

# EMPLOYEE RESOURCE SYSTEMS, INC.

## TRAINING SERVICES

In addition to the Employee Assistance Program (EAP) services offered by ERS, we also offer a variety of training services:

- ❖ We offer “brown bag” or “lunch and learn” sessions as a quick, informative hour on current topics.
- ❖ We also offer longer training sessions as a more in-depth look at a topic. These sessions offer employees and supervisors the opportunity to learn and practice new skills.

The following is a description of some of the topics already offered by our training staff. If you have a particular training need not mentioned on the list, please do not hesitate to contact us and we can discuss the development of any training session you may require.

*If you have any questions or would like to discuss these workshops please contact  
Employee Resource Systems at 1-800-292-2780.*



## 1. Stress Management



Stress is a familiar experience for all of us. Today's society is extremely stressful both at home and at work. The demands placed on us as partners, parents, employers and employees continue to increase and we need to learn tools to deal with this stress. This workshop aims to assist participants in this process and within this workshop, participants will ...

- understand the nature of stress, including the signs, symptoms and misconceptions of stress
- practice skills in managing stress
- practice relaxation techniques to reduce stress

## 2. Cultural Diversity

The concept of managing diversity has been evolving for about 30 years starting with the Civil Rights Act of 1964, which prohibited discrimination against specific groups of people. There has been a shift over the last 30 years from mandating equal rights for women and minorities, to the current conception of recognizing, valuing, building upon and celebrating our unique differences. Within the workplace this means that we deliberately attempt to manage the differences of our individual employees and ensure that these employees are not assimilated but remain as unique individuals, integrated into our organization. Upon completion of the workshop, participants will ...

- be aware of the concepts of identity groups, values, cultural diversity and a respect for differences within the workplace
- understand the concept of managing diversity in the workplace
- practice a working model for managing diversity in the workplace

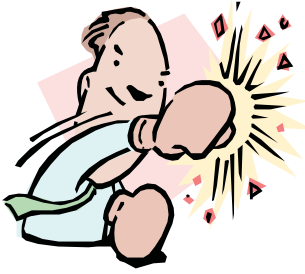
## 3. Communication Skills

Communication is something we do all day, every day. However, communicating effectively is a skill that very few people possess. Conflict in organizations often stems from an inability to effectively and assertively communicate. Within the workshop, participants will ...

- identify verbal and non-verbal aspects of communication
- Discuss personal “roadblocks” to effective communication
- review techniques for effective listening
- practice the effective communication skills of *active listening, validating and positive assertiveness.*



#### 4. Conflict Management



Organizations without conflict would become stagnant and unresponsive to change. On the other hand, conflict within an organization can also be detrimental. While unmanaged conflicts, disagreements and out of control emotions can harm important work and professional relationships, effectively managed conflict can promote cooperation and build stronger relationships. Most conflicts can be resolved fairly and in a way that benefits all those concerned. Within this workshop, participants will...

- assess their own conflict management styles
- recognize the characteristics of conflict
- identify the positive and negative consequences of conflict
- put into practice a model of managing conflict

#### 5. Drug-Free Workplace

Within the United States, more than 70% of the people who use illegal drugs are employed. It has been shown that drug users and alcohol abusers have higher rates of absenteeism, a greater number of worker's compensation claims, increased workplace accidents and injuries, and higher medical benefit use. A drug-free workplace program assists organizations in their struggles against drug and alcohol abuse in the workplace. Within the workshop, participants will...

- learn of the prevalence of illicit drug and alcohol use in our society
- understand the effects of illicit drugs and alcohol on individual, family and the workplace
- understand the nature of a drug-free workplace program
- learn managerial skills of identifying problems, assessing and clarifying problems, documentation, consultation, taking action, referral and follow-up with troubled employees

#### 6. Budgeting Made Easy

Credit cards, student loans, medical bills, car payments, mortgage or rent payments... We all have bills and wonder how it is that we are going to be able to pay everything off. In this workshop, participants will ...

