
Austria	German	Italy	Italian	Romania	English and Romanian
Brazil	Portuguese	Japan	English and Japanese	Serbia	Serbian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Singapore	English
Canada	English and French	Korea	Korean	Slovakia	English and Slovakian
Egypt	Arabic and English	Malaysia	English	South Africa	English
Greece	English and Greek	Mexico	Spanish	Spain	Spanish
Hong Kong	English	New Zealand	English	Sri Lanka	English
Hungary	English and Hungarian	Norway	Norwegian	Switzerland	French, German, and Italian
India	English	Pakistan	English and Urdu	Taiwan	English and Mandarin
Indonesia	Bahasa Indonesia	Philippines	English and Filipino	Thailand	English and Thai
Ireland	English	Poland	Polish	United Kingdom	English

**Training Title: Coping with Traumatic Events**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Portugal	Portuguese
Australia	English	India	English	Puerto Rico	English
Austria	English	Indonesia	Bahasa Indonesia	Romania	Romanian
Belgium	English	Ireland	English	Russia	Russian
Bolivia	Spanish	Israel	English	Serbia	Serbian
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Canada	French	Kazakhstan	Russian	Slovakia	English and Slovakian
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
Colombia	Spanish	Luxembourg	English	Spain	English and Spanish
Costa Rica	Spanish	Malaysia	English	Sweden	English
Czech Republic	Czech and English	Mexico	Spanish	Switzerland	English, French, German, and Italian
Dominican Republic	Spanish	Netherlands	English	Taiwan	English and Mandarin
Ecuador	Spanish	New Zealand	English	Thailand	English and Thai
Egypt	Arabic and English	Nicaragua	Spanish	Trinidad and Tobago	English
El Salvador	Spanish	Nigeria	English	Turkey	Turkish
France	English and French	Pakistan	English and Urdu	Ukraine	Russian
Germany	English	Panama	Spanish	United Kingdom	English
Greece	English and Greek	Paraguay	Spanish	United States	English
Guatemala	Spanish	Peru	Spanish	Uruguay	Spanish
Honduras	Spanish	Philippines	English	Venezuela	Spanish
Hong Kong	English	Poland	English and Polish		

**Training Title: Creating a Healthier Lifestyle**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: Creating Harmony Between Generations at Work**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Russia	Russian
Bolivia	Spanish	Italy	Italian	Serbia	Serbian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Singapore	English and Mandarin
Chile	Spanish	Kazakhstan	Russian	Slovakia	English and Slovak
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	English	Sri Lanka	English
Czech Republic	Czech and English	Mexico	Spanish	Switzerland	English, French, and German
Dominican Republic	Spanish	New Zealand	English	Taiwan	Mandarin
Ecuador	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
El Salvador	Spanish	Panama	Spanish	Ukraine	Russian
Germany	English and German	Paraguay	Spanish	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish
India	English	Romania	English and Romania	Vietnam	English and Vietnamese

**Training Title: Critical Incident Stress for Managers**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Portugal	Portuguese
Australia	English	Ireland	English	Romania	English and Romanian
Austria	German	Italy	Italian	Serbia	Serbian
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	Singapore	English
Brazil	Portuguese	Korea	Korean	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	South Africa	English
Chile	Spanish	Malaysia	English	Spain	Spanish
China	Mandarin	Mexico	Spanish	Sweden	English
Colombia	Spanish	Netherlands	Dutch and English	Switzerland	French, German, and Italian
Costa Rica	Spanish	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Norway	Norwegian	Trinidad and Tobago	English
Egypt	Arabic and English	Pakistan	English and Urdu	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Guatemala	Spanish	Paraguay	Spanish	Uruguay	Spanish
Hong Kong	English	Peru	Spanish	Venezuela	Spanish
Hungary	English and Hungarian	Philippines	English and Filipino	Vietnam	English and Vietnamese
India	English	Poland	Polish		

**Training Title: EAP Orientation for Employees**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hong Kong	Cantonese and English	Poland	English and Polish
Australia	English	Hungary	English and Hungarian	Portugal	English and Portuguese
Austria	German	India	English	Romania	Romanian
Belgium	Dutch, English, and French	Indonesia	English	Russia	Russian
Bolivia	Spanish	Ireland	English	Serbia	Serbian
Brazil	Portuguese	Israel	Hebrew	Singapore	English
Bulgaria	Bulgarian	Italy	English and Italian	Slovakia	English
Canada	English and French	Japan	English and Japanese	South Africa	English
Chile	Spanish	Kazakhstan	Russian	Spain	Spanish
China	English and Mandarin	Kenya	English and Kiswahili	Sri Lanka	English
Colombia	Spanish	Korea	English and Korean	Sweden	English
Costa Rica	Spanish	Luxembourg	English and French	Switzerland	French, German, and Italian
Czech Republic	Czech and English	Malaysia	English	Taiwan	English and Mandarin
Denmark	English	Mexico	Spanish	Thailand	English and Thai
Dominican Republic	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Ecuador	Spanish	New Zealand	English	Turkey	English and Turkish
Egypt	English	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Nigeria	English	United Arab Emirates	English
Finland	English	Norway	English	United Kingdom	English
France	English and French	Pakistan	English and Urdu	Uruguay	Spanish
Germany	English and German	Panama	Spanish	Venezuela	Spanish
Greece	English and Greek	Paraguay	Spanish	Vietnam	English
Guatemala	Spanish	Peru	Spanish		
Honduras	Spanish	Philippines	English		

**Training Title: EAP Orientation for Managers**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Peru	Spanish
Australia	English	Hong Kong	English and Cantonese	Philippines	English
Austria	German	Hungary	English and Hungarian	Poland	English and Polish
Belgium	Dutch, English, and French	India	English	Portugal	English and Portuguese
Bolivia	Spanish	Indonesia	English	Romania	Romanian
Brazil	Portuguese	Ireland	English	Russia	Russian
Bulgaria	Bulgarian	Israel	Hebrew	Singapore	English
Canada	English and French	Italy	English and Italian	Slovakia	English
Chile	Spanish	Japan	English and Japanese	South Africa	English
China	English and Mandarin	Kazakhstan	Russian	Spain	Spanish
Colombia	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Costa Rica	Spanish	Korea	English and Korean	Sweden	English
Czech Republic	Czech and English	Luxembourg	English and French	Switzerland	French, German, and Italian
Denmark	English	Malaysia	English	Taiwan	English and Mandarin
Dominican Republic	Spanish	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Egypt	English	New Zealand	English	Turkey	English and Turkish
El Salvador	Spanish	Nicaragua	Spanish	Ukraine	Russian
Finland	English	Nigeria	English	United Arab Emirates	English
France	English and French	Norway	English	United Kingdom	English
Germany	English and German	Pakistan	English and Urdu	Uruguay	Spanish
Greece	English and Greek	Panama	Spanish	Venezuela	Spanish
Guatemala	Spanish	Paraguay	Spanish	Vietnam	English

Training Title: Eating Healthier On-the-go					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Peru	Spanish
Bolivia	Spanish	India	English	Philippines	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Chile	Spanish	Italy	Italian	Russia	Russian
Colombia	Spanish	Japan	English and Japanese	South Africa	English
Costa Rica	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
Dominican Republic	Spanish	Malaysia	English	Taiwan	English and Mandarin
Ecuador	Spanish	Mexico	Spanish	United Arab Emirates	English
El Salvador	Spanish	New Zealand	English	United States	English
Germany	English and German	Nicaragua	Spanish	Uruguay	Spanish
Greece	English and Greek	Panama	Spanish	Venezuela	Spanish
Guatemala	Spanish	Paraguay	Spanish		

Training Title: Eating Healthy for Less					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Guatemala	Spanish	Philippines	English and Filipino
Bolivia	Spanish	Honduras	Spanish	Puerto Rico	English
Brazil	Portuguese	India	English	Russia	Russian
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Slovakia	English and Slovak
Chile	Spanish	Italy	Italian	South Africa	English
Colombia	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Costa Rica	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	United Arab Emirates	English
Ecuador	Spanish	Nicaragua	Spanish	United Kingdom	English
El Salvador	Spanish	Panama	Spanish	United States	English
Germany	English and Germany	Paraguay	Spanish	Uruguay	Spanish
Greece	English and Greek	Peru	Spanish	Venezuela	Spanish

Training Title: Embracing Happiness					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Ireland	English	Romania	English and Romanian
Australia	English	Italy	Italian	Serbia	Serbian
Austria	German	Japan	English and Japanese	Singapore	English
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Korea	Korean	South Africa	English
Canada	English and French	Luxembourg	Dutch, English, and French	Spain	Spanish
Chile	Spanish	Malaysia	English	Switzerland	French, German, and Italian
China	Mandarin	Mexico	Spanish	Taiwan	English and Mandarin
Colombia	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech and English	New Zealand	English	Turkey	Turkish
Ecuador	Spanish	Norway	Norwegian	United Arab Emirates	English
El Salvador	Spanish	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greek	Panama	Spanish	Uruguay	Spanish
Hong Kong	English	Peru	Spanish	Venezuela	Spanish
Hungary	English and Hungarian	Philippines	English and Filipino	Vietnam	English and Vietnamese
India	English	Poland	Polish		
Indonesia	Bahasa Indonesia	Portugal	Portuguese		

Training Title: Five Steps to Healthier Eating					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Peru	Spanish
Bolivia	Spanish	India	English	Philippines	English and Filipino
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Chile	Spanish	Italy	Italian	Russia	Russian
Colombia	Spanish	Japan	English and Japanese	Slovakia	English and Slovak
Costa Rica	Spanish	Kenya	English and Kiswahili	South Africa	English
Dominican Republic	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Ecuador	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
El Salvador	Spanish	New Zealand	English	United Arab Emirates	English
Germany	English and German	Nicaragua	Spanish	United States	English
Greece	English and Greek	Panama	Spanish	Uruguay	Spanish
Guatemala	Spanish	Paraguay	Spanish	Venezuela	Spanish

Training Title: Get the Best of Stress					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Puerto Rico	English
Australia	English	Hong Kong	English	Romania	Romanian
Austria	English and German	Hungary	English and Hungarian	Russia	Russian
Bolivia	Spanish	India	English	Serbia	Serbian
Brazil	English and Portuguese	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Ireland	English	Slovakia	Slovakian
Chile	Spanish	Italy	Italian	South Africa	English
Colombia	Spanish	Japan	English and Japanese	Switzerland	French and German
Costa Rica	Spanish	Kazakhstan	Russian	Taiwan	English and Mandarin
Czech Republic	Czech and English	Kenya	English and Kiswahili	Trinidad and Tobago	English
Dominican Republic	Spanish	Malaysia	English	Turkey	English and Turkish
Ecuador	Spanish	Mexico	Spanish	Ukraine	Russian
Egypt	Arabic and English	New Zealand	English	United Arab Emirates	English
El Salvador	Spanish	Nicaragua	Spanish	United Kingdom	English
France	French	Panama	Spanish	United States	English
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish

Training Title: How to be an Effective Workplace Leader					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Russia	Russian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Brazil	Portuguese	Italy	Italian	Singapore	English and Mandarin
Bulgaria	Bulgarian and English	Japan	English and Japanese	Slovakia	English and Slovak
Chile	Spanish	Kazakhstan	Russian	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Costa Rica	Spanish	Malaysia	English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish

