



EAP TOOLKIT

SUPPORTING ORGANIZATIONAL SUCCESS AND IMPROVING QUALITY OF LIVES

Employee Assistance Seminars

Topics available on-site or via webinar

General Topics

- Avoiding Job Burnout
- Conquering the Winter Blues
- Diversity: Equity & Inclusion
- Employee Orientation
- Exploring Your Relationship with Money
- Generations at Work
- Intro to Emotional Intelligence & Awareness
- Resilience & Mental Flexibility

Communication

- Conflict Resolution
- Customer Service
- Interpersonal Effectiveness
- Plain Language & Digital Communication

Stress/Change

- Compassion Fatigue
- Holiday Stress
- Mindfulness Based Stress Reduction & Self Compassion
- Stress Management
- Time Management
- Working in a Changing Environment

Work/Family/Life

- Caregiver Resources
- Raising an Emotionally Intelligent Child
- Work/Life Balance

Career Development

- Maximizing Your Vocational Potential
- Resumes/Interviewing

Wellness

- Healthy Sleep
- Tobacco Cessation
- Wellness at Work

Substance Abuse

- DOT Employee Training*
- Drug & Alcohol Awareness

For Supervisors/Managers

- Manager's Guide to Compassion Fatigue
- Manager's Guide to Critical Incidents in the Workplace
- Managing Employees during Downsizing and Job Loss
- Mental Illness in the Workplace: A Manager's Role*
- Supervisor / Manager Orientation

Organizational Development*

- DOT Supervisor Training
- Emotional First Aid in the Workplace
- Emotional Intelligence
- Enhancing Team Effectiveness through Communication
- Maintaining a Safe & Professional Workplace
- Reasonable Suspicion
- Team Building

All topics are 1 hour with the exception of Organizational Development.

Please allow 3 - 4 weeks notice for scheduling.

**Additional fees may apply.*

Webinars

Cascade hosts monthly webinars that are generally one hour in length. The calendar for the year features a wide range of popular topics that go over mental/emotional, financial and legal issues, along with wellness and communication. Webinars are hosted by subject matter experts.

Human Resources Webinars

Cascade Centers, Inc. introduces our 2019 Webinar Series for Human Resource Professionals. These webinars are free and are approved for SHRM credit hours. Each webinar is one (1) SHRM credit.



2019 Human Resource webinars:

- Strategies for HR Professionals to Support Employees with Compassion Fatigue
- Preparing for the Worst: Preventing Workplace Violence
- Fostering an LGBTQ+ Inclusive Workplace
- The Role of Leaders in Reducing Work-Life Stress

To register for upcoming Human Resource webinars click [here](#).

Cascade Personal Advantage - EAP Member Site Webinars

2019 Cascade Personal Advantage webinars:

- Do Your Bucket List: 7 Ways to Up Your Focus on Things that Matter
- Uncovering Unconscious Beliefs
- Tax Saving Strategies
- Mastering the Business of Workplace Etiquette
- Resilience in Times of Change
- Funding College: 5 Steps Every Family Can Use to Build a Successful Plan
- Clear Your Clutter: A Comprehensive Guide
- 5 Strategies to Actually Enjoy the Holidays This Year
- Letting Your Emotions Interfere with Eating
- Money is Emotional: Prevent Your Heart from Hijacking Your Wallet
- Master Your Mind: Emotional and Physical Health Connections
- Putting Out the Fire: Preventing and Managing Burnout

Log into the EAP Member Site [here](#) to view the webinars.

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Webinars

Financial Webinars

- The Financial Wellness Playbook
- Your Debt-Free Game Plan
- Making Tax Returns Less Taxing
- Live Financial Forum - Tax Theme
- It's My Budget, & I'm Sticking to It!
- I Want To Buy A House
- Getting & Keeping Good Credit
- Reviewing & Fixing Credit Reports
- Identity Theft: Prevention, Protection & Resolution
- Live Financial Forum - Financial Goals Theme
- Student Loan Repayment Strategies
- Retirement Planning: Getting Started
- Dreaming of Retirement
- Investing: Getting Started
- Investing: Risk Considerations & Taxes
- Live Financial Forum - Saving & Investing Theme
- Estate Planning: Financial Basics
- Planning For College 101
- A Holiday Planning Guide
- Money Basics: Let's Build a Plan
- Live Financial Forum - Debt & Budget Theme

To register for financial webinars go to: www.cascadecenters.com/Financial-Webinars

Cascade EAP Webinars

- What to Expect from Your Money Coach
- How You Can Help Prevent Suicide
- Raising Resilient Kids
- Managing Compassion Fatigue
- The Benefits of Mindfulness

To register for Cascade EAP webinars go to: www.cascadecenters.com/Webinars

View past webinars on Cascade's YouTube channel [here](#).

