



Corporate Health

# Training Catalog 2011

HEALTH + PRODUCTIVITY  
**STRATEGIES**



## Table of Contents

About our Trainings.....	3
Introduction to Wellness.....	4
Healthy Lifestyle.....	4
Work/Life Balance.....	4
Nutrition Education.....	5
Exercise and Fitness.....	6
Weight Management.....	7
Stress Management.....	7
Drug and Alcohol Awareness.....	8
Health Condition Management.....	9
Smoking Cessation.....	9
Managing Specific Health Conditions....	9
Relationships and Family.....	10
Workplace Issues.....	11
Supervisor/Manager Pathways.....	12
Drug-Free Workplace Training.....	14



*We help your employees lead healthier, safer and more productive lives.*

**TriHealth Corporate Health**  
11129 Kenwood Rd.  
Cincinnati, OH 45242  
**Phone:** 513-891-1622  
[www.trihealthcorporatehealth.com](http://www.trihealthcorporatehealth.com)

## About Our Trainings

TriHealth Corporate Health trainings are designed to help your employees improve their lives both at home and in the workplace. Our employee trainings cover areas of interest including employee health, wellness, safety, and productivity.

Our supervisor/manager trainings are designed to promote safety and productivity as well as regulatory compliance in the workplace.

All of our trainings and seminars are presented by a highly qualified team of experienced training professionals with expertise in specific content areas.

Training sessions can be tailored to meet your needs including time, duration and location. Trainings are generally offered in one or two-hour programs. Our flexible scheduling can adjust to your needs, from 30 minutes to half-day or all-day trainings, or as a series. Trainings can be offered onsite or at a location of your choosing. Many of our presentations are available as webinar trainings as well.

We are continually developing new trainings. If you are interested in a topic not appearing in this catalog, please contact our training department at 513-891-1622.

### **What participants say:**

*"It's difficult to convert to a lifestyle of wellness in the U.S., and these presentations help encourage us to find more creative ways to make the big change."*

*"The presenter was very informative and helpful. I especially appreciated his help with turning a negative conversation to a more positive one. He gave us several websites and other reading material that will be helpful."*

*"I feel I learned things I can immediately apply to the workplace as well as my personal life."*



*We help your employees lead healthier, safer and more productive lives.*

## **I. INTRODUCTION TO WELLNESS**

### **What Is Wellness?**

The World Health Organization states that “wellness is not merely the absence of disease or infirmity, but a state of complete physical, mental, and social well-being”. Employers are paying a great deal of attention these days to their employees’ overall physical and psychological health. In this presentation, you will gain an understanding of what “wellness” means, explore the dimensions of wellness, develop tools to maximize your personal wellness, and identify healthy living behaviors.

### **The Five Smartest Things You Can Do For Your Health**

Learn what wellness is and what it isn’t, along with information about quantifying your health status (engaging in health screenings, knowing your blood pressure and cholesterol numbers, etc.), healthy eating, daily exercise, getting adequate sleep, and being tobacco-free. This is a great overall wellness presentation.

### **Know Your Numbers**

Do you know your health status? It is important for all of us to understand our own personal health and what risk factors we may have. In this presentation, learn how to evaluate your own health status and what cholesterol, blood pressure, and blood glucose numbers mean.

### **Skin Care Basics and Beyond**

Put your best face forward. Learn more about the three basic steps to taking care of your skin, various skin conditions, and how to keep your skin healthy.

### **The Whole Woman’s Survival Kit**

Women’s roles have changed dramatically, and so have the challenges facing women today. This training examines the contemporary woman, the common issues she deals with, and some “tools” that can help with the unique situations she encounters. Issues covered include how woman can strengthen their emotional wellness, and how they can implement stress management strategies that work for them.

### **Women’s Preventative Screenings**

Preventative health screenings are essential for early detection of many diseases. Learn which preventative health screenings you should be getting, how often, and why they are important.

### **Men’s Health**

This presentation focuses on the health issues that face men including cancer (colon, prostate and testicular), benign prostatic hypertrophy, hypertension, obesity, metabolic syndrome, type 2 diabetes, dyslipidemia and longevity.