Training Title: How to beat fatigue/Sleep					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Italy	Italian	Serbia	Serbian
Australia	English	Japan	English and Japanese	Singapore	English
Austria	German	Kazakhstan	Russian	Slovakia	English and Slovakian
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	South Africa	English
Bulgaria	Bulgarian and English	Korea	Korean	Spain	Spanish
Canada	English and French	Luxembourg	Dutch, English, and French	Sri Lanka	English
Chile	Spanish	Malaysia	English	Sweden	English
Egypt	Arabic and English	Mexico	Spanish	Switzerland	French, German, and Italian
El Salvador	Spanish	Netherlands	Dutch and English	Taiwan	English and Mandarin
Greece	English and Greek	New Zealand	English	Thailand	English and Thai
Hong Kong	English	Norway	Norwegian	Ukraine	Russian
Hungary	English and Hungarian	Philippines	English and Filipino	United Arab Emirates	English
India	English	Poland	Polish	United Kingdom	English
Indonesia	Bahasa Indonesia and English	Portugal	Portuguese	Vietnam	English and Vietnamese
Ireland	English	Russia	Russian		

Training Title: How to Better Manage Stress					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Portugal	English and Portuguese
Australia	English	Ireland	English	Puerto Rico	English
Austria	English and German	Israel	Hebrew	Romania	English and Romanian
Belgium	Dutch, English, and French	Italy	Italian	Russia	Russian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Korea	Korean	Sri Lanka	English
China	Mandarin	Luxembourg	Dutch, English, and French	Sweden	English
Colombia	Spanish	Malaysia	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Egypt	English	New Zealand	English	Turkey	Turkish
El Salvador	Spanish	Nigeria	English	Ukraine	Russian
France	French	Norway	Norwegian	United Arab Emirates	English
Germany	English and German	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greek	Panama	Spanish	United States	English
Hong Kong	English	Peru	Spanish	Uruguay	Spanish
Hungary	English and Hungarian	Philippines	English and Filipino	Venezuela	Spanish
India	English	Poland	Polish and English	Vietnam	English and Vietnamese

Training Title: How to Build Customer Satisfaction					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Russia	Russian
Bulgaria	Bulgarian and English	Italy	Italian	Slovakia	English and Slovak
Chile	Spanish	Kazakhstan	Russian	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Costa Rica	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English and Filipino	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish

**Training Title: How to Build Successful Teams, Employee**

**[Training Description](#)**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Singapore	English and Mandarin
Bolivia	Spanish	Italy	Italian	Slovakia	English and Slovak
Brazil	Portuguese	Japan	Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Sri Lanka	English
Chile	Spanish	Kenya	English and Kiswahili	Switzerland	French, German, and Italian
Colombia	Spanish	Malaysia	English	Taiwan	Mandarin
Costa Rica	Spanish	Mexico	Spanish	Trinidad and Tobago	English
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English
Germany	English and German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greece	Philippines	English	Venezuela	Spanish
Guatemala	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
Honduras	Spanish	Russia	Russian		
India	English	Serbia	Serbian		

**Training Title: How to Build Successful Teams, Manager**

**[Training Description](#)**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Singapore	English and Mandarin
Bolivia	Spanish	Italy	Italian	Slovakia	English and Slovak
Brazil	Portuguese	Japan	Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Sri Lanka	English
Chile	Spanish	Kenya	English and Kiswahili	Switzerland	French, German, and Italian
Colombia	Spanish	Malaysia	English	Taiwan	Mandarin
Costa Rica	Spanish	Mexico	Spanish	Trinidad and Tobago	English
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English
Germany	English and German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greece	Philippines	English	Venezuela	Spanish
Guatemala	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
Honduras	Spanish	Russia	Russian		
India	English	Serbia	Serbian		

**Training Title: How to Build Workplace Motivation and Morale**

**[Training Description](#)**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Peru	Spanish
Australia	English	Indonesia	Bahasa Indonesia and English	Philippines	English and Filipino
Austria	English and German	Ireland	English	Poland	Polish
Belgium	Dutch, English, and French	Italy	Italian	Portugal	English and Portuguese
Brazil	Portuguese	Japan	English and Japanese	Puerto Rico	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Romania	English and Romanian
Canada	English and French	Korea	Korean	Serbia	Serbian
Chile	Spanish	Luxembourg	Dutch, English, and French	Singapore	English
Colombia	Spanish	Malaysia	English	Slovakia	English
Costa Rica	Spanish	Mexico	Spanish	South Africa	English
Czech Republic	Czech and English	Netherlands	Dutch and English	Thailand	English and Thai
Germany	English and German	New Zealand	English	United Arab Emirates	English
Greece	English and Greek	Nicaragua	Spanish	United Kingdom	English
Hong Kong	English	Norway	Norwegian	United States	English
Hungary	English and Hungarian	Pakistan	English and Urdu	Vietnam	English and Vietnamese

**Training Title: How to Coach for Success**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Puerto Rico	English
Australia	English	India	English	Romania	Romanian
Austria	English	Indonesia	Bahasa Indonesia	Russia	Russian
Belgium	English	Ireland	English	Serbia	Serbian
Bolivia	Spanish	Italy	English and Italian	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	English	Spain	English and Spanish
Colombia	Spanish	Malaysia	English	Sweden	English
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, German, and Italian
Czech Republic	Czech and English	Netherlands	English	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
Egypt	Arabic and English	Nigeria	English	Turkey	English and Turkish
El Salvador	Spanish	Pakistan	English and Urdu	Ukraine	Russian
France	English and French	Panama	Spanish	United Arab Emirates	English
Germany	English	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English	Uruguay	Spanish
Honduras	Spanish	Poland	English and Polish	Venezuela	Spanish
Hong Kong	English	Portugal	Portuguese		

**Training Title: How to Create a Healthy Workplace**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Create a Respectful Workplace**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Italy	Italian	Singapore	English and Mandarin
Brazil	Portuguese	Japan	English and Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Korea	Korean
Chile	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Colombia	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Costa Rica	Spanish	Mexico	Spanish	Taiwan	Mandarin
Czech Republic	Czech and English	New Zealand	English	Trinidad and Tobago	English
Dominican Republic	Spanish	Nicaragua	Spanish	Ukraine	Russian
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
El Salvador	Spanish	Paraguay	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English
Greece	English and Greek	Philippines	English	Uruguay	Spanish
Guatemala	Spanish	Puerto Rico	English	Venezuela	Spanish
Honduras	Spanish	Romania	English and Romanian	Vietnam	English and Vietnamese
India	English	Russia	Russian		

**Training Title: How to Create Passion and Motivation in the Workplace**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Italy	Italian	Singapore	English and Mandarin
Bolivia	Spanish	Japan	English and Japanese	Slovakia	English and Slovak
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Malaysia	English	Switzerland	English, French, and German
Colombia	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Costa Rica	Spanish	New Zealand	English	Trinidad and Tobago	English
Czech Republic	Czech and English	Nicaragua	Spanish	Ukraine	Russian
Dominican Republic	Spanish	Panama	Spanish	United Arab Emirates	English
Ecuador	Spanish	Paraguay	Spanish	United Kingdom	English
El Salvador	Spanish	Peru	Spanish	United States	English
Germany	English and German	Philippines	English	Uruguay	Spanish
Greece	English and Greek	Puerto Rico	English	Venezuela	Spanish
Guatemala	Spanish	Romania	English and Romanian	Vietnam	English and Vietnamese
Honduras	Spanish	Russia	Russian		
India	English	Serbia	Serbian		

**Training Title: How to Improve Communication Skills for Employees**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Philippines	English and Filipino
Australia	English	Indonesia	Bahasa Indonesia and English	Poland	Polish
Austria	English and German	Ireland	English	Portugal	English and Portuguese
Belgium	Dutch, English, and French	Italy	Italian	Puerto Rico	English
Brazil	Portuguese	Japan	Japanese	Romania	English and Romanian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Russia	Russian
Canada	English and French	Kenya	English and Kiswahili	Serbia	Serbian
Chile	Spanish	Korea	Korean	Singapore	English
China	Mandarin	Luxembourg	Dutch, English, and French	Slovakia	English and Slovakian
Colombia	Spanish	Malaysia	English	South Africa	English
Costa Rica	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Czech Republic	Czech and English	Netherlands	Dutch and English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Ukraine	Russian
Egypt	English	Nigeria	English	United Arab Emirates	English
Germany	English and German	Norway	Norwegian	United Kingdom	English
Greece	English and Greek	Pakistan	English and Urdu	United States	English
Hong Kong	English	Panama	Spanish	Venezuela	Spanish
Hungary	English and Hungarian	Peru	Spanish	Vietnam	English and Vietnamese

**Training Title: How to Improve Communication Skills for Managers**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Philippines	English and Filipino
Australia	English	Indonesia	Bahasa Indonesia and English	Poland	Polish
Austria	English and German	Ireland	English	Portugal	English and Portuguese
Belgium	Dutch, English, and French	Italy	Italian	Puerto Rico	English
Brazil	Portuguese	Japan	Japanese	Romania	English and Romanian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Russia	Russian
Canada	English and French	Kenya	English and Kiswahili	Serbia	Serbian
Chile	Spanish	Korea	Korean	Singapore	English
China	Mandarin	Luxembourg	Dutch, English, and French	Slovakia	English and Slovakian
Colombia	Spanish	Malaysia	English	South Africa	English
Costa Rica	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Czech Republic	Czech and English	Netherlands	Dutch and English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Ukraine	Russian
Egypt	English	Nigeria	English	United Arab Emirates	English
Germany	English and German	Norway	Norwegian	United Kingdom	English
Greece	English and Greek	Pakistan	English and Urdu	United States	English
Hong Kong	English	Panama	Spanish	Venezuela	Spanish
Hungary	English and Hungarian	Peru	Spanish	Vietnam	English and Vietnamese

**Training Title: How to Make Better Decisions with Critical Thinking**  
**Training Description**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Italy	Italian	Singapore	English and Mandarin
Bolivia	Spanish	Japan	English and Japanese	Slovakia	English and Slovak
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Colombia	Spanish	Malaysia	English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish
India	English	Russia	Russian		
Indonesia	Bahasa Indonesia	Serbia	Serbian		

**Training Title: How to Make the Most of Feedback**  
**Training Description**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Peru	Spanish
Australia	English	Ireland	English	Philippines	English and Filipino
Austria	English and German	Italy	Italian	Poland	Polish
Belgium	Dutch, English, and French	Japan	English and Japanese	Portugal	English and Portuguese
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Romania	English and Romanian
Canada	English and French	Korea	Korean	Serbia	Serbian
Chile	Spanish	Luxembourg	Dutch, English, and French	Singapore	English
Czech Republic	Czech and English	Malaysia	English	Slovakia	English and Slovakian
Egypt	English	Mexico	Spanish	South Africa	English
Germany	English and German	Netherlands	Dutch and English	Taiwan	Mandarin
Greece	English and Greek	New Zealand	English	Thailand	English and Thai
Hong Kong	English	Norway	Norwegian	United Arab Emirates	English
Hungary	English and Hungarian	Pakistan	English and Urdu	United Kingdom	English
India	English	Panama	Spanish	Vietnam	English and Vietnamese

