Options in Learning Training Guide

Comprehensive learning events to empower your organization.

Updated October 2024

Magellan
HEALTHCARE®

Welcome to the Options in Learning Guide

Magellan's diverse learning modules focus on education and empowerment. They enhance individual wellbeing and translate personal development into positive outcomes for you, your staff and your business. Participants will gain the knowledge and skills to take control of their emotional wellbeing and professional growth. At an organizational level, the sessions foster a positive work environment where your staff feels valued, can work productively and thrive.

Our evidence-based, clinically reviewed training modules aim to create an interactive and engaging learning experience, rather than just delivering information. The topics are offered as one to two-hour sessions, and our experienced trainers will verbally tailor the presentation to meet your needs. The sessions are designed to allow for a presentation on the topic with ample opportunities to interact and ask questions. This approach keeps your staff engaged and involved in their learning process, ensuring they get the most out of the session. We also offer customized options for those rare cases where standard training may not be suitable.

Check out the Frequently Asked Questions section for more information. You can also reach out to your Account Team if you have any questions about content, pricing or time frames. They can assist you in creating an annual learning event plan, scheduling a one-time training session or initiating the consultation process. Let's work together to develop a plan that meets your needs.

We look forward to working with you!

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Many of Magellan's customer training programs may be appropriate for general Human Resources continuing education credits. As an example, you may be able to submit a leadership training program by self-reporting it as general HR credits for recertification of your HR Certification Institute (HRCI) credential.

Frequently Asked Questions

1. How are the courses presented?

- **Classroom-based courses** are typically conducted at the work site for a group of 20 – 30 employees. Magellan's training network allows a local trainer to facilitate the course in person. This format is most appropriate when the subject matter could be emotionally stressful, or when a lot of interaction is required, such as in downsizing or team building topics.

- **Webinars** are live presentations that employees access on a computer. Participants will hear the audio through the computer speakers, but if you prefer to use a phone line for audio, please let us know when you sign up for the webinar. Mobile access is available through the Adobe Connect mobile app.[1] Participants can log in to the webinar individually or with a group. During the webinar, participants interact with other participants and the presenter by answering poll questions and using the chat feature. If there are more than 30 participants, the speaker may choose to mute the participants' microphones and communicate with everyone through the chat. The webinar meeting rooms can hold up to 100 attendees.[2,3]

1. *The Adobe Connect application can be downloaded from Apple iTunes or Google Play Store.*
2. *If you would like to use your company's webinar platform, please discuss this request with your account representative. Magellan trainers are not responsible for moderating webinars outside of Magellan's Adobe Connect platform. For that reason, if you use your company's platform, you will need to provide technical support for the trainer.*
3. *If you anticipate more than 100 participants, please notify your account representative to discuss options.*

2. How far in advance should I request a course?

Classroom-based: Please provide a minimum notice of 25 business days to ensure we can find a trainer with experience in your course topic. Larger scale requests, such as multiple trainings on the same day, may require additional lead time.

Webinars: Due to their popularity, we require a minimum of 25 business days' notice for webinar requests.

3. How do I decide which course to select and in what format it should be delivered?

In addition to calling your account representative at Magellan for a consultation*, the questions below can also help you to decide.

- What is going on in the workplace that led me to inquire about a Magellan course? (e.g., a new product line, organizational change, employee stress)

- What do I want employees to gain from this course? (e.g., strategies to balance work and personal life, strategies to cope with stress)

- What areas of concern are the majority of employees talking about? (e.g., financial strain, communication concerns)

- Do I want employees from multiple sites to participate at the same time?

- What learning format works best with our employees? (e.g., in-person, webinar)

Magellan develops training content to be easily adaptable to a variety of environments. When requesting a training, providing as much detail as possible about your individual situation will help the trainer tailor the subject matter content to fit the audience.

4. Once I have selected a course, how do I request it?

After selecting a course, contact your account representative. Be prepared to provide information such as the course you have selected; whether you would like the presentation via webinar or in person; anticipated number and position of employees participating (leader/non-leader/mixed); any relevant information/events precipitating the request and your preferred day and time for the course.

5. What if I do not see a course that meets my needs?

Most of Magellan's standard trainings are adaptable to different situations and audiences at no extra cost. However, if you require a new course, please consult your account representative, as additional fees may apply. Also, developing a custom course may take six to eight weeks or more lead time. Please note that Magellan does not develop training to comply with specific state regulations or requirements and retains copyrights on all Magellan-developed materials.

