2019 TRAINING CATALOG

Here for you as life happens...

"IF YOU DON'T KNOW, LEARN. IF YOU ALREADY KNOW, APPLY. IF YOU KNOW AND HAVE APPLIED, PRACTICE." ~ ANONYMOUS

ALLIANCE WORK PARTNERS

awpnow.com
512.328.8519
888.327.4636
training@alliancewp.com
AWP’s inventory of trainings is focused on the most beneficial and frequently requested workplace topics:

**EAP ORIENTATIONS** jumpstart utilization by introducing personnel to their free AWP benefits, and training managers on appropriate measures for referrals.

**SUPERVISORY & MANAGEMENT** trainings equip leaders with specialized skills to help them guide and advance their work environment.

**ORGANIZATIONAL TRAININGS** present the crucial and mandatory topics designed to reduce risk or liability for companies and organizations.

**DRUG-FREE WORKPLACE TRAININGS** offer comprehensive information, resources, and advice regarding the signs and consequences of alcohol and drug abuse.

**PROFESSIONAL DEVELOPMENT** trainings reinforce the practical skills that develop and support professionalism, and strengthen the input employees can provide in the workplace.

**STRESS AND WORK-LIFE BALANCE** trainings bring individual stability into focus, to help employees maintain their personal and professional equilibrium.

**PERSONAL WELL-BEING** trainings enhance the attributes that mentally and physically fortify individuals, leading to more productive teams and workforces.

*Welcome to AWP Training*

AWP offers only the most modern and versatile curriculum that challenges participants and respects their intelligence.

Our goal is to create a structured forum for open and professional dialogue, which allows employees to share perspectives and build a more effective work environment.

Our interactive approach to training applies to all stages of the process, empowering you and your team from request to delivery. Training modules are designed with the flexibility to apply to any workplace and accommodate your specific circumstances. The Account Management and Training teams are always available for consultation on training services.

No matter the topic, each AWP training is designed to engage all participants through the use of activities, points of discussion, and group projects.
ADAPTABILITY

AWP’s training modules are designed with the flexibility to apply to any workplace and accommodate your specific circumstances. The Account management and Training teams are always available for consultation on training services.

SEMINARS & WORKSHOPS

In addition to standard training seminars, AWP offers a number of training Workshops that comprehensively address more specialized subject matter and content. These courses invest time in sophisticated concepts ranging from team dynamics to federal compliance. In order to maintain the value and maximum benefit of the training, Workshops feature a fixed length of time that may not be reduced.

The stopwatch icon provides the runtime (in hours) of an onsite WORKSHOP.

WEBINARS

Maximize your training time with an interactive broadcast that reaches your employees right where they are. Participants log into the training from their individual computers, where they hear a live presentation and engage in activities in a virtual classroom. They can pose questions and comments to their trainer and fellow participants on a message board, and receive answers in real time.

Look for the laptop icon next to the topics that are available in a 1-hour WEBINAR format.

Customization Options

AWP appreciates and supports the uniqueness of your organization. In the event that your circumstances require a topic not listed in the catalog, AWP will customize training to address the particular needs of your workplace. This may include editing an existing topic to achieve unique objectives, or creating a new presentation from scratch. Customized training is purchased on a fee-for-service basis for development and presentation time, plus travel expenses.
AWP’s dedicated Training Manager will work with you to arrange the times and topics that best meet your needs.

To request training services, please contact:

training@alliancewp.com • 512.343.9595 • 888.327.4636

To streamline the scheduling process, please have some or all of the following information available when requesting:

- Desired training topic(s)
- Preferred time frame
- Address of training site
- Name, phone number and email address of onsite contact person
- Estimated headcount of attendees

Clients are encouraged to provide at least six (6) weeks notice when requesting training. Classes may be scheduled up to one (1) year in advance.

There is no maximum number of participants who may attend a training session. However, a limit of 30-40 people is recommended for greater interaction. We do ask for a minimum of 5 participants to preserve the quality of the training.

Your EAP contract will outline the number of training hours that are included as part of the service package. Contract hours may apply toward any seminars or workshops unless otherwise marked. Additional hours of training are always available for purchase at the rate stated in your contract.
EAP Orientations

8 EAP Orientation for Employees
8 EAP Orientation for Supervisors

Supervisory & Management Training

9 Confronting Workplace Bullying & Harassment For Leaders
9 Dealing With Difficult Employee Behavior
9 Defining Characteristics of Servant Leaders
10 Delivering Bad News
10 Effective Leadership
10 First Time Managers
11 Giving Feedback For Managers
11 Handling Layoffs & Terminations
11 Managing A High-Stress Environment
12 Managing Generations In The Workplace
12 Managing Millennials in the Workplace
12 Managing The Challenge Of Change
13 Motivating & Engaging Your Employees
13 Proactive Planning For Leaders
13 Workplace Violence Prevention For Supervisors
14 Performance Management I: Goal-Setting
14 Performance Management II: Coaching
14 Performance Management III: Evaluating Performance
15 Performance Management IV: The Conversation
15 Active Shooter Preparedness
16 Ask? Suicide Prevention: Gatekeeper Training
16 Confronting Workplace Bullying & Harassment
17 Creating A Respectful Workplace
17 Cyberbullying Awareness in the Workplace
17 Diversity & Respect In The Workplace
18 Emergency Preparedness
18 Finding Your Strengths
18 Inclusivity, Collaboration, and Respect
19 Sexual Harassment
19 Suicide Awareness
19 Team Effectiveness: Decision-Making
20 Team Effectiveness: Trust & Interdependence
20 Workplace Violence Prevention
21 ALA Freedom From Smoking® 7-Week Program
TRAINING TOPICS

**DRUG-FREE WORKPLACE TRAINING**

22 U.S. DOT Reasonable Suspicion Training For Supervisors
22 U.S. DOT Drug & Alcohol Awareness For Safety-Sensitive Employees
23 Impaired Performance Identification For Supervisors
23 Drug & Alcohol Awareness

**PROFESSIONAL DEVELOPMENT TRAINING**

24 Assertive Communication
24 Bringing It: Finding Value In Your Role
24 Business Email Etiquette
25 Conducting Successful Meetings
25 Conquering the Fear of Failure
25 Cube Etiquette
26 Decision-Making Skills
26 Defusing Hostile Customers
26 Emotionally Intelligent Teams
27 First Class Customer Service
27 Fundamentals of Project Management
27 Generations In The Workplace
28 Keeping Your Cool, Even When Others Don’t
28 Managing Up
28 Overcoming Fear of Conflict
29 Positive Psychology in the Workplace
29 Preparing & Delivering Powerful Presentations | Part 1
29 Preparing & Delivering Powerful Presentations | Part 2
30 Proactive Planning for Employees
30 Problem Solving
30 Professional Presence
31 Receiving Feedback
31 Resolving Conflict
31 Rolling With The Changes
32 Staying Motivated On The Job
32 Team Building
32 The Art of Resourcefulness
33 Time Management
33 Workplace Communication
33 Workplace Dynamics
TRAINING TOPICS