**Training Title: How to Manage Change for Employees**  
**Training Description**

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Puerto Rico	English
Australia	English	Ireland	English	Romania	English and Romanian
Austria	German	Israel	Hebrew	Russia	Russian
Belgium	Dutch, English, and French	Italy	Italian	Singapore	English
Brazil	Portuguese	Japan	English and Japanese	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Canada	English and French	Kenya	English and Kiswahili	Spain	Spanish
Chile	Spanish	Korea	Korean	Sweden	English
China	Mandarin	Luxembourg	Dutch, English, and French	Switzerland	French, German, and Italian
Colombia	Spanish	Malaysia	English	Taiwan	Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Egypt	Arabic and English	New Zealand	English	Ukraine	Russian
El Salvador	Spanish	Norway	Norwegian	United Arab Emirates	English
France	French	Pakistan	English and Urdu	United Kingdom	English
Germany	German	Panama	Spanish	United States	English
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Hong Kong	English	Philippines	English and Filipino	Venezuela	Spanish
Hungary	English and Hungarian	Poland	Polish and English	Vietnam	English and Vietnamese
India	English	Portugal	Portuguese		

**Training Title: How to Manager Change for Managers**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hong Kong	English	Poland	Polish and English
Australia	English	Hungary	English and Hungarian	Portugal	Portuguese
Austria	English	India	English	Puerto Rico	English
Belgium	English	Indonesia	Bahasa Indonesia	Romania	Romanian
Bolivia	Spanish	Ireland	English	Russia	Russian
Bulgaria	Bulgarian and English	Israel	English	Singapore	English
Canada	English and French	Italy	English and Italian	Slovakia	English and Slovakian
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
Colombia	Spanish	Luxembourg	English	Spain	English and Spanish
Costa Rica	Spanish	Malaysia	English	Sweden	English
Czech Republic	Czech and English	Mexico	Spanish	Switzerland	English, French, and German
Dominican Republic	Spanish	Netherlands	English	Taiwan	Mandarin
Ecuador	Spanish	New Zealand	English	Thailand	English and Thai
Egypt	Arabic and English	Nicaragua	Spanish	Trinidad and Tobago	English
El Salvador	Spanish	Nigeria	English	Ukraine	Russian
France	English and French	Pakistan	English and Urdu	United Arab Emirates	English
Germany	German	Panama	Spanish	United Kingdom	English
Greece	English and Greece	Paraguay	Spanish	United States	English
Guatemala	Spanish	Peru	Spanish	Uruguay	Spanish
Honduras	Spanish	Philippines	English	Venezuela	Spanish

**Training Title: How to Manager Customer Expectations**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Puerto Rico	English
Bolivia	Spanish	India	English	Romania	English and Romanian
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Singapore	English
Chile	Spanish	Italy	Italian	Slovakia	English and Slovak
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	English	Switzerland	English, French and German
Czech Republic	English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Germany	English and German	Paraguay	Spanish	United States	English
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	English and Filipino	Venezuela	Spanish

**Training Title: How to Manage People Effectively**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Guatemala	Spanish	Peru	Spanish
Australia	English	Honduras	Spanish	Puerto Rico	English
Austria	English and German	Hong Kong	English	Russia	Russian
Bolivia	Spanish	Hungary	English and Hungarian	Serbia	Serbian
Brazil	English and Portuguese	India	English	Singapore	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Slovakia	Slovakian
Canada	English	Ireland	English	South Africa	English
Chile	Spanish	Italy	Italian	Switzerland	French, German, and Italian
Colombia	Spanish	Japan	English and Japanese	Taiwan	Mandarin
Costa Rica	Spanish	Kazakhstan	Russian	Trinidad and Tobago	English
Czech Republic	English	Kenya	English and Kiswahili	Ukraine	Russian
Dominican Republic	Spanish	Malaysia	English	United Arab Emirates	English
Ecuador	Spanish	Mexico	Spanish	United Kingdom	English
Egypt	Arabic and English	New Zealand	English	United States	English
El Salvador	Spanish	Nicaragua	Spanish	Uruguay	Spanish
France	French	Panama	Spanish	Venezuela	Spanish
Greece	English and Greek	Paragua	Spanish		

**Training Title: How to Manage Your Finances**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Navigate Workplace Change**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Guatemala	Spanish	Peru	Spanish
Australia	English	Honduras	Spanish	Puerto Rico	English
Austria	English and German	Hong Kong	English	Russia	Russian
Bolivia	Spanish	Hungary	English and Hungarian	Serbia	Serbian
Brazil	English and Portuguese	India	English	Singapore	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Slovakia	English
Chile	Spanish	Ireland	English	South Africa	English
Colombia	Spanish	Italy	Italian	Switzerland	French and German
Costa Rica	Spanish	Kazakhstan	Russian	Taiwan	English and Mandarin
Czech Republic	Czech and English	Kenya	English and Kiswahili	Trinidad and Tobago	English
Dominican Republic	Spanish	Malaysia	English	Ukraine	Russian
Ecuador	Spanish	Mexico	Spanish	United Arab Emirates	English
Egypt	English and Arabic	New Zealand	English	United Kingdom	English
El Salvador	Spanish	Nicaragua	Spanish	United States	English
France	French	Panama	Spanish	Uruguay	Spanish
Greece	English and Greek	Paraguay	Spanish	Venezuela	Spanish

**Training Title: How to Navigate Workplace Uncertainty**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Overcome Negativity in the Workplace**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Recognize Changes in Employee Behavior and Take Appropriate Action**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Simplify Your Life**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Greece	English and Greek	Romania	English and Romanian
Belgium	English	Guatemala	Spanish	Russia	Russian
Bolivia	Spanish	Honduras	Spanish	Serbia	English and Serbian
Bulgaria	Bulgarian and English	India	English	Singapore	English
Chile	Spanish	Indonesia	Bahasa Indonesia	Slovakia	English and Slovakian
China	Mandarin	Kazakhstan	Russian	Taiwan	English and Mandarin
Colombia	Spanish	Malaysia	English	Ukraine	Russian
Costa Rica	Spanish	Mexico	Spanish	Uruguay	Spanish
Czech Republic	Czech and English	New Zealand	English	United Arab Emirates	English
Dominican Republic	Spanish	Nicaragua	Spanish	United States	English
Ecuador	Spanish	Panama	Spanish	Venezuela	Spanish
Egypt	Arabic and English	Paraguay	Spanish	Vietnam	Vietnamese
El Salvador	Spanish	Peru	Spanish		
France	French	Puerto Rico	English		

**Training Title: How to Slow Down**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Support Mental Health Concerns in the Workplace**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Puerto Rico	English
Australia	English	Ireland	English	Romania	English and Romanian
Austria	English and German	Italy	Italian	Russia	Russian
Belgium	Dutch, English, and French	Japan	English and Japanese	Serbia	Serbian
Brazil	Portuguese	Kazakhstan	Russian	Singapore	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Canada	English and French	Korea	Korean	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	Sri Lanka	English
China	Mandarin	Malaysia	English	Sweden	English
Colombia	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Costa Rica	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech	New Zealand	English	Trinidad and Tobago	English
Egypt	English	Nigeria	English	Ukraine	Russian
France	French	Norway	Norwegian	United Arab Emirates	English
Germany	English and German	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greek	Panama	Spanish	United States	English
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish
Hong Kong	English	Philippines	English and Filipino	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Poland	Polish		
India	English	Portugal	English and Portuguese		

**Training Title: How to Understand and Develop Emotional Intelligence**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Puerto Rico	English
Australia	English	India	English	Romania	Romanian
Austria	English	Indonesia	Bahasa Indonesia	Russia	Russian
Belgium	English	Ireland	English	Serbia	Serbian
Bolivia	Spanish	Italy	English and Italian	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	English	Spain	English and Spanish
Colombia	Spanish	Malaysia	English	Sweden	English
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, German, and Italian
Czech Republic	Czech and English	Netherlands	English	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
Egypt	Arabic and English	Nigeria	English	Ukraine	Russian
El Salvador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
France	English and French	Panama	Spanish	United Kingdom	English
Germany	English	Paraguay	Spanish	United States	English
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	English	Venezuela	Spanish
Honduras	Spanish	Poland	English and Polish		
Hong Kong	English	Portugal	Portuguese		

**Training Title: How to Understand Nonverbal Communication**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: How to Use Conflict as Opportunity for Employees**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Philippines	English and Filipino
Australia	English	India	English	Poland	Polish
Austria	English and German	Indonesia	Bahasa Indonesia	Portugal	English and Portuguese
Belgium	Dutch, English, and French	Ireland	English	Puerto Rico	English
Brazil	Portuguese	Italy	Italian	Romania	English and Romanian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Russia	Russian
Canada	English and French	Kazakhstan	Russian	Serbia	Serbian
Chile	Spanish	Kenya	English and Kiswahili	Singapore	English
China	Mandarin	Korea	Korean	Slovakia	English and Slovakian
Colombia	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Costa Rica	Spanish	Malaysia	English	Taiwan	Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Ukraine	Russian
Egypt	English	New Zealand	English	United Arab Emirates	English
France	French	Norway	Norwegian	United Kingdom	English
Germany	English and German	Pakistan	English and Urdu	United States	English
Greece	English and Greek	Panama	Spanish	Venezuela	Spanish
Hong Kong	English	Peru	Spanish	Vietnam	English and Vietnamese

**Training Title: How to Use Conflict as Opportunity for Managers**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Philippines	English and Filipino
Australia	English	India	English	Poland	Polish
Austria	English and German	Indonesia	Bahasa Indonesia	Portugal	English and Portuguese
Belgium	Dutch, English, and French	Ireland	English	Puerto Rico	English
Brazil	Portuguese	Italy	Italian	Romania	English and Romanian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Russia	Russian
Canada	English and French	Kazakhstan	Russian	Serbia	Serbian
Chile	Spanish	Kenya	English and Kiswahili	Singapore	English
China	Mandarin	Korea	Korean	Slovakia	English and Slovakian
Colombia	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Costa Rica	Spanish	Malaysia	English	Taiwan	Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Ukraine	Russian
Egypt	English	New Zealand	English	United Arab Emirates	English
France	French	Norway	Norwegian	United Kingdom	English
Germany	English and German	Pakistan	English and Urdu	United States	English
Greece	English and Greek	Panama	Spanish	Venezuela	Spanish
Hong Kong	English	Peru	Spanish	Vietnam	English and Vietnamese

**Training Title: How to Work With Difficult Customers**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Puerto Rico	English
Bolivia	Spanish	India	English	Singapore	English and Mandarin
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Slovakia	English and Slovakian
Chile	Spanish	Italy	Italian	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	Sri Lanka	English
Costa Rica	Spanish	Malaysia	English	Switzerland	French, German, and Italian
Czech Republic	English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Germany	English and Germany	Paraguay	Spanish	United States	English
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	English and Filipino	Venezuela	Spanish

Training Title: I'm Too Busy to Eat Healthily					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Ireland	English	Portugal	Portuguese
Austria	German	Italy	Italian	Russia	Russian
Belgium	Dutch, English, and French	Japan	English and Japanese	Singapore	English
Brazil	Portuguese	Kazakhstan	Russian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	Spanish
Colombia	Spanish	Malaysia	English	Sweden	English
Czech Republic	Czech	Mexico	Spanish	Switzerland	French, German, and Italian
Egypt	Arabic and English	Netherlands	Dutch and English	Taiwan	Mandarin
El Salvador	Spanish	New Zealand	English	Thailand	English and Thai
Greece	English and Greek	Norway	Norwegian	Ukraine	Russian
Hong Kong	English	Panama	Spanish	United Arab Emirates	English
Hungary	English and Hungarian	Peru	Spanish	United Kingdom	English
India	English	Philippines	English and Filipino		
Indonesia	Bahasa Indonesia	Poland	Polish		

