2022
One-hour seminars for employees
Employee Assistance Program (EAP) and Work-Life Services

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Welcome to the 2022 Seminar Catalog for Employees, including several new topics and presentations to help manage life during the pandemic, as well as our most well-received seminars from previous years.

Requesting a seminar

- You may request a seminar through your account manager. Please make your requests at least four weeks in advance and provide at least three alternate dates. This will help us secure the best possible facilitator for your topic. Although many requests can be processed in less time, some may take longer.

- Some topics may not be available for on-site delivery in all geographic locations. In this event, we will provide an outstanding subject matter expert to deliver the content through a webinar.

- The recommended group size for on-site seminars is up to 25 participants to encourage interaction.

- Seminars are one hour in length; longer and shorter sessions can be provided (may require customization, see below).

- We will provide you with slides and handouts in electronic format one week prior to the seminar date.

- **Please note our cancellation policy:** Cancellation or rescheduling of a seminar or webinar within four full business days of the scheduled date will result in the event being counted against contract seminar hours, and fee-for-service events will be billed at 75 percent.

- Hours must be used in the calendar year for which they were contracted.

Fees for additional services

- Fee-for-service seminar/webinar: $400.00/hour

- Customization of content or custom content development: $150.00/hour

- Extended pre-call (16-60 minutes) and additional calls with the trainer: $100.00/hour or $50.00/half-hour (note: a pre-call with the trainer of up to 15 minutes is included at no extra cost)

- On-site seminar with simultaneous webinar or other simulcast component: Additional $100.00/hour

- On-site seminar that is videotaped: Additional $275.00/hour (note: video technology and staffing to be provided by your organization)

- Webinar that exceeds 500 participants: Additional $50.00/hour

- Hosting of webinars as needed, e.g., for very large audiences: Additional $50.00/hour (note: alternatively, your organization may provide a host)
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New seminars

Allyship for an Inclusive Workplace

Being Part of a Hybrid Team

Dealing with Compassion Fatigue, Burnout and Vicarious Trauma

Enhancing Resilience in Yourself and Your Family

Promoting an LGBTQ+-Inclusive Workplace

Skills for Lasting Relationships

Understanding and Supporting Children’s Mental Health

Understanding and Supporting Teens and Adolescents’ Mental Health

Unplug to Reconnect
New seminars

Allyship for an Inclusive Workplace
Allyship is an important foundation for workplace inclusion, equity and diversity. This seminar helps participants understand concepts like privilege, dominant and non-dominant culture and covering/code switching, and explores how to address microaggressions. Participants will also discuss common concerns around being an ally and strategies for overcoming barriers.

Objectives: Following this seminar, participants will be better able to:

• Understand concepts related to identity, privilege and allyship as a foundation for enhancing inclusivity and respect
• Identify strategies to address microaggressions and overcome barriers to being an ally

Being Part of a Hybrid Team
Working successfully as part of a hybrid team requires coordination, communication and teamwork. In this seminar, participants will explore strategies for maintaining rapport with their leader and teammates to support productivity, collaboration and engagement in a hybrid setting.

Objectives: Following this seminar, participants will be better able to:

• Understand the benefits and challenges of hybrid work arrangements
• Identify strategies for working and collaborating effectively as part of a hybrid team
• Access resources for support, including the EAP

Dealing with Compassion Fatigue, Burnout and Vicarious Trauma
Professions that involve caring for others or responding to or hearing about distressing situations can be very rewarding. But without sufficient self-care to support stress reduction and resilience, employees may experience compassion fatigue, burnout or vicarious trauma.

Objectives: Following this seminar, participants will be better able to:

• Understand compassion fatigue, burnout and vicarious trauma
• Identify protective factors
• Gain self-care and resiliency skills to prevent or deal with these challenges
• Get support from resources including the EAP

Enhancing Resilience in Yourself and Your Family
Resilience has always been a critical foundation for well-being, but seldom have our abilities to bounce back from continual challenges and adjust to change been in such high demand as they have been recently. This seminar explores key aspects of resilience, including how the brain establishes new neural pathways as we navigate challenges, and strategies to enhance resilience in yourself and your family.

Objectives: Following this seminar, participants will be better able to:

• Define key aspects of resilience in individuals and families
• Identify strategies to enhance resilience in yourself and your family
• Access resources including the EAP
New seminars

Promoting an LGBTQ+-Inclusive Workplace
A workplace that is respectful of gender identity and sexual orientation diversity helps support a safe, inclusive environment for all. This seminar will enhance participants’ understanding of gender identity and sexual orientation and will focus on actions to promote an inclusive and respectful workplace.

Objectives: Following this seminar, participants will be better able to:
• Understand concepts and terminology related to gender identity and sexual orientation diversity as a foundation for enhancing inclusivity, respect and allyship
• Adopt behaviors including using gender-neutral language, asking for and using colleagues’ preferred names and pronouns, addressing mistakes and accessing expert resources to learn more

Skills for Lasting Relationships
Positive relationships are a cornerstone of our well-being. This seminar will help participants focus on key aspects of healthy partner relationships, understand the impact of common negative interpersonal behaviors, and develop skills for strengthening communication and building resilience in couples.

Objectives: Following this seminar, participants will be better able to:
• Understand the importance of positive relationships to our well-being
• Describe common unhealthy interactions in couples and how they affect relationships
• Leverage strategies to counteract or avoid negative behaviors and develop skills to strengthen relationships
• Access resources to help support resilience in relationships, including the EAP

Understanding and Supporting Children’s Mental Health
Children develop and change so rapidly that it can be hard for parents and others to identify when they might be in need of professional support for an emotional or mental health issue, especially during the particularly challenging time we are living in. This seminar will help participants understand children’s developmental and mental health needs and highlight signs that warrant professional support.

Objectives: Following this seminar, participants will be better able to:
• Understand developmentally appropriate behavior for children in different age groups
• Recognize signs of potential emotional distress or mental health issues in children
• Access resources for support and mental health treatment, including the EAP
New seminars

Understanding and Supporting Teens and Adolescents’ Mental Health

Being a teen or adolescent has never been easy, but these years of intense development and discovery may be even more stressful during the particularly challenging time we are living in. This seminar will help participants understand their teens and young adults’ developmental and mental health needs and highlight signs that warrant professional support.

**Objectives:** Following this seminar, participants will be better able to:

- Understand developmentally appropriate behavior for this age group
- Recognize signs of potential emotional distress or mental health issues in adolescents and teens
- Access resources for support and mental health treatment, including the EAP

Unplug to Reconnect

As dependent as we are on digital devices for work, school and recreation, many people are experiencing digital burnout: too much time on screens and not enough time truly connecting with people. This seminar will explore why our devices can be so addictive, how digital burnout affects us and how to enhance our well-being by “unplugging.”

**Objectives: Following this seminar, participants will be better able to:**

- Recognize signs of digital burnout
- Identify the ways digital devices shape our behavior
- Utilize strategies to manage our digital usage and reconnect with real-life relationships and activities that support well-being
Pandemic-related seminars

Being Part of a Hybrid Team (New)

Caring for Yourself: Avoiding Emotional Fatigue

Dealing with Compassion Fatigue, Burnout and Vicarious Trauma (New)

Emotional Well-being in Times of Uncertainty

Heading Back to the Workplace: Strategies for a Successful Transition

The Pandemic Balancing Act: Tips and Strategies for Working Parents

Tips and Strategies for Working from Home
### Pandemic-related seminars

#### Being Part of a Hybrid Team (New in 2022)

Working successfully as part of a hybrid team requires coordination, communication and teamwork. In this seminar, participants will explore strategies for maintaining rapport with their leader and teammates to support productivity, collaboration and engagement in a hybrid setting.

**Objectives:** Following this seminar, participants will be better able to:

- Understand the benefits and challenges of hybrid work arrangements
- Identify strategies for working and collaborating effectively as part of a hybrid team
- Access resources for support, including the EAP

#### Caring for Yourself: Avoiding Emotional Fatigue

This presentation will help participants understand the effects of ongoing stress and identify strategies to care for themselves and support others to thrive through the long-term and avoid emotional fatigue.

**Objectives:** Following this seminar, participants will be better able to:

- Understand the effects of ongoing stress
- Identify ways to manage multiple roles
- Gain ideas for practicing self-care through this pandemic
- Learn how the EAP and Work-Life Services can help support well-being

#### Dealing with Compassion Fatigue, Burnout and Vicarious Trauma (New in 2022)

Professions that involve caring for others or responding to or hearing about distressing situations can be very rewarding. But without sufficient self-care to support stress reduction and resilience, employees may experience compassion fatigue, burnout or vicarious trauma.