STRESS & WORK-LIFE TRAINING

34 Finding Balance
34 Handling Your High-Stress Job
34 Laugh Your Way To Less Stress
35 Managing Holiday Stress
35 Personal & Professional Resilience
35 ‘Round The Clock: Late-Shift Living
36 Stand Up To Your Stress
36 Workplace Stress Management

PERSONAL WELL-BEING TRAINING

37 Choosing Happiness
37 Creating Healthy Habits
37 Effective Listening
38 Financial Fundamentals
38 Grief, Loss, & Renewal
38 Healthy Relationships
39 Maintaining Good Nutrition During the Holidays
39 Meal Planning
39 Nutrition 101
40 Parenting In The 21st Century
40 Plan Your Way To Wellness
40 Redefining Retirement
41 Sandwich Generation
41 Staying Fit At Work
41 Sweet Dreams: The Importance Of Sleep
42 Take Charge Of Your Health Care
42 Talking To Your Kids About Internet Safety & Cyber Bullying
42 Talking To Your Kids About Money
43 Tobacco Cessation: Introduction
43 Tobacco Cessation: Planning To Live Tobacco-Free

Page 7
EAP ORIENTATIONS

Jumpstart utilization by introducing personnel to their free AWP benefits, and training managers on appropriate measures for referrals.

EAP ORIENTATION FOR EMPLOYEES

AWP exists to find solutions for the problems that affect your life. This session introduces employees to the endless benefits of our online resource databases, as well as the customized care of our national counseling network. Learn how to take advantage of the confidential and comprehensive services that you and your family members can access at any time.

Topics include:
△ Advice, resources, and referrals for daily living and self-improvement
△ Confidential counseling and consultations for personal and professional problems
△ Utilization guidelines for employees and their families

EAP ORIENTATION FOR SUPERVISORS

In addition to personal and professional guidance, AWP empowers managers with unlimited consultation and support to identify and resolve workplace productivity problems. This course details the options and resources available to supervisors through their EAP, from onsite training and mediation services to a strategic five-step formula for effectively handling procedural (formal) referrals.

Topics include:
△ Promoting EAP utilization among employees
△ Monitoring, documenting, and addressing employee behavior and job performance
△ Appropriately referring employees to their EAP
SUPERVISORS & MANAGEMENT

Trainings to equip leaders with specialized skills that help them guide and advance their work environment.

CONFRONTING WORKPLACE BULLYING & HARASSMENT FOR LEADERS

Your employees have the right to a safe, non-threatening work environment. Their productivity and morale can be seriously affected not only by instances of workplace bullying and harassment, but also by their leaders’ response to these problems. This course presents strategies for supervisors to recognize the signs of toxic and/or illegal behavior among employees, and take action to restore a healthy work culture.

Topics include:
♦ Identifying bullying and harassment on your team
♦ The profile of the aggressor
♦ Obligations of the supervisor and the reporting process
♦ Encouraging a bully-proof workplace

DEALING WITH DIFFICULT EMPLOYEE BEHAVIOR

Today’s workplaces strive to employ a diverse population of people, and with them come diverse personalities. As a leader, it is your responsibility to promote a balanced and productive environment, despite differences in behavior and attitude among employees.

Topics include:
♦ Roles and expectations of supervisors
♦ Causes and effects of difficult behaviors
♦ Taking action professionally
♦ Effectively communicating the issues

DEFINING CHARACTERISTICS OF SERVANT LEADERS

The phrase “Servant Leadership” was first coined by Robert K. Greenleaf in an essay published in 1970 titled The Servant as Leader. In this workshop we will seek to explore the concepts behind this timeless theory on leadership.

Topics include:
♦ Servant leadership defined
♦ Ten characteristics of servant leaders
♦ Servant Leadership in action
**SUPERVISORS & MANAGEMENT**

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### Delivering Bad News

There are ways to communicate unwelcome news effectively and professionally, and ways to make a mess of it. Preparation and practice can make the delivery less difficult for both parties.

**Topics include:**
- Techniques for conveying difficult information
- Direct and indirect approaches
- The setting and circumstances of the conversation
- Knowing your audience and possible responses

### Effective Leadership

Over the last couple of decades, the concepts of leadership and management have begun to intertwine. Coaching and mentoring have replaced the commanding and aggressive styles of management that are simply no longer effective in the workplace. Today’s workforce has expectations for leadership as well as for the organization that employs them.

**Topics include:**
- The nature of leadership
- Establish a firm direction
- Building relationships
- Common mistakes to avoid

### First Time Managers

Great managers are not born; they are grown. Learning how to be successful as a manager begins early on. In this training, we’ll establish a foundation to build the managers we need today.

**Topics include:**
- Why great managers matter
- Setting and maintaining expectations
- Applying leadership basics
SUPERVISORS & MANAGEMENT
Trainings to equip leaders with specialized skills that help them guide and advance their work environment.

GIVING FEEDBACK FOR MANAGERS
When providing critical feedback, the manner in which it is delivered will affect the entire process. The most positive results come from thoughtful and well-delivered criticism that focuses on performance or behavior that needs to improve.

Topics include:
- Why feedback is essential
- How to give effective feedback
- Increase awareness of emotional impact
- Enhance your ability to utilize feedback effectively

HANDLING LAYOFFS & TERMINATIONS
Letting an employee go for any reason is never easy. It is crucial that managers learn how to terminate employees in a way that preserves their dignity while meeting the agency’s needs. This training is designed to help you prepare for that process.

Topics include:
- Documentation and prep-work
- Anticipating various employee reactions
- Setting up the meeting(s)
- Taking care of your organization and yourself

MANAGING A HIGH STRESS ENVIRONMENT
You don’t just work in an intense, stressful, high-risk job – you’re supervising one. Part of your role is to successfully lead your staff through each crisis as it comes. But another, not often mentioned role, is to adequately prepare your staff to regularly handle an influx of challenges. Without preparation, some could fall into depression, burnout, substance abuse, or a host of other problems, leaving a team that is ill-equipped to bounce back after each challenge.

Topics include:
- How stress affects our bodies and minds
- Methods to capitalize on using our “down time” as “recovery time”
- Learning about “cue sensitivity” and how we can always be in touch with our staff’s resiliency
### Managing Generations in the Workplace

For the first time in history, we have four generations working side-by-side in the job market. Each brings its own set of skills, goals, and attributes into the workplace. Effectively supervising a group of mixed generations requires a respect and understanding of each.

**Topics include:**
- Define generational diversity
- Key aspects of the four major generations
- Effectively communicating with different generations in the workplace
- Building productive intergenerational teams

### Managing Millennials in the Workplace

This current generation of young professionals is challenging existing mindsets in new and innovative ways. This course offers specific guidance on how to recruit, retain, and incorporate this talent pool into your workplace.