Training Title: Improving Workplace Relationships					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Austria	German	Ireland	English	Russia	Russian
Belgium	Dutch, English, and French	Italy	Italian	Singapore	English
Brazil	Portuguese	Kazakhstan	Russian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Canada	English and French	Korea	Korean	Spain	Spanish
Chile	Spanish	Luxembourg	Dutch, English, and French	Sweden	English
China	Mandarin	Malaysia	English	Switzerland	French, German, and Italian
Colombia	Spanish	Mexico	Spanish	Taiwan	Mandarin
Costa Rica	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech and English	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Norway	Norwegian	Ukraine	Russian
Egypt	Arabic and English	Pakistan	English and Urdu	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English
Guatemala	Spanish	Philippines	English and Filipino	Uruguay	Spanish
Hong Kong	English	Poland	Polish	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	Portuguese	Vietnam	English and Vietnamese

Training Title: Losing Weight Healthfully					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Peru	Spanish
Bolivia	Spanish	India	English	Philippines	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Chile	Spanish	Italy	Italian	Russia	Russian
Colombia	Spanish	Japan	English and Japanese	South Africa	English
Costa Rica	Spanish	Kenya	English and Kiswahili	South Korea	Korean
Dominican Republic	Spanish	Malaysia	English	Switzerland	English, French, and German
Ecuador	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
El Salvador	Spanish	New Zealand	English	United Arab Emirates	English
Germany	English and German	Nicaragua	Spanish	United States	English
Greece	English and Greek	Panama	Spanish	Uruguay	Spanish
Guatemala	Spanish	Paraguay	Spanish	Venezuela	Spanish

**Training Title: Maintaining Balance in Life**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Australia	English	Ireland	English	Russia	Russian
Austria	English and German	Israel	Hebrew	Singapore	English
Belgium	Dutch, English, and French	Italy	Italian	Slovakia	English and Slovakian
Brazil	Portuguese	Japan	English and Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Sri Lanka	English
Canada	English and French	Kenya	English and Kiswahili	Sweden	English
Chile	Spanish	Korea	Korean	Switzerland	French, German and Italian
China	Mandarin	Luxembourg	Dutch, English, and French	Taiwan	English and Mandarin
Colombia	Spanish	Malaysia	English	Thailand	English and Thai
Czech Republic	Czech and English	Netherlands	Dutch and English	Trinidad and Tobago	English
Ecuador	Spanish	New Zealand	English	Turkey	Turkish
Egypt	English	Nigeria	English	Ukraine	Russian
El Salvador	Spanish	Norway	Norwegian	United Arab Emirates	English
France	French	Pakistan	English and Urdu	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Hong Kong	English	Poland	Polish and English	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	English and Portuguese	Vietnam	English and Vietnamese
India	English	Puerto Rico	English		

**Training Title: Making the Holidays Happier**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: Making the Most of Your Working Day**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Japan	English and Japanese	Romania	English and Romanian
Australia	English	Kazakhstan	Russian	Russia	Russian
Austria	German	Kenya	English and Kiswahili	Serbia	Serbian
Belgium	Dutch, English, and French	Korea	Korean	Singapore	English
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	Slovakia	English and Slovakian
Chile	Spanish	Malaysia	English	South Africa	English
China	Mandarin	Mexico	Spanish	Spain	Spanish
Colombia	Spanish	Netherlands	Dutch and English	Sweden	English
Czech Republic	Czech and English	New Zealand	English	Switzerland	French, German, and Italian
Egypt	Arabic and English	Norway	Norwegian	Taiwan	English and Mandarin
Greece	English and Greek	Pakistan	English and Urdu	Thailand	English and Thai
Hong Kong	English	Panama	Spanish	Trinidad and Tobago	English
Hungary	English and Hungarian	Peru	Spanish	Ukraine	Russian
India	English	Philippines	English and Filipino	United Arab Emirates	English
Indonesia	Bahasa Indonesia	Poland	Polish	United Kingdom	English
Ireland	English	Portugal	Portuguese	Vietnam	English and Vietnamese
Italy	Italian	Puerto Rico	English		

**Training Title: Making Time for Fitness**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Italy	Italian	Russia	Russian
Belgium	Dutch, English, and French	Kazakhstan	Russian	Singapore	English
Brazil	Portuguese	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	South Africa	English
Canada	English and French	Malaysia	English	Spain	Spanish
Chile	Spanish	Mexico	Spanish	Sweden	English
Colombia	Spanish	Netherlands	Dutch and English	Switzerland	French, German, and Italian
Czech Republic	Czech	New Zealand	English	Taiwan	Mandarin
Greece	English and Greek	Norway	Norwegian	Thailand	English and Thai
Hong Kong	English	Panama	Spanish	Ukraine	Russian
Hungary	English and Hungarian	Philippines	English and Filipino	United States	English
India	English	Poland	Polish	Vietnam	English and Vietnamese
Indonesia	Bahasa Indonesia	Portugal	Portuguese		
Ireland	English	Puerto Rico	English		

**Training Title: Managing Eldercare**

[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: Managing Family and Relationships**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Serbia	Serbian
Australia	English	Indonesia	Bahasa Indonesia	Singapore	English
Austria	German	Ireland	English	Slovakia	English and Slovakian
Bolivia	Spanish	Italy	Italian	South Africa	English
Brazil	Portuguese	Kenya	English and Kiswahili	Spain	Spanish
Bulgaria	Bulgarian and English	Korea	Korean	Sri Lanka	English
Chile	Spanish	Malaysia	English	Sweden	English
China	Mandarin	Mexico	Spanish	Switzerland	French, German, and Italian
Colombia	Spanish	New Zealand	English	Taiwan	English and Mandarin
Costa Rica	Spanish	Norway	Norwegian	Thailand	English and Thai
Czech Republic	English	Pakistan	English and Urdu	Turkey	English and Turkish
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
Egypt	Arabic and English	Peru	Spanish	United Kingdom	English
El Salvador	Spanish	Philippines	English and Filipino	United States	English
Greece	English and Greek	Poland	Polish	Uruguay	Spanish
Guatemala	Spanish	Portugal	Portuguese	Venezuela	Spanish
Hong Kong	English	Puerto Rico	English	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Romania	English and Romanian		

**Training Title: Mental Health Fundamentals for Managers**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Poland	Polish
Australia	English	Indonesia	Bahasa Indonesia	Portugal	English and Portuguese
Austria	English and German	Ireland	English	Puerto Rico	English
Belgium	Dutch, English, and French	Italy	Italian	Romania	English and Romanian
Brazil	Portuguese	Japan	English	Serbia	Serbian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Singapore	English
Canada	English and French	Korea	Korean	Slovakia	English and Slovakian
Chile	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
China	Mandarin	Malaysia	English	Sweden	English
Colombia	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Costa Rica	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech and English	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nigeria	English	United Arab Emirates	English
France	French	Norway	Norwegian	United Kingdom	English
Germany	English and German	Pakistan	English and Urdu	United States	English
Greece	English and Greek	Panama	Spanish	Venezuela	Spanish
Hong Kong	English	Peru	Spanish	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Philippines	English and Filipino		

**Training Title: Mindfulness**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Peru	Spanish
Australia	English	India	English	Philippines	English and Filipino
Austria	English and German	Indonesia	Bahasa Indonesia	Poland	Polish
Belgium	Dutch, English, and French	Ireland	English	Portugal	English and Portuguese
Brazil	Portuguese	Italy	Italian	Romania	English and Romanian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Russia	Russian
Canada	English and French	Kazakhstan	Russian	Serbia	Serbian
Chile	Spanish	Kenya	English and Kiswahili	Singapore	English
Colombia	Spanish	Korea	Korean	Slovakia	English
Costa Rica	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Czech Republic	Czech	Malaysia	English	Sri Lanka	English
Ecuador	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
El Salvador	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
France	French	New Zealand	English	Ukraine	Russian
Germany	English and German	Nigeria	English	United Arab Emirates	English
Greece	English and Greek	Norway	Norwegian	United Kingdom	English
Guatemala	Spanish	Pakistan	English and Urdu	Uruguay	Spanish
Hong Kong	English	Panama	Spanish	Vietnam	English and Vietnamese

**Training Title: Planning Your Retirement**

[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Australia	English	Indonesia	Bahasa Indonesia and English	Puerto Rico	English
Austria	German	Italy	Italian	Romania	English and Romanian
Brazil	Portuguese	Kenya	English and Kiswahili	Singapore	English
Canada	English and French	Korea	Korean	Slovakia	English and Slovakian
Chile	Spanish	Malaysia	English	South Africa	English
Colombia	Spanish	Mexico	Spanish	Spain	Spanish
Costa Rica	Spanish	New Zealand	English	Switzerland	French, German, and Italian
Czech Republic	Czech	Norway	Norwegian	Taiwan	English and Mandarin
Egypt	Arabic and English	Panama	Spanish	Thailand	English and Thai
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Hong Kong	English	Philippines	English and Filipino	United States	English
Hungary	English and Hungarian	Poland	Polish		

Training Title: Positive Parenting					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Austria	English and German	Ireland	English	Russia	Russian
Bulgaria	Bulgarian and English	Israel	Hebrew	Singapore	English
Canada	English and French	Italy	Italian	Slovakia	English and Slovakian
Chile	Spanish	Japan	Japanese	South Africa	English
China	Mandarin	Kazakhstan	Russian	Sri Lanka	English
Colombia	Spanish	Kenya	English and Kiswahili	Sweden	English
Costa Rica	Spanish	Korea	Korean	Switzerland	French, German, and Italian
Ecuador	Spanish	Malaysia	English	Taiwan	English and Mandarin
El Salvador	Spanish	Mexico	Spanish	Thailand	English and Thai
Germany	English and German	New Zealand	English	Ukraine	Russian
Greece	English and Greek	Panama	Spanish	United Arab Emirates	English
Guatemala	Spanish	Peru	Spanish	United Kingdom	English
Honduras	Spanish	Philippines	English and Filipino	United States	English
Hong Kong	English	Poland	Polish	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Portugal	English and Portuguese		

Training Title: Preventing Burnout					
<a href="#">Training Description</a>					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Honduras	Spanish	Romania	English and Romanian
Australia	English	Hong Kong	English	Russia	Russian
Austria	German	India	English	Serbia	Serbian
Bolivia	Spanish	Indonesia	Bahasa Indonesia and English	Singapore	English
Bulgaria	Bulgarian and English	Ireland	English	South Africa	English
Chile	Spanish	Italy	Italian	Spain	Spanish
Colombia	Spanish	Kazakhstan	Russian	Switzerland	French and German
Costa Rica	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Czech Republic	Czech and English	Malaysia	English	Trinidad and Tobago	English
Dominican Republic	Spanish	Mexico	Spanish	Ukraine	Russian
Ecuador	Spanish	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
France	French	Paraguay	Spanish	United States	English
Germany	German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greek	Philippines	English and Filipino	Venezuela	Spanish
Guatemala	Spanish	Puerto Rico	English		

Training Title: Preventing Sexual Harassment for Employees			
<a href="#">Training Description</a>			
Country	Language	Country	Language
Puerto Rico	English	United States	English

Training Title: Preventing Sexual Harassment for Managers			
<a href="#">Training Description</a>			
Country	Language	Country	Language
Puerto Rico	English	United States	English