**Objectives:** Following this seminar, participants will be better able to:

- Understand compassion fatigue, burnout and vicarious trauma
- Identify protective factors
- Gain self-care and resiliency skills to prevent or deal with these challenges
- Get support from resources including the EAP

#### Emotional Well-being in Times of Uncertainty

Many people are experiencing a range of challenging emotions during this uncertain and stressful time. This presentation will help participants gain insight and strategies to help them maintain resilience in the current environment and help loved ones.

**Objectives:** Following this seminar, participants will be better able to:

- Understand the effects of stress and the range of responses to challenging situations
- Identify strengths and sources of resiliency and support to leverage during challenging times
- Learn tips for supporting others, including children and teens
- Gain strategies for resilience and emotional well-being, including using the EAP and Work-Life Services
Pandemic-related seminars

**Heading Back to the Workplace: Strategies for a Successful Transition**

This presentation will help employees prepare for their return to the workplace by exploring the range of impacts of the pandemic on different people, tips for adapting to change and communication skills to ease the transition.

**Objectives: Following this seminar, participants will be better able to:**
- Manage emotions around returning to the workplace
- Adapt to new routines and expectations
- Communicate effectively
- Access resources for additional support, including the EAP and Work-Life Services

**The Pandemic Balancing Act: Tips and Strategies for Working Parents**

Working families are dealing with flux and change, adjusting to school, childcare and work arrangements, and balancing an array of personal and professional needs while trying to remain resilient. This presentation will help working parents balance these needs and support children and teens during this unusual time.

**Objectives: Following this seminar, participants will be better able to:**
- Shape routines and manage expectations at work and at home
- Communicate with managers and co-workers
- Support children’s emotional well-being and education
- Learn how the EAP and Work-Life Services can help with well-being strategies and resources and referrals for parenting, education and childcare services

**Tips and Strategies for Working from Home**

Being a work-at-home employee has its benefits as well as its challenges. From building and maintaining professional relationships, to defining boundaries between work and home, to establishing a healthy work environment, innovation and creativity are essential. This presentation will help participants maintain work relationships, stay engaged and enhance your well-being and productivity.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the potential challenges and myths versus realities of working from home
- Identify strategies to optimize the work-at-home experience and maintain work-life balance
- Access the EAP and Work-Life Services for support
All seminars

View seminars in these categories:

Enhancing personal effectiveness
Enhancing health and wellness
Enhancing workplace effectiveness
Enhancing financial well-being
Enhancing parent effectiveness
Enhancing caregiver effectiveness
Enhancing personal effectiveness

View topics related to:

- Individual growth and development
- Mental health and emotional well-being
- Happiness
- Communication skills
- Resilience and stress management
Individual growth and development

**Emotional Intelligence: Improving Your Professional and Personal Life**

Emotional intelligence (EI) is the ability to effectively manage emotions in ourselves and in our relationships. Having a high emotional quotient (EQ) can help you be more effective at work, deal better with difficult situations and have more satisfying and fulfilling relationships.

**Objectives: Following this seminar, participants will be better able to:**
- Identify their EI strengths and weaknesses
- Increase their EI by improving self-awareness, self-discipline, persistence and empathy
- Acquire tools for dealing with difficult situations

**Getting and Staying Organized**

The ability to maintain order at home and at work is essential to productivity, efficiency and a sense of well-being and control. The benefits of being organized include experiencing less stress, being better able to manage time and creating an environment of peace and serenity.

**Objectives: Following this seminar, participants will be better able to:**
- Recognize the benefits of being organized
- Apply basic organizational strategies for work and home
- Teach their children organizational skills

**Envisioning a Rewarding Retirement**

More and more people lead very active lives well into their later years; so it's important to start planning for the life you envision during retirement. This seminar will help participants consider what values, activities and goals they want to pursue—including the possibility of an “encore” career and other types of work.

*(Please note that this is not a financial seminar.)*

**Objectives: Following this seminar, participants will be better able to:**
- Identify their hopes for and concerns about retirement
- Explore what it means to them to have a fulfilling life in retirement
- Consider post-retirement “encore” careers and work/volunteer options

**Introvert/Extrovert: Which One Are You?**

Why do some employees consistently generate new ideas? Why do others frequently lead the discussion in meetings? The answers may lie within the unique qualities that distinguish introverts from extroverts. Both groups are valuable to an organization, yet their potential can be compromised by misconceptions. This seminar dispels the myths associated with each group and offers strategies for both to work together better.

**Objectives: Following this seminar, participants will be better able to:**
- Define introversion and extroversion
- Determine their type
- Identify strengths of both
- Work best with members of the opposite type
Individual growth and development

Finding Purpose: The Gateway to Well-being
Finding purpose in our personal and professional lives is something we all strive for. This seminar explores the impact of purpose on health and well-being, why it matters and strategies to help participants explore the things that give them a sense of purpose and how to tap into that purpose with intention.

Objectives: Following this seminar, participants will be better able to:
• Understand the impact of purpose on well-being
• Identify ways to reinvigorate and deepen their sense of purpose

Managing Perfectionism in the Pursuit of Excellence
Although perfectionism is associated with some desirable traits, especially in our society, it can involve counterproductive behaviors and may result in negative outcomes, both in and out of the workplace. This seminar will help participants differentiate between striving for excellence and perfectionism, and explore strategies for managing perfectionism.

Objectives: Following this seminar, participants will be better able to:
• Define perfectionism
• Differentiate between the various types of perfectionism
• Identify the difference between striving for excellence and perfectionism
• Explore strategies for managing perfectionism and how the EAP can help

Reaching Your Personal and Professional Goals
Meeting goals requires not only motivation but also a concrete plan. The great news is that dreams can come true if you work toward achieving them, one step at a time.

Objectives: Following this seminar, participants will be better able to:
• Identify and prioritize their goals
• Examine any resistance they have to goal achievement
• Identify the steps necessary to achieve their goals
• Develop a plan to deal with obstacles and evaluate progress

Unplug to Reconnect (New in 2022)
As dependent as we are on digital devices for work, school and recreation, many people are experiencing digital burnout: too much time on screens and not enough time truly connecting with people. This seminar will explore why our devices can be so addictive, how digital burnout affects us and how to enhance our well-being by “unplugging.”

Objectives: Following this seminar, participants will be better able to:
• Recognize signs of digital burnout
• Identify the ways digital devices shape our behavior
• Utilize strategies to manage our digital usage and reconnect with real-life relationships and activities that support well-being
Happiness Boosters
Curious about natural ways to boost mood and happiness? This seminar will help participants learn some simple and effective ways to enhance their happiness through nutrition, outdoor activity, movement, laughter, hobbies, social connection, creativity and curiosity.

Objectives: Following this seminar, participants will be better able to:
• Understand factors that affect our moods
• Assess how current activities, habits and behaviors either fuel or suppress happiness
• Build “happiness boosters” into everyday life

Positive Psychology: Enhancing Your Happiness
Happiness is a surprising concept. Money doesn’t buy it. Making it a goal can chase it away. Yet if you adopt certain behaviors and attitudes, happiness can come to you. This seminar describes those behaviors and attitudes.

Objectives: Following this seminar, participants will be better able to:
• Identify behaviors that enhance happiness
• Make a game plan to enhance their happiness
• Put their game plan into action

What’s Going Right? Build Resilience with Gratitude, Hope and Optimism
When everything seems to be going wrong, how can we shift our focus to everything that is going right? Regardless of the circumstances we face in life, gratitude, hope and optimism can help strengthen and support emotional health and well-being.

Objectives: Following this seminar, participants will be better able to:
• Understand the role of resilience in emotional health and well-being
• Learn techniques to incorporate gratitude, hope and optimism in our daily routines

Yes, You Can Learn to Be an Optimist
It isn’t surprising that people who can put an optimistic spin on negative events tend to be healthier and less stressed. What may be surprising is that optimism can be learned. This workshop demonstrates how to reframe your thinking to have a more positive attitude, alter self-defeating patterns of thought and utilize constructive self-feedback to reach your goals.

