

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

Training Catalog

Fun, Fresh, and Educational Training For You & Your Employees

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#315-733-1709

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:

- ✓ 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:

- ✓ 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

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

Training Objectives:

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



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

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:

- ✓ 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

Training Objectives:

- ✓ 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:

- ✓ 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.

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:

- ✓ 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."

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.



“Thank you for helping us to proactively address technology in the

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:

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

Diversity and Inclusion

Today's workplace brings together people from many different ethnic and religious backgrounds. This course gives you deeper insights into yourself, your team, and the benefits of inclusion at all levels in your organization.

Training Objectives for Employees:

- ✓ Participants will Maximize individual, team, and organizational potential through Diversity and Inclusion.
- ✓ Participants will learn some strategies to build upon the strengths of their fellow employees and to identify problem areas/deal with them proactively.
- ✓ Participants learn to communicate effectively and inclusively in a diverse environment.

Stress Management

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

Training Objectives:

- ✓ 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.

Training Objectives:

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

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 :

- ✓ 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.

Team Building-For Residential Organizations

This training will help participants focus on how to use team building skills that enhance working relationships for an overall positive work environment. This training is for those working in a residential facility, which focuses on building relationships with residents. It can also be utilized to create team building amongst co-workers by learning how to work together in becoming a better employee to your residents.

Training Objectives for Employees:

- ✓ Participants will learn how to use team building skills.
- ✓ Participants will recognize their own biases and how to re-direct negative conversation into positive.



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:

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



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:

- ✓ 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.

SMART Time Management

The SMART model (specific, measurable, action oriented, reasonable, timely) goal is a written statement that describes what needs to be done to work toward a specific change, ultimately creating success and improvement. This training helps employees of all skill levels manage their time better.

Training Objectives:

- ✓ 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!



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:

- ✓ 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.



**Center for Family Life and Recovery, Inc.
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We also offer telephonic and video counseling!

For more details about these options, please call one of our offices.



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.

Phone: 315-733-1726 or 315-733-1709

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

www.WhenTheresHelpTheresHope.com