Training Title: Preventing Sexual Harassment (California Version)			
<a href="#">Training Description</a>			
Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: Prevention of Bullying, Harassment, and Discrimination for Employees**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hong Kong	English	Portugal	Portuguese
Australia	English	Hungary	English and Hungarian	Romania	English and Romanian
Austria	German	India	English	Singapore	English
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia	Slovakia	English and Slovakian
Brazil	Portuguese	Italy	Italian	South Africa	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Spain	Spanish
Canada	English and French	Luxembourg	Dutch, English, and French	Sri Lanka	English
Chile	Spanish	Mexico	Spanish	Sweden	English
Colombia	Spanish	Netherlands	Dutch and English	Switzerland	French, German, and Italian
Costa Rica	Spanish	Norway	Norwegian	Venezuela	Spanish
Ecuador	Spanish	Panama	Spanish	Vietnam	English and Vietnamese
Egypt	Arabic and English	Peru	Spanish		
Greece	English and Greek	Poland	Polish		

**Training Title: Prevention of Bullying, Harassment, and Discrimination for Managers**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Greece	English and Greek	Peru	Spanish
Australia	English	Hong Kong	English	Poland	Polish
Austria	German	Hungary	English and Hungarian	Portugal	Portuguese
Belgium	Dutch, English, and French	India	English	Romania	English and Romanian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Italy	Italian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	Spanish
Colombia	Spanish	Mexico	Spanish	Sweden	English
Costa Rica	Spanish	Netherlands	Dutch and English	Switzerland	French, German, and Italian
Ecuador	Spanish	Norway	Norwegian	Venezuela	Spanish
Egypt	Arabic and English	Panama	Spanish	Vietnam	English and Vietnamese

**Training Title: Quitting Smoking**

Training Description

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Italy	Italian	Romania	English and Romanian
Australia	English	Japan	English and Japanese	Russia	Russian
Belgium	Dutch, English, and French	Kazakhstan	Russian	Serbia	Serbian
Brazil	Portuguese	Kenya	English and Kiswahili	Singapore	English
Bulgaria	Bulgarian and English	Korea	Korean	Slovakia	English and Slovakian
Chile	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Colombia	Spanish	Malaysia	English	Spain	Spanish
Egypt	Arabic and English	Mexico	Spanish	Sri Lanka	English
El Salvador	Spanish	Netherlands	Dutch and English	Switzerland	French, German, and Italian
France	French	New Zealand	English	Thailand	English and Thai
Greece	English and Greek	Norway	Norwegian	Ukraine	Russian
Hong Kong	English	Panama	Spanish	United Arab Emirates	English
Hungary	English and Hungarian	Peru	Spanish	United Kingdom	English
India	English	Poland	Polish	United States	English
Indonesia	Bahasa Indonesia	Portugal	Portuguese		
Ireland	English	Puerto Rico	English		

Training Title: Relaxation Techniques					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Poland	Polish
Australia	English	India	English	Portugal	Portuguese
Austria	German	Indonesia	Bahasa Indonesia and English	Singapore	English
Belgium	Dutch, English, and French	Ireland	English	Slovakia	English and Slovakian
Brazil	Portuguese	Italy	Italian	South Africa	English
Bulgaria	Bulgarian and English	Japan	English	Spain	Spanish
Canada	English and French	Kenya	English and Kiswahili	Sri Lanka	English
Chile	Spanish	Korea	Korean	Sweden	English
China	Mandarin	Luxembourg	Dutch, English, and French	Switzerland	French, German, and Italian
Colombia	Spanish	Malaysia	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Turkey	English and Turkish
Egypt	Arabic and English	New Zealand	English	United Arab Emirates	English
El Salvador	Spanish	Norway	Norwegian	United Kingdom	English
Greece	English and Greek	Panama	Spanish	Uruguay	Spanish
Honduras	Spanish	Peru	Spanish	Vietnam	English and Vietnamese
Hong Kong	English	Philippines	English and Filipino		

Training Title: Substance Use Disorder in the Workplace for Employees					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	India	English	Serbia	Serbian
Australia	English	Indonesia	Bahasa Indonesia	Singapore	English
Austria	German	Italy	Italian	Slovakia	English and Slovakian
Brazil	Portuguese	Kenya	English and Kiswahili	South Africa	English
Bulgaria	Bulgarian and English	Korea	Korean	Spain	Spanish
Canada	English and French	Malaysia	English	Sri Lanka	English
Chile	Spanish	Mexico	Spanish	Switzerland	French, German, and Italian
Colombia	Spanish	New Zealand	English	Taiwan	Mandarin
Costa Rica	Spanish	Norway	Norwegian	Thailand	English and Thai
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
Egypt	Arabic and English	Peru	Spanish	United Kingdom	English
El Salvador	Spanish	Poland	Polish	United States	English
Greece	English and Greek	Portugal	Portuguese	Venezuela	Spanish
Hong Kong	English	Puerto Rico	English		
Hungary	English and Hungarian	Romania	English and Romanian		

Training Title: Substance Use Disorder in the Workplace for Managers					
Training Description					
Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hungary	English and Hungarian	Puerto Rico	English
Australia	English	India	English	Romania	English and Romanian
Austria	German	Indonesia	Bahasa Indonesia	Serbia	Serbian
Brazil	Portuguese	Italy	Italian	Singapore	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Canada	English and French	Korea	Korean	South Africa	English
Chile	Spanish	Malaysia	English	Spain	Spanish
Colombia	Spanish	Mexico	Spanish	Sri Lanka	English
Costa Rica	Spanish	New Zealand	English	Switzerland	French, German, and Italian
Ecuador	Spanish	Norway	Norwegian	Thailand	English and Thai
Egypt	Arabic and English	Panama	Spanish	United Arab Emirates	English
El Salvador	Spanish	Peru	Spanish	United Kingdom	English
Greece	English and Greek	Poland	Polish	United States	English
Hong Kong	English	Portugal	Portuguese	Venezuela	Spanish

**Training Title: Teaching Your Kids Accountability**[Training Description](#)

Country	Language	Country	Language
Puerto Rico	English	United States	English

**Training Title: Understand and Embrace Diversity**[Training Description](#)

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Greece	English and Greek	Portugal	Portuguese
Australia	English	Guatemala	Spanish	Puerto Rico	English
Austria	German	Hong Kong	English	Romania	English and Romanian
Brazil	Portuguese	Hungary	English and Hungarian	Serbia	Serbian
Bulgaria	Bulgarian and English	India	English	Singapore	English
Canada	English and French	Indonesia	Bahasa Indonesia	Slovakia	English and Slovakian
Chile	Spanish	Italy	Italian	South Africa	English
Colombia	Spanish	Japan	English and Japanese	Spain	Spanish
Costa Rica	Spanish	Kenya	English and Kiswahili	Switzerland	French, German, and Italian
Czech Republic	Czech	Mexico	Spanish	Taiwan	English and Mandarin
Ecuador	Spanish	Norway	Norwegian	United Arab Emirates	English
Egypt	Arabic and English	Panama	Spanish	United States	English
El Salvador	Spanish	Poland	Polish	Vietnam	English and Vietnamese



### **Management Development**

- [Building Resiliency for Managers](#)
- [Critical Incident Stress for Managers](#)
- [How to Build Successful Teams, Manager](#)
- [How to Improve Communication Skills, Manager](#)
- [How to Manage Change, Manager](#)
- [How to Use Conflict as Opportunity, Manager](#)
- [Mental Health Fundamentals for Managers](#)
- [Preventing Bullying and Harassment for Managers](#)
- [Preventing Sexual Harassment, Manager](#)
- [Preventing Sexual Harassment, California](#)
- [Substance Use Disorder in the Workplace: A Manager's Responsibilities](#)

### **Performance Management**

- [How to Build Workplace Motivation and Morale in the Workplace](#)
- [How to Coach for Success](#)
- [How to Manage People Effectively](#)
- [How to Recognize Change in Employees and Take Appropriate Action](#)

### **Corporate Consultation/Special Circumstances**

- [Corporate reorganization](#)
- [External resources:](#)
  - [Behavioral disaster preparedness for businesses](#)
  - [Take your child to work](#)
  - [Transgender issues in the workplace](#)
- [Management consultation](#)
- [Grief and loss](#)
- [Critical Incident Response Services](#)

**Building Resiliency for Managers****1 hour**[Country and Language Availability](#)

Do you wake up with energy and vitality for the day ahead? Do you come home with enough energy left for your family, friends and yourself? Most people say a resounding “no” to these questions. The way we manage the demands in our lives can leave us energized or drained. This session looks at how to recognize stress, manage it and develop positive coping strategies to maintain a high level of resilience in our lives. This session is built specifically for managers and looks at how to recognize stress in a team. It also looks at how to deal with the effects on stress in teams and individual staff members.

Participants will:

- Understand the causes of stress.
- Recognize the signs and long term effects of stress.
- Develop personal stress management strategies.
- Help Managers and Team Leaders effectively manage stress within teams and individual staff.
- Help Managers and Team Leaders understand the managerial qualities necessary to reduce stress within team.
- Strategies to build resilience

**Critical Incident Stress for Managers****1 hour**[Country and Language Availability](#)

Workplace trauma or critical incidents can impact any of us, regardless of our position, level of experience or degree of involvement. Shock, confusion and exhaustion are a few of the reactions we encounter following these events. When a critical or traumatic incident occurs, employees will turn to their managers for direction and guidance. This session focuses on increasing our understanding of the nature of workplace critical incidents and the role that managers play in responding effectively.

Participants will:

- Define critical incidents
- Determine impact
- Understand the difference between direct vs. in-direct trauma
- Understand vicarious trauma
- Signs and reactions
- The manager’s role

**EAP Orientation for Managers****1 hour**[Country and Language Availability](#)

This session is intended to provide an overview of the Optum EAP benefit. Managers will learn about the services available and how to access services for themselves and employees.

Participants will:

- Understand what EAP is
- Learn how to access help
- Understand EAP services available
- Understand EAP issues served
- Understand member confidentiality

## **How to Build Successful Teams, Manager**

[Country and Language Availability](#)

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

Participants will:

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

**U.S. session = 3 hours**

**International session = 1 hour**

## **How to Improve Communication Skills, Manager**

[Country and Language Availability](#)

The level of a manager's influence relies heavily on their communication skills. This program will address the communication concerns managers uniquely face, exploring the skills required to be effective.

Participants will:

- Practice active listening
- Identify communication issues
- Determine payoffs of effective communication
- Recognize obstacles to effective communication
- Apply positive communication for problem-solving
- Create an action plan to improve communication skills
- Describe differences between passive, aggressive and assertive communication styles

**U.S. session = 2 hours**

**International session = 1 hour**

## **How to Manage Change, Manager**

[Country and Language Availability](#)

Supervisors face a double challenge during workplace transition. As employees, they're affected by the changes, but as supervisors they must lead others through change. This program is designed to support supervisors in the midst of a changing work environment. It also introduces the skills needed to assist employees in managing the process.

Participants will:

- Identify managerial transition strategies
- Examine employee morale and how that affects transitions
- Determine how to respond proactively to workplace transitions
- Develop strategies to ease transitions for employees and for yourself as a manager

**U.S. session = 2 hours**

**International session = 1 hour**

Recommendations: This program is most effective when an HR representative attends. HR can address any questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

## **How to Use Conflict as Opportunity, Manager**

**U.S. session = 3 hours**

**International session = 1 hour**

[Country and Language Availability](#)

In addition to the general information covered 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.

Participants will:

- Explore how to view others objectively
- Assess personal conflict resolution style
- Discuss the value of conflict as an opportunity
- Examine how to improve communication skills
- Identify misunderstandings in conflict situations
- Apply and practice conflict resolution strategies

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.

## **Mental Health Fundamentals for Managers**

**1 hour**

[Country and Language Availability](#)

This session is intended to provide a general understanding of mental health issues and their effects on work performance. There is a focus on key communication skills and enhancing management and support through the early identification of issues. Managers will be educated on the importance of maintaining their own professional boundaries and self-care when dealing with staff experiencing mental health issues.

