

Center for Family Life and Recovery, Inc. Employee Assistance Program **Training Catalog**

Fun, Fresh, and Educational Training For Your Employees

Main Office: CFLR, Inc. EAP 502 Court Street, Suite 401
Utica, NY 13502

315-733-1726 or 1-800-729-6822

A well-trained and knowledgeable workforce is essential to the health of any organization. Workplace training is a great way to develop staff skills, address problematic workplace concerns, and supplement workplace wellness programs.

CFLR, Inc. EAP makes professional development easy. What makes the program so popular and successful is accessibility. Training is provide on-site to employees and the trainer will bring everything needed to present a fun and educational training that is fresh and relevant.

How It Works. Each training session offered by CFLR, Inc. EAP is either 1 or 1.5 hours in length and can be provided at either the work site or at CFLR, Inc. EAP's state-of-the-art training room. CFLR, Inc. EAP offers current accounts an EAP Orientation for all employees, Manager/Supervisory Referral Trainings, and one other training session of choice of up to 1.5 hours/a max of 35 participants. All training sessions include a brief Employee Assistance Program overview, ensuring all employees know how to use the services available to them. Any additional training requested would incur a fee according to contract cost (ask for more details!).

Workplace Training With Results. CFLR, Inc. EAP makes trainings FUN through features such as interactive role play, small group exercises, and games/activities. Trainings are evaluated at the close of every session to maintain a high level of participant satisfaction.

Please note that companies that do not receive EAP services from CFLR, Inc. EAP may now buy the same trainings offered to accounts a la carte.

Specifically for Managers/Supervisors

Manager/Supervisory Referral Training Workplace (Managers/Supervisors)

This training is part of your EAP Contract and it is suggested that all managers attend. During this training, Supervisors will learn awareness of their responsibility to ensure a productive and safe work environment utilizing the Supervisory Referral to the EAP. Supervisors will also learn or refresh their assertive skills as well as how to use their EAP as a positive management tool.

Training Objectives for Supervisors:

- ✓ EAP Overview-the basics of the EAP program.
- ✓ The role of the Supervisor & Supervisory Referral Process. How a Supervisory Referral can be made.
- ✓ When to contact EAP-the troubled employee, signs to look for.

Harassment In The Workplace (Managers/Supervisors)

Creating a positive work environment, understanding workplace harassment. This training offers two components, one for supervisors and another for employees (page 4.)

Training Objectives for Supervisors:

- ✓ Identify & understand what is workplace harassment (including but not limited to: sexual, disrespectful behavior & language)
- ✓ Identify what a positive work environment looks and feels like.
- ✓ Identify supervisors as role models.
- ✓ Build skills for supervisors to create & maintain a positive work environment (prevention intervention).

Drug Free Workplace/Reasonable Suspicion (Managers/Supervisors)

This training is conducted for supervisors and provides factual and legal information to maintain a healthy and drug free workplace.

Training Objectives for Supervisors:

- ✓ Overview of Drug-Free Workplace Policy.
- ✓ Supervisors' responsibilities.
- ✓ Identifying performance problems and potential crisis situations.
- ✓ Recognizing problems.
- ✓ Intervention and referral.

Consultation



Did you know that EAP is available for phone consult? Call EAP and ask for free, confidential

advice on your toughest employee situations. **315-733-1726 or 1-800-729-6822**

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Managing Your Staff (for Managers/Supervisors)

For Supervisors and Managers we have a special training on how to manage staff! This training helps build the confidence of new management and is wonderful for seasoned staff as a review. This training is 100% customizable to your needs!



Training Objectives for Employees:

- ✓ Participants learn best practice for staff supervision.
- ✓ This training can be tailored to your individual workplace issues!

Workplace Discrimination

(for Managers/Supervisors and Employees, too!)

What is discrimination? Do your employees know the company's policy on discrimination?

This training will help to clarify what is and isn't workplace discrimination and also empower employees to help prevent workplace discrimination.

Training Objectives for Employees:

- ✓ Participants will understand what workplace discrimination is and the company policy on discrimination.
- ✓ Participants will understand what laws exist.
- ✓ Participants will understand the steps that need to be taken to report workplace discrimination.

“Tell me and I forget, teach me and I may remember, involve me and I learn.”
— Benjamin Franklin

Building a Safe Workplace: Preventing Workplace Violence (for Managers/Supervisors and Employees, too!)

Training Objectives for Supervisors and Employees:

- ✓ Participants will understand the specific role of management and supervisory personnel in maintaining a safe place to work.
- ✓ Participants will be able to identify action steps relating to a report of actual or potential violence.
- ✓ Participants will be able to recognize resources available.
- ✓ Participants will understand the impact of violence on employees and the workplace following an incident of workplace violence.
- ✓ This training can be combined with prevention of harassment training for one simple, comprehensive training!

How To Deal With 'Difficult' People/Anger Management (Managers/Supervisors and Employees, too!)

Training Objectives for Employees:

- ✓ Participants will learn the importance of changing their thinking about 'difficult' people.
- ✓ Participants will learn different options for interacting with 'difficult' people.
- ✓ Participants will learn how to disarm another person's anger.