### **The Whole Person’s Survival Kit**

With today’s pressures, we’re all struggling with increased pressure and increased worry. This training focuses on some of the difficulties many of us are experiencing, and how to cope with them using a holistic “survival kit.” This includes an introduction into basic stress management skills and other strategies to insulate ourselves from many contemporary stressors.

## **II. HEALTHY LIFESTYLE**

### **A. Work/Life Balance**

#### **Balancing Work and Home**

Achieving balance in life is not easy. The demands of each of life’s roles often seem to exceed our available time and energy. In this presentation we’ll explore factors that contribute to imbalance, learn how to set priorities and stick with them, and develop good self-care strategies for finding and maintaining a balance in our life.

### **Is It Possible to Find Balance In Your Life?**

It isn't easy to find a balance between what you and your family need to survive, and what is needed to truly prosper. This can make for some tough choices! Finding your balance is difficult, but not impossible. How do you begin? During this presentation, take the time to reflect on the quality of your family life and plan some action steps!

### **You Don't Have to Go Home From Work Exhausted!**

So many of us finish our workday and only have the desire to go home and collapse on the couch! If this sounds like you, you probably don't have the energy to exercise or even eat healthy (since cooking takes way more energy than driving through for fast food!). In this presentation, you will learn ways to increase your energy, find your fun, balance work and play, learn from the young, and a whole lot of other great tips. You'll feel energized walking out of the room after this presentation!

### **Understanding Each Other -- Basic Communication Skills**

Communication touches all of us. Not only do we utilize communication skills in our jobs, but it's how we develop and keep relationships, interact in our communities, and work towards our personal goals. This training focuses on building better communication skills by focusing on the two elements essential to all communications: conveying the message through clear messages and receiving the message through active listening techniques.

### **Getting Motivated Towards Our Goals**

It is often difficult for us to get motivated toward the changes we want to make in our professional lives and in our personal ones. The goals of the training are to describe motivation, discuss how we can motivate ourselves, and to introduce an array of tools for increasing and maintaining motivation.

### **Organizing Your Life: Making the Most of Your Time**

When it comes to organizing, we can sometimes be our own worst enemies. It is easy to get frustrated and overwhelmed and just want to give up. However, the benefits include lowered stress, increased efficiency, and greater productivity both at home and at work. Learn how to overcome personal barriers to organizing and learn some effective tools for organizing your personal and professional lives.

## **B. Nutrition Education**

### **Nutrition 101**

Have you ever just wanted someone to start from the very beginning with eating and nutrition—like how to read a food label? In this session, you'll learn the secret of reading a food label (food manufacturers have a few tricks!), the differences between the old food guide pyramid and the newest nutrition guidelines on "My Plate", understand serving sizes, and more.

### **Nutrition and Exercise Principles**

This to-the-point presentation offers practical information and advice on how to eat better and move more. Learn more about ways to incorporate more physical activity into your daily routine and adopt habits that promote healthy eating.

### **Food For Fuel**

Most of us eat foods that taste good and are satisfying. However, have you ever thought about eating food for the purpose of fueling your body? The types of foods you eat can make or break your energy level and your health. During this presentation you will get a better understanding of the new nutrition guidelines on "My Plate", what counts as a serving, how to avoid the after lunch "slump", and so much more.

### **Controlling Glucose Levels With Your Diet**

Learn ways to change your diet that will help you to control your glucose levels. This presentation will give you tips on which foods to eat, how to space out your meals, and help you understand glycemic index values. This is a great presentation for those with diabetes or who may be at risk for developing diabetes.

### **Lean Bodies on Lean Budgets**

Do you believe that a healthy lifestyle is out of the range of your budget? Healthy living might be more affordable than you think. Learn tips and strategies to live a healthier lifestyle without spending a fortune.

### **Healthy Eating for the Busy Lifestyle**

Life in American these days is so much busier and hectic than it was years ago. Many of us use that as an excuse as to why we don't eat healthy. But it doesn't have to be an excuse. The secret to successful healthy eating is planning. At this presentation, learn 5 easy steps to planning healthy meals, things you can do when you come home from the grocery store to ensure your success, and recipe modifications for those tried and true recipes.