6. What if I schedule a course and then have to cancel it?

If you need to cancel a scheduled course, please notify your account representative as soon as possible. Kindly provide at least one week's notice to respect the trainer's schedule. If you need to cancel with less than one week's notice, please consult with your account representative regarding any applicable cancellation fees.

7. How long are the courses?

- **Classroom-based:** Classroom-based courses vary in length depending on topic, and most are between 60 and 90 minutes.
- **Webinars:** Webinars also vary in length, and are generally 60 minutes.

8. What if I want to change the content or length of a training?

Please contact your account representative to talk about any modifications. Keep in mind that making changes to the materials might alter the course objectives. Additionally, any customizations will require extra time. Please consult your account representative for details about customization fees.

Magellan holds the copyrights to all Magellan-developed materials.

9. Can a Magellan training session be recorded by the customer?

Magellan's trainings are copyrighted and can only be recorded by customers when special arrangements have been made in advance of the scheduled training. Please reach out to your account representative to obtain a license agreement if you would like to record a session.

10. Whom do I contact if I want to have Magellan at a health fair?

You can request Magellan to attend a health fair by contacting your account representative. Let us know the location (in person or virtual) of the health fair, how many employees will be participating and what day and time you would like the health fair to be held. At a minimum, a notice of 15-business days is optimal to ensure we locate a provider in your area.

Navigating Uncertain Times

This guide is intended to help you quickly find training sessions to support you and your staff during uncertain times. The below trainings are designed to support employee and leader participants while helping them build coping skills and resiliency in the face of ongoing change and uncertainty.

Through advance consultation, trainers will adapt presentations to address unique participant circumstances, such as fears and anxiety about the future, sudden changes in routine and grief from community violence or civil unrest.

Employee Trainings

Leader Trainings

Emotional Wellbeing

Coping and Supporting Others Through Grief

The loss of a loved one, job, relationship or 'the way things used to be' may lead to many challenging and conflicting emotions. While there is no right or wrong way to grieve, there are healthy ways to cope with the pain. In this training, you will learn about the impact of loss and grief, what happens when we grieve, how to cope and help others overcome grief and when to seek help.

Audience:	Order code:	Format:	Length:
General Audience	ECSTG2	In-person, Webinar	1 hour

Creating Calm: Relaxing Your Mind and Body

Frequently, we rush through our days in a stressful hurry to accomplish as much as possible. We encounter difficult decisions, responsibilities and obligations that can sometimes seem overwhelming. It can be challenging to envision being able to find calm amidst the daily chaos; however, it is possible. In this hands-on training, participants will learn to recognize stress triggers, signs and symptoms and practice effective techniques to manage stress.

Audience:	Order code:	Format:	Length:
General Audience	ECMB2	In-person, Webinar	1 hour

Developing a Growth Mindset to Enhance Resilience

Developing a growth mindset can significantly enhance resilience, allowing individuals to bounce back from challenges, learn from setbacks and adapt to new situations. In this training, participants will learn the difference between a fixed and a growth mindset, how a growth mindset enhances resilience and tips for developing a growth mindset.

Audience:	Order code:	Format:	Length:
General Audience	EGER	In-person, Webinar	1 hour

Developing a Positive Mindset

What is a positive mindset and how can you use it to build a better life? Having a positive mindset means developing a set of ideas, emotions and actions that allow you to respond constructively to negative circumstances and make the best of those situations. This training will help participants develop a new perspective and tips for applying positive mindset practices to their life.

Audience:	Order code:	Format:	Length:
General Audience	EDPM	In-person, Webinar	1 hour

Managing Life's Micro-Stressors

We can quickly identify significant stressors, such as changing jobs, splitting up with a partner, or living through a pandemic. However, we encounter many small moments of stress throughout the day. These minor stressors, though often seemingly insignificant in themselves, can easily become the norm, which makes them hard to recognize. Micro-stressors can accumulate over time, significantly impacting our wellbeing. In this training, participants will learn how to identify micro-stressors, common causes and techniques to manage them.

Audience:	Order code:	Format:	Length:
General Audience	ELMS	In-person, Webinar	1 hour

Mental Health Awareness: What You Need to Know

Many individuals prioritize their physical health but often overlook their mental health. It is essential to consider emotional wellbeing as part of overall health and seek professional help when needed. In this training, participants will learn to recognize symptoms, address the stigma surrounding mental health and explore how to get help..