Participants will:

- Understand common mental health issues and issues surrounding these
- Discuss indicators and symptoms of mental health issues
- Introduce a model of intervention
- Understand reasonable work adjustments for the individual and the team
- Understand the role of the manager and establish clear boundaries for effective management
- Develop strategies for managing staff affected by mental health issues

## **Preventing Bullying and Harassment for Managers**

**1 hour**

[Country and Language Availability](#)

This session is designed to help managers understand and define the problem of workplace bullying in the workplace and how to provide sensible, best practice strategies of recognizing, managing and removing the risks of bullying.

Participants will:

- Understand what bullying is and is not
- Defining prejudice, discrimination, harassment, bullying and other similar concepts or associated behaviors
- Understand how prejudice, discrimination, bullying, and harassment impact the workplace
- Discuss an employers' duty of care as well as the manager's responsibility

## Preventing Sexual Harassment, Managers

2 hours

[Country and Language Availability](#)

Leaders 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.

Participants will:

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

*Recommendations:* This program is most effective when an HR representative 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.

*Note on timing:* Due to legal constraints, 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

[Country and Language Availability](#)

Leaders 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.

Participants will:

- Discuss gray areas
- Understand sexual harassment
- Review the financial/legal consequences
- Explore the power of nonverbal behavior
- Describe ways to help prevent sexual harassment
- Identify components of nonverbal communication
- Examine the challenges of interpreting nonverbal messages
- Recognize how sexual harassment negatively affects work relationships
- Discuss how supervisors and managers can be proactive to prevent sexual harassment
- Describe what supervisors/managers should do in response to a complaint of sexual harassment

*Recommendations:* This program is most effective when an HR representative 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.

*Note on timing:* Due to legal constraints, 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.

## **Substance Use Disorder in the Workplace: A Manager's Responsibilities**      **U.S. session = 2 hours**

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

**International session = 1 hour**

[Country and Language Availability](#)

Managers will learn important information about substance use and drug testing, including how to identify substance use issues in the workplace and how to address them based on company policy. How to confront an employee and document observations will also be discussed.

Participants will:

- Examine the most commonly abused drugs
- Identify helpful resources and how to use them
- Understand the extent of substance abuse in the workplace
- Reinforce skills to effectively deal with workplace performance or behavioral issues
- Recognize signs and symptoms that may impact a safe and productive work environment
- Explore actions and circumstances that make up "reasonable suspicion" and impairment

*Recommendations:* This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

*U.S. Only:* 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.

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



## How to Build Workplace Motivation and Morale

**U.S. session = 2 hours**

[Country and Language Availability](#)

**International session = 1 hour**

Managers and supervisors will learn how communication and personal management styles can contribute to (or detract from) workplace motivation and morale. Participants will connect with practical, timely tips that can contribute to employee motivation, boost morale and increase productivity.

Participants will:

- Identify and apply strategies for maintaining or rebuilding employee morale
- Assess current levels of motivation and morale for their workgroup and for themselves
- Describe the difference between morale and motivation, and the factors that influence each
- Identify and apply strategies for helping employees become motivated to obtain organizational goals

## How to Coach for Success

**U.S. session = 3 hours**

[Country and Language Availability](#)

**International session = 1 hour**

Managers and supervisors will learn to acknowledge and apply appropriate coaching techniques 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.

Participants will:

- Discuss components of coaching
- Use case studies for skill practice
- Define the role of manager as coach
- Discuss how to address problem behaviors
- Determine methods for offering useful feedback
- Create an action plan on how to coach for success
- Identify employee needs and how to adapt to them

Recommendations: This program is most effective when an HR representative attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures related to the topic.

## **How to Manage People Effectively**

[Country and Language Availability](#)

**U.S. session = 3 hours**  
**International session = 1 hour**

For managers and supervisors, this program can help take the guesswork out of managing people effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Participants will:

- Examine management assumptions
- Apply information using case studies
- Explore what it means to be an effective manager
- Identify the difference between a manager and leader
- Determine a manager's role, functions and responsibilities
- Create a personal action plan for managing people effectively
- Understand the process for addressing performance concerns

## **How to Recognize Changes in Employee Behavior and Take Appropriate Action**

**2 hours**

[Country and Language Availability](#)

It's not uncommon for managers to see troublesome or even confusing behavior in the workplace. This program offers support and ways to deal with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Taking appropriate action early on can contribute to successful conflict resolution.

Participants will:

- Identify steps for negotiating conflict
- Differentiate normal and problem behaviors
- Discuss how to find additional professional support
- Clarify manager's/supervisor's role in monitoring employee behavior
- Examine employee problems that have the potential for workplace disruptions
- Discuss how to intervene to prevent workplace disruptions and promote well-being of employee



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

### **Corporate Reorganization**

*U.S. Only*

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**

*U.S. Only*

Federal Emergency Management Agency's website offers information to businesses and families about preparing for disasters. To access this information, go to [www.ready.gov](http://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**

*U.S. Only*

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**

*U.S. Only*

The Human Rights Campaign Foundation offers tools and resources at [www.Hrc.Org/resources/entry/resources-for-transgender-employees](http://www.Hrc.Org/resources/entry/resources-for-transgender-employees) and [www.Hrc.Org/resources/entry/workplace-discrimination-policies-laws-and-legislation](http://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 on-site CIRS, please call Optum using your EAP phone number and listen for the prompt.



### **Change**

- [How to Manage Change, Employees](#)
- [How to Navigate Workplace Change](#)

### **Communication**

- [How to Build Successful Team, Employee](#)
- [How to Create a Respectful Workplace](#)
- [How to Improve Communication Skills, Employee](#)
- [How to Make the Most of Feedback](#)
- [How to Understand Nonverbal Communication](#)

### **Conflict**

- [How to Overcome Negativity in the Workplace](#)
- [How to Use Conflict as Opportunity, Employee](#)
- [Improving Difficult Relationships](#)

### **Customer Service**

- [How to Build Customer Satisfaction](#)
- [How to Manage Customer Expectations](#)
- [How to Work with Difficult Customers](#)

### **Diversity**

- [Understand and Embrace Diversity](#)

### **Healthy Workplace**

- [Creating Harmony Between Generations at Work](#)
- [How to Create a Healthy Workplace](#)
- [Preventing Bullying and Harassment for Employees](#)
- [Preventing Sexual Harassment, Employees](#)

### **Safety**

- [Substance Use Disorder in the Workplace, Employees](#)

### **Workplace Stress**

- [Build Your Resilience](#)
- [Get the Best of Stress](#)
- [How to Navigate Workplace Uncertainty](#)
- [Preventing Burnout](#)

### **Other**

- [How to Be an Effective Workplace Leader](#)
- [How to Make Better Decisions with Critical Thinking](#)
- [How to Support Mental Health Concerns in the Workplace](#)

**How to Manage Change, Employees****1 hour**[Country and Language Availability](#)

Downsizing, acquisition, re-orgs, mergers, layoffs - These transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult — even 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.

Participants will:

- Assess the impact of multiple changes on one's life
- Identify the emotional phases associated with change
- Develop strategies to make change more rewarding
- Determine how to respond constructively to change in the workplace

Recommendations: This program is most effective when an HR representative attends. HR can address any questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

**How to Navigate Workplace Change****1 hour**[Country and Language Availability](#)

When an organization downsizes and co-workers are laid off, what happens next? This program addresses that question as well as other normal reactions to surviving organizational changes—like guilt and ongoing worry.

Participants will:

- Determine coping strategies
- Identify typical stress reactions
- Explore ways to support yourself and co-workers
- Describe normal responses to organizational change
- Discuss ways to make yourself invaluable to your company

Recommendations: This program is best presented after a layoff has occurred.

**How to Build Successful Teams, Employee****U.S. session = 2 hours****International session = 1 hour**[Country and Language Availability](#)

Participants will discover their own work style and how that personal style interacts within the team. This program features exercises that prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

Participants will:

- Identify warning signs
- Explore the benefits of teamwork
- Determine strategies for interaction
- Identify the characteristics of an effective team
- Examine the qualities of an effective team member
- Discover your work style and practical application

**How to Create a Respectful Workplace****U.S. session = 2 hours****International session = 1 hour**[Country and Language Availability](#)

Integrity and respect in workplace interactions help cultivate a positive and successful environment that enhances the bottom line. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Participants will:

- Explore conflict negotiation strategies
- Foster a morale-enhancing atmosphere
- Identify, promote and practice healthy ways of interacting
- Examine inappropriate and/or abusive communication styles
- Apply respectful techniques to common workplace problems
- Identify advantages of respectful, positive workplace interaction

**How to Improve Communication Skills, Employee****1 hour**[Country and Language Availability](#)

Communication is at the heart of professional and personal interactions. Depending on skill level, the ways we communicate can open doors to productive relationships, a good working climate and opportunities. But lack of solid skills can close doors. This training offers participants a chance to apply skills that are critical to good communication. And, they'll learn about factors that positively influence communication — as well as those that may create barriers.

Participants will:

- Practice active listening
- Learn the value of assertive communication
- Discuss the role of nonverbal communication
- Use positive communication for problem-solving
- Determine what makes communication effective

## **How to Make the Most of Feedback**

**1 hour**

[Country and Language Availability](#)

Giving and receiving feedback is not only important to improve individual performance or behavior, it is critical in building trust and maintaining relationships. This session explores how to avoid negative experiences when giving and receiving feedback.

Participants will:

- Learn how to give positive, negative and constructive feedback
- Improve listening skills

## **How to Understand Nonverbal communication**

**1 hour**

[Country and Language Availability](#)

People use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages received from others — whether we use words or not. This training will explore the power of nonverbal communication, examining the congruency factor, opportunities to make interpretations and also discussing caveats when interpreting nonverbal communication.

Participants will:

- Explore the power of nonverbal behavior
- Identify components of nonverbal communication
- Examine the challenges of interpreting nonverbal messages

**How to Overcome Negativity in the Workplace****1 hour**[Country and Language Availability](#)

A must for all employees, this program shares how negativity surfaces in the workplace. The goal is to help participants 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.

Participants will:

- Develop strategies for staying positive
- Identify how negativity surfaces in the workplace
- Recognize how change can increase feelings of negativity

**How to Use Conflict as Opportunity, Employee****1 hour**[Country and Language Availability](#)

This program addresses how conflict affects the workplace and offers opportunities to practice positive conflict resolution techniques. It will also present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Participants will:

- Identify how and why conflicts arise
- Assess own conflict resolution style
- Discuss conflict negotiation options
- Identify different styles of managing conflict
- Define the impact of conflict in the workplace
- Apply and practice conflict resolution strategies
- Discuss the value of exploring and discussing conflicts

**Improving Workplace Relationships****1 hour**[Country and Language Availability](#)

Improving workplace relationships often requires understanding — and managing — underlying difficult behaviors. This program helps identify the difficult behaviors we encounter in both our personal and work lives. Participants will then learn specific guidelines for interacting and dealing with these behaviors in everyday life.

Participants will:

- Improve basic assertive communication skills
- Explore the motivation behind difficult behaviors
- Get practical knowledge of effective ways to deal with difficult behavior
- Apply skills to help them effectively manage difficult interpersonal styles
- Increase recognition and understanding of difficult behaviors in the workplace

**How to Build Customer Satisfaction****1 hour**[Country and Language Availability](#)

This session is designed to help employees navigate the challenges and stresses of dealing with customers, across industries. Participants will learn to meet customer needs and provide excellent service as they examine their own expectations as customers.