### **The Role of Nutrition in Cancer Prevention**

Cancer is the leading cause of death for those under the age of 85. With cancer incidence rates on the rise, it is important to know what you can do to help prevent cancer. Learn which types of cancers are impacted by diet, foods and beverages that have shown to have preventative effects against cancer, and the other health benefits these foods and beverages may provide.

## **C. Exercise & Fitness**

### **Energize with Exercise!**

We know that we need to exercise, but some of us have no idea how to get started. This presentation will explain the benefits of exercising, describe the three components of fitness (cardiovascular, strength training and flexibility), and lay out a 12-week plan on how to get started in each component. This is geared toward the beginner exerciser, but anyone will benefit from it.

### **Fit Families**

Healthy lifestyles start at home. This presentation describes the challenges and barriers that prevent families from leading healthy lifestyles, including lack of physical activity, over-eating, and poor nutrition choices. Learn ways to improve your family's habits, set a healthy example for your children and begin to lead a healthier lifestyle.

### **Overcoming Fitness Barriers**

Every time you think about starting an exercise program, do you always find a reason why you can't/ shouldn't start? In this presentation, we will address the 11 most common reasons that people don't exercise and give you tips on how to get past these barriers. No more excuses!!

### **Bare Bones Exercise**

We know that we **should** exercise for 30 minutes or more for at least five days a week. But...what is the bare minimum that you need to do to reach your goals? The information in this presentation will address the amount of exercise that's necessary for an apparently healthy adult to maintain their health, as well as look at other reasons people exercise (losing weight, controlling diabetes/cholesterol/blood pressure, surviving menopause, and more). You'll also learn the exercise prescription for each of these conditions.

### **Exercise in a Time Crunch**

Don't have the time to exercise? You don't have to be at the gym for two hours to benefit from exercise. These tips will help you get an effective workout in as little as 20 minutes! We will give specific exercises to do, along with a demonstration on how to do them. If there's space allowed, we can even get the participants up and have them try out the moves.

### **Exercise on Your Own**

If you don't want to spend money on a gym membership and prefer to exercise in the comfort of your own home, we will give you tips on equipment to buy – both expensive and inexpensive, exercises to focus on, how to get started, and exercise tips/guidelines/cautions. We'll also have the participants try out a few strength training exercises. After this session, you will have the knowledge and confidence to exercise on your own.

## **D. Weight Management**

### **Health for Every Body**

What is the definition of health? Does thin always mean healthy? Does overweight always mean unhealthy? Learn what it means to be healthy at every size with physical activity, normalized eating, and self-acceptance.

### **Checklist for Successful Weight Loss**

You know you are ready to begin the process of losing weight, but how do you get started? Which diet is the best? What foods should you include in your diet? Which foods should you eliminate? In this presentation you will learn how to evaluate the diets that are out on the market to be sure that the diet you choose is safe, healthy, and effective.

### **What Are We Really Feeding? -- Understanding Emotional Eating**

Eating large amounts of food to cope with feelings, rather than out of hunger, is a universal experience at one time for most people, and the number one cause of overeating in the United States. Through this training, participants should be able to define emotional eating, and tell the difference between eating when hungry, and emotional eating. They will also learn emotional craving management skills.

### **Fad Diets**

With most of America trying to lose weight, many people are trying anything that promises success. Unfortunately, most diets don't work long-term and some can be really hard on your body. A TriHealth Dietician can help you sort through the pros and cons of all of the current fad diets and give you some sound advice on losing weight.

## **E. Stress Management**

### **Stress: Definition, Techniques and Ways to Alleviate It**

Stress, good and bad, is a part of our lives on daily basis. In this presentation, learn what stress is, the types, the symptoms, and techniques on how to alleviate or mask symptoms. Also, learn how to progressively relax with a 15-30 minute demonstration performed by the presenter.