Audience:	Order code:	Format:	Length:
General Audience	EMTA	In-person, Webinar	1 hour

Mental Health, Substance Use and Suicide Prevention Awareness

Despite the high prevalence of deaths caused by substance misuse and suicide, many people with mental illness never seek professional care. Yet, most who receive care improve, and many recover completely. In this training, participants will learn the facts, warning signs and how to help themselves and others with mental illness and substance use concerns. They will also gain valuable resources for promoting mental health.

Audience:	Order code:	Format:	Length:
General Audience	EHSS	In-person, Webinar	1 hour

Quick Stress Busters and Hacks

When we experience stress, our brain and body enter "fight-or-flight" mode, leading to increased heart rate, breathing and tense muscles. Over time, this repeated stress response can have negative effects on both our physical and mental wellbeing. In this training, participants will learn to recognize stressors and signs of stress, as well as simple and effective methods for managing stress.

Audience:	Order code:	Format:	Length:
General Audience	ESBH	In-person, Webinar	1 hour

Reducing Worry and Anxiety in the Moment and Beyond

Managing worry and anxiety is essential, as persistent and overwhelming anxiety can have significant negative impacts on various aspects of a person's life. Managing worry and anxiety does not necessarily mean eliminating all stressors or sources of concern. Instead, it involves developing coping strategies and a healthy mindset to navigate life's challenges more effectively. In this training, participants will learn the definition of worry and anxiety and identify tools they can use to alleviate these feelings.

Audience:	Order code:	Format:	Length:
General Audience	ERWA	In-person, Webinar	1 hour

Successfully Navigating Challenging and Difficult Relationships

Relationships are an integral part of our personal and work lives and can be very enriching. Unfortunately, that is not always the case. Some relationships can be a source of anxiety, stress and negativity. In this training, participants will explore their own challenging and difficult relationships; learn practical strategies, techniques and resources to improve those relationships; and identify a personal action plan.

Audience:	Order code:	Format:	Length:
General Audience	ECDR2	In-person, Webinar	1 hour

Using the Power of Meditation to Restore Wellbeing and Improve Health

Life is full of circumstances that deplete our energy and leave us feeling unhealthy and unfulfilled. Therefore, it is important to find ways to restore our wellbeing regularly and purposefully. Meditation is a powerful tool that can help reduce stress, create a sense of peace and help improve mental and physical health. This training will define meditation and its benefits. In this highly interactive session, participants will engage in gratitude and mindfulness meditation.

Audience:	Order code:	Format:	Length:
General Audience	EMRI	In-person, Webinar	1 hour

Using Mindfulness to Reduce Stress and Improve Wellbeing

We live in a world that often requires doing two or more projects at any given time throughout the day. The constant interruptions of multitasking can lead to difficulty concentrating and increased stress. In the rush to complete necessary tasks, staff may find themselves missing out on what is happening in the present moment and ignoring what is happening with their physical sensations and emotions. In this training, participants will learn the difference between mindlessness and mindfulness. They will also learn the benefits of being mindful. Additionally, participants will get the chance to practice mindfulness activities.

Audience:	Order code:	Format:	Length:
General Audience	EMSW	In-person, Webinar	1 hour

Healthy Living

Combating Caregiver Burnout

Taking care of someone with a chronic illness, disability or an older family member can be very stressful and put the caregiver at risk of burnout. Unfortunately, many caregivers forget to take care of their own emotional and physical wellbeing, which often leads to burnout. In this training, participants will learn to recognize the warning signs of burnout, understand why it happens and learn strategies to prevent or manage it.

Audience:	Order code:	Format:	Length:
General Audience	HCCB2	In-person, Webinar	1 hour

Harnessing the Power of Self-Care *New*

Self-care is fundamental to maintaining overall wellbeing and achieving a balanced and fulfilling life. It involves deliberately taking action to prioritize your physical, mental and emotional health. The power of self-care lies in its ability to nurture and replenish you, allowing you to better cope with stress, build resilience and enhance your quality of life. In this training, participants will learn the benefits of self-care and how to incorporate self-care into their daily activities.

Audience:	Order code:	Format:	Length:
General Audience	HSCE	In-person, Webinar	1 hour

How to Thrive this Holiday Season

The holidays can be a wonderful time of year, full of fun activities and joy! If that is the case, have you wondered why so many people feel extra stress this time of year? For some, the holidays bring forth painful emotions. For others, it is a time of feeling overcommitted or financially stretched. All is not lost; there is a way to manage holiday stress. In this training, participants will identify what triggers stress during the holidays and learn coping skills to thrive this season.