**Topics include:**
- Accountability for developing professionally
- Methods for understanding and addressing Millennials’ needs in a productive dialogue
- Creating collaborative mindsets that increase team effort and decrease conflict.
- Motivation, engagement, and retention of the Millennial generation.

### Managing the Challenge of Change

Whether changes happen gradually or abruptly, the people in your organization will always need some time to adapt. Planning for and supporting your employees’ responses is critical to a successful and timely transition to the new reality.

**Topics include:**
- Communicating transparency during change
- Transition management planning
- Helping employees embrace change
SUPERVISORS & MANAGEMENT

Trainings to equip leaders with specialized skills that help them guide and advance their work environment.

Motivating & Engaging Your Employees

Successful supervisors develop an awareness of what motivates each individual on their team. Are your employees inspired by the mission or running on their own inherent strength? Is there anything you can do to encourage greater engagement? By regularly checking in with the members of your team, you can read their level of commitment to their goals, and learn which small changes might impact their productivity in a big way.

Topics include:
- Assessing staff engagement
- Signs and risks of de-motivation
- Helping your staff tap into their intrinsic motivation
- Tips for increasing employee buy-in

Proactive Planning for Leaders

Our leaders are called on to be decisive, focused planners with one eye on today and the other on tomorrow. When we feel unprepared or out of balance, leading can feel more like just putting out one fire after another – never getting ahead of the issue, always running to catch up. Come learn how to put the fire hose down and really be proactive about your leadership.

Topics include:
- What top time-masters are doing differently
- Solving problems and gaining trust
- Strategies for planning to fulfill your organization’s mission
- Planning for the next generation of leaders in your workplace

Workplace Violence Prevention for Supervisors

Workplace violence is often thought of in terms of serious acts of aggression. Looking closely, we see there are other more common forms of violence that include intimidation, verbal abuse, bullying, hitting and shoving, and sexual assault. Supervisors must be prepared to deal with hostile behavior in their work environment, and establish an appropriate response procedure.

Topics include:
- The obligations of a supervisor
- Warning signs of aggressive or violent behavior
- Documenting and reporting incidents
PERFORMANCE MANAGEMENT WORKSHOP SERIES

Employee evaluations are a manager’s primary opportunity to reinforce goals and drive positive changes in the workforce. Explore how to make the most of your organization’s performance management process by effectively communicating, guiding, and appraising the results you expect of your employees. Each workshop is tailored to the circumstances of your workplace, and packed with state-of-the-art research, resources, strategies, and exercises.

Schedule the full series of all four sessions, or schedule a session individually as needed.

<table>
<thead>
<tr>
<th>PERFORMANCE MANAGEMENT I</th>
<th>Goal Setting</th>
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<tr>
<td>Setting specific, difficult goals consistently leads to higher performance than just urging people to do their best. Learn how to successfully create objectives that align with your team’s strengths and propel your employees and your organization forward.</td>
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<td>- Selecting high-impact goals</td>
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<td>- Competencies and behaviors</td>
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<td>- Factoring in key job responsibilities</td>
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<td>- Mistakes to avoid</td>
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<th>PERFORMANCE MANAGEMENT II</th>
<th>Coaching</th>
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<td>Informal feedback allows managers to guide, support, and/or redirect employees toward their priorities. By keeping employees aware of their level of performance, regular coaching sessions help lessen confusion and anxiety, and encourage continuous improvement.</td>
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<tr>
<td>- What coaching is and what it is not</td>
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<td>- The right timing and the right reasons</td>
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<td>- Causes for mandatory coaching</td>
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<td>- Demonstrating support through active listening and guidance</td>
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<th>PERFORMANCE MANAGEMENT III</th>
<th>Evaluating Performance</th>
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<td>The process of evaluating employee performance demands your feelings and judgments as much as your objectivity and fairness. This workshop addresses how to ascribe ratings that truly fit the employee’s results as well as your observations of how they were achieved.</td>
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<td>- Tips for tracking performance</td>
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<td>- Clearly defining your expectations</td>
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<td>- Utilizing your objectivity and your opinions</td>
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<td>- Common rating errors</td>
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SUPERVISORS & MANAGEMENT

Trainings to equip leaders with specialized skills that help them guide and advance their work environment.

PERFORMANCE MANAGEMENT WORKSHOP SERIES

PERFORMANCE MANAGEMENT IV
THE CONVERSATION

Very few people enjoy having their performance analyzed, documented, and discussed. But a well-organized performance appraisal meeting can provide employees with a valuable understanding of where they stand and what comes next for them. Learn how to plan and carry out an effective conversation with any type of performer.

♦ Preparing yourself and the employee
♦ Strategies for giving impactful feedback
♦ Handling surprises and negative reactions

ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

ACTIVE SHOOTER PREPAREDNESS

An active shooter situation is both unpredictable and rapidly evolving. This FEMA and Department of Homeland Security formulated training is based on the idea that all employees can help prevent and prepare for potential active shooter situations. The course will discuss the mental and physical preparation needed to handle an active shooter situation, as well manners to respond in if there is an active shooter in the vicinity.

Topics include:
♦ How to prepare and respond to an active shooter situation
♦ Recognize signs of potential workplace violence
♦ How to assist the responding law enforcement officials
♦ Aftermath follow up and questions

Please note that organizations will be responsible for providing copies of any existing escape plan or fire evacuation plan to the participants of this Seminar. HR or other appointed security representative will be given 15 minutes to discuss the company approved specific exit plan or strategy. Please consult with law enforcement/fire department prior to scheduling this training if no escape plan or fire evacuation plan is in place.
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

ASk?
Suicide Prevention:
Gatekeeper Training

This training is designed to help key persons or “Gatekeepers” identify and refer individuals who may be at risk for suicide. The purpose is to teach people how to respond to suicidal behavior, expressions of suicidal intent, or other crises that someone they know might be experiencing.

The ASK? Gatekeeper model is a commonly implemented strategy to ensure that community members know how to respond to someone in crisis or someone who is thinking about suicide. Individuals are trained to Ask if someone is thinking about suicide, to Seek more information, and to Know where and how to refer. This training also emphasizes listening, being supportive, and transferring care of persons who are considering suicide to an appropriate professional.

Participants will learn and understand:
* that suicide can be prevented.
* basic information about suicide and where to find more resources.
* the Gatekeeper’s role in the suicide prevention process.
* suicide intervention skills.

The primary purpose of the training is to assist Gatekeepers in identification and referral for those who may be at risk for suicide. Neither AWP nor its parent company WAP makes any assertion or guarantee as to the safety of potentially suicidal persons, and is not liable for any serious actions undertaken by those persons.

Confronting Workplace Bullying & Harassment

We each have a responsibility to create a work culture where employees can feel safe and confident doing their jobs. When we allow hostile behavior into our workplace, this culture could soon be in jeopardy. This training addresses not only the legal aspects of harassment and civil rights violations, but also the intimidating and fear-based behavior exhibited by workplace bullies.