### **Stress Management in Today's World**

Increased work expectations, financial uncertainties, information overload, voice menus, long lines... it seems that people are more stressed-out than ever. A *U.S. News* survey found that 7 out of 10 people felt stress at some point on a typical weekday. This presentation will teach you what causes stress, help you to identify your stress signals, and learn some useful techniques that can help you to get started in managing the stress in your life.

### **Managing Stress without Using Food**

Stress can often act as a trigger to over-consume. Even the term "comfort food" suggests that eating helps provide some people with emotional security— even at risk to their health. In this presentation, you will learn how to manage your mood without using food, while learning some healthy strategies to reduce stress and avoid overeating.

### **Beating the Winter Blues**

The winter season can sometimes bring about the winter “blues.” Shorter days of sunlight, colder weather, snow emergencies and even “cabin fever” can get some folks down. This presentation will focus on the qualities of winter that can make it a difficult time, educate regarding the difference between normal “winter blues” and the more serious seasonal affective disorder, and educate regarding ways to cope with the winter and its effects.

### **Managing Holiday Stress**

The holidays can be a very stressful time. Learn how to focus on the true meaning of the holidays and manage the areas that cause stress during this time. This presentation describes the value of planning an action strategy to reduce stress, and provides tips on how to take care of your health during the holidays.

### **Just for the Fun of it!**

There have been many research studies on the power of humor in our lives. Humor can get us through tough times, help us put things in perspective, and has even been proven to heal our bodies from illnesses. At this presentation, we will teach you some humor techniques, as well as help you discover (or rediscover) what you like to do for fun and how to fit it back into your life! Be prepared to exercise your smile muscles!

### **Remembering to Laugh : The Benefits of Humor**

Humor, in the forms of laughter, silliness, and seeing the bright side of difficulties, is often very good for us. It aids with stress management, helps us feel connected with others, and gives us the tools to provide better customer service for our clients. However, when times are the most stressful, we often use the skills of humor the least. This training will discuss the physical, social, and mental benefits of utilizing humor in our lives how to put the fun back in our day-to-day lives.

## **F. Drug and Alcohol Awareness**

### **Alcohol Awareness**

Alcohol can be an enjoyable beverage. However, it is also a drug than can cause serious consequences if it’s used inappropriately. Each of us needs to understand alcohol, particularly when it comes to drinking and driving, and the use of alcohol in conjunction to work. This training is designed as a “user’s manual” to the effects of alcohol, healthy drinking habits, and how to enjoy our national beverage in a moderate and safe way.

### **Addiction Awareness**

Addiction to alcohol or drugs affects at least one out of every 10 adults in the United States. It not only affects the individual with the disease; it harms everyone associated with them, including their family, friends, coworkers, and fellow community members. It is important to understand addiction and how those dealing with an addicted person can help.

### **Celebrating Wisely: Alcohol and the Holidays**

The holidays are a time of joy and celebration! They often mean an opportunity to spend more time with family members, a chance to relax with coworkers, and a chance to attend parties with our friends and family. This training addresses how to enjoy the season without letting the “holiday spirits” cause problems in your life. The goals of the training are to educate on the increased danger of alcohol-related accidents during the holiday season, to understand the effects of alcohol, and to teach strategies to keep holiday parties safe and enjoyable.

### **III. HEALTH CONDITION MANAGEMENT**

#### **A. Smoking Cessation**

##### **Taking Charge: The Smoking Cessation Guide**

Tobacco use is the leading preventable cause of illness and death in the United States. And nicotine, in the form of cigarettes, cigars, or chewing tobacco, is one of the most difficult drugs to quit. This training educates regarding the harmful effects of smoking on the body and the addictive nature of nicotine; it also gives good tips on how to quit smoking, cope with nicotine withdrawal symptoms, handle cravings, and avoid relapse.

##### **No Smoking Program**

The process of quitting nicotine is one of the most difficult an individual will undertake, and it's one that nobody has to do alone. CONCERN can provide a 6-session program at the worksite to help employees learn the steps of quitting smoking and make a decision on how to quit. The sessions include the setting of a "quit date," and utilize the quit-smoking support group to discuss the challenges and triumphs of quitting smoking with a supportive group.