Participants will:

- Define customer needs
- Practice good listening skills
- Explore what customer service means
- Identify techniques to deal with difficult people
- Apply techniques to improve customer communication
- Create an action plan for how to build customer satisfaction

**How to Manage Customer Expectations****U.S. session = 2 hours****International session = 1 hour**[Country and Language Availability](#)

Employees in decision-making positions must face one of the greatest challenges in business: customer service. Excellent customer service is often the differentiating factor in maintaining or losing valued clients. This program offers participants ways to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

Participants will:

- Assess the impact of multiple changes on one's life
- Develop strategies to make change more rewarding
- Identify the emotional phases associated with change
- Determine how to respond constructively to change in the workplace

**How to Work with Difficult Customers****1 hour**[Country and Language Availability](#)

Today, providing excellent customer service is more important than ever. This program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. Also, participants will get important tips to help build communication skills to defuse these tense situations.

Participants will:

- Practice problem-solving to address customer issues
- Identify techniques for dealing with difficult customers
- Determine productive methods for addressing customer issues
- Discuss how to handle a verbally or physically abusive customer
- Describe skills needed to deal effectively with difficult customer



### **Understand and Embrace Diversity**

**1 hour**

[Country and Language Availability](#)

Exploring the many facets of diversity, this program examines cultural differences, as well as differences in age, gender, marital status, and sexual orientation. This session also explores the benefits of diversity in the workforce as well as effective ways to achieve a safe and equal workplace.

Participants will:

- Explore diversity issues
- Determine the impact of prejudice
- Affirm business reasons for diversity
- Discuss effective communication on challenging topics
- Identify and recognize “big picture” issues and challenges
- Discuss how one’s culture influences workplace behaviors
- Identify skills for effective understanding and communication
- Examine the cultural styles and values of different groups and individuals within groups

## Creating Harmony Between Generations at Work

1 hour

[Country and Language Availability](#)

Today's workplace dynamics are rapidly changing. It's possible for one workplace to have four different generations on the same team sharing the same space. Because different generations bring their own values, rules and styles, that can sometimes lead to conflict or unproductive competition. This program can help participants understand generational differences — and get tips for creating a harmonious work environment.

Participants will:

- Determine strengths of each generation
- Explore the values that drive each generation
- Develop techniques to create harmonious work teams

## How to Create a Healthy Workplace

2 hours

[Country and Language Availability](#)

"How to Create a Healthy Workplace" empowers employees to take action.. This session will share how to focus on the positive while 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 individual situations.

Participants will:

- Develop a plan for workplace health
- Identify challenging workplace issues
- Describe how change impacts all aspects of life
- Apply positive communication and conflict resolution skills
- Demonstrate behaviors to avoid escalation of workplace issues
- Explore how each member of the work setting contributes to and is responsible for the health of the workplace environment

Recommendations: This program has a great impact when members of actual working groups attend together.

## Preventing Bullying and Harassment for Employees

1 hour

[Country and Language Availability](#)

This session is designed for employees, to help them understand what bullying, harassment, and discrimination is. Employees will explore the problems of workplace bullying and how they can provide sensible, best practice strategies of recognizing and removing the risks of bullying.

Participants will:

- Define "bullying"
- Understand prejudice, discrimination, harassment, bullying and other similar concepts and associated behaviors
- Identify employee and employer duty of care
- Learn informal, formal and legal options for employees in regard to resolution of issues
- Recognize the signs of bullying and harassment, why it occurs, and its impact

## **Preventing Sexual Harassment, Employee**

**1 hour**

[Country and Language Availability](#)

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.

Participants will:

- Discuss the definition of sexual harassment under federal law
- Reinforce how to identify, stop and prevent sexual harassment
- Identify employee differences in how they understand sexual harassment

Recommendations: This program is most effective when an HR representative 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.

Note on timing: Due to legal constraints, 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.

**Substance Use Disorder in the Workplace, Employee****1 hour**

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

[Country and Language Availability](#)

Employees will get information about the negative effects of substance use and how to get help. They will also be encouraged to stop enabling a co-worker's substance use.

Participants will:

- Examine the drugs that most often get abused
- Identify resources for assistance and how to use them
- Determine the extent of substance abuse in the workplace
- Recognize signs and symptoms that may impact a safe and productive work environment

Recommendations: This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

U.S. Only: 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.

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

**Build Your Resilience**[Country and Language Availability](#)

Empowering attendees to take action in their own lives, this training explores the characteristics that help people deal with unexpected challenges in a positive way. The concept of stress hardiness is also defined and discussed.

Participants will:

- Define resilience
- Find ways to be more stress-hardy
- Determine personal resilience level
- Identify what it takes to be resilient

**U.S. session = 1.5 hours****International session = 1 hour****Get the Best of Stress**[Country and Language Availability](#)

In this training, participants will get an overview of stress basics as well as practical suggestions for coping with stressful situations, like in the workplace. The concept of stress hardiness is also introduced as a focus for healthy stress management. In addition, attendees will get tools to help them dial down stress and better understand personal and organizational aspects of stress.

Participants will:

- Learn ways to respond to stress differently
- Apply several stress management techniques
- Identify common sources of stress and our reactions to it

**U.S. session = 1.5 hours****International session = 1 hour****How to Navigate Workplace Uncertainty**[Country and Language Availability](#)

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.

Participants will:

- 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

**1 hour**

## Preventing Burnout

**1 hour**

[Country and Language Availability](#)

Today, work/life balance can be difficult, and many people feel pressured to work faster, harder and longer hours. This can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Attendees will examine causes of burnout and potential solutions along with ideas to decrease the likelihood of experiencing burnout.

Participants will:

- Brainstorm possible solutions
- Determine what they can control
- Identify what causes of burnout
- Make a personal plan to reduce burnout
- Define burnout and if they are close to it
- Examine the facts – and fiction – surrounding burnout

**EAP Orientation for Employees****1 hour**[Country and Language Availability](#)

This session is intended to provide an overview of the Optum EAP benefit. Employees will learn about the services available and how to access services for themselves and covered family members.

Participants will:

- Understand what EAP is
- Learn how to access help
- Understand EAP services available
- Understand EAP issues served
- Understand member confidentiality

**How to Be an Effective Workplace Leader****1 hour**[Country and Language Availability](#)

Today, 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 will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

Participants will:

- Identify the challenges of leadership
- Discuss myths and realities of leadership
- Describe the qualities of an effective leader
- Create an action plan for developing leadership skills
- Determine the difference between leaders and managers
- Define the differences between leadership today and in the past

**How to Make Better Decisions with Critical Thinking****1 hour**[Country and Language Availability](#)

What's the best approach to problem-solving? How do you choose between viable options? What are common barriers to critical thinking? These and other questions will be addressed in this program that will teach employees ways to examine information from an objective, critical vantage point.

Participants will:

- Examine strategies to manage risk
- Apply a weighted pros and cons list
- Develop a process for critical thinking
- Use tips and techniques for making better decisions
- Identify common thinking/decision-making traps and how to avoid them

## **How to Support Mental Health Concerns in the Workplace**

**1 hour**

[Country and Language Availability](#)

This session covers depression and anxiety, two of the most common mental health issues that can affect us, our families, friends and the workplace. Participants will learn important information about what depression and anxiety are, what to do, and where to go to find personal or family support.

Participants will:

- Identify appropriate intervention methods
- Understand the impact of clinical depression in the workplace
- Clarify difference between feeling “down”, sadness and depression
- Create an action plan for how to support mental health concerns in the workplace

## **Parenting/Family**

### **Aging**

- [Caring for Elders](#)
- [Managing Eldercare](#)

### **Family and Other Relationships**

- [Managing Family and Relationships](#)

### **Parenting**

- [Positive Parenting](#)
- [Teaching Your Kids Accountability](#)

### **Healthy Lifestyle**

- [Boost Energy Naturally](#)
- [Eating Healthier On-the-Go](#)
- [Eating Healthy for Less](#)
- [Five Steps to Healthier Eating](#)
- [I'm Too Busy to Eat Healthily](#)
- [Losing Weight Healthfully](#)
- [Making Time for Fitness](#)

### **Stress**

- [How to Better Manage Stress](#)
- [Maintaining Balance in Life](#)

### **Wellness**

- [Aging Healthfully](#)
- [Creating a Healthier Lifestyle](#)
- [How to Beat Fatigue/Sleep](#)
- [Quitting Smoking](#)
- [Relaxation Techniques](#)

## **Life Skills**

### **Financial**

- [How to Manage Your Finances](#)

### **Personal Growth/Challenges**

- [Coping with Traumatic Events](#)
- [Embracing Happiness](#)
- [How to Create Passion and Motivation in the Workplace](#)
- [How to Understand and Develop Emotional Intelligence](#)
- [Planning Your Retirement](#)
- [Mindfulness](#)

### **Time**

- [How to Simplify Your Life](#)
- [How to Slow Down](#)
- [Making the Most of Your Working Day](#)

### **Other**

- [Making Holidays Happier](#)

# Parenting/Family

## Aging

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### Caring for Elders

1 hour

[Country and Language Availability](#)

This course aims to educate on all facets of ageing and caring for those who are ageing. Using interactive exercises to engage the participants, this course prepares us for our own eventual ageing as well as caring for our parents and others. Symptoms and behaviors of those who have dementia are explored and warning signs, coping strategies, and safety tips are considered. Finally, it is stressed that no matter what, it's always important to take care of yourself, too.

Participants will:

- Understand the aging process.
- Discuss the signs of Dementia and the impact on behavior.
- Raise awareness of warning signs of health issues.
- Discuss agitated and disinhibited behaviors.
- Discuss practical coping strategies.
- Understand the importance of looking after yourself

### Managing Eldercare

1 hour

[Country and Language Availability](#)

With ways to identify and find appropriate resources, attendees will be positioned to make better decisions for eldercare concerns. In addition, this session will help them learn how to reduce the stress and anxiety that can come with trying to make the best choices for an aging relative.

Participants will:

- Recognize caregiver issues
- Determine needed services
- Explore potential resources
- Identify long-term care issues
- Discuss financial and legal concerns
- Examine the concept of care management



## **Managing Family and Relationships**

**1 hour**

[Country and Language Availability](#)

Making intimate relationships work is a far more difficult task than we generally recognize. In this session, we will look at the key ingredients to building good relationships, overcoming blockages to effective communication and ways to manage and nurture relationships in our busy lives.

Participants will:

- Discuss interpersonal communication
- Discuss behavior and how it relates to communication skills
- Understand the process of escalation of conflict
- Give some practical tools and techniques to help improve close and extended family relationships

**Positive Parenting****1 hour**[Country and Language Availability](#)

Raising children today comes with its challenges. With so many competing values, it's important to know what to do to help our children thrive. This presentation provides practical information about parenting issues for toddlers, children and adolescents. The majority of information focuses on children and adolescents.

Participants will:

- Discuss the family life cycle
- Identify principles to live by
- Mark moral milestones by age
- Explore how to problem-solve with children
- Examine traits most parents want to see in their children

**Teaching Your Kids Accountability****1 hour**[Country and Language Availability](#)

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

Participants will:

- Create communication strategies that boost children's motivation and self-esteem
- Determine questions to consider when deciding how much help to give with chores
- Explore how to give kids opportunities to make choices, assume responsibility, solve problems ... and experience consequences

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

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

### **Boosting Energy Naturally**

**1 hour**

[Country and Language Availability](#)

Here's an opportunity to look at strategies to increase energy and perk up life, naturally. 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.