Online Courses

The EAP Member Site is an interactive resource with over 60 online trainings that include personal growth and professional development topics.

Professional Development

- Applying Emotional Intelligence in the Workplace
- Appreciating Personal Differences
- Basics of Effective Selling
- Becoming an Effective Team Member
- Building Strong Customer Relationships
- Business Writing Basics
- Closing the Sale
- Dealing with Difficult Customers
- Intercultural Business Etiquette
- Mastering Cold Calls
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Organizing Your Workspace
- Presentation Skills
- Qualifying Sales Prospects
- Solving Problems as a Team
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Understanding and Using Contracts
- Valuing Diversity

Personal Growth

- Achieving Personal Goals
- Balancing Work and Family
- Basics of Effective Communication
- Choosing a Childcare Provider
- Developing Critical Thinking Skills in Children
- Guardianship Decisions for Elderly Loved Ones
- Managing Stress
- Managing Your 401(k)
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Time Management

For Managers/Supervisors

- Building a Successful Team
- Coaching and Counseling
- Conducting a Performance Review
- Conflict Intervention
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Dealing with Violence in Workplace
- Delegating
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Executive-to-employee Communication Strategies
- Financial Basics for Non-financial Managers
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Meetings
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Motivating Employees
- Preventing Sexual Harassment
- Providing Effective Feedback
- Recognizing and Responding to Signals of Violence
- Recognizing Employee Performance
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor

To Access:

1. Go to www.cascadecenters.com
2. Click 'Member Log In'
3. Register as a new user
4. Click 'Training Center' Tile

Critical Incident Response

Group Critical Incident Stress Management/Critical Incident Stress Debriefings (CISM/CISD):

Provided when severely stressful events occur. Our trained facilitators perform CISM's at designated locations within 48 to 72 hours following the critical incident. Research has shown this to be the window of time where people get the optimal clinical benefit from the service. Sometimes as soon as 24 hours after the event a CISM can be helpful. The goal is to minimize the damage created by the event and to speed the recovery process for both personnel and the organization.

Critical Incident Stress Debriefing (CISD) guidelines:

As a manager or supervisor, you play an important role in providing support to employees following a critical incident. Employees will need emotional support and understanding while you focus on maintaining a stable environment. In preparing for a CISD, it is important to let people know that a counselor from Cascade Centers Employee Assistance Program will be on-site to facilitate a group meeting. Here are some guidelines when organizing a CISD:

- Find a room that is private and quiet. Arrange chairs for an interactive meeting (if possible in a U-shape). Group sizes may vary so be flexible.
- Tissues should be easily accessible.
- Anticipate the duration of the CISD to be between 1-1.5 hours.
- At the beginning of the group intervention, the on-site EAP counselor outlines what will happen. The counselor facilitates an exploration of the critical incident, including the facts, thoughts, feelings, and reactions to the event. People are encouraged to participate at their own comfort level.
- Encourage people to attend, through written and verbal communication.

Here is an example of correspondence explaining the purpose of and what to expect from a CISD:

On (insert day and date here), a counselor from Cascade Centers Employee Assistance Program will meet with us as a group from (time). The counselor will facilitate a group discussion allowing you to explore thoughts and feelings related to the (insert description of incident here), and to help you identify coping mechanisms. You are invited to attend this meeting and are encouraged to participate at your own comfort level.

First responder or on-site individual counseling/grief support:

This service is provided one-on-one and services include check-in, supportive listening, problem-solving for immediate needs, assessment of mental/emotional health, and make recommendations as needed. The primary benefit to providing on-site individual counseling for employees is the easy access that is provided. It's often reported that employees feel cared for and validated by their employer when one-on-one counseling is provided on-site following a traumatic incident. The downside is that employees may not feel as comfortable as if they sought counseling individually outside of the work setting. There may be an additional cost associated with this service.

Supervisor and Organizational Support

Cascade EAP helps you improve productivity, employee morale and work engagement. We can help you be a proactive manager.

As a supervisor or manager, you navigate workplace challenges on a daily basis. However, some issues go beyond typical concerns such as job performance. If an employee comes to you with a personal problem, will you know what to say? If a tragedy impacts your team, can you provide support while maintaining a stable work environment? How do you deal with an employee's unexpected or inappropriate behavior?

Cascade's experienced team provides your organization with the support needed to decrease employee related concerns and improve quality of life.

Unlimited Consultation

Cascade offers unlimited supervisor consultation from a specialized team of EAP professionals, experienced in management consultation and referral. We provide expert consultation and help when an employee's personal problems begin to negatively impact the workplace. Cascade EAP serves as a consultant, assisting you the supervisor, in staying focused on work issues. At the same time, the EAP can work with the employee to overcome obstacles that may be affecting their work.