#### **B. Managing Specific Health Conditions**

##### **Cancer Awareness and Prevention**

Cancer is one of the leading causes of death in the United States. This presentation focuses on common statistics, risk factors, prevention, and detection for the major types of cancer affecting both men and women. Learn how to prevent cancer through nutrition and physical activity.

##### **Diabetes**

In this presentation, learn what diabetes is, the different types of diabetes, what the causes are, and how to help prevent yourself from developing the disease. With diabetes rates on the rise, it is important to understand if you have any risk factors for developing the disease and what you can do to delay or prevent the onset of diabetes.

##### **Making Skin Cancer Care Easier**

Did you know skin cancer is the most common type of cancer in the United States? This presentation focuses on the types of skin cancer and early detection for these forms. Learn how the Good Samaritan Skin Cancer Center can help with early detection and treatment of skin cancer.

##### **Metabolic Syndrome: The Hidden Epidemic of Obesity, Diabetes and Heart Disease**

Recently, the medical community has realized that if someone is 'at risk' for certain risk factors, that is an indication there could be metabolic problems. If this is the case, that person is five times more likely to develop cardiovascular disease and 20 times more likely to develop diabetes. Come to discover what these risk factors are, what you can do to prevent yourself from being at risk, and what you can do if you already have metabolic syndrome.

##### **My Achy-Breaky Back (and Feet)!**

So many Americans have chronic pain that may or may not be related to a disease or health condition. In this presentation, we define common back and foot injuries and conditions, explain proper body mechanics, demonstrate appropriate exercises and stretches to relieve and/or eliminate lower body pain.

##### **Understanding Depression**

Depression is the most common form of mental illness. Chances are, someone you know has experienced or is experiencing an episode of depression. This program will help you recognize the signs and symptoms of depression and understand what makes it different than sadness. We'll explore helpful tools for managing depression as well as the most effective treatments available. You can also learn how to help someone who may be depressed.

## **IV. RELATIONSHIPS AND FAMILY**

### **Healthy Relationships**

Relationships are an integral part of our lives, from our spouses and significant others, to our friends, and our co-workers. They sustain us, they support us, and often they contribute strongly to who we are. The better we understand relationships, the better we can strengthen them. This presentation explores the qualities of good relationships, whether friendships, our family of birth, or co-workers, and we'll especially look at the qualities that make up a healthy romantic relationship.

### **Back to School Planning Guide for Parents**

It's that time again! Summer is nearly over and soon your child will be entering a new year at school. Successful transitions always require good planning. This program provides some timely tips to help make your child's start or return to school a successful one.

### **Parenting with Confidence**

Parenting is something we never get training for, yet it is one of the most important roles in our lives. This program aims to support parents in their ever-changing challenges of raising children in today's society. We'll explore which type of parenting styles work best, recognize the four goals of children's misbehavior, and identify strategies for encouraging their positive behavior.

### **A Parents Survival Guide to Raising Adolescents**

Adolescence is both an exciting and challenging time for teenagers and their parents. This program will explore physical and emotional changes occurring during the teen years, identify the parenting styles that work best with a maturing teen and help avoid common mistakes parents make while parenting

### **Parenting Children with Disabilities**

Parenting a child with a physical, emotional and/or developmental disability presents many challenges. With the right support and good resources, parents with disabled children can maximize the rewards of parenting along with successfully facing the challenges. We will look at the impact that parenting a child with a disability has on the family. We will offer strategies for adjusting, coping and developing resources for treatment, advocacy and long-term planning.

### **Caring For the Caregivers**

The overwhelming majority of caregivers are non-professional, typically caring for aged, infirmed or disabled family members, friends or children. Caregiving is fraught with numerous job and family pressures, yet can have its own intangible rewards. This program identifies signs of caregiver stress, and offers some useful suggestions for self-help, respite and support for the caregiver.