Participants will:

- Learn new strategies to improve our energy stores
- Identify specific activities to incorporate into our daily routines
- Recognize how nutrition, exercise and stress management impacts overall health and energy levels.

### **Eating Healthier On-the-Go**

**1 hour**

[Country and Language Availability](#)

When life gets busy, it can be easy to get in the habit of eating too many over-processed foods, like in fast food restaurants. But, with a bit of planning and awareness, you can create your own "fast foods" that are good for you and taste great.

Participants will:

- Learn how to make their own "fast food"
- Discover strategies for healthy office eating
- Develop a personal action plan for healthier eating
- Determine how to make better choices when eating out

### **Eating Healthy for Less**

**1 hour**

[Country and Language Availability](#)

It's easy to get caught up in the belief that making healthy food choices is too expensive. That's why this training offers tips for finding the food that's best for us at a price that's affordable. It also feature a couple of healthy recipes that won't break the bank.

Participants will:

- Strategize smarter shopping trips
- Discover ways to reduce food waste
- Identify general nutrition recommendations
- Explore planning tips for better budget and nutrition
- Develop strategies for saving on nutrition at work and school

## **Five Steps to Healthier Eating**

**1 hour**

[Country and Language Availability](#)

Offering a non-diet approach, this program helps make it easy to make healthier food choices. Following a five-step process, participants will learn about reaching a healthy body weight — and maintaining it, too.

Participants will:

- Create a plan of action
- Learn to be mindful eaters
- Identify the foods arounds us
- Discuss behaviors that may get in the way
- Differentiate what we think we “should” eat from what’s lacking
- Use Body Mass Index (BMI) to determine a realistic goal weight

## **I’m too Busy to Eat Healthily**

**1 hour**

[Country and Language Availability](#)

This course covers the basics of eating well, addressing why we should do it and how we can make it work in our busy lives. It goes over myths about healthy eating and weight loss, the science behind healthy and balanced diets, and healthy meal suggestions for busy people.

Participants will:

- Understand why you should eat well
- Learn truths and myths about ‘healthy eating’
- Understand a balanced diet
- Information about foods that stress the body
- Importance of balancing blood sugar
- Learn simple breakfast, lunch and evening meal ideas

## **Losing Weight Healthfully**

**1 hour**

[Country and Language Availability](#)

As a nation obsessed with both food and dieting, many people experience the roller-coaster effect that often happens with rigid dieting. This program offers a nutrition self-assessment checklist, a hunger-fullness continuum, information about carbohydrates and protein, tips for eating out and a checklist to help determine when professional weight-loss help is needed.

Participants will:

- Consider the timing of eating
- Identify obstacles to losing weight
- Make an action plan for lasting change
- Learn appropriate portion sizes to promote weight loss
- Explore the nutritional value of carbohydrates and protein

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

## **Making Time for Fitness**

**1 hour**

[Country and Language Availability](#)

An estimated 80 percent of the U.S. population doesn't get enough exercise, and 60 percent are sedentary. For that reason, this program serves as a great reminder for so many. It shares practical ways for even the busiest person to weave 30 minutes of physical activity into their day.

Participants will:

- Define the FITT principle
- Create a personal action plan
- Identify ways to fit fitness into their day
- Discover the benefits of physical activity
- Explore ways to be more physically active

**How to Better Manage Stress****1 hour**[Country and Language Availability](#)

In this program, participants will learn to identify the stressors in their lives and understand the impacts. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees will have an opportunity to practice relaxation exercises.

Participants will:

- Examine personal values and choices
- Learn skills for managing multiple demands
- Assess their current state of balance and stress
- Identify resources that can be used to meet needs
- Explore ways to better balance the conflicting demands of life

**Maintaining Balance in Life****1 hour**[Country and Language Availability](#)

A life that's out-of-balance can cause high levels of stress. Participants will have an opportunity to learn methods of using available resources to meet their individual needs. And they'll learn stress management techniques and take home a variety of tools for addressing stress.

Participants will:

- Examine personal values and choices
- Assess current state of balance and stress
- Identify resources that can be used to meet needs
- Learn skills to effectively manage multiple demands
- Explore ways to better balance the conflicting demands of life

**Aging Healthfully****1 hour**[Country and Language Availability](#)

Looking at research, like factors and myths related to aging, participants will learn about positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise are also examined through group discussion.

Participants will:

- Explore the research on aging
- Learn the importance of balance
- Use a tool to sharpen self-awareness

**Creating a Healthier Lifestyle****1 hour**[Country and Language Availability](#)

Wellness is much more than simply avoiding disease. This program introduces how proper nutrition, regular exercise, balanced lifestyle and stress management all contribute to wellness. It also includes specific nutritional information and tips for a healthy heart.

Participants will:

- Identify benefits of exercise
- Examine barriers to living healthier
- Apply MyPlate guidelines to their lifestyle
- Create an action plan to achieve a healthy lifestyle
- Compare their current lifestyle to a healthy lifestyle
- Explore the biopsychosocial connection and lifestyle balance
- Recognize the short- and long-term benefits of a healthy lifestyle
- Discuss the health risks associated with tobacco, alcohol abuse and excess stress

**How to Beat Fatigue/Sleep****1 hour**[Country and Language Availability](#)

Not only is sleep important to our health, but not getting enough sleep can cause significant safety risks. This session explores the importance of sleep, the sleep cycle, tips to overcome the barriers to a good night's sleep and simple ways to develop good sleeping habits.

Participants will:

- Learn about the stages of sleep
- How much sleep people need
- Sleep habit tips
- Impacts of when you do not get enough sleep

## **Quitting Smoking**

**1 hour**

[Country and Language Availability](#)

This program presents participants with helpful ways to stop smoking, inviting attendees to choose a personalized approach that best suits their personality and lifestyle.

Participants will:

- Create a personal plan for quitting
- Discuss recovery and maintenance
- Understand the physiology of quitting
- Explore the behaviors associated with tobacco use
- Examine the process of quitting, including methods and medications

Planning tip: The Great American Smoke out is held each November.

## **Relaxation Techniques**

**1 hour**

[Country and Language Availability](#)

This session identifies the importance of relaxation in a high-stress world, defining what relaxation is and why it is important, as well as offers tips to insert relaxation practices into your daily life.

Participants will:

- Learn tips for energizing to improve effectiveness at work and at home
- Consider why relaxation skills are important
- Have an opportunity to practice some of the relaxation techniques

# Life Skills

## Financial

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### **How to Managing Your Finances**

**1.5 hours**

[Country and Language Availability](#)

Participants will learn the importance of 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.

Participants will:

- Redesign spending habits
- Evaluate current financial situation
- Write an action plan to manage finances
- Identify the components of financial planning
- Explore ways to manage money more effectively

**Coping with Traumatic Events****1 hour**[Country and Language Availability](#)

Traumatic events can range from acts of terrorism or war to natural disasters, among others. Whatever form they take, when trauma hits close to home, it can be hard to process. This program helps identify and normalize reaction to traumatic events. Participants will explore the broad emotional impact and look at healthy ways to cope.

Participants will:

- Define what a “critical incident” is
- Discuss expected expressions of grief
- Identify appropriate means of support
- Learn effective stress-reduction techniques
- Examine strategies for helping children cope
- Determine when to seek professional support
- Explore the range of normal responses to a critical incident

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

**Embracing Happiness****1 hour**[Country and Language Availability](#)

This session aims to educate on the basics behind the science and benefits of happiness. Measuring happiness, the psychology and symptoms of happiness, and strategies to choose happiness are all covered. This course encourages introspection into your own perceptions and feelings of happiness to help determine how you can encourage and embrace happiness in your life.

Participants will:

- Understand how people may define happiness
- Discuss how happiness could be measured
- Understand the concept of positive psychology
- Discuss the strategies in choosing happiness

**How to Create Passion and Motivation in the Workplace****1 hour**[Country and Language Availability](#)

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 is also discussed.

Participants will:

- Develop and write a team mission
- Create an action plan to inspire passion
- Recognize the sources of passion and motivation
- Develop skills for inspiring others to do their best
- Discuss the significance of Emotional Intelligence (EQ)
- Explore how passion can enhance or interfere with goals
- Identify ways to inspire passion and motivation in the workplace

## **How to Understand and Develop Emotional Intelligence**

**1 hour**

[Country and Language Availability](#)

Attendees will learn all about Emotional Intelligence (EQ) – from its definition to strategies for enhancing it. This program will help participants identify stress reduction techniques and guide them through writing their own action plan for developing their EQ.

Participants will:

- Define EQ
- Assess individual EQs
- Develop a “feeling” vocabulary
- Examine the basic concepts of EQ
- Write an action plan for developing EQ
- Determine the benefits of a healthy EQ
- Explore strategies for enhancing EQ skills
- Identify appropriate stress reduction techniques

## **Planning Your Retirement**

**1 hour**

[Country and Language Availability](#)

This program puts participants on a path to satisfying life changes after retirement with useful information on planning for this next life stage. Group discussion encourages participants to share concerns and do some collaborative problem-solving.

Participants will:

- Explore retirement options
- Define the “new retirement”
- Create a personal retirement action plan
- Identify ways retirement affects sense of self
- Examine the impact career has on identity and self-esteem
- Discuss the potential losses (and gains) that come as part of retirement

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

## **Mindfulness**

**1 hour**

[Country and Language Availability](#)

Mindfulness is one of the most researched and clinically evidenced tools for building a happier and healthier life. Through mindfulness we can learn how to live a more balanced life; one that is in tune with our deepest values and results in a sense of peace. This session is a short introduction to a practice that can be woven into everyday life and demonstrates how mindfulness comes from learning to live with a greater intensity, richness and fulfillment.

Participants will:

- Understand an experience of being mindful
- Understand mindfulness: what it is and why it is a useful tool for everyday life
- Learn tools to help combat stress and difficulties in the workplace

**How to Simplify Your Life****1 hour**[Country and Language Availability](#)

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights also include examinations of inner pressures and how excuse-making helps people avoid change.

Participants will:

- Define values and beliefs
- Identify methods for decluttering
- Explore streamlining chores and commitments
- Discuss the importance of supportive relationships
- Write a personal action plan for how to simplify life

**How to Slow Down****1 hour**[Country and Language Availability](#)

The benefits of slowing down and pacing are examined along with strategies for managing time. This program takes a serious look at the factors contributing to the frenetic pace of today's world and also identifies why we feel so rushed. In addition, attendees will get practical suggestions for gaining control of the stress created by our environment.

Participants will:

- Examine belief systems
- Explore why we feel rushed
- Create an action plan to identify ways to slow down
- Identify strategies to slow down and enjoy life more
- Explain how slowing down will help us work more productively

**Making the Most of Your Working Day****1 hour**[Country and Language Availability](#)

If there isn't enough time in the day to get everything done at work and at home then this is a session for you. Are you always rushing to meet deadlines? Are you constantly wondering how some people make it look so easy whilst remaining on the ball and relaxed? The good news is that this session can help you take more control by teaching you some easy time management skills. You will be given the knowledge and tools to plan how you can change your 'use of time' on a daily basis.

Participants will:

- Explore why it's important to manage our time
- Learn what gets in the way and how to be in control
- Overcome procrastination
- Learn strategies to assist with time management

**Making the Holidays Happier****1 hour**[Country and Language Availability](#)

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

Participants will:

- Create communication strategies that boost children’s motivation and self-esteem
- Determine questions to consider when deciding how much help to give with chores
- Explore how to give kids opportunities to make choices, assume responsibility, solve problems ... and experience consequences

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