Topics include:
* Identifying bullying and harassment on your team
* Stress responses to bullying and harassment
* The profile of the aggressor
* Strategies for reporting and addressing bullying and harassment
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

CREATING A RESPECTFUL WORKPLACE

The world’s most productive work environments are ones where employees feel included and respected. Mutual respect and interdependence empower employees to communicate ideas and share responsibility for the organization’s objectives.

Topics include:
- The shared benefits of a respectful environment
- Assessing the value of individual contributions
- The role of effective workplace communication
- Strategies to stop and properly report disrespect

Cyber Bullying Awareness in the Workplace

As a community, we all have a responsibility to say “no” to any form of rationalizing the abusive conduct of others in the workplace. This training fosters awareness of cyberbullying and harassment. It addresses the legal definition of cyberbullying, signs and indicators, and the implications for employers as well as the workplace.

Topics include:
- Identify cyber-abuse and bullying
- Signs and indicators of abusive conducts
- Implications for employers and employees
- Prevention and reporting processes

Diversity & Respect in the Workplace

Cultural disrespect is not an “agree to disagree” situation. Recognizing and respecting individual differences is paramount to working comfortably and effectively in today’s workplaces.

Topics include:
- Creating an inclusive culture that moves beyond race
- Recognizing individual and organizational benefits diversity can offer
- Double standards and belief biases
- Liking vs. respecting your coworkers
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

**EMERGENCY PREPAREDNESS**

Workplace emergencies may not happen frequently, but being caught unprepared for one can lead to confusion and increased risk. Readiness is vital to minimizing injuries, loss of life, and damage to the facility. This training prepares all employees to know their role and proceed safely in a variety of possible emergency situations. Participants will be able to:

- Identify workplace hazards and emergencies
- Report and respond to emergencies promptly
- Carry out emergency responsibilities
- Evacuate quickly and safely

**FINDING YOUR STRENGTHS**

Employees are far more likely to be engaged when they have the opportunity to focus on what they do best everyday. In this workshop, participants can expect personalized, strengths-based development planning using Tom Rath’s game-changing *StrengthsFinders* assessment. The findings of your individual assessments will shape an insightful group discussion of how to interpret the results and put them into action.

- Discovering your top 5 talents
- Weaving your strengths into an action plan
- Taking advantage of your resources

Please note that organizations will be responsible for providing copies of *StrengthsFinder 2.0* (Gallup Press, 2007) to participants of this workshop.

**INCLUSIVITY, COLLABORATION, AND RESPECT**

The values of our current workforce have a tremendous impact on the social norms exhibited in employee behaviors. The objective of this course is to understand and model workforce behavioral traits that cultivate mutual respect, collaboration, and a more conscious approach in terms of embracing diversity.

Topics include:

- Embracing inclusivity, respect, and diversity
- Collaborating with others constructively in the workplace
- Responsibilities of the bystander
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

SEXUAL HARASSMENT

Every organization has a duty under the law to provide a workplace free of harassment and unwelcome sexual advances. While we may be quick to say sexual harassment does not occur in our own workplace, a closer look may reveal if our professional standards indeed allow everyone to feel comfortable to come to work.

- What constitutes harassment?
- Identifying and acknowledging misconduct
- Documenting instances of discrimination and harassment
- Handling complaints professionally

SUICIDE AWARENESS

This training is designed to teach community members how to respond to suicidal behavior, expressions of suicidal intent, or other crises that someone they know might be experiencing. The session also emphasizes listening, being supportive, and transferring care of persons who are considering suicide to an appropriate professional. Participants will learn:

- How to talk about suicide
- Warning Signs
- Facts about suicide
- How to ask about suicide
- Risk & protective factors
- How to refer

The primary purpose of the training is to provide information regarding identification and referral for those who may be at risk for suicide. Neither AWP nor its parent company WAP makes any assertion or guarantee as to the safety of potentially suicidal persons, and is not liable for any serious actions undertaken by those persons.

TEAM EFFECTIVENESS: DECISION MAKING

Skills of compromise and collaboration are essential to workplace problem-solving and conflict resolution. Prevent ambiguity, and redirect teams toward the positive results that come from making direct decisions. This workshop is designed to assist an established work group strengthen their team dynamic.

- Your personal commitment to goals and goal setting
- Respectful strategizing
- Characteristics of a strong team
- Possible barriers to communication
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

TEAM EFFECTIVENESS: TRUST & INTERDEPENDENCE

When trust is high, communication can be relaxed and consistent. Work together to re-establish your team’s sense of commitment and accountability. This workshop is designed to assist an established work group strengthen their team dynamic.

Topics include:
♦ Evaluating individual strength
♦ Fulfilling expectations and commitments
♦ Characteristics of a strong team
♦ Possible barriers to communication

WORKPLACE VIOLENCE PREVENTION

This seminar brings attention to violence that can occur on the job, among coworkers and customers. It provides useful and timely tips for recognizing and reacting to violence at work, including the less identifiable forms of violence such as bullying and intimidation.

Topics include:
♦ Anger and its triggers
♦ Warning signs of aggressive or violent behavior
♦ Tips for self-protection and response
ORGANIZATIONAL TRAINING

Presents the crucial and often mandatory topics that unite employees by their common responsibilities, and reduce risk or liability for the organization.

A.L.A. FREEDOM FROM SMOKING®
7-WEEK | 8-SESSION SMOKING CESSATION PROGRAM

Alliance Work Partners has teamed with the American Lung Association to provide Freedom From Smoking®, a comprehensive, cognitive, and behavior-oriented program that utilizes group interaction and support, and is facilitated by a certified Freedom From Smoking® Clinic Facilitator.

The program format consists of eight 90-minute sessions held over a seven-week period. Sessions 1 through 4 are held at weekly intervals. Participants quit smoking completely at Session 4. To offer support early in the quit process, Session 5 is held just 2 days later, and Session 6 is held five days after that. In effect, two sessions are held within one week. A week later, Session 7 is held.

- Session 1: Thinking About Quitting
- Session 2: On the Road to Freedom
- Session 3: Wanting to Quit
- Session 4: Quit Day
- Session 5: Winning Strategies
- Session 6: The New You
- Session 7: Staying O
- Session 8: Celebration

Freedom From Smoking Online®, an additional intervention resource provided by the American Lung Association, has been redesigned and now offers 24-hour access to intervention sessions and message boards at www.ffsonline.org.

To implement this program, a minimum of 4 weeks’ notice is required. All participant materials are included in the cost of the program.

Program Cost: $1500.00
Materials: Workbook & Relaxation CD
Participants: Minimum 8 / Maximum 12
DRUG-FREE WORKPLACE TRAINING

Comprehensive information and resources regarding the signs and consequences of alcohol and drug use in the workplace.