### **Caring For Ourselves While Caring for our Aging Parents**

As our parents age, the likelihood that they will need our assistance increases. A challenge that many of us may face is deciding when, how, and to what level we should be involved in our parents' care. This program will help participants decide when to step in to become a caregiver, what to expect, learn about available community resources and how to prepare for important discussions around such topics as independent living, medical care and end-of-life issues.

### **When Love Hurts: Intervening on Domestic Violence**

Unfortunately, domestic violence is a widespread problem in our society. And because of the nature of domestic violence, those suffering often do so in secrecy and silence. The goals of this training are to bring domestic violence out of the shadows by describing the dynamics of power and control that underlie domestic violence, describing the process of leaving a violent relationship, and describing how to support someone who is experiencing domestic violence. We'll also define domestic violence and the discuss the devastation it causes in today's society.

### **Coping With the Emotions of Divorce**

Divorce can be a devastating loss, and it often consists of grief, disorientation and feelings of insecurity and instability. But as difficult as divorce can be, it's not the end of the line. It is the end of a marriage, but a beginning of a new phase of life. The goal of this training is to cover both the challenges and the triumphs that can encompass the divorce process by covering the common developmental stages of divorce, the emotional tasks of each stage, and how an individual can cope with a divorce in a way that leads to a greater strength and resilience.

## **V. WORKPLACE ISSUES**

### **Change in the Workplace**

If there is anything that's constant in the workplace, it is change. And with our changing technology and current financial pressures, workplace change feels like it's occurring at the speed of light. This presentation focuses on the strategies an employee can use not only to survive, but to thrive in a changing workplace. We'll explore the challenges involved with workplace change and strategies to aid in the process of coping with workplace change.

### **Dealing with the Stress at Work**

While stress is always a challenge in today's world, there are qualities to the stressful experience at work that present some unique challenges. This program examines the main contributors to workplace stress and offers techniques to manage and reduce stress at work. We will review the "Top 10" work stressors and offer some practical solutions to reduce workplace stress and manage interpersonal stress.

### **Time Management at Work: Making Time Work For You**

There are always demands on our time and like it or not, there are only a finite number of hours available to us in any given day. What you accomplish at work depends largely on your own motivation, your energy, your skills and abilities, and other resources. Effective time management can help us to work smarter, be more efficient, and feel less stressed. We'll look at obstacles to effective time management, learn how to set priorities and avoid urgency addiction along with other strategies to managing your time.

### **Conflict Management in the Workplace**

Conflict is an essential part of everyone's work lives. It is impossible to interact with others without disagreements or differences of opinion. Conflict can often be a positive means to arriving at better solutions or actions, and managed well can lead to improved working relationships. This seminar is designed to discuss the common causes of conflicts, and to discuss how to intervene in a conflict in a healthy way.

### **Embracing Diversity in the Workplace**

With changes in communication and the global marketplace, each of our lives contains more diversity. This training teaches participants how to embrace that change with confidence and enthusiasm. The goals of the training are to define diversity and the major dimensions that it often encompasses, to discuss the process of building greater cultural competence, and to introduce skills to improve cross-cultural communication.

### **Generational Differences in the Workplace**

Because each generation is going through a different developmental stage and has "come of age" during different world events and popular cultures, there are common differences between generations that manifest themselves in the workplace. This training focuses on the common life events and philosophies of four generations of workers, and presents tools on how we all can improve our understanding and appreciation of our differences.

## **Our Second Family: Getting Along in the Workplace**

Often we spend more time with our coworkers than with our own family. And like our own family, we share much of the same living space, communicate on a regular basis, and need to be able to get along to accomplish our goals. This training addresses some of the challenges that can occur with “our second family,” and strategies for better working with them.

## **Dealing With Difficult People**

From time to time we all face the challenge of how to best deal with difficult people on and off the job. This program is designed to understand what makes people “difficult” and develop communication strategies to deal constructively with difficult people. We’ll look at traits of some common types of difficult people and identify strategies to assist coping in interactions with them.

## **Dealing with Irate Customers**

From time to time, we all have to deal with irate customers, whether it is in person or on the phone. Sometimes we may even find ourselves being one of those angry people! This program offers tips on how you can assist irate customers while helping take care of yourself emotionally. We’ll examine what causes customers’ anger and understand our own responses to customers’ anger. We’ll also examine the difference between difficult people and difficult situations, develop effective skills to help diffuse customers’ emotions and review some self-care strategies.