Objectives: Following this seminar, participants will be better able to:
• Identify their tendency toward optimistic or pessimistic framing of events
• Utilize techniques for reframing their interpretation of stressful situations
• Practice optimistic thinking
Resilience and stress management

Altering Your Response to Stressful Situations
Your boss gives you an emergency assignment late Friday afternoon. You find out that your loved one may need surgery. Your teenager says something hurtful to you. The temptation in each of these situations may be to respond without thinking, letting your emotions take control. But that’s often the worst thing to do. This seminar demonstrates effective ways to manage emotions even in the most stressful of situations.

Objectives: Following this seminar, participants will be better able to:
- Assess their current ability to effectively cope with stress
- Recognize some of the factors that contribute to susceptibility to strong negative reactions to stress
- Utilize techniques to develop “stress heartiness”

Building Resilience: Your Best Weapon Against Stress
Resilience is not developed overnight; it’s the result of many factors and life experiences. This seminar includes a resilience self-assessment and reviews the components of resilience, why resilience is so important in today’s world and how to nurture your own resilience through wellness practices and other strategies.

Objectives: Following this seminar, participants will be better able to:
- Understand the importance of building resilience to prevent and fight stress
- Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
- Utilize wellness strategies and identify resources to support and build personal resilience

The Best Holiday Gift of All: Well-being
Major holidays sometimes don’t match our expectations of happy families and good times. As a result, people sometimes find holidays challenge their personal well-being. This seminar discusses effective strategies for reframing expectations and enhancing aspects of well-being related to purpose, belonging, security and health during the holidays.

Objectives: Following this seminar, participants will be better able to:
- Understand the sources and impact of holiday stress
- Reframe expectations
- Identify effective strategies for improving various aspects of well-being during the holiday season

Embracing Change
Change is normal, natural and inevitable. It’s also frequently unexpected, challenging and stressful. Dealing with unwanted change while having no control over the outcome is the biggest challenge of all. (Note: This seminar focuses on change in participants’ personal lives. For organizational change, see Navigating the Seas of Organizational Change under “Strategies for professional success.”)

Objectives: Following this seminar, participants will be better able to:
- Understand why adapting to change can be so difficult
- Identify their own personal strengths and challenges in adapting to change
- Increase their ability to deal with unwanted change
Resilience and stress management

Enhancing Resilience in Yourself and Your Family (New in 2022)

Resilience has always been a critical foundation for well-being, but seldom have our abilities to bounce back from continual challenges and adjust to change been in such high demand as they have been recently. This seminar explores key aspects of resilience, including how the brain establishes new neural pathways as we navigate challenges, and strategies to enhance resilience in yourself and your family.

Objectives: Following this seminar, participants will be better able to:
- Define key aspects of resilience in individuals and families
- Identify strategies to enhance resilience in yourself and your family
- Access resources including the EAP

Managing Life’s Competing Demands

Most of us play multiple roles and have a variety of responsibilities both on and off the job. However, when the demands placed upon us conflict, the results are often stress and anger. Learn how to achieve a reasonable balance between work responsibilities and outside demands related to relationships, children and home life. This seminar teaches ways to handle multiple roles, ease transitions and be more effective at work and at home.

Objectives: Following this seminar, participants will be better able to:
- Identify and prioritize major work and personal roles juggled on a regular basis
- Recognize areas in which they experience role conflict
- Practice strategies for decreasing role conflict and reducing stress

Managing Stress and Anxiety in Challenging Times

This seminar will help participants learn tips for managing anxiety and challenging emotions in a world that can sometimes seem divided, troubling and even traumatizing. We will focus on strategies to support well-being and resilience and reduce the negative impact of stressful events, distressing news and challenging conversations.

Objectives: Following this seminar, participants will be better able to:
- Understand and recognize secondary/vicarious trauma and how to reduce its effects
- Help children, teens and other loved ones talk about their concerns
- Focus on your family priorities and find ways to make a difference
- Identify strategies for handling stressful conversations
- Practice techniques for managing stress reactions and anxiety
- Reach out for help from resources including the EAP
Resilience and stress management

**Stress in Communities of Color: Finding Resilience**
This presentation will focus on stress in communities of color and finding resilience to support well-being. Participants will explore the social and emotional strain many people experience as a result of ongoing racial injustice and COVID-19, and help them recognize that they are more resilient than they may realize.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the components of resilience and its role in well-being and coping with challenges
- Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
- Explore strategies and resources to support and build personal resilience
- Learn how the EAP and Work-Life Services can help

**Quiet the Mind Through Meditation**
Now more than ever, many of us crave the tools to quiet our busy and often over-stressed minds. This session will teach the basics of meditation and how to incorporate the practice into daily life. Participants will be encouraged to relax, get comfortable and actually experience the benefits of meditation.

**Objectives: Following this seminar, participants will be better able to:**
- Understand how meditation affects the mind and body
- Learn meditation strategies to help reduce stress and improve focus, concentration and performance
- Experience a guided meditation practice

**Tension-Reduction Techniques**
Someday, the 21st century may be known as “The Tense Century.” On top of deadlines, errands, rush-hour traffic and family obligations, we face endless concerning news in the media. How can we begin to deal with this tension? One effective way is to learn relaxation techniques. This interactive seminar teaches participants how to use these techniques to enhance health, mood and well-being.

**Objectives: Following this seminar, participants will be better able to utilize the following techniques to increase resilience and reduce tension:**
- Deep breathing
- Progressive muscle relaxation
- Stretching
- Visualization
- Meditation

**Time Management: Putting First Things First**
In our fast-moving society, rather than managing our time we may feel that time is managing us. This seminar offers tips and strategies to take control, improve efficiency, set priorities and maximize productivity.

**Objectives: Following this seminar, participants will be better able to:**
- Develop professional and personal mission statements to use as time management goals
- Set priorities
- Effectively utilize time management tools
Resilience and stress management

Understanding and Overcoming Stress
While we can’t always control the amount of stress in our lives, we can lessen its impact. This seminar describes the signs and symptoms of stress, how to identify and what to do about personal stressors and ways to turn negative pressure into positive energy.

Objectives: Following this seminar, participants will be better able to:
• Understand the nature of stress and its physical, behavioral and emotional impact
• Assess how their personal and work challenges affect their stress level and productivity
• Utilize effective mechanisms for coping with stress

Using Mindfulness to Combat Stress
You don’t have to go to a gym or on a retreat to get the benefits of mindfulness and relaxation. In fact, you don’t have to leave your workspace. This seminar features mindfulness and guided relaxation exercises to help you feel your best so you can do your best at work.

Objectives: Following this seminar, participants will be better able to:
• Understand the value of mindfulness and how it is used today
• Practice mindfulness to reduce stress
• Incorporate stress-reducing techniques into daily life and at work

Workplace Yoga and Meditation
While it’s lovely to imagine a beautiful spa or a rolling green lawn to practice yoga or meditation, both are actually highly effective even in the midst of day-to-day pressures. This seminar provides exercises in both yoga and meditation that can be done at work to improve your outlook and your day.

Objectives: Following this seminar, participants will be better able to:
• Reduce their stress and improve their outlook at work via yoga and meditation
• Practice these techniques on a daily basis
Mental health and emotional well-being

Avoiding and Dealing with Anxiety

Anxiety is a common but unpleasant feeling that can interfere with enjoyment of life and productivity at work. Fortunately, there are ways to minimize becoming anxious and there are some effective ways of managing anxiety when it does occur.

Objectives: After completing this seminar, participants will be better able to:

• Understand why anxiety occurs
• Learn ways to avoid or decrease feeling anxious in stressful situations
• Manage anxiety

Being There: Supporting Those Dealing with Life Challenges

We all want to be able to support friends, loved ones and colleagues during times of grief or hardship, but it can be challenging to know the “right” way to be there for someone coping with a distressing situation. This seminar will help participants feel more comfortable supporting those in their lives and workplaces who may be dealing with loss, illness or other serious life challenges.

Objectives: Following this seminar, participants will be better able to:

• Identify ways to communicate compassionately—yet comfortably—with someone who is dealing with a challenge
• Help support others in ways that are appropriate to the relationship and the situation
• Understand and access well-being resources and benefits, including EAP and Work-Life

Coping with Grief and Loss

Coping with grief and loss is painful. Bereaved people may experience a wide range of feelings, and they may be astonished by how long the grieving process lasts. Bereaved people may also feel overwhelmed and find it difficult to go back to work or to carry out the usual tasks of everyday life. This seminar focuses on understanding and dealing with loss.