Critical Incident Stress Debriefing Orientation (Just for Managers/Supervisors)

This training will help participants understand the Critical Incident Stress Debriefing (CISD) service that your EAP offers. It will cover what CISD is and isn't what to expect from a CISD, and how to schedule one through your EAP.

Training Objectives for Employees:

- ✓ Participants will learn about CISD.
- ✓ Participants will learn what to expect from a CISD and how it is different from 'defusing.'

Harassment/Sexual Harassment In The Workplace For Employees

Creating a positive work environment, understanding workplace harassment. This training offers two components, one for employees and another for supervisors (page 2).

Training Objectives for Employees:

- ✓ Identify & understand what is workplace harassment (including but not limited to: sexual, disrespectful behavior & language).
 - ✓ Identify what a positive work environment looks and feels like.
 - ✓ Steps for approaching supervisors in dealing with harassments.
 - ✓ Build skills for supervisors to create & maintain a positive work environment (prevention & intervention).



"This training helps me remember my workplace policies on harassment."

Assertiveness For Career And Personal Success

This training will help participants to stand up for their rights and negotiate productively with others who put them down. Assertiveness does not mean being pushy or aggressive. Indeed, assertive people avoid aggression because they resolve conflicts and their problems more easily. This training offers a variety of interactive training small group activities to practice assertiveness in the workplace.

Training Objectives for Employees:

- ✓ Participants will learn how to be assertive and obtain assertive skills.
- ✓ Participants will practice their assertive skills.

Change Management-**Lessons From The Book ‘Who Moved My Cheese?’**

The workplace is an ever-changing environment, especially in the world we live in.

Training Objectives for Employees:

- ✓ Participants will learn how to identify barriers to change.
- ✓ Participants will be able to identify skills needed to effectively work through it. Skills such as stress management, time management, communication and goal setting will be established and practiced.

Social Networking Ethics for The Workplace

With the rise of social networking sites like Facebook, Linked In, and MySpace comes many ethical questions for the workplace. This training is cutting-edge in exploring the latest ethical questions of the workplace, sharing successful policies and strategies that employees/ employers are using, and sharing resources for further information.

Training Objectives for Employees:

- ✓ This training will enable participants to understand how their use of social networking websites may affect them on the job, their employers, and their fellow co-workers.
- ✓ This training will give participants some tips and strategies for preventing issues stemming from use of social media that may be problematic in the workplace.



“Very timely for my organization.
Thank you for helping us to
proactively address technology in the
workplace!”

The Generational Workplace

Today's workplace brings together people from many different age groups and generations. This training helps identify what some common issues may be working with employees of different generations, and how to build on the strengths of each.

Training Objectives for Employees:

- ✓ Participants will discuss generational issues.
- ✓ Participants will learn some strategies to build upon the strengths of their fellow employees and to identify problem areas/deal with them proactively.

The Working Parent: Strategies for Professional and Personal Success

Today's working parents have a lot to balance- both the needs of themselves, their families, and their employers. This new and innovative training explores how parents of all kinds can balance their life to prevent burnout and become more productive in all life areas (especially in the work place!).



Training Objectives for Employees:

- ✓ Participants will learn the importance of identifying stressors and coming up with strategies for action.
- ✓ Participants will learn how to plan for the unexpected in their personal and professional life.

Stress Management

Personal Strategies for Managing Stress - During this training, participants will learn strategies for successful stress control and healthy living. This session will also cover time management and goal setting skills.

"The guided meditation was great and the training helped me realize what steps I need to take in my life."

Training Objectives for Employees:

- ✓ Participants will be able to define stress and identify sources of stress.
- ✓ Participants will be able to identify attitudes, knowledge and beliefs necessary to manage stress.
- ✓ Participants will be able to demonstrate and practice skills for a positive, healthy lifestyle.



Conflict Resolution: Building Skills For A Peaceful Workplace

Conflict is prevalent within the workplace. How conflict is managed, determines how quickly it is resolved. During this training, participants will learn how to recognize conflict and most importantly learn skills to manage it effectively on a peer-to-peer basis.

“Very relevant to my work. Thanks for the pointers!”

Training Objectives for Employees:

- ✓ Define conflict, build skills for peace, be assertive, the creative response, and putting it all together!

Updated curriculum with latest trends!

“A good refresher on the current trends.”

Current Drug Trends, 2015 Update



This training will provide participants with an update on current drug trends.

Participants will be able to name some of the most commonly abused substances, understand what the substances look like, as well as their effect on the human body. Participants will also learn what agencies/

programs exist that can help those effected by substance abuse. This training will also have information on prescription drug abuse—a trend that is especially effecting the younger generations.

Training Objectives for Employees:

- ✓ Participants will learn about current drugs that are abused.
- ✓ Participants will learn what signs and symptoms of use might be.

Building A Successful Team

Together Everyone Achieves More!

Your team may just be forming, or you may be renewing your goals for the coming year. You may have just gotten a new team member or even lost a few. This training includes a teambuilding game or two of your choice!