## **Protecting Their Privacy: Confidentiality for Helping Professionals**

For any healthcare or social service agency, confidentiality speaks to the heart of what they accomplish on a daily basis. While all staff members are familiar with confidentiality, a “refresher course” is also valuable. In addition, in times of great change, there are new challenges regarding how to apply confidentiality in a new situation. The goals of this training are to educate regarding HIPAA and other laws and policies on confidentiality, and to discuss how to apply confidentiality to the company’s day-to-day activities.

## **Surviving Job Loss**

Losing one’s employment can be a devastating event. No matter how prepared we might be it remains one of the most traumatic circumstances we can encounter. This program will help those who have or will be losing their jobs to understand the emotional, physical and behavioral symptoms to job loss, and to learn survival skills in order to come out stronger from job loss.

## **VI. SUPERVISOR/MANAGER PATHWAYS**

### **From Great Worker to Excellent Leader: A Guide for the New Supervisor**

Great workers often get picked to be a new leader. Being an excellent leader often requires a very different skill set than those acquired as a great worker. This training will help new supervisors or managers to explore the challenges and opportunities that await them and develop the critical know-how to succeed in their new role. We’ll explore basic skills essential to good management and learn how to avoid potential pitfalls often encountered by a new supervisor or manager.

### **Effective Leadership**

We may not be able to define it, but we know it when we see it. Leadership means something different to each of us and there are a variety of leadership styles in the workplace. There are common aspects to these styles that make them effective and productive. As a result of this training, Supervisors will be able to understand the variety of leadership styles, assess their own leadership skills, and identify areas for improving their capacity to lead others.

### **The Coaching Process**

One of a supervisor's goals is to get the best out of their employees and encourage them to grow and develop. Coaching can help in this process of bringing an employee from where they are to where they want to be. This training will help participants to describe the coaching techniques that help empower employees to do their best, including creating a culture of ownership, giving positive feedback, promoting motivation, giving constructive feedback, and conducting formal corrective coaching sessions.

### **Leading Change in the Workplace**

Change is a constant in all of our lives, and the workplace is no exception. Organizations need to change in order to grow and thrive or often just to survive in today's business climate. While leaders are often focused on the end results it is still human nature to resist change. Change can be stressful, even in the best situations. This program will assist managers in understanding the impact that change has on their employees and learn strategies to engage their employees and support them through the change process. The end result can be a positive outcome for the manager, for their employees and for the organization in realizing its goals.

### **Diversity Training for Supervisors**

We all work in multicultural workplaces. Whether we acknowledge it or not, our coworkers are different from us in many ways. Sometimes that creates tension and conflict in the work environment. This program will identify the ways in which we are different, and how supervisors can help to create an atmosphere that fosters diversity and inclusion.

### **The Supervisor's Guide to Sexual Harassment**

Sexual harassment can be devastating to a company's morale, its turnover, its productivity, and its reputation. There are proactive steps every supervisor can take to prevent sexual harassment on the job, and to intervene quickly when it does occur. This program focuses on defining sexual harassment in the workplace, educating on how a supervisor can prevent sexual harassment in the workplace, and educating on how a supervisor should intervene in sexual harassment claims on the job.

### **Stress Management for Supervisors**

Supervisors with their multiple responsibilities and daily challenges can often find themselves in a highly stressful environment. This program will explore what supervisors can do to manage their own stress and also create a positive and less stressful work environment for employees. The goals of this training are to gain a better understanding of supervisor stress and its effects, and to identify strategies to deal with workplace stress, including effective conflict management and managing difficult employees

### **Dealing with Difficult Employees**

At some point in their career, all managers and supervisors will have to deal with difficult employees. As much as you would like the problem to go away, it will only get worse if you don't deal with it. This training will explore the characteristics that make up the common difficult employee personalities and learn some effective tips and strategies for coping with difficult employees.