Objectives: Following this seminar, participants will be better able to:

• Understand the process people go through when faced with a personal loss
• Identify normal grief reactions
• Find out when and how to get help dealing with loss
• Manage feelings that accompany loss
• Be supportive of loved ones who are coping with grief and loss

Managing Anger for Yourself and Others

Someone cuts you off while you’re driving. The elevator doors close just as you are rushing to an important appointment. Your project is delayed when a vendor misses a deadline. A co-worker says something you find insulting. It can be so easy to get angry when things go wrong, yet anger will rarely help you get your needs met.

Objectives: Following this seminar, participants will be better able to:

• Identify the signs of anger in themselves and others
• Recognize the negative effects of anger
• Manage their anger
• Deal with other people’s anger
Mental health and emotional well-being

In the Aftermath: Resiliency, Coping and Helping Others After Distressing Events

From natural disasters to violence, different types of distressing events affect us at the individual, family, community and workplace levels. Whether events happen in our communities or at a distance, many people experience challenging emotions or have trouble coping in the aftermath of disasters or distressing situations. This seminar will help participants leverage strengths and support to cope, heal, adjust and help others.

Objectives: Following this seminar, participants will be better able to:

- Identify strengths and sources of resiliency and support to leverage after a distressing event
- Develop approaches to apply when helping others, including children
- Understand and access well-being resources and benefits, including EAP and Work-Life

Making Mental Health a Priority

Rates of mental illness were on the rise in the U.S. even before COVID-19, and the number of people reporting depression and anxiety symptoms increased significantly during the pandemic.* In order to promote an emotionally and psychologically healthy workplace, it’s important for everyone to recognize the signs that someone is struggling and know how to start a simple conversation to show concern and help guide the person to support. This seminar will help participants recognize signs of emotional or psychological distress and possible suicidality, and will provide actionable steps for starting a conversation and guiding someone toward professional help, including assistance from the EAP.

Objectives: Following this seminar, participants will be better able to:

- Recognize signs of emotional or psychological distress, as well as possible suicidality
- Understand the basics of common mental health conditions, such as depression and anxiety, as well as suicidality
- Identify a simple plan of action for starting a conversation with and guiding a colleague or loved one to professional help, including the EAP and other resources


Recognizing Depression

Everyone experiences the blues and the blahs occasionally. However, if you or someone you care about shows a consistent, lasting lack of interest in activities that used to be pleasurable, this could be a sign of depression. Depression is a treatable medical condition, but it’s essential to seek help.

Objectives: Following this seminar, participants will be better able to:

- Recognize clinical depression as a common, treatable disease
- Identify the major signs and symptoms of depression
- Obtain a general understanding of how depression is treated
- Understand what to do if they or someone they know is showing signs of depression
Mental health and emotional well-being

**Substance Abuse, Addiction and Those You Care About**

In 2019, 19.3 million people age 18 and older had a substance use disorder. According to the recent National Survey on Drug Use and Health, alcohol continues to be the most abused substance in the U.S., marijuana use increased significantly, opioid abuse and overdose are still major threats in many communities nationwide and serious mental illness is rising among youth and adults, often coexisting with substance abuse problems.* With the physical and mental health dangers posed by substance use disorders, we need to understand what we can do to help our loved ones get the help they need.

**Objectives:** Following this seminar, participants will be better able to:

- Understand the range of substance use disorders, including addiction
- Recognize the signs and symptoms of substance abuse
- Identify the signs of enabling and how to break the cycle
- Understand what to do if someone you know might be struggling with substance abuse or addiction
- Identify resources that can help


**Understanding Attention Deficit Hyperactivity Disorder (ADHD)**

It’s estimated that 9.4 percent of children have attention deficit hyperactivity disorder (ADHD),* making it an important brain disorder for parents to understand. And since many U.S. adults have ADHD—estimates are up to 4.4 percent*—it’s also important to look at how the challenges presented by ADHD can be managed in day-to-day life, including in the workplace. Participants will explore recognizing signs, diagnosis, treatment options, educational issues in young children and adolescents and management strategies for adults.

**Objectives:** Following this seminar, participants will be better able to:

- Understand signs and impact of ADHD
- Explore tips to support success
- Review effective advocacy practices
- Explore effectiveness strategies for adults who may have ADHD

Understanding and Preventing Suicide

With a rise in anxiety, depression and suicidal ideation since the COVID-19 pandemic plus the discomfort and stigma surrounding suicide and mental health, there is a growing need for frank discussion about these issues, including in the workplace. * This seminar will help participants understand suicide risk factors, recognize signs of possible distress or suicidality, and will provide actionable steps for guiding someone toward professional help, including assistance from the EAP and other crisis response resources.

Objectives: Following this seminar, participants will be better able to:

- Understand suicidality: risk factors, prevalence and current trends
- Recognize signs of possible suicidality
- Know what to do if you, a loved one, or a colleague is showing signs of emotional distress or possible suicidality, and how to get professional help, including crisis assistance, the EAP and other resources
- Access resources for coping with someone else’s suicide

Effective Approaches to Conflict Management

Few of us enjoy situations involving conflict, but conflict is inevitable and can even lead to personal and career growth. Also, people who can successfully manage conflict have a considerable advantage—they are viewed as assertive and win the respect of others. This seminar offers concrete strategies and tips that can be applied in and out of the workplace.

Objectives: Following this seminar, participants will be better able to:
- Accept the inevitability of conflict
- Develop a proactive approach to conflict management
- Focus on achieving win-win outcomes
- Utilize negotiation skills

The Multigenerational Household

Perhaps your mother or father just moved in with you. Perhaps your adult child just came back home. Or maybe you moved in with your parents or children. However it happens, living in a multigenerational household can be both joyful and stressful. This seminar focuses on enhancing your relationships with your loved ones, allowing one another privacy and autonomy and caregiving.

Objectives: Following this seminar, participants will be better able to:
- Identify the potential challenges of living in a multigenerational household
- Navigate changing household dynamics and child-parent relationships
- Take care of their own needs

“Listening” to Nonverbal Behavior

Research estimates that in some situations, more than half of communication is expressed nonverbally through body language.* This seminar will help participants to better understand unspoken communication—their own and others—and how to use this knowledge to enhance communication in the workplace and beyond.

Objectives: Following this seminar, participants will be better able to:
- Understand the basics of interpreting body language (nonverbal behavior)
- Strengthen skills in identifying others’ emotions through body language and facial expressions
- Strengthen skills in managing personal nonverbal language to send appropriate and consistent messages clarify

Communication skills

Skills for Lasting Relationships (New in 2022)
Positive relationships are a cornerstone of our well-being. This seminar will help participants focus on key aspects of healthy partner relationships, understand the impact of common negative interpersonal behaviors, and develop skills for strengthening communication and building resilience in couples.

Objectives: Following this seminar, participants will be better able to:
- Understand the importance of positive relationships to our well-being
- Describe common unhealthy interactions in couples and how they affect relationships
- Leverage strategies to counteract or avoid negative behaviors and develop skills to strengthen relationships
- Access resources to help support resilience in relationships, including the EAP

Understanding Communication Styles and Personality Types
Communicating effectively and interacting with others involves far more than the words we use. There are multiple factors that contribute to our interactions at work and at home, including communication styles, body language, social context and emotions. The more we understand different personality types and communication styles, the better we can relate to colleagues, friends and family members.

Objectives: Following this seminar, participants will be better able to:
- Recognize the variables influencing styles of communication
- Understand different personality types
- Apply interpersonal skills to interact successfully with different personality types

Strengthening Your Relationship with Your Spouse or Partner
People often say that relationships take work, but many of us don’t know the best way to do that work. Whether your relationship is smooth sailing or occasionally travels a rocky road, improved communication, reasonable expectations, shared values and thoughtful life planning toward common goals can help you strengthen your bond.

Objectives: Following this seminar, participants will be better able to:
- Have reasonable expectations of their spouse/partner
- Communicate to get their needs met
- Deal with conflict

Using Assertive Communication to Get What You Need
Assertive communication does not mean being aggressive. Assertive communication does not mean being demanding or rude. Assertive communication means getting one’s needs met while respecting the needs of others.