Audience:	Order code:	Format:	Length:
General Audience	HTHS2	In-person, Webinar	1 hour

Navigating Life's Journey (Employee Orientation)

In this training, your staff will learn the invaluable benefits offered by your program. These confidential benefits provide employees and their household members with various resources, digital tools and services to help improve emotional wellbeing and build thriving lives. In this training, employees will learn the details of their benefits and how to use and access them.

Audience:	Order code:	Format:	Length:
General Audience	Employee Assistance: HLEE24	In person, Webinar	Employee Assistance: 30 – 45 minutes
	Total Wellbeing: HEMB24		Total Wellbeing: 45 – 60 minutes

Power Your Life with Better Sleep

Getting enough sleep in today's fast-paced world can be difficult. However, quality sleep can leave you feeling refreshed and is important for your mental and physical health. In this training, we will explore the reasons why many people struggle to get good sleep and how a lack of sleep can lead to serious health risks. In this training, participants will learn guidelines and techniques to help improve their sleep hygiene.

Audience:	Order code:	Format:	Length:
General Audience	HLPS	In-person, Webinar	1 hour

Tobacco and Vaping Cessation: Preparing to Quit *New*

Nicotine, the active ingredient in tobacco and vaping products, is very addictive, which makes quitting a difficult feat. However, a person can do it! In this training, participants will evaluate their readiness and personal motivations to quit, identify triggers for nicotine use, learn to recognize withdrawal symptoms and develop strategies to manage withdrawal and relapses. They will also receive tips on how to quit using nicotine successfully.

Audience:	Order code:	Format:	Length:
General Audience	HLTV	In-person, Webinar	1 hour

Using Self-Coaching to Achieve Your Health and Wellness Goals

People struggling to reach health and wellness goals might find self-coaching to be the answer. In this training, participants will explore what healthy living means to them. They will also learn about self-coaching, how it can help to achieve health and wellness goals and specifically how to use it in their day-to-day life.

Audience:	Order code:	Format:	Length:
General Audience	HLHW2	In-person, Webinar	1 hour

Wellbeing for a Healthier Body and Mind

Who does not want to be comfortable, happy and healthy? These are the components that make up one's sense of wellbeing. In this training, participants will explore ways to improve their overall wellbeing to help them meet the challenges of modern life. This includes learning benefits and strategies for improved physical fitness, nutrition, mindfulness, stress management and happiness.

Audience:	Order code:	Format:	Length:
General Audience	HLWB2	In-person, Webinar	1 hour

Leadership

A Leader's Guide to a Drug-Free Workplace

Substance use and misuse are serious issues today, affecting our homes, communities, schools and workplaces. Individuals using substances at work could lead to consequences for both the staff member and the employer. In this training, you will learn the impact of substance use on the workplace, including emotional, behavioral and physical signs and symptoms, as well as when employees may be tested. Additionally, you will learn leadership responsibilities, interventions and resources for maintaining a drug-free workplace.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LDFWC9	In-person, Webinar	1.5 hours

A Leader's Guide to Supporting Employees (Leader Orientation)

Your role as a leader can be challenging, so you need reliable tools and guidance to help you be at your best. Your program can be a valuable tool for supporting your team members, promoting a healthy work environment and building your leadership skills. In this training, you will learn the full scope of the services that support you in your role, such as Workplace Support consultations, referrals and Critical Incident Response services. You will also discover how your program can provide specialized services and resources to support staff while helping you to facilitate a positive and productive workplace.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LGSE	In-person, Webinar	1 hour

A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility, especially managers, supervisors and HR personnel. This training will define workplace violence and potential warning signs. You will also learn more about your responsibilities, intervention options and a range of resources available to help in responding to potential and actual threats of violence, including active shooter incidents.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LUIP2	In-person, Webinar	1 – 1.5 hours

Creating Psychological Safety: A Guide for Leaders

Research shows that providing psychological safety (PS) in the workplace positively impacts all industries and at all levels of the organization. But what exactly is PS, and how can you create a psychologically safe environment for your staff? In this training, you will learn the definition of psychological safety and ways to develop PS on your team.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LCPS	In-person, Webinar	1 hour

Cultivating Workplace Civility for Leaders

Workers in uncivil conditions report low morale and motivation as well as negative personal impact. The good news is many say they are hopeful, noting individuals as top drivers for change, and are willing to take responsibility and action. The culture of civility starts with each of us. This is especially true for leaders. In this training, you will learn about workplace civility, negative workplace and employee impacts of incivility, the value of promoting a civil workplace and positive actions to take.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LCCL	In-person, Webinar	1 hour

Department of Transportation (DOT) Drug and Alcohol Guidelines for Leaders

Employers of safety-sensitive transportation employees play a vital role in ensuring the safety of their employees and the traveling public. As a leader, you are responsible for understanding workplace drug and alcohol guidelines. In this training, you will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, the testing process, employer responsibilities and what to do if an employee tests positive.