### **The Professional's Guide to Understanding Boundaries**

One of the "occupational hazards" for a professional is over-commitment—difficulty saying no. This training will focus on how a professional can use boundaries to build stress management skills into their jobs. The goals of the training are to define unhealthy boundaries and how they lead to a greater stress level, to define healthy choices, and to educate regarding ways to implement healthier boundaries on the job.

## **The Supervisor's Guide to Understanding Burnout**

Job burnout can affect any employee. However it is a real occupational hazard for professionals, including supervisors, helping professionals, and managers. This workshop focuses on the unique properties of the professional job, and how to prevent burnout. The goals of the training are to educate regarding the symptoms of burnout, and to educate regarding how a supervisor can intervene on burnout in their employees.

## **Conflict Management for Managers and Supervisors**

Conflict is a natural part of everyone's work lives. It is impossible to interact with others without disagreements or differences of opinion. When managed well, conflict can often be a positive means to arriving at better solutions or actions and can lead to improved working relationships. Supervisors and managers have significant influence towards a positive outcome when conflict arises. This training is designed to help managers and supervisors understand the common causes of conflicts, and to lead towards resolution of workplace conflict in a healthy way. We will also explore how to prevent conflict from becoming destructive.

## **Violence Awareness in the Workplace**

No workplace can be completely safe from the potential for workplace violence. However, the more that we understand the warning signs and risk factors, the better we are able to significantly reduce the risk of workplace violence. In this training we will focus on identifying the risk of potential violence in your work setting, learn to distinguish between the four types of workplace violence, develop knowledge of prevention strategies including risk assessment, and learn how to best respond to a potentially escalating violent workplace incident.

## **Mental Health Issues and Substance Abuse in the Workplace**

Mental health and substance abuse problems often appear in the form of employee performance issues, either affecting the quality of work, attendance, behavior or relations with co-workers or supervisors. This training is designed to help supervisors understanding the impact of substance abuse and behavioral health problems in the workplace, recognize how substance abuse and behavioral health issues are manifested in the workplace. It will include instruction on how an effective supervisor can deal with an impaired employee in a productive manner.

## **What Every Supervisor Needs to Know About Depression**

Depression, in all of its forms, is the most common mental illness and the major reason for disability on the job. For this reason, it's important for supervisors to understand depression, and learn how to intervene if depression causes difficulties on the job. This training focuses on understanding depression, learning how depression can be treated, and discussing how a supervisor can intervene when symptoms of depression cause problems in the workplace.

## **VII: DRUG-FREE WORKPLACE TRAININGS**

### **Drug-Free Workplace Employee Training**

This program provides training on alcohol and drug awareness for employees, including the effects of drug and alcohol abuse on the workplace, the most widely used drugs and their effects, information and addition and recovery, and the effects of addiction on the workplace and society as a whole. **This training satisfies the employee training requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

### **Drug-Free Workplace Supervisor Training**

This program focuses on skill-building training for supervisors and how to cope with drug or alcohol abuse in the workplace. The topics covered include the most commonly abused drugs and signs of their use, the reasonable suspicion process, and how the supervisor can respond to specific situations in conducting the reasonable suspicion process. **This training satisfies the supervisor training requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

**Train the Trainer Trainings**

This training provides education for company representatives on how to conduct their own Drug-Free Workplace trainings for employees in their company. The trainings cover basic information on conducting drug-free workplace trainings, and a run-through of three of CONCERN's Drug-Free Safety trainings. Train the Trainer trainings can be for employee trainings or for supervisor refresher trainings. **This training satisfies the Train the Trainer training requirements for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

**DOT Supervisor Trainings**

This training provides education for supervisors on the DOT Drug-Free Workplace Program. It focuses on the signs in an employee that could indicate a drug problem, and the signs in an employee that could indicate an alcohol problem. In addition, it addresses the DOT program requirements and the employee referral process through the SAP (Substance Abuse Professional) process. **This training satisfies the supervisor training requirement for the Department of Transportation's Drug-Free Workplace program.**

For information on scheduling a training session at your workplace, contact us at 513-891-1622.