Objectives: Following this seminar, participants will be better able to:
- Recognize the differences among assertive, aggressive, passive and passive-aggressive communication
- Communicate respectfully and effectively
- Get their needs met
Enhancing health and wellness

View topics related to:

Skills for meeting health goals
Nutrition strategies

Healthy habits
Skills for meeting health goals

Choosing the Right Exercise Program
Supposedly, the secret of exercising is to “just do it.” But what’s “it”? The specific answer varies from individual to individual based on goals, health, age and preferences. You might prefer exercising alone or joining a team. You may discover that signing up for races makes you more likely to take your run each day. You may realize that exercising at home fits your busy schedule best. This seminar focuses on the options available and how to choose the one that is best for you.

Objectives: Following this seminar, participants will be better able to:
• Choose an exercise plan
• Stick to the exercise plan
• Adjust the plan as needed

Meeting Your Personal Wellness Goals
No one has ever suggested that making positive behavior change is easy, but most of us don’t understand why it can be so difficult. Our resistance is certainly not caused by lack of knowledge. For example, we all know we shouldn’t smoke or eat too much junk food. This seminar provides an overview of how people can change their habits and suggests ways to work toward wellness goals.

Objectives: Following this seminar, participants will be better able to:
• Understand the nature of change
• Identify primary barriers to making healthy lifestyle changes
• Utilize tools proven useful to others

Diabetes: Strategies for Healthy Living
(Note: May be available only as a webinar in some locations.)
Diabetes is a common but potentially serious condition. According to the 2020 National Diabetes Statistics Report, 34.2 million people in the U.S., or just over 10 percent of the population, had diabetes in 2018. Diabetes is manageable, and it’s important to understand how it affects the body. This seminar offers steps you or your loved ones can take to live a healthy life with this condition.

Objectives: Following this seminar, participants will be better able to:
• Understand what diabetes is, how it affects blood sugar (glucose), the different types of diabetes and the tests used to diagnose diabetes
• Identify possible complications of diabetes
• Understand strategies to help manage the condition, including medications, eating right, physical activity and stress management

Skills for meeting health goals

The Psychology of Behavior Change
If you have ever tried to make a change in your daily behavior, like eating better, exercising regularly or quitting smoking, you know it can be challenging. This seminar covers the psychology behind changing a behavior and provides strategies for replacing unhealthy habits with healthier ones.

Objectives: Following this seminar, participants will be better able to:

- Understand the psychology of behavior change
- Identify incremental changes and strategies for goal setting
- Identify strategies for staying on track and dealing with “slips”
Nutrition strategies

Eat Better: Stay Healthier
Skipping breakfast? Grabbing a fast-food lunch on the run? Since many health problems are caused or worsened by poor eating habits, a proper diet is critical in maintaining health and well-being. This seminar focuses on choosing healthy food; reading food labels; determining reasonable portions; eating well even when time is tight; and recognizing the benefits of a balanced diet.

Objectives: Following this seminar, participants will be better able to:
• Make smart food choices every day
• Get the most nutrition out of their calories
• Understand why diets often do not work
• Improve overall health and well-being

Eating Out and Eating Healthy
Whether you are on the road a lot, dining in restaurants regularly or buying meals out, you still want to maintain a balanced diet. This presentation will help you explore strategies to make healthier choices when dining out, even in the face of over-sized portions and lots of opportunities to “go astray.”

Objectives: Following this seminar, participants will be better able to:
• Identify strategies to make healthier selections at restaurants and when ordering take-out
• Get tips on eating healthy portion sizes and adding more fruits, vegetables, whole grains and lean proteins to their restaurant meals
• Cultivate awareness of mindful eating

Eating Right During the Holiday Season
It’s so easy to eat badly during the holidays. All the cooking and baking, office parties and social gatherings can really take a toll on your health and well-being. It’s not surprising that one of the most popular New Year’s resolutions is to lose weight! This seminar focuses on choosing healthy, delicious food; determining reasonable portions; eating well even during the social crush of the holidays; and the many benefits (feeling good, looking good, fighting disease) of exercise and maintaining a healthy, balanced diet.

Objectives: Following this seminar, participants will be better able to:
• Maintain good nutrition and physical activity during the holiday season
• Make smart food choices at parties and other events
• Control weight while maintaining a healthy, balanced diet

Strategies for Healthy Eating
Healthy eating starts with smart shopping and meal planning habits. This seminar will provide tips around simple ways to shop healthfully and cost-effectively, and to strategize easy, nutrition-packed meals to fuel your busy life.

Objectives: Following this seminar, participants will be better able to:
• Recognize how nutrition- and cost-conscious food shopping and meal planning help support healthy eating
• Outline food shopping and meal planning strategies
• Apply simple tips for healthy food preparation
Healthy habits

The Amazing Properties of Exercise
This presentation will shed light on the amazing benefits of exercise. Physical activity can improve the way we feel, help us function better, get better sleep and reduce the risk of a number of chronic health conditions. Find out why the former director of the National Institute on Aging, Robert N. Butler, M.D., said “If exercise could be packed in a pill, it would be the single most widely prescribed and beneficial medicine in the nation.”*

Objectives: Following this seminar, participants will be better able to:
• Think about physical activity in a new way
• Understand highlights from the Physical Activity Guidelines for Americans, 2nd Ed.
• Identify their “why”
• Increase movement throughout the day: even short bouts provide benefits


Emergency Preparedness for You and Your Family
We all hope that disasters never touch us and our loved ones, but sometimes they do. How can you make sure that these events cause as little damage as possible? Prepare!

Objectives: Following this seminar, participants will be better able to:
• Establish emergency plans for home, work and school
• Educate their families about how to respond to emergencies
• Set up “go bags”

Fitness with Your Family
(Note: May be available only as a webinar in some locations.)
Quality time with family and friends can be even more fun and healthy when we include physical activity. This seminar will help participants learn new ideas for getting fitness into the picture while spending time with all the people they love, including those with different abilities, children, teens and older adults. The seminar will also explore partner exercises and activities with pets.

Objectives: Following this seminar, participants will be better able to:
• Adopt strategies to build more physical activity into their family time
• Identify activities to do with family members of different ages and abilities
• Practice partner exercises and activities with pets

Healthy Skin and Eyes All Year Long
(Note: May be available only as a webinar in some locations.)
Since our skin and eyes are two of our most important assets for health and optimal functioning, it’s important we do all we can to protect them. This presentation covers preventive health and self-care to help maintain healthy skin and eyes while at home, in the workplace and outdoors.

Objectives: Following this seminar, participants will be better able to:
• Understand the role of prevention in maintaining healthy eyes and skin
• Take preventive measures to promote eye and skin health
• Adopt strategies to protect eyes and skin at home, work and outdoors year round
Healthy habits

How Your “Outside” Affects Your “Inside”: Shaping Your Surroundings for Greater Well-being
(Note: May be available only as a webinar in some locations.)
Given the amount of time we spend in our regular environments, it’s important to look at how these surroundings affect our well-being. This seminar will discuss how our environments can influence our mental and physical health and well-being, and provide tips for making our day-to-day surroundings more healthful.

Objectives: Following this seminar, participants will be better able to:
• Understand the relationship between their environments and their health
• Identify aspects of their surroundings that affect health and well-being
• Develop strategies to alter their physical spaces to improve overall well-being

Tips for a Good Night’s Sleep
(Note: May be available only as a webinar in some locations.)
If you have trouble sleeping, you may feel like there’s little you can do. However, by following certain recommendations, known as “sleep hygiene,” you may be able to get the rest you need.

Objectives: After completing this seminar, participants will be better able to:
• Understand the roots of sleep problems
• Identify ways to improve their ability to fall asleep and stay asleep
• Change their habits to improve their sleep

Using Exercise to Combat Stress
Have you ever noticed how much better you feel, both mentally and physically, after a good workout? That’s because exercise has been shown to enhance mood, improve self-confidence, reduce stress and support better sleep. This seminar highlights the difference between casual physical activity and regular exercise, and shows how exercise can ease stress levels and help you feel more in command of your body and life.

Objectives: Following this seminar, participants will be better able to:
• Identify the difference between physical activity and exercise
• Understand the recommended amounts of different types of weekly exercise
• Define the relationship between exercise and stress management

Workstation Ergonomics
(Note: May be available only as a webinar in some locations.)
How we sit and stand at work can affect our overall health. This seminar will help participants learn about workstation ergonomics and identify ways to improve their work habits to have a positive impact on their health and well-being.