Please note—this training is general in nature and does not necessarily meet specific state requirements. It is highly suggested a representative from your company be available during the training to answer any questions about your company's policies and procedures.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LDOT3	In-person, Webinar	2 – 2.5 hours

* Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. training requests. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.

Domestic Violence Awareness: What Leaders Need to Know

Domestic violence (DV) is abuse that occurs in a personal relationship. It can happen between current or former partners, spouses or friends. As a leader, you have an opportunity to support staff affected by DV, who may not have any other allies. Do you feel prepared to help staff dealing with domestic violence? In this training, you will learn how to identify indicators of DV, describe the cycle of abuse and gain tools to help staff impacted by domestic violence.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LDVA	In-person, Webinar	1 hour

Engaging a Generationally Diverse Workforce *New*

Today's workforce spans five generations, each with different attitudes and behaviors. Assessing each generation's unique contributions is essential to engage this diverse workforce. By doing so, you can harness your staff members' varied strengths and experiences to achieve greater success. During this training, you will learn about the five generations in the workforce, how each generation influences the workplace and tips on engaging a generationally diverse workforce.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LEGD	In-person, Webinar	1 – 1.5 hours

Helping Your Employees Manage Workplace Stress

A certain level of stress is healthy; it can boost memory and help people accomplish tasks more efficiently. Stress becomes a problem when it is chronic and unmanaged, which can lead to physical and emotional issues. These issues may ultimately affect job performance. As a leader, it is impossible to eliminate all your employees' stressors, but there are things you can do to help decrease workplace stress. In this training, you will learn causes of workplace stress, warning signs of unmanaged job stress and practical strategies to help reduce your employees' job-related stress.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LWHS	In-person, Webinar	1 hour

Identifying and Addressing Performance Concerns

Identifying and addressing performance concerns in a team or organization is crucial for maintaining productivity and achieving desired outcomes and should be a proactive and ongoing process. Good leadership involves supporting your team members in their growth and development; addressing performance issues is part of that responsibility. In this training, you will learn to identify employee performance concerns, the importance and process of documenting and addressing performance issues and review strategies for providing effective employee feedback, including tackling commonly encountered barriers and providing resources.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LAPC2	In-person, Webinar	1 – 1.5 hours

Leaders: Understanding and Responding to Workplace Bullying

Workplace bullying is a serious health and safety issue. Targets of bullying can experience long-term physical and mental health issues. And bullying targets are not the only victims; entire teams and companies can experience the negative impacts. This training will define what bullying is and what it looks like in the workplace. In this training, you will learn to identify signs and symptoms, including effects on mental and physical health and employee performance and how to support and build bully-free teams.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LUWB	In-person, Webinar	1 hour

Leading During Times of Downsizing and Job Loss

Navigating downsizing and job loss is challenging, not only for impacted employees but also for leaders. Often the leader is in a dual role of supporting and guiding their employees through this period of change and transition while also being personally impacted. In this training, you will learn about common reactions to downsizing and job loss; practical support and leadership strategies; best practices for communicating downsizing information; and valuable program resources.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LDJL	In-person, Webinar	1 hour

Leading Powerfully During Times of Change and Transition *New*

Effective leadership during times of change and transition requires strategic effort. Embodying some basic principles and strategies can help you confidently navigate these periods and empower your team to adapt, grow, and thrive amidst uncertainty. In this training, leaders will learn the difference between change and transition, simple strategies to help staff adapt to transitions, and ways to promote self-care along the way.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LPCT	In-person, Webinar	1 – 1.5 hours

Leadership Strategies for Resolving Workplace Conflict

Conflict is a natural part of relationships—it is inevitable. Managing conflict effectively can lead to growth, improved communication and better collaboration among team members. In this training, you will learn why conflict happens and gain insight into their response, including when to take on a more active role. You will also learn how to apply strategies for helping employees approach and resolve workplace conflicts, including the Positive Solution-Focused approach.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LRWC2	In-person, Webinar	1 – 1.5 hours

Making the Transition from Individual Contributor to Leader

Being promoted to a manager or supervisor can be an exciting time. It can also be challenging. Often this is because new leaders fail to gain a full understanding of the shift from being a co-worker to a leader. This training is specifically designed for new supervisors or managers. New leaders will explore the role shift from being an individual contributor to a leader; identify the traits of effective leaders; learn three simple steps to help get started leading effectively and receive resource information to develop leadership skills further.