Training Objectives for Employees:

- ✓ Various stages of a team’s development and give you Strategies and Tips for guiding your team successfully through the process.
- ✓ You will learn how to recognize and respond to your team’s needs.



Clip and cut this section to place conveniently in your Rolodex or place near your phone:

Contact us for a training consultation or refresher on your training options:



Center for Family Life and Recovery, Inc. EAP

Phone: 315-733-1726 or 1-800-729-6822

Address: Main office, 502 Court Street, Suite 401, Utica, NY 13502

www.WhenTheresHelpTheresHope.com



Workplace Relationships

This training covers an overview of how to manage relationships with others in a work setting. Creating/maintaining good relationships with co-workers and supervisors is included.

Training Objectives for Employees:

- ✓ Participants will understand what constitutes harassment in the workplace, how to be assertive, how to most effectively manage workplace relationships, and conflict resolution.

Humor In The Workplace

There's a reason why they say 'laughter is the best medicine!' We all feel better after a good laugh. Humor has an important role in the workplace. In this fun training, participants will explore the role of humor in the workplace and appropriate versus inappropriate humor.

Training Objectives for Employees:

- ✓ Participants will learn about humor in the workplace and its positive effects.
- ✓ Participants will discuss humor's role in the workplace.
- ✓ Participants will discuss offensive behavior/humor.

Reflective Listening

Train your employees in the art of reflective listening to build better office communication! This training offers employees the chance to learn how to become better listeners.

Training Objectives for Employees:

- ✓ Participants will learn how to reflectively listen and practice reflective listening skills through role play.



"What a great tool reflective listening is! A good training for any professional."

SMART Time Management

This training helps employees of all skill levels manage their time better. The SMART model of time management is discussed at length.

Training Objectives for Employees:

- ✓ Participants will understand the importance of effective time management in the workplace.
 - ✓ Participants will learn how to sort tasks according to importance.
 - ✓ Participant will learn about a variety of strategies to help them manage their time professional and personally, too!
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Diversity In The Workplace

Today's workplace is diverse in many different ways. The workforce is changing and employees are expected not only to respect others but also to work effectively with a variety of different kinds of workers. This training will give staff the first step in understanding and serving diverse populations.

Training Objectives for Employees:

- ✓ Participants will talk about diversity of varying kinds and identify diversity in their own company.
 - ✓ Participants will discuss understanding of different cultures and dynamics.
 - ✓ Participants will identify ways that they can become more aware of and interact better with those that are different from themselves.
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I Am Thankful! Gratitude For The Workplace

In Changing Times

A richer life starts right here! In tough times, one's ability to be thankful and grateful for the good things in life serve as a sort of 'immune system' against bad days. This training will give employees the chance to learn some resiliency tips for impacting the culture of the organization through positivity and role modeling.

Training Objectives for Employees:

- ✓ Participants will work on a gratitude journal.
- ✓ Participants will learn tips for promoting a positive workplace, no matter what their job title.





Working With Clients: Case Management Professional Boundaries & Client Ethics

This training helps beginner level employees understand and explore the boundaries and ethics of working to serve client populations of all kinds. It is also a good refresher for seasoned employees.

Training Objectives for Employees:

- ✓ Participants will understand the importance of the Code Of Ethics (NASW given as example).
- ✓ Participants will learn how to set appropriate professional boundaries and explore assertiveness.
- ✓ Participant will learn about a variety of strategies to for professional success.



Workplace Bullying

What is bullying? This training explores all dimensions of bullying that can occur in a workplace. Cyberbullying is also defined. Participants learn about the new local legislation regarding bullying.

Training Objectives for Employees:

- ✓ Participants will talk about bullying and build their understanding of what it is and how to prevent it.
- ✓ Participants will discuss applicable workplace policies and learn about local legislation about bullying.
- ✓ Participants will identify ways they can prevent bullying in their workplace and how to intervene successfully.

Small Group Dynamics

Explore the common challenges of working with a close-knit small group or team. What roles do group members typically play? How can you coach your group members to success?

Training Objectives for Employees:

- ✓ Participants will talk about small groups and the common pitfalls and pro's of working together.
- ✓ Participants will discuss applicable workplace policies.
- ✓ Participants will identify strategies for working together better!
- ✓ This training is highly customizable to the small group's needs.

“Add On” EAP Training Options. Contact CFLR, Inc. EAP to inquire about cost of the following-

Add a EAP Booster Session for half the cost of a training!

A booster session is a one hour follow up on a recent EAP training and can be conducted on-site or via telephone. The goal of the booster session is to check in on employees' progress and to assist in setting smart attainable goals for success.

Team Booster Tool Box

One of the things that makes the EAP Training program so unique are the games, activities, and small group exercises that training participants love. As a follow up to your training you can now purchase a team booster tool box with a variety of follow up games and activities to reinforce training concepts and reinforce accountability.



Package Training Options

While one free training of your choice is typically included with all EAP contracts, there may be times when more than one training is needed. Contact EAP to inquire about our package deals. **Cost is fantastic and value can't be beat.**