The following courses apply up-to-date federal regulations from the U.S. Department of Transportation (DOT) to train safety-sensitive employees and supervisors required to comply with U.S. DOT regulation 49 CFR. Involvement of the Designated Employee Representative (DER) or an HR representative is requested before and during the training to provide agency-specific drug and alcohol policy.

U.S. DOT REASONABLE SUSPICION TRAINING FOR SUPERVISORS

This course is designed to meet and exceed the educational requirements for supervisors of DOT-covered, safety-sensitive employees. Supervisors are equipped to recognize indicators of impairment, and make appropriate referrals for testing.

Topics will include:
- Facts about drugs/alcohol and indicators of use
- How to make an appropriate DOT reasonable suspicion referral
- DOT regulations regarding safety-sensitive employees (documentation, referral for testing, privacy, testing procedures, post-accident testing, and DOT testing forms)
- An opportunity for your organization’s DER to review policy as it relates to safety-sensitive employees

Please contact AWP to discuss your organization’s compliance with one of these or other DOT regulatory agencies:

- Federal Transit Administration (FTA)
- Federal Motor Carrier Safety Administration (FMCSA)
- Pipeline and Hazardous Materials Safety Administration (PHMSA)
- Federal Aviation Administration (FAA)

This workshop will be modified to comply with the federal regulations applicable to your organization.

U.S. DOT DRUG & ALCOHOL AWARENESS FOR SAFETY-SENSITIVE EMPLOYEES

DOT compliance starts with safety-sensitive employees knowing the laws that apply to them. This training exceeds the baseline federal requirements and expands to confront frequent misconceptions and knowledge gaps of DOT-covered employees.

Topics will include:
- The effects and consequences of prohibited substance use
- The rights and responsibilities of safety-sensitive employees
- DOT-regulated testing procedures
- Disciplinary action, rehabilitation, and EAP confidentiality
- An opportunity for your organization’s HR Representative to review policy as it relates to safety-sensitive employees

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DRUG-FREE WORKPLACE TRAINING

Comprehensive information and resources regarding the signs and consequences of alcohol and drug use in the workplace.

The below courses apply up-to-date research and your internal policies to educate the members of your organization on the effects of drug and alcohol use.

**IMPAIRED PERFORMANCE IDENTIFICATION for SUPERVISORS**

Protect your organization, customers, and employees from the dangers of workplace substance use. This workshop educates supervisors about the impact of drug and alcohol use while empowering them to intervene if they suspect substance misuse in the workplace. The course is recommended for those who do not supervise DOT-regulated employees, but who may be called upon to witness or document a substance-related incident. Formerly known as Reasonable Suspicion (non-DOT) for Supervisors.

**Topics include:**
- Identifying the signs and symptoms of substance use
- Making an appropriate testing referral in compliance with company policy
- Making an appropriate procedural referral
- Applicable consequences of company policy violations

**DRUG & ALCOHOL AWARENESS**

(formerly known as SUBSTANCE ABUSE AWARENESS)

Educate and protect your organization, by providing employees and/or supervisors with valuable information on the biological and professional consequences of drug/alcohol misuse in the workplace.

**Topics include:**
- Identifying the signs and symptoms of alcohol abuse and specific drug use
- The progression of addiction
- Problems associated with substances in the workplace and society
PROFESSIONAL DEVELOPMENT TRAINING

Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

**Assertive Communication**

Assertiveness is based on the idea that you are the best advocate for your own thoughts and desires. However, assertive and aggressive expression are commonly confused. This training clearly defines the difference and emphasizes that assertiveness is the only acceptable form of communication in the workplace.

**Topics include:**
- Differentiating between the four styles of communication
- The significance of body language
- Responding to criticism without defensiveness
- Exercises to build understanding of this communication style

**Bringing It: Finding Value in Your Role**

This introspective training reinforces employees’ individual attitudes about their contribution to a team. It poses an essential question: What brings importance to the work I do: the job title or my own integrity?

**Topics include:**
- Identifying your contribution to the whole
- Assessing your personal values and beliefs
- Infusing significance into any role we perform

**Business Email Etiquette**

How many emoticons and exclamation points can you put in a business email and still be considered professional? Isn’t the bcc: line sneaky? Is my email going to answer the question or only fuel the re? In this training, you can expect a candid conversation about how our electronic presence is another extension of our professional presence. It requires thoughtful consideration regarding audience, tone, and content.

**Topics include:**
- Email culture and your electronic presence
- Useful guidelines for written communication
- Constructing a message that communicate ideas succinctly
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

CONDUCTING SUCCESSFUL MEETINGS
We all carry the battle scars of past meetings that were unproductive, arrived at no solutions, and catered only to the most dominating voices in the room. But a well-planned meeting, involving the right people and the right purpose, can drive your team toward new achievements and can even be enjoyable. Make the most of everyone’s time by designing a meeting that solicits engagement, action, and personal accountability from each participant.

Topics include:
♦ Setting up a time, place, and agenda
♦ Running the meeting
♦ Following through on what was discussed
♦ Handling difficult meeting members

CONQUERING THE FEAR OF FAILURE
At one point in time or another, we have all experienced the fear of failing. Failure can be paralyzing. It can cause us to take inaction and prevent use from moving forward. In this training we will examine what are the underlying causes of the fear of failure and strategies for overcoming it to enjoy true success in work, and life.

Topics include:
♦ The fear of success is masquerading as the fear of failure.
♦ Overcoming fear, self-doubt and self-sabotaging behaviors.
♦ Strategies to conquer fear
♦ Reframing failure by shifting our goals

CUBE ETIQUETTE
Cubicles are a mark of efficiency in the use office space, but often lead us to some inefficient interactions with our work neighbors. This class presents ways we can contribute to a more respectful work area.

Topics include:
♦ Demonstrating your professional presence in your cubicle
♦ The do’s and don’ts of an open office
♦ Professional phone etiquette
♦ Respecting your neighbors and shared space
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

**DECISION-MAKING SKILLS**

Whether individually or as a group, we can find ourselves faced with making a call that will affect our jobs, our colleagues, and even our organization. Ensure that you are prepared to make sound choices.

**Topics include:**
- Establishing a positive decision-making environment
- Covering all contingencies
- Previewing the impact to avoid costly errors later
- Using a collaborative approach

**DEFUSING HOSTILE CUSTOMERS**

If you provide service to others, you may often find yourself interacting with customers who are frustrated past the point of politely asking for help. It is important to know that your reaction and level of professionalism will dictate the outcome of this type of situation in most if not all cases.

**Topics include:**
- Listening with empathy
- Identifying the problem behind the anger
- Knowing your triggers
- Remaining professional and helpful under any circumstance

**EMOTIONALLY INTELLIGENT TEAMS**

Work functions aside, your personality is its own contribution to the workplace. You are responsible for recognizing the impact of your behavior, and adapting your actions to encourage cohesion within your work group. This training advises participants on how to integrate awareness, empathy, and tact into their professional communications.