Audience:	*Order code:*	*Format:*	*Length:*
New Managers/Supervisors	LICL	In-person, Webinar	1 hour

Mental Health, Substance Use and Suicide Prevention Awareness for Leaders

Despite the prevalence of mental illness, substance misuse and suicide, many people will never seek professional care. Yet, most who receive care improve, and many recover completely!

In this training, supervisors, managers and HR leaders will learn facts, warning signs and how to help and respond to mental illness, substance use, suicide and work performance concerns, including emergencies. They will also receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LPSS2	In-person, Webinar	1.5 hours

Supporting Employee Emotional Health: Assisting Staff After Traumatic Events

Traumatic events that impact the workplace may include workplace violence, death of a colleague, natural and man-made disasters, accidents and other incidents that create stress and anxiety among team members. Leaders who understand the wide-ranging impact of trauma can effectively guide their staff through the aftermath of a traumatic event. In this training, you will learn common reactions to traumatic events and tips and resources to help your staff cope.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LTSE	In person, Webinar	1 hour

Supporting Employee Emotional Wellbeing: Mental Health and Suicide Prevention Awareness

Mental illness affects many individuals, yet only about half of those affected receive treatment, often because of the stigma attached to mental health. Untreated, mental illness can contribute to poor work performance, fewer employment opportunities and an increased risk of suicide. In this training, you will learn facts, warning signs and how to help and respond to mental illness, suicide and work performance concerns including emergencies. You will also receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LMHA2	In-person, Webinar	1.5 hours

Team Building Strategies for Leaders *New*

Building an effective team is challenging! Simply putting a group of people together does not automatically make them a team. For leaders, team building involves understanding the dynamics of a team, improving communication, promoting collaboration and cultivating trust among team members. In this training, supervisors, managers and HR leaders will learn about the distinctions between workgroups and teams, effective team-building strategies and sources for ongoing team building and leadership skill development.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LTBS2	In-person, Webinar	In-person 1.5 – 2 hrs Webinar 1 – 1.5 hrs

Tips to Successfully Manage Remote and Hybrid Workers

Supervising staff working remotely or on hybrid schedules is a crucial aspect of leadership in today's dynamic work environment. Properly managing these work arrangements can significantly reduce stress, boost productivity, and enhance morale. In this training, you will learn how to shift your thinking related to managing remote and hybrid workers, ways to measure performance and how to maintain an effective working relationship with all staff, no matter their location.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LMRH	In-person, Webinar	1 hour

Working Well

Becoming a Successful Team Player

Teamwork is an essential part of any successful team. Whether part of a workgroup, work individually yet interface with a larger group or work across teams, team players are an important part of your organization. In this highly interactive training, participants will learn what it means to be a team player, why it is important and characteristics of a good team player. Participants will also receive tips on how to better work with a team in the office and virtually and develop a short personal action plan to start improving these skills.

Please note—participants do not need to be part of a whole team; members from mixed teams are welcome to attend. Also, participant group size should be no less than five and no more than 30.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WTPW	In-person, Webinar	1.5 hours

Combating Compassion Fatigue

Compassion fatigue is normal, an often unavoidable byproduct of caregiving. While compassion fatigue may not be completely avoidable, helpers can expect to regain feelings of satisfaction and even joy in their caregiving roles. Awareness in the form of information and new insights is the first step towards change. In this training, participants will learn the definition of compassion fatigue, burnout and compassion satisfaction. Participants will also learn warning signs and symptoms and identify how to increase their compassion satisfaction.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WCCF	In-person, Webinar	1 – 1.5 hours

Communicating Effectively in the Workplace—Part One

We have all probably experienced a time when we felt frustrated because we were not able to successfully get our point across to someone else. Learning the skills to communicate effectively can go a long way towards alleviating some of that frustration. In part one of this two-part training, participants will learn about the communication process and how to efficiently send a message.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can not be condensed to less than a one-hour timeframe.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WWEC2P1	In-person,* Webinar	1 hour

The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.