- identify attitudes and behaviors that create financial problems
- identify financial “pitfalls” before it’s too late!
- develop a clear understanding of their current financial status
- learn strategies to reduce any waste of resources



## 7. Making the Most of the Holidays

Holiday stress is a phenomenon experienced by most holiday participants. While feelings of joy and excitement are an integral part of holiday time, so too are feelings of loss, depression and loneliness. Upon completion of this workshop, participants will be able to...

- identify reasons why the holidays may be difficult for some people
- identify symptoms of holiday blues
- practice ways to cope with holiday stress

## 8. Career Planning

Should I go back to school? Should I change jobs? How do I begin a job search? What should I include on my resume? What should I wear to an interview? These are all questions people ask when planning to make a job change or enter the job market for the first time. The objectives of this workshop are to...

- identify the steps involved in career planning
- develop skills in self-evaluation and skill identification when deciding on a career or beginning a job search
- develop skills in writing a resume, cover letters and thank you letters



## 9. Chemical Dependency/Substance Abuse

With the high statistics regarding substance abuse, particularly in the workplace, employee and employers alike need to recognize the impact of chemical dependency on our everyday lives. This training program addresses the nature and symptoms of substance abuse. Upon completion of the workshop, participants will...

- learn the prevalence of illicit drug and alcohol use in our society
- understand the nature of addiction
- understand the physical and psychological effects of illicit drugs and alcohol on individuals, the family and the workplace

## 10. Balancing Work and Home

During the 1950's, 75% of American families consisted of a father who worked and a mother who stayed home with the children. Today, only about 7.1 per cent of American families fit that pattern. Upon completion of this workshop, participants will...

- understand the demands of today's society on families
- identify their own areas of stress in balancing work and home
- develop tools for managing and balancing work and home life.



## 11. Parenting

Children today, whether youngsters or teenagers, need many skills to help them deal effectively with life and ultimately, to survive outside the home. You can provide a solid foundation that will assist your child in becoming a healthy and happy adult. Upon completion of this workshop, participant will be able to...

- develop guidelines for basic parenting skills
- learn and use various methods for building strong and positive relationships with their children.

## 12. Time Management



It's an inescapable fact that time is finite. What differs for each of us is what we do with the time we have. It may be better to replace the phrase time management with the concept of self management. It has been said that every hour spent planning saves three hours of doing. Upon completion of this workshop, participants will...

- conduct a self-assessment of time management skills
- discuss goals & values relating to prioritizing
- learn tools for managing time - planning, organizing and avoiding classic time wasters.

## 13. Organizational Change

No individual, organization or system is exempt from change. Some of these changes we support, while we resist and struggle against other changes. All change within organizations will have some kind of an impact as we're confronted with new demands that test our resiliency. Upon completion of this training, participants will...

- understand the nature and cycle of change in organizations
- learn the possible effects of change on people in organizations
- learn tools and skills to enhance resiliency within the organization.

## 14. Manager's Training

In any organization, one of the most difficult jobs is that of the front-line manager. The manager deals with the most unpredictable and changeable element in the workplace, the employee. Being able to quickly identify struggling employees and comfortably discuss your concerns with them are vital for any effective manager.

Upon completion of this workshop, managers will...

- understand their responsibilities in recognizing troubled employees
- learn the seven steps for effective interventions with employees
- learn how to make a Job Performance Referral to the EAP



### 15. Cardiac Emotional Fitness

This training explores the link between heart disease and emotions. It is estimated that as many as 75% of all patient visits in primary care practice can be attributed to psychosocial problems that present through physical complaints. Given our emerging understanding of the link between mind and body, it's not surprising that research over the past decade has begun to identify ways in which our emotional state and cardiovascular health are associated. Participants of this workshop will ...