**Topics include:**
- Define concepts of Emotional Intelligence (E.I.)
- How we can evaluate and shape our own E.I.
- How strong E.I. can improve your understanding of others and strengthen your relationships at work and at home.
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

FIRST CLASS CUSTOMER SERVICE

- Respectability and reputation are critical to an organization’s success. This training encourages employees to take ownership of their team’s image and their customers’ needs, by reaching out to build valuable relationships with their customers.

Topics include:
- Empathizing with customers
- Service that exceeds expectations
- Maintaining your professional edge even in times of stress

FUNDAMENTALS OF PROJECT MANAGEMENT

- Your professional challenges will evolve with your career. As the stakes rise, you’ll need to be able to organize an all-hands-on-deck atmosphere that connects people, time, and resources to meet goals. As an introduction to project management, learn to take advantage of collaborating with your coworkers and honing your leadership skills.

Topics include:
- Developing realistic timelines
- Engagement and cooperation
- Keeping projects on track through communication
- Addressing changes to the project

GENERATIONS IN THE WORKPLACE

- Today’s workplaces benefit from the perspectives and resources of four distinct generations. Exploring these distinctions can foster respect and cohesion within a multigenerational workgroup.

Topics include:
- Define generational diversity
- Examining our beliefs about other generations
- Possible barriers in the workplace
- Tapping into the strengths of each generation
- Understanding what makes each generation unique and valuable to the workplace
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

KEEPING YOUR COOL. EVEN WHEN OTHERS DON'T

Thomas Jefferson once said, “Nothing gives one person so much advantage over another as to remain cool and unruffled under all circumstances.” The key to doing is maintaining professional control of your emotionality through a variety of self-awareness and emotional intelligence techniques.

Topics include:
♦ Managing our own anger, not others’
♦ Harnessing our impulse to react
♦ Tips for deescalating tense situation

MANAGING UP

Knowing and adapting to your boss’s style of communication and decision-making will help you build a mutually beneficial relationship. When you create opportunities for two-way conversation, expectations can be managed and your influence can grow. This course presents ideas and strategies you can use to earn the trust and support that advances your work, projects, and ultimately your career.

Topics include:
♦ Anticipating your manager’s expectations
♦ Making yourself indispensable
♦ Getting your ideas heard

OVERCOMING FEAR OF CONFLICT

Most of us have some resistance to conflict. Instead of addressing issues directly, we try to be “nice” and end up spending an inordinate amount of time talking to ourselves or others — complaining, feeling frustrated, ruminating on something that already happened, or anticipating something that might happen.

Topics include:
♦ What keeps us from engaging others in a candid and transparent way
♦ What we stand to gain from healthy conflict / assertive communication
♦ Assertive communication / listening
PROFESSIONAL DEVELOPMENT TRAINING

Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

**Positive Psychology in the Workplace**

A healthy work environment is more than avoiding the negative. Using concepts based on the science of Positive Psychology, you will improve morale, creativity and productivity in your workgroup.

**Topics include:**
- Brief overview of Positive Psychology
- Key concepts that apply to the workplace
- Building your strengths and learning optimism

**Preparing & Delivering Powerful Presentations | Part 1**

The best presentations are always more than the sum of their bullet points. No matter your medium, there are ways to compel your audience to take your message with them. This training offers a modern, dynamic approach to getting out from behind the cue cards and engaging your audience.

**Topics include:**
- Planning out your strategy and content
- Breaking out of the box to give the audience a show
- Preparing effective visual aids
- Refining and rehearsing to maximum effect

**Preparing & Delivering Powerful Presentations | Part 2**

Feeling like your presentations are lacking in expert design quality? Is the thought of picking out the right font choice or color palette overwhelming? In this training we will discuss effective visual communication strategies for designing your presentation template. We will explore strategies for organizing your slide content in a way that sticks positively with your audience.

**Topics include:**
- Thinking like a designer
- Understanding visual hierarchy
- Using color, text, and contrast to create emphasis
- Demonstrating effective visual communication
PROFESSIONAL DEVELOPMENT TRAINING

Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

**PROACTIVE PLANNING** for Employees

We start off hopeful about all the things we want to achieve in our life and career. But if we aren’t using our time wisely, we can find ourselves stuck handling situations as they arise, no closer to our goals than we were years ago. It takes strategy and a sense of self-organization to keep our personal and professional lives balanced and facing forward. This workshop motivates participants to create their own strategies and make the future different.

Topics include:
- How we are really spending our time
- What top time-masters do differently
- Achieving a healthier work-life balance
- Hands-on planning for your career and personal life.

**PROBLEM SOLVING**

Having a ready formula for tackling all types of issues can help you and your team avoid frustration and stagnation. Learn the steps you can practice to be prepared for any challenge.

Topics include:
- Analyzing the problem
- Getting creative while planning
- Taking action, then reviewing

**PROFESSIONAL PRESENCE**

As the modern work environment continues to evolve, our appearance and mannerisms are still as relevant as our technical proficiency. From your first interview to your daily attire to your most critical presentation, what messages are you sending about your commitment and credibility?

Topics include:
- Unconscious judgments
- Dressing the part
- Professional interactions
- The importance of tone and body language
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

RECEIVING FEEDBACK
Once we learn to embrace feedback, it can encourage us to move forward by growing and adapting to the needs of our workplace. Managers and employees alike will benefit from evaluating their own receptivity and barriers to criticism.

Topics include:
♦ How well do you receive feedback?
♦ Understanding how we process feedback
♦ Evaluating and developing a plan to make corrections

RESOLVING CONFLICT
Disagreements in the workplace don’t have to lead to unpleasantness and awkwardness. As long as we know how to handle differences of opinion, butting heads can spark new ideas and a new understanding of where others are coming from.

Topics include:
♦ From passive to assertive
♦ Six-step process to resolve interpersonal & inter-group conflict
♦ Regulating your emotions
♦ Barriers to resolution

ROLLING WITH THE CHANGES
Our lives bend and refocus with the changes that impact us. This training addresses how and why to make flexibility the norm, and embrace changes at work and at home as opportunities for growth.

Topics include:
♦ Defining individual and group changes
♦ Interpreting what has changed
♦ Developing an action plan
PROFESSIONAL DEVELOPMENT TRAINING

Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

STAYING MOTIVATED ON THE JOB

Feelings of being stuck or overwhelmed at work can affect more than just your productivity. You may only be temporarily out-of-balance, or you may need to reevaluate your situation and find ways to move forward in your life.

Topics include:
- Identifying symptoms of burnout
- Seeking a way to bring your life into balance
- Taking personal responsibility for where you are
- Rebuilding your job to increase engagement

TEAM BUILDING

Well-developed teams become far more effective than their component parts. This workshop reinforces team values by placing emphasis on focus, engagement, and collaboration. While especially effective with an established team, the lessons easily translate to any work effort.