Objectives: Following this seminar, participants will be better able to:
• Learn about proper workstation ergonomics and effects on overall health and well-being
• Develop simple strategies to improve workstation ergonomics
Healthy habits

You Know Your Numbers ... Now What?
(Note: May be available only as a webinar in some locations.)
This seminar is a great follow-up to a biometric screening event. Participants will learn what the numbers and healthy ranges mean, pros and cons of medications, as well as natural treatments and lifestyle changes that can help them improve their numbers over time.

Objectives: Following this seminar, participants will be better able to:
- Understand what types of health tests typically take place in the worksite
- Understand normal, healthy ranges
- Identify lifestyle changes that may improve overall health and well-being
Enhancing workplace effectiveness

View topics related to:

The respectful workplace
Strategies for professional success

Workplace communication and interpersonal relationships
The respectful workplace

The All-Abilities Workplace
(Note: May be available only as a webinar in some locations.)
Disability may touch our lives at some point: for example, you may use a wheelchair or be visually or hearing impaired, or you may have friends, family members or co-workers who are differently-abled. Developing a deeper appreciation of each individual’s unique talents and contributions is important to creating inclusive and supportive workplaces and communities. This presentation can help us be more conscious of how we think and talk about disability, how we interact with people of all abilities and how we can improve access and inclusivity in the workplace.

Objectives: Following this seminar, participants will be better able to:
- Use respectful language/terms related to abilities
- Offer assistance in respectful ways
- Understand basic concepts of Universal Design to improve access

Allyship for an Inclusive Workplace
(New in 2022)
Allyship is an important foundation for workplace inclusion, equity and diversity. This seminar helps participants understand concepts like privilege, dominant and non-dominant culture and covering/code switching, and explores how to address microaggressions. Participants will also discuss common concerns around being an ally and strategies for overcoming barriers.

Objectives: Following this seminar, participants will be better able to:
- Understand concepts related to identity, privilege and allyship as a foundation for enhancing inclusivity and respect
- Identify strategies to address microaggressions and overcome barriers to being an ally

Fight Bullying in the Workplace
Bullying is not uncommon in the workplace. You may have experienced it yourself or you may be experiencing it now. Workplace bullying is not schoolyard teasing. It consists of serious behaviors that can be emotionally and physically destructive and that may also be illegal. This seminar focuses on dealing with being bullied and helping someone else who is being bullied.

Objectives: Following this seminar, participants will be better able to:
- Understand what bullying is
- Recognize bullying if it occurs
- Access help for themselves or someone else who is being bullied
- Review their own behavior for any bullying tendencies
The respectful workplace

Preventing Sexual Harassment
(Note: May be available only as a webinar or teleconference in some locations; maximum class size of 25 participants for on-site seminar. Please note that the time allotted for this seminar can be extended to meet state-specific requirements.) Sexual harassment is not only illegal but also contributes to poor morale and low productivity. This seminar reviews definitions and descriptions of sexual harassment, how to respond if you are being sexually harassed, how to avoid sexually harassing others and how to seek help.

Objectives: Following this seminar, participants will be better able to:
• Define sexual harassment
• Effectively respond in uncomfortable situations
• Avoid behaviors that may be perceived by others as sexual harassment
• Know when and how to seek help within their organization

Promoting an LGBTQ+-Inclusive Workplace (New in 2022)
A workplace that is respectful of gender identity and sexual orientation diversity helps support a safe, inclusive environment for all. This seminar will enhance participants' understanding of gender identity and sexual orientation and will focus on actions to promote an inclusive and respectful workplace.

Objectives: Following this seminar, participants will be better able to:
• Understand concepts and terminology related to gender identity and sexual orientation diversity as a foundation for enhancing inclusivity, respect and allyship
• Adopt behaviors including using gender-neutral language, asking for and using colleagues’ preferred names and pronouns, addressing mistakes and accessing expert resources to learn more

R-E-S-P-E-C-T: Find Out What It Means to Your Workplace
Respect is a key—but often neglected—business asset. And, in order to be the most effective, respect must operate up (from employee to management), down (from management to employee) and sideways (from peer to peer).

Objectives: After participating in this seminar, participants will be better able to:
• Understand the importance of demonstrating respect for colleagues
• Utilize communication skills that demonstrate respect for others
• Give feedback to others when they feel disrespected
The respectful workplace

Valuing Diversity
As the U.S. workforce becomes increasingly diverse, it is more important to understand and value differences. This interactive seminar promotes understanding of others and demonstrates ways to treat co-workers with differing backgrounds and experiences with respect.

Objectives: Following this seminar, participants will be better able to:
- Learn more about co-workers' backgrounds in order to strengthen relationships at work
- Understand the potential impact of employee diversity on workplace interactions
- Identify causes of “cultural collisions” and practice appropriate responses
- Improve their ability to see the world through other people’s eyes

Workplace Etiquette
We spend hours every day with our co-workers, so occasionally we come up against interpersonal challenges. How can you address co-workers’ annoying behaviors, from talking too loud near your cubicle to leaving food to spoil in the refrigerator? How can you politely change the subject if a co-worker’s conversation is upsetting you? On the other hand, how can you be a good neighbor? This seminar answers these questions and more.

Objectives: Following this seminar, participants will be better able to:
- Understand the importance of creating a positive work environment
- Identify behaviors and attitudes that are important for maintaining workplace harmony
- Utilize communication skills to address co-workers’ problematic behavior
Strategies for professional success

Avoiding Job Burnout
Particularly in an uncertain economy, where employees may have more work to do and fewer options, it’s important for them to be aware of how to avoid burnout. This seminar focuses on recognizing the signs of burnout, avoiding burnout by dealing with stress, developing a support system, setting goals and maintaining a positive attitude.

Objectives: Following this seminar, participants will be better able to:
• Recognize the signs of burnout
• Deal with work-related stress
• Manage their emotions to achieve success

Taking Charge of Your Career
Organizational needs are constantly evolving—and if employees don’t evolve as well, including taking greater responsibility for their own careers, they may find themselves left behind. This seminar focuses on developing the knowledge, attitudes, skills and political savvy necessary to manage your career and increase job satisfaction.

Objectives: Following this seminar, participants will be better able to:
• Identify workplace changes and their potential impacts
• Pinpoint skill areas that contribute to career advancement
• Create a plan for effective career management

How to Hold Successful and Productive Meetings
This seminar explains how to maximize meeting productivity by having defined goals, a clear agenda and a disciplined focus. Successful, well-planned meetings save time and boost productivity.

Objectives: After participating in this seminar, participants will be better able to:
• Create goals and an agenda for a meeting
• Conduct a successful meeting
• Overcome common challenges to meeting effectiveness

Navigating the Seas of Organizational Change
Mergers, restructuring, downsizing—organizational changes are both inevitable and stressful. To avoid floundering in the seas of change, you need to practice stress-reduction techniques, learn effective problem-solving skills and develop internal and external support networks. This seminar will teach you how to become the captain of your own professional ship.

Objectives: Following this seminar, participants will be better able to:
• Understand the stages of change
• Utilize effective coping mechanisms for dealing with change
• Approach change with a positive and proactive attitude
Workplace communication and interpersonal relationships

Business Email: When, What, How and Why

It’s important to write effective and appropriate business email messages. When should you use a salutation? When should you use (or avoid) caps? Smiley faces? How important is grammar? Is it appropriate to use abbreviations and simplified spellings? Is it acceptable to email jokes? This seminar tackles these questions and many more.

Objectives: Following this seminar, participants will be better able to:

• Write effective business emails
• Follow the basic guidelines of email etiquette
• Understand when to use email—and when not to

Effective Workplace Communication

This highly interactive and enjoyable seminar teaches effective communication techniques including two-way communication, identifying nonverbal signals and active listening. Plenty of opportunity for practice is provided.

Objectives: Following this seminar, participants will be better able to:

• Recognize and remove barriers to effective communication
• Understand the value of two-way communication
• Focus on process as well as content

Networking on the Job: An Interactive Workshop

Networking within an organization is a powerful activity that allows employees to share information, contribute to projects and move ahead in their careers. This hands-on workshop provides practical tips for becoming more comfortable, more memorable and more effective in a variety of settings. The workshop includes role-playing and a survey of social skills for the business environment.

Objectives: Following this seminar, participants will be better able to:

• Understand the value of networking
• Make initial contacts
• Establish relationships
• Plan follow-ups

Partnering with Your Manager

Discover why it’s up to you to be a partner to your manager and how you can make this important relationship work for you. Find out how to build trust, demonstrate your ability and gain influence in the workplace. Learn how to manage difficult situations and conversations.