Communicating Effectively in the Workplace—Part Two

It is not uncommon to have times when we struggle to understand what others are trying to communicate. Sometimes those struggles are because the person sending the message is not communicating effectively. Though, it could be because we are not taking steps to help us accurately understand the message. In part two of this two-part training, participants will learn how to receive messages successfully and provide proper feedback.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can not be condensed to less than a one-hour timeframe.

Audience:	Order code:	Format:	Length:
General Audience	WWEC2P2	In-person,* Webinar	1 hour

*The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.

Conquering Workplace Stress

Stress is an inevitable and necessary part of life. When job pressures match our abilities and resources, stress helps to motivate us to achieve our goals. However, when we have difficulty managing our stressors it affects our ability to be productive and may start to impact our emotional health, relationships and home life. In this training, participants will learn the common causes of workplace stress and techniques to manage these stressors.

Audience:	Order code:	Format:	Length:
General Audience	WCWS	In-person, Webinar	1 hour

Cultivating Civility in Your Work Environment

Americans are expressing deep concern about the lack of civility in our country. Employees working in uncivil conditions report low morale, motivation and negative impacts on their personal lives. The good news is that many people are optimistic about the possibility of positive change and believe that individuals can drive this improvement. In this training, participants will learn about workplace civility, the negative impacts of incivility and the importance of being a part of and promoting a positive and civil workplace.

Audience:	Order code:	Format:	Length:
General Audience	WFWC	In-person, Webinar	1 hour

Department of Transportation (DOT) Drug and Alcohol Guidelines for Employees*

Employees performing safety-sensitive functions in the transportation industry are responsible for providing a safe work environment. Creating a safe work environment means following established work rules and the DOT's rules on drug use and alcohol misuse. In this training, employees will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, who gets tested and the testing process.

Please note—this training is general in nature and does not necessarily meet specific state requirements. It is highly recommended that a representative from your company be available during the training to answer any questions about your company's policies and procedures.

Audience:	Order code:	Format:	Length:
General Audience	WDOT3	In-person, Webinar	2 hours

Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. trainings. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.

Drug-Free Workplace

Substance use issues have a tremendous impact on a person's work and personal life. In this training, participants will learn emotional, behavioral and physical signs and symptoms; when employees may be tested; impacts at work, on family and co-workers and what you can do to get help for yourself or others.

Audience:	Order code:	Format:	Length:
General Audience	WDFWC9	In-person, Webinar	1 hour

Embracing Generational Diversity in the Workplace *New*

Today's workforce spans five generations, each with different attitudes and behaviors. Learning to appreciate each generation's unique contributions, communicating effectively and fostering an environment where continuous learning and collaboration are encouraged are essential for workplace success. In this training, participants will learn how generational differences impact the workplace and how to work effectively with all generations.

Audience:	Order code:	Format:	Length:
General Audience	WEGD	In-person, Webinar	1 – 1.5 hours

Empower Yourself During Change and Transition *New*

Conquering change and transition requires a strategic approach. By embracing fundamental principles and strategies, you can confidently navigate these periods and empower yourself to adapt, grow and thrive amidst uncertainty. In this training, participants will learn the difference between change and transition and get tips on navigating the process.

Audience:	Order code:	Format:	Length:
General Audience	WPCT	In-person, Webinar	1 – 1.5 hours

Goal Setting to Ignite Workplace Success

Goal setting is essential for workplace success. Not having goals can be equated to leaving on a trip without directions. Goals provide guidance and direction and promote planning, motivation and inspiration. In this training, participants learn about types of goals, the importance of goal setting, creating attainable goals, managing obstacles and tracking progress.

Audience:	Order code:	Format:	Length:
General Audience	WIWS2	In-person, Webinar	1 hour

Growing Your Personal and Professional Resilience

No one is immune from loss, trauma or significant stressors. We typically cannot control when these things happen. We can control how we respond, adapt and grow from challenges and adversity. In this training, participants will learn what it means to be resilient and why it is so important. They will privately explore and identify their personal or professional challenges and stressors. Finally, they will review resilience characteristics, how to grow them to adapt to and overcome challenges and leave having started their own Personal Resilience Plan.

Audience:	Order code:	Format:	Length:
General Audience	WGPP2	In-person, Webinar	1 hour

Harnessing the Power of Mindfulness to Decrease Workplace Stress

The workplace can be a fast-paced, stressful environment. Sometimes, it is hard to imagine how it is possible to manage everything successfully. Mindfulness skills can be a great way to combat work stress and thrive in the workplace. In this training, participants will learn about the benefits of mindfulness at work and how to use these skills on the job.