Topics include:
- Traits of effective teams
- Identifying roles and talents
- Achievement through collaboration

THE ART OF RESOURCEFULNESS

New research indicates professional success for individuals, groups, and teams, does not stem from the number of resources you obtain, but from how resourceful you are in utilizing the resources you already have. In this training we will explore strategies for developing a new perspective towards our resources, one where we can tap into their full potential.

Topics include:
- Discerning the difference between chasing versus stretching resources
- Psychological foundations for stretching resources
- Strategies for cultivating resourcefulness to solve problems.
PROFESSIONAL DEVELOPMENT TRAINING
Reinforce the practical skills that support employee productivity and encourage more effective workplace interactions.

**Time Management**
Watching our work pile up can be overwhelming. In order to spend more of our energy on activities we value, we have to make choices about how we address our daily tasks. This seminar will help you assess your current time management habits, and offer tips for improving them.

**Topics include:**
- Organizing your environment
- Developing an effective plan
- Delegating effectively
- Recognizing and avoiding distractions

**Workplace Communication**
Communicating effectively is not just about transmitting accurate information. A team that shares a healthy dialogue shares ownership of the team’s goals.

**Topics include:**
- Building productive workplace relationships
- Assertiveness, diplomacy, and tact
- Verbal and written tone
- Body language

**Workplace Dynamics**
In businesses today, being a solid performer is only part of the picture. Building solid relationships and mastering the flow of your work culture is just as important. This vital workshop emphasizes communication, team building, and respect as the pillars of a productive workplace.

**Topics include:**
- Strategies for showing respect
- Communication and listening exercises
- What we value in leaders and team members
STRESS & WORK-LIFE BALANCE TRAINING

Bring individual stability into focus, to help employees maintain their personal and professional equilibrium.

**Finding Balance**

Too many of us go to work and return home day after day, spreading ourselves more and more thinly over our personal and professional lives. This training takes a close look at how pressures and expectations from each sphere can become unbalanced, eating up our time and exhausting our determination. Learn how to get out of survival mode and into a steadier, more purposeful pace.

**Topics include:**

- What makes balance seem impossible
- What work-life masters do differently
- Critically assessing your balance and satisfaction level

**Handling Your High Stress Job**

Some jobs go beyond the typical 9-to-5. They are intense, stressful, and high-risk. Without taking a critical look at how we are handling our stress in the midst of a crisis and how we take care of ourselves following, we are leaving our mental and emotional well-being to chance.

**Topics include:**

- How stress affects our bodies and minds
- How to use your “down time” and recovery time
- Coping skills to use during and following a high-stress day.

**Laugh Your Way to Less Stress**

You may already be familiar with what unreleased tension can do to your body. The physical and mental benefits of laughter as a stress reliever make it a brilliant strategy to increase the humor in your life. Seriously.

**Topics include:**

- Innate body responses to stress
- Counter-strike with humor
- Utilizing laughter yoga to reduce stress

Page 34
STRESS & WORK-LIFE BALANCE TRAINING

Bring individual stability into focus, to help employees maintain their personal and professional equilibrium.

MANAGING HOLIDAY STRESS

Gifts to buy, food to cook, travel to arrange, and that one family member that you’re better off avoiding. It starts earlier every year, and somehow you’re expected to enjoy yourself. Make this year different, with proactive steps that make the season memorable and the stress manageable.

Topics include:
- Evaluating holiday goals and expectations
- Balancing desires with finances and time
- Tips for holiday survival

PERSONAL & PROFESSIONAL RESILIENCE

This training focuses on the flexible strength of resilient people, and the ways we can develop those qualities within ourselves. Evaluate your approach to the events and challenges that confront you, and learn what you can do to better insulate yourself from stressors.

Topics include:
- Defining resilience
- Identifying “untruths” that we believe
- How to dispute these beliefs
- Building resilience

‘ROUND THE CLOCK: LATE-SHIFT LIVING

It’s not just the heavy eyelids that are difficult about working the 2nd or 3rd shift. Careers that require 24-hour staffing also require a part of our population to sacrifice the lifestyle that comes with the standard workweek, and create routines where society has provided little infrastructure. But there are some things we can do to ensure we are building the healthiest routines possible.

Topics include:
- The new sleep schedule
- Addressing the social setbacks of reversed days and nights
- Changing unhealthy wind-down routines to healthier routines
STRESS & WORK-LIFE BALANCE TRAINING

Bring individual stability into focus, to help employees maintain their personal and professional equilibrium.

STAND UP TO YOUR STRESS

Recent research shows a strong link between mental stress, physical inactivity, and a variety of poor health conditions. Yet many of us end up spending our work time and our free time sitting still, not often stretching our bodies or our minds. This class reminds us to get up and move, and manage our stress and physical tension through stretching and activity.

**Topics include:**
- Why we need to move
- Stress, posture, and the sedentary lifestyle
- Techniques for reducing stress through movement

WORKPLACE STRESS MANAGEMENT

Stress certainly appears to be an inescapable element of modern life. This training challenges you to identify what stresses you out, the symptoms it may be causing, and the best methods to overcome it.

**Topics include:**
- Evaluating how we experience stress
- Examining where our stress stems from
- Unhealthy ways we cope with stress
- Helpful stress management strategies
PERSONAL WELL-BEING TRAINING

Encourage a healthy approach to the elements of daily life that impact everyone on your team.

Choosing Happiness

More and more, science is telling us that our level of personal satisfaction is linked to our social ties and the way we interact with our community. Aided by new research from the fields of psychology, neurology, biology, and mindfulness, this training will explore techniques to increase the joy in our lives, regardless of the external circumstances.

Topics include:
- The science behind happiness
- Contributing factors to happiness
- Steps to improve your overall happiness

Creating Healthy Habits

Experts tell us that 80% of illnesses are lifestyle related. Workplace wellness can be greatly affected by our physical and emotional well being. This timely seminar addresses health issues and how our diet and activity can have a positive impact on both our professional and personal performance.

Topics include:
- How to make impactful changes to nutrition and daily activity
- Examine personal health, risk factors, priorities and options to make better choices
- Techniques to manage weight, mood, stress level, and reduce health risks

Effective Listening

With all of the distractions of our fast-paced lives, listening is often difficult but very necessary to make people feel respected in relationships and at work. There are tools we can use to help us do better.

Topics include:
- Motivation to listen
- Learning to invest and engage
- Paying attention to non-verbal cues
PERSONAL WELL-BEING TRAINING
Encourage a healthy approach to the elements of daily life that impact everyone on your team.

**FINANCIAL FUNDAMENTALS**

Now more than ever, we all could use uncomplicated guidance on money matters. From the terminology to the technicalities, this training is designed to open up a productive conversation about how we manage our personal finances.