Objectives: Following this seminar, participants will be better able to:

• Identify the current way they communicate with their manager and make changes, as needed
• More accurately identify their manager’s needs
• Communicate more effectively with their manager to solve problems and reach organizational goals
Workplace communication and interpersonal relationships

**Strategies for Successful Customer Service**

Customer service is one of the most challenging aspects of any organization. When clients—whether external or internal—are angry, frustrated and dissatisfied, it’s easy for the people dealing with them to become angry, frustrated and dissatisfied as well. But there are ways to remain calm in demanding situations and to successfully deal with even the most difficult clients.

**Objectives:** Following this seminar, participants will be better able to:

- Understand customers’ needs
- Manage anger—theirs and their customers’ anger
- Partner with customers to solve problems

**There Is an “I” in Teamwork**

While the point of being on a team is to collaborate on achieving a shared goal, being on a team is also good for the individual member. Team membership provides excellent opportunities to learn from other people, try out new skills and take on different roles.

**Objectives:** Following this seminar, participants will be better able to:

- Explore their roles as team members
- Maximize team participation for career advancement
- Advocate for the opportunity to learn new skills and try different roles
- Identify opportunities for team-building

**Working on Intergenerational Teams**

Does a 21-year-old right out of college have a lot in common with a 45-year-old middle manager and a 60-year-old who’s been in the field for 35 years? Do they use the same language? Do they make the same assumptions? Can they work together smoothly? The short answers? No, no, no, YES. This training, aimed at workers of all ages, introduces the generations to each other and teaches them about the different ways their co-workers may see the world. Practice sessions allow participants to learn how to interact effectively with people from other generations.

**Objectives:** Following this seminar, participants will be better able to:

- Understand generational differences
- Identify the major issues created by intergenerational differences
- Utilize communication strategies to promote effective intergenerational teamwork

**Working with Difficult People**

We may not be able to change other people, but we can change how we respond to them. This seminar teaches coping strategies for dealing with difficult people in the workplace.

**Objectives:** Following this seminar, participants will be better able to:

- Identify the types of difficult behavior they find most challenging
- Utilize appropriate communication skills for coping with difficult behavior
- Learn to alter their responses to the behavior of the difficult person
Enhancing financial well-being

View topics related to:

Strategies for planning and saving  
Financial foundations
Strategies for planning and saving

**Introduction to IRAs: Traditional and Roth (or, everything you’ve always needed to know about IRAs—but didn’t know you needed to know)**

(Note: May be available only as a webinar in some locations.)
IRAs, or individual retirement accounts, provide a way to invest in mutual funds, stocks and bonds. Investments in IRAs often have tax benefits, depending on how much money you make. What are the reasons to invest in IRAs? Are IRAs useful if you already have a 401(k), 403(b) or pension? What are the differences between traditional and Roth IRAs? How do you set up an IRA? This seminar answers these and other important questions.

Objectives: Following this seminar, participants will be better able to:
• Understand the basics of IRAs
• Recognize the differences between traditional and Roth IRAs
• Decide if there is a role for an IRA in their retirement planning strategy

**Managing Your Finances in Uncertain Times**

(Note: May be available only as a webinar in some locations.)
When times are uncertain, it’s a good idea to review your finances and how you manage them. You may want to reassess your tolerance for risk, reexamine your goals and change your savings and retirement plans. This seminar discusses the foundations of a good financial plan and what adjustments you might want to make in uncertain times.

Objectives: Following this seminar, participants will be better able to:
• Recognize their tolerance for risk and how it affects their financial decisions
• Understand their savings, investment and retirement options
• Develop a new personal financial plan—or adjust their existing financial plan—to meet their current needs

**Strategies for Retirement Planning**

(Note: May be available only as a webinar in some locations.)
It’s more important than ever for employees to plan for their own financial futures. This seminar, which does not include financial advice, discusses 401(k)s, IRAs, mutual funds, risk, diversification, rebalancing and other important concepts.

Objectives: Following this seminar, participants will be better able to:
• Understand concepts such as risk, diversification, rebalancing and pretax versus post-tax investing
• Develop a retirement plan
• Monitor and maintain that plan
Financial foundations

Borrowing Basics
(Note: May be available only as a webinar in some locations.)
Used appropriately, credit can be a positive financial tool. This seminar focuses on the pros and cons of borrowing money, and most importantly, how to do it wisely. Participants will be given tips on deciding when to use credit and avoiding credit problems.

Objectives: Following this seminar, participants will be better able to:
• Recognize the value as well as the risks of borrowing
• Identify the different types of loans
• Understand the requirements for getting approved for a loan or credit

Protecting Your Money from Cons, Frauds and ID Theft
(Note: May be available only as a webinar in some locations.)
People from all walks of life—students, doctors, lawyers, retirees and homemakers—get swindled or have their identities stolen. This seminar focuses on how to prevent being conned and how to keep your identity safe.

Objectives: Following this seminar, participants will be better able to:
• Protect themselves against identity theft
• Recognize and avoid cons and fraud
• Take steps to minimize the damage should they fall victim to cons, fraud and/or identity theft

Your Money and Your Life
(Note: May be available only as a webinar in some locations.)
Saving money is an important part of building your financial future. This seminar presents tips on how to get started and discusses how interest, saving accounts and money market accounts work.

Objectives: Following this seminar, participants will be better able to:
• Understand investment and savings accounts
• Assess where their money goes
• Plan ways to save money
• Invest the money they save
Enhancing parent effectiveness

View topics related to:

Parenting and child care

Education and learning
Parenting and child care

Adolescents and Drugs: A Guide for Families

Adolescence is a time for discovery, curiosity and fun. It’s also a time of rapid physical and emotional change, friction with parents, peer pressure and stress—all factors that can contribute to adolescent drug use. This seminar guides parents on how to prevent drug use and how to respond if substance abuse is suspected.

Objectives: Following this seminar, participants will be better able to:
- Discuss drug and alcohol use with their adolescent children
- Utilize listening skills that increase the chance that their children will confide in them
- Recognize the signs of substance abuse
- Learn about resources to address their concerns

How to Select Child Care

Choosing an appropriate child care arrangement is one of the most critical child-rearing decisions for working parents. This seminar covers the types of care available, how to choose the right care arrangement and what to look for when visiting or interviewing a provider.

Objectives: Following this seminar, participants will be better able to:
- Understand the differences between child care centers, family day care, nannies, babysitters and other options
- Evaluate child care centers and family day care providers
- Choose the appropriate care arrangement for their child
- Maintain an effective working relationship with their child care provider

Helping Kids and Teens Become Financially Responsible Adults

(Note: May be available only as a webinar in some locations.)

Parenting involves shaping our kids’ understanding of life’s essentials, including the importance of money management. This presentation focuses on strategies to help children and teens develop sound financial habits.

Objectives: Following this seminar, participants will be better able to:
- Communicate with their child or teen about money
- Develop strategies to help their child or teen learn about money management

Help Your Children Develop Healthy Habits: Nutrition and Exercise

Today’s children have frequent, easy access to unhealthy food, and many of them spend their free time on sedentary activities such as watching TV and playing computer games. Unfortunately, this is a recipe for unhealthy weight gain, along with an increased risk of diabetes and heart disease. Helping children to develop healthy habits now can save them from serious health problems later.

Objectives: Following this seminar, participants will be better able to:
- Identify the healthy habits they want their children to learn
- Recognize obstacles they and their children face in developing healthy habits
- Make a change plan
- Start through small steps to help their children improve their eating and exercising habits
Parenting and child care

Practical Parenting: Getting the Facts
In 1597, Sir Francis Bacon said that “Knowledge is power,” and it’s still true. The more you know about childhood and developmental stages, the better you’ll be able to parent your child.

Objectives: Following this seminar, participants will be better able to:
- Understand the critical factors for a child’s success in life
- Recognize the developmental stages of childhood
- Utilize age-specific strategies for interacting with their children

Teaching Children How to Manage Conflict
Conflict management is a powerful skill at any age. This seminar explores ways to help children learn the art of conflict management, including accepting anger as valid, learning how to diffuse and manage anger, developing problem-solving skills and finding win-win solutions to everyday problems.