- examine evidence linking emotions and heart disease
- understand the risks posed by harmful emotional states
- learn strategies for managing or preventing problematic emotions

### 16. Yoga in the Workplace

This training provides you with information and demonstrations of basic yoga postures with emphasis on stretching, alignment and deep breathing. By bringing awareness to your own posture, both sitting and standing, you can increase your energy level and ability to concentrate at work. Participants of this workshop will...

- Learn about the importance of posture at your work station
- Experience the impact that breath and movement have upon relaxation
- Practice simple stretching combined with breathing exercises

### 17. Agewise

The elderly population is dramatically increasing in the United States. Based on their past experiences and current need, older consumers are particularly savvy. They pay great attention to quality, value, service and convenience. To ensure that your staff has the knowledge necessary to meet the needs of this clientele, AGEWISE training is available. This training consists of an interactive seminar designed to teach management and staff how to effectively work with older people. This training includes:

- A slide presentation outlining the physical changes that occur with age.
- A discussion of key psychological concerns of older adults.
- An empathic simulation designed to help staff understand their older clients.
- A review of specific suggestions for better service.



## 18. Preventing Sexual Harassment

This seminar focuses upon the specific policy of the workplace, reviewing it section by section. It includes a quiz on common scenarios and goes over the specific actions and behaviors that might be classified as harassment and what to do in those kinds of situations.

- Policy review
- Clarification on reporting process
- Quiz on common harassment scenarios

## 19. Positive Psychology

What makes us happy?



It is a fact of modern life that people somehow assume the acquisition of things will bring them happiness? Is that true? How much of your happiness is in your control – or just genetics? In this workshop we will discuss some of the research into what makes us truly makes people happy. We will discuss some of the ways we trick ourselves into temporary periods of happiness followed by regret and letdown. Most importantly we will talk about strategies for developing our capacity to have more satisfaction in our lives.

For this workshop you will be required to bring an open-mind and possess the capacity to be honest with yourself!

## 20. Discovering The Hidden Obstacles To Good Customer Service

The object of this workshop is to raise consciousness about the hidden ways that prevent us from providing good service to each other and our clients. This is an experiential workshop designed to provide an opportunity to participate in activities that will help individuals understand and address their expectations and those of others in the workplace. The goal of the workshop is to explore how personal interactions with team members and clients are influenced by:

- Expectations
- Stress responses
- Communication



## 21. Understanding Attitudes And Behaviors In The Workplace

The workshop titled "Understanding Attitudes and Behaviors in the Workplace" covers common behaviors that interfere with productive work teams, and the concept of attitude and how it influences our ability to change. The focus of the program is to enhance healthy workplace relationships and to help participants recognize their role in developing a professional team. The training session examines:

- Common problems
- Suggestions for solutions
- The challenge of change

## 22. Family Emergency Preparedness



With all the drama of a television movie, earthquakes, tsunamis and tornadoes have dominated news coverage in recent years. Whether or not such disasters are likely to affect you directly, they're a good opportunity to ask yourself whether your family is prepared for emergency. Emergencies take all forms, from the catastrophic natural disasters mentioned above to more common, everyday disasters, such as fires, flooding or even car accidents or breakdowns. The time to prepare yourself for emergencies is now. All it takes is a few simple steps. Whether man-made or natural, disasters happen. Would your family be prepared?

## 23. Building Resilience

There are many qualities that contribute to what makes a person more resilient than others, such as being able to honestly evaluate adverse situations. Being a part of a community that supports and encourages them, resilient people believe they can make a difference and take action to affect a change. Finally they understand that between an event and their response is a complicated "filter," constructed based on experience, beliefs and prejudices. Understanding the effect of the "filter" allows the resilient person to respond in a way that is appropriate and useful. In this workshop, we will discuss the dimensions of meaning and help participants begin to evaluate the filters that lead to destructive or positive responses.

- Learn the dimensions of thinking about events
  - "me" versus "not me"
  - "everything" versus "not everything"
  - "always" versus "not always"
- Understand the filters that you use to interpret events or incidents and how those they inform your emotional and behavioral reactions