Audience:	Order code:	Format:	Length:
General Audience	WHPM	In-person, Webinar	1 hour

Maximizing Your Day: Basics of Effective Time Management

Today's world requires employees to do more, better, faster and with less. If employees do not grasp the basics of effective time management, it can be challenging for them to understand what they are doing wrong and how to improve. In this training, participants will learn what it means to manage their time, advantages of time management and techniques to help them better manage their day.

Audience:	Order code:	Format:	Length:
General Audience	WETM2	In-person, Webinar	1 hour

Motivating Others to Be Their Best

Bringing out the best in others is crucial because it fosters their personal and professional growth, enhances teamwork and builds stronger relationships. By supporting and encouraging others, we create a positive and productive environment that maximizes everyone's potential. In this training, participants will learn why it is important to bring out the best in others, techniques to encourage others' best qualities and ways to use these strategies in their relationships and at work.

Audience:	Order code:	Format:	Length:
General Audience	WBTB	In-person, Webinar	1 hour

Navigating Remote and Hybrid Work

Remote and hybrid work arrangements offer numerous benefits, such as reduced stress, increased productivity and improved morale. However, to succeed in such flexible work setups, it is important to have the right tools. In this training, participants will learn the advantages of remote and hybrid work, essential traits for success and tips for adapting to these schedules.

Audience:	Order code:	Format:	Length:
General Audience	WNRH	Webinar	1 hour

Navigating Workforce Reductions and Job Loss

Navigating a workplace reduction can be challenging, but there are things staff can do to help manage this tough time. In this training, participants will learn the normal phases and feelings they may experience during downsizing and job loss. They will also learn tips to help them move forward.

Audience:	Order code:	Format:	Length:
General Audience	WWDJ	In-person only	1.5 hours

Overcoming Stress and Burnout

Everyone experiences periods of stress, and most of the time, they are able to manage them and go about their day. However, if stress is constant or left unmanaged, it can turn into burnout. That said, there is hope! In this training participants will learn the signs and causes of burnout and practical tips and lifestyle changes to help manage stress and prevent burnout.

Audience:	Order code:	Format:	Length:
General Audience	WOSB2	In-person, Webinar	1 hour

Strategies for Resolving Workplace Conflict

Conflict is a natural part of relationships and is inevitable, especially in today's diverse workplace. Yet unaddressed and unresolved conflict can be damaging to workplaces. Resolving workplace conflict is crucial for maintaining a productive and harmonious work environment. In this training, employees will learn why conflict happens and their response. They will also learn and apply strategies for effectively approaching and resolving workplace conflicts.

Audience:	Order code:	Format:	Length:
General Audience	WSRC2	In-person, Webinar	1 hour

Understanding and Responding to Workplace Bullying

Workplace bullying is a serious health and safety issue. Targets of bullying can experience long-term physical and mental health issues. Also, bullying can affect entire teams, and companies can experience negative impacts. In this training, participants will learn what bullying is and looks like in the workplace. They will also identify signs and symptoms, including impacts on mental and physical health and what to do if they witness or experience workplace bullying.

Audience:	Order code:	Format:	Length:
General Audience	WRWB	In-person, Webinar	1 hour

Using Emotional Intelligence for Workplace Success

Emotional intelligence (EI) is the ability to recognize and understand emotions in ourselves and others, and the ability to use this awareness to manage our behavior and relationships. It involves recognizing various aspects of our feelings and emotions and taking the time to work on the elements of self-awareness, self-regulation, motivation, social awareness and social skills. In this training, you will learn why EI is important in the workplace and ways to improve your emotional intelligence.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WEIW2	In-person, Webinar	1.5 hours

Work-Life Survival: Choosing Satisfaction over Balance *New*

As we go through our daily juggles, it is time to redefine the traditional notion of work-life balance and focus instead on achieving work-life satisfaction. Everyone has different strengths, values, and roles —yet most of us are alike in that we want to end the day feeling a sense of satisfaction. In this training, participants will explore the meaning and importance of work-life satisfaction, learn how to identify their personal strengths, values, and roles and gain practical strategies for prioritizing themselves and setting boundaries.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WSBSG2	In-person, Webinar	1 hour

Workplace Violence: Impact and Prevention

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. In this training, participants will learn about workplace violence, including domestic/intimate partner violence and potential warning signs. Employees will also learn more about their responsibilities, interventions and resource options to help respond to potential and actual threats of violence, including active shooter incidents.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	WVIP2	In-person, Webinar	1 – 1.5 hours