Objectives: Following this seminar, participants will be better able to:
- Teach their children problem-solving skills
- Model positive conflict resolution
- Guide their children toward finding win-win solutions
- Identify bullies and bullying

Talking With Children and Teens about Tough Issues
The children and teens who rely on us need our help to make sense of a complex world. This presentation will help parents and others with kids in their lives have age-appropriate conversations about topics that may be tough to discuss, including racial injustice and prejudice, civil unrest, and COVID.

Objectives: Following this seminar, participants will be better able to:
- Learn strategies for having age-appropriate conversations on challenging topics with young children, school-age children and teens
- Access resources for adults, children and teens to help with discussion and challenging topics

Understanding and Supporting Children’s Mental Health (New in 2022)
Children develop and change so rapidly that it can be hard for parents and others to identify when they might be in need of professional support for an emotional or mental health issue, especially during the particularly challenging time we are living in. This seminar will help participants understand children’s developmental and mental health needs and highlight signs that warrant professional support.

Objectives: Following this seminar, participants will be better able to:
- Understand developmentally appropriate behavior for children in different age groups
- Recognize signs of potential emotional distress or mental health issues in children
- Access resources for support and mental health treatment, including the EAP
Parenting and child care

Understanding and Supporting Teens and Adolescents’ Mental Health (New in 2022)

Being a teen or adolescent has never been easy, but these years of intense development and discovery may be even more stressful during the particularly challenging time we are living in. This seminar will help participants understand their teens and young adults’ developmental and mental health needs and highlight signs that warrant professional support.

Objectives: Following this seminar, participants will be better able to:

- Understand developmentally appropriate behavior for this age group
- Recognize signs of potential emotional distress or mental health issues in adolescents and teens
- Access resources for support and mental health treatment, including the EAP

Understanding Your Adolescent/Teen

Adolescence can be a confusing and stressful time for both parents and teens. As adolescents mature, sometimes taking one step forward and two steps back, the parent-child relationship must also evolve. A better understanding of the behavior and needs of this age group can help.

Objectives: Following this seminar, participants will be better able to:

- Understand the physical, intellectual and emotional changes of adolescence
- Learn communication strategies for building a trusting relationship with their teen
- Effectively parent this often challenging age group
Education and learning

Facilitating a Successful School Experience for Your Child

There is much that you can do to help your child succeed at school, from communicating with your child’s teachers to helping your child develop good study habits. This seminar focuses on the benefits, barriers and opportunities you will likely encounter when getting involved in your child’s education.

Objectives: Following this seminar, participants will be better able to:

• Learn effective techniques for communicating with teachers and other school personnel
• Help their child develop good homework habits
• Reinforce education outside of the classroom
• Help their child overcome academic and social challenges

Navigating the Educational System for Parents of Children with Special Needs

(Note: May be available only as a webinar in some locations.)

If your child has special needs, you may be concerned about how his or her education will meet those needs. What if he needs sign language interpretation? What if she needs specialized tutoring for a learning disorder? There are dozens of ways in which children can be special, and each child may need different services and accommodations.

Objectives: Following this seminar, participants will be better able to:

• Participate in the development of their child’s Individualized Education Program (IEP)
• Advocate for their child
• Understand such programs and concepts as Free Appropriate Public Education, specially designed instruction, program modifications, classroom accommodations and related services

It’s Never Too Soon to Prepare for Your Child’s College Education

In this competitive 21st century world, it’s useful to start planning for children’s higher education even when they are quite young. This seminar reviews major preparation strategies (educational and extracurricular) to ensure a head start in the sometimes challenging arena of getting into college. (Note: This seminar does not cover financial aid.)

Objectives: Following this seminar, participants will be better able to:

• Understand the types of schools, degrees and special programs available
• Develop a plan to conduct college research and explore appropriate choices
• Identify resources and opportunities to heighten awareness of college life in younger children

Understanding Learning Disabilities

(Note: May be available only as a webinar in some locations.)

Due to lack of information among parents and teachers, learning disabilities may be both underdiagnosed and overdiagnosed. Yet an untreated or misdiagnosed learning disability can interfere with a child’s education and damage his or her self-esteem.

Objectives: Following this seminar, participants will be better able to:

• Identify the different types of learning disorders
• Understand how learning disorders are diagnosed
• Be aware of how learning disorders affect a child’s education
• Assess whether their child needs an evaluation (or a further evaluation) for a learning disability
Enhancing caregiver effectiveness

View topics related to:

Planning for older adult care
Caregiving, housing options and senior health
Planning for older adult care

Introduction to Medicare
(Note: May be available only as a webinar in some locations.)
This seminar focuses on understanding Medicare and what it provides. Topics include basic terms, documentation, eligibility criteria, enrollment procedures, deductibles, coinsurance and copayments, private contracts, administrative appeals and more.

Objectives: Following this seminar, participants will be better able to:
• Understand the major components of Medicare
• Assess which program(s) are appropriate for them or older loved ones
• Apply to the appropriate program(s)
• Get the most out of the program(s) they utilize

Talking to Your Aging Relatives About the Future
Postponing difficult conversations with aging parents and other loved ones about the future only increases the difficulty of decision-making at a later date. This seminar discusses—and provides role-playing practice in—effectively communicating about long-term planning around financial, legal, healthcare and social issues.

Objectives: Following this seminar, participants will be better able to:
• Choose the best time to speak with their older loved ones
• Know when to involve other family members
• Decide what to discuss
• Utilize simple but powerful communication tools to make the conversation easier

Retaining Legal Control over Important Life Decisions
(Note: This presentation is delivered by carefully selected elder law attorneys and is available only as a webinar in many locations.)
If one of your older loved ones was ill, would you know his or her treatment preferences? Do you know if any of your relatives believe in organ donation? Does your family know your wishes if you were ever unable to advocate for yourself legally or medically? These important questions are literally about life and death. The best ways to make sure that your wishes (and your loved ones’ wishes) are followed are through heart-to-heart conversations and having the appropriate legal documents in order.

Objectives: Following this seminar, participants will be better able to:
• Understand the legal tools available
• Discuss these legal matters with their loved ones
• Access information on relevant local and state laws
Caregiving, housing options and senior health

Alzheimer’s/Dementia
A diagnosis of Alzheimer’s disease or another form of dementia is frightening for you or for someone you love. You may feel as though your whole world has turned upside down, and in some ways, it has. This seminar provides concrete information on dealing with dementia.

Objectives: Following this seminar, participants will be better able to:
• Understand what dementia is
• Deal with the emotional stress of the dementia diagnosis
• Start planning for the inevitable life changes
• Utilize the internet and your Work-Life Program to find information and services

Housing Options for Older Adults
How can a senior live independently as long as possible? When is it time for someone to have in-home help? What are the differences between nursing homes, retirement communities and assisted living facilities? This seminar answers these questions and many others.

Objectives: Following this seminar, participants will be better able to:
• Assess an older adult’s ability to live independently
• Evaluate various housing options
• Deal with the emotional upheaval when a loved one can no longer live at home

Caring for Aging Relatives: Resources and Strategies
Caring for aging family members can be a challenging and stressful responsibility. You need to know what resources are available and how to access them, how to find both in-home and community help, how to navigate different bureaucracies and how to make the home environment safe.

Objectives: Following this seminar, participants will be better able to:
• Cope with long-distance caregiving responsibilities
• Plan for long-term needs
• Identify sources of assistance
• Screen, hire and supervise in-home help

Identifying and Coping with Depression in the Elderly
Symptoms of depression in the elderly often go unrecognized and untreated because family members and physicians assume that “feeling down” is just a natural part of getting old. But depression is a treatable medical condition, and treatment can greatly improve the quality of an older adult’s life.

Objectives: Following this seminar, participants will be better able to:
• Understand what depression is
• Recognize its symptoms
• Identify the ways it can be successfully treated
Caregiving, housing options and senior health

Managing Stress as a Caregiver

If you are one of the nearly 40 million Americans providing care to an older adult,* you know that caregiving usually involves juggling many responsibilities. Although caring for loved ones can be very fulfilling, the time and energy involved can also be draining. In this seminar, participants will learn tips to help make caregiving less stressful.

Objectives: Following this seminar, participants will be better able to:

• Identify caregiving rewards and challenges
• Recognize stress signs and symptoms
• Manage and reduce caregiver stress

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  Office for Civil Rights electronically through their Complaint Portal, available at
  https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or at U.S. Department of Health and Human Services,
  200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, 800-368-1019,
  800-537-7697 (TDD). Complaint forms are available at
- California residents: You may also call California Department of Insurance toll-free hotline number:
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