*Please select up to three of the following modules for a custom-built training that is unique to your team members’ interests. Each module will include advice, activities, and discussion points that develop an awareness and vocabulary for that topic.*

- Budgeting
- Understanding credit
- Borrowing
- Reducing your debt
- Living wisely every day
- Consumer awareness
- Saving to meet financial goals
- Preparing for retirement

**GRIEF, LOSS AND RENEWAL**

This session provides a forum to discuss losses such as job change, moving, chronic illness, divorce, aging, and death. The way we each acknowledge and adapt to these losses makes us unique. The people and resources around us can help us cope.

*Topics include:*
- Models of the grieving process
- Coping strategies
- Comforting others
- Grief in the workplace

**HEALTHY RELATIONSHIPS**

Any type of relationship that we have requires effort, self-awareness, and sincerity. Explore the similar goals of respect and understanding that are inherent in all types of relationships, including those between friends, coworkers, family members, and romantic partners.

*Topics include:*
- Components of a healthy dynamic
- Recognizing your own needs and desires
- Attracting by example
- The importance of communicating boundaries

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PERSONAL WELL-BEING TRAINING

Encourage a healthy approach to the elements of daily life that impact everyone on your team.

MAINTAINING GOOD NUTRITION DURING THE HOLIDAYS

The holiday season, for many of us, contains a wealth of traditions. Family, decorations, celebrations, and perhaps most prominently, food. Maintaining good nutrition can be a trepidatious endeavor throughout the entire year, and often the holidays are the most difficult time to stick to a resolution of eating healthy food. Maintaining good nutrition should not be about sticking to a "diet" that you are not happy with and cannot follow. Instead, this training will explore ways to make healthy eating choices without eliminating all of the foods that make the holidays special.

Topics include:
- What is good nutrition?
- Healthier eating options
- The importance of whole foods
- What is one thing I should focus on during the holidays?

MEAL PLANNING

Planning meals in advance helps to cut the hunger and the hurry out of our dietary choices, which can benefit our health, our schedules, and our budgets. This session offers ideas to start improving our eating habits by easing into a more proactive routine.

Topics include:
- Why meal planning is important
- Developing a routine that works for us
- Getting started and keeping the momentum

NUTRITION 101

Rethinking what makes it onto our plates is often our first step toward overall health improvement. Let’s get down to the fundamentals of nutrition and uncover effective ways to make a positive impact on our bodies, today and in the long run.

Topics include:
- New information about the American diet
- The foods that make a difference
- Rethinking our relationship with food
PERSONAL WELL-BEING TRAINING
Encourage a healthy approach to the elements of daily life that impact everyone on your team.

PARENTING IN THE 21ST CENTURY
Modern parents maintain a complicated network of responsibilities. This course addresses the various roles we take on for our children, and the expectations and goals that come with each of them.

Topics include:
♦ Prioritizing our daily routine
♦ Age-appropriate activities and boundaries
♦ Tips for work-life balance
♦ Parenting resources

PLAN YOUR WAY TO WELLNESS
When we feel good mentally and physically, we tend to have better experiences and interactions. To get there, we have to restructure our thinking and create long-term changes we can sustain. This training encourages taking small steps that can make a big difference in your overall health.

Topics include:
♦ What it is to be well
♦ Knowing where we stand
♦ How we change behaviors
♦ Overcoming habits and hesitation

REDEFINING RETIREMENT
Retirement used to mean putting your feet up, traveling occasionally, taking up golfing. Now, those retiring are focused on creating a new way of living, equipped with a new way of thinking about the next chapter.

Topics include:
♦ Stages of retirement transition
♦ Emotional planning
♦ Shifting focus and identity
PERSONAL WELL-BEING TRAINING

Encourage a healthy approach to the elements of daily life that impact everyone on your team.

**SANDWICH GENERATION**

Working adults caring for multiple generations can easily become distressed, as they feel caught balancing the needs of children, aging parents, and themselves. This seminar focuses participants on finding the support and resources to help with their largest responsibilities.

**Topics include:**
- Reaching out
- Gathering vital information
- The importance of self-care
- Care-giving resources

**STAYING FIT AT WORK**

It’s incredibly easy to find ourselves sitting more than nine hours in the day, but our bodies are meant to be in motion and fueled with good food. This topic takes a light-hearted look at how we can creatively find time to stay healthy and active even while at work.

**Topics include:**
- Ways to get out of the chair throughout the day
- How to pack nutritionally-dense lunches and snacks
- Reading nutrition labels to make the best choices
- Keeping the healthy decisions going at home

**SWEET DREAMS: THE IMPORTANCE OF SLEEP**

With such a strong link between sleep difficulties and many serious health issues, it is valuable to examine what could be keeping us awake, and how to get around it to make the most of our sleepy hours.

**Topics include:**
- Phases of unconsciousness
- Creating a relaxing environment
- Symptoms of sleep disorders
- Monitoring your nighttime routine
PERSONAL WELL-BEING TRAINING

Encourage a healthy approach to the elements of daily life that impact everyone on your team.

**TAKE CHARGE of YOUR HEALTHCARE**

We know that healthcare can be expensive and confusing; being an educated consumer is the best way to start getting the most out of the process. Learn strategies to stay informed and in control before, during, and after a visit to the doctor.

**Topics include:**
- Talking with your doctor
- Your healthcare tool kit
- How to control costs and be healthier

**TALKING to YOUR KIDS ABOUT INTERNET SAFETY & CYBER BULLYING**

Recent advances have brought undeniable global benefits and educational opportunities, so much so that today’s children tend to embarrass their parents with an innate technological prowess. Many parents might feel more comfortable about their child’s electronic and Internet use if they were prepared with limitations and safety guidelines.

**Topics include:**
- Youth online culture
- The realities of internet use
- Monitoring online behavior

**TALKING to YOUR KIDS ABOUT MONEY**

It’s never too early to start teaching your children the value of money. Day-to-day activities can translate to powerful lessons about price comparison, responsible spending, and long-term planning. Set your kids on the path to financial responsibility by fostering good habits now.

**Topics include:**
- Setting a good example
- Establishing appropriate limits
- Stages of financial understanding and independence
PERSONAL WELL-BEING TRAINING
Encourage a healthy approach to the elements of daily life that impact everyone on your team.

TOBACCO CESSATION: 
INTRODUCTION TO QUITTING

This compelling seminar provides a foundation of data on which to build a personalized quit plan. By first examining practical and personal motivations for quitting, participants set themselves up for a successful quit.

**Topics include:**
- Motivations for quitting
- Overcoming triggers
- Treating tobacco as an addiction, not a habit
- Taking the first step

TOBACCO CESSATION: 
PLANNING TO LIVE TOBACCO-FREE

We all know tobacco use is not good for us. The average tobacco user makes five attempts to quit during their lifetime. And it’s no wonder: research has shown that nicotine is more addictive than cocaine or heroin. As a follow-up to the introductory course, this training takes a closer look at how to build an effective, customized plan to stop your tobacco usage for good.

**Topics include:**
- The best combination of intervention methods
- Should I use prescription aids?
- Safe alternatives to manage your quitting
- Techniques to handle your recovery symptoms
Here for you
as life happens...

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