Connect with us when:

- **Personal problems** negatively impact the workplace
- **Conflicts** between employees arise
- **Tragedy** impacts your team
- **Substance abuse** is suspected or confirmed
- **Performance issues** or other concerns arise

Unlimited Job Performance/Management Referral

A management referral to Cascade EAP can be a powerful tool in helping an employee improve job performance. Although the EAP is most frequently used on a voluntary, self-referred basis, a management referral to Cascade EAP can really help improve an employee's job performance. The focus is on helping the employee be successful in their job and reaching the goals set by the employer.

Confidentiality standards forbid the EAP to provide information about an employee who uses the service. If you have formally referred an employee and notified the EAP, a form will need to be signed by the employee to release specific information.

Cascade maintains periodic contact with the employer and provides updated information on the employee's progress in the program. This information includes whether or not the employee continues to comply with recommendations, and consults with the employer on matters related to the employee's performance, attendance and conduct in the workplace.

Click [here](#) for more information on Management Referrals.

Supervisor and Organizational Support...continued on next page

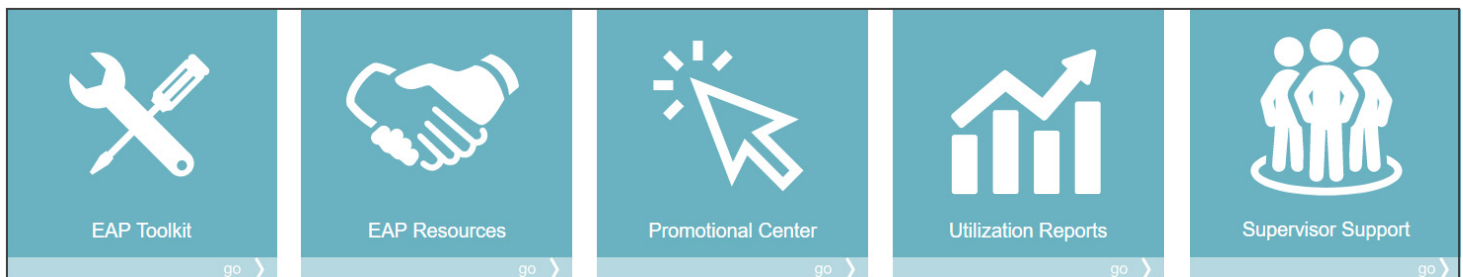
Supervisor and Organizational Support

Online Organizational Support Center

In the event your organization plans for a reduction in force, Cascade offers support to different levels of the organization including supervisors and managers, employees being laid off, and the employees remaining. Our goal is to support and enhance your management practices to address morale, retention, and trust issues.

Online Organizational Support Center

Interactive EAP resources to support organizational success.



Resources Include:

- **EAP Resources** – Tip sheets, handouts, guides for managers, and support materials.
- **Promotional Center** – Download materials or add customized materials.
- **Utilization Report Portal** – View real time and ad hoc utilization reports.
- **Supervisor Support Materials** – Trainings and information for increasing employee job performance, helping with personal concerns, providing support when tragedy strikes, and how to deal with an employee's unexpected or inappropriate behavior.
- **Instant Chat with an EAP Consultant** – Real time support with an EAP counselor.

To Access:

1. Go to www.cascadecenters.com
2. Click 'Member Log In'
3. Register as a new user
4. Select '**Organizational Support**' tile

Program Promotion

Traits of EAP Clients with Successful Utilization

- Supervisors are knowledgeable about the EAP
- There is a strong partnership between HR and EAP
- Utilization of EAP promotional tools
- Organizational incorporation and on-site presence of EAP
- Strong emphasis on confidentiality

Planned and Sustained Promotion

Cascade Centers makes promotion of the EAP easy for HR and Benefit managers with our monthly service flyers. Each month Cascade will email the designated employer representative a flyer promoting a specific service within the EAP. Cascade offers a set schedule of monthly topics, or can customize a monthly promotion plan based on the goals of your organization.

CASCADE CENTERS, INC. 2019 MONTHLY EAP PROMOTIONAL TOPICS			
JANUARY Discounted Pet Insurance	FEBRUARY Access your Money Coach	MARCH Home Ownership Program	APRIL Cascade Personal Wellness
MAY Suicide Awareness	JUNE ID Theft	JULY Parent Support	AUGUST Resilience
SEPTEMBER Compassion Fatigue	OCTOBER Cascade Personal Advantage	NOVEMBER Stress Management	DECEMBER Cascade Will Reimburse you for a Taxi Ride

Program Promotion...continued on next page

Program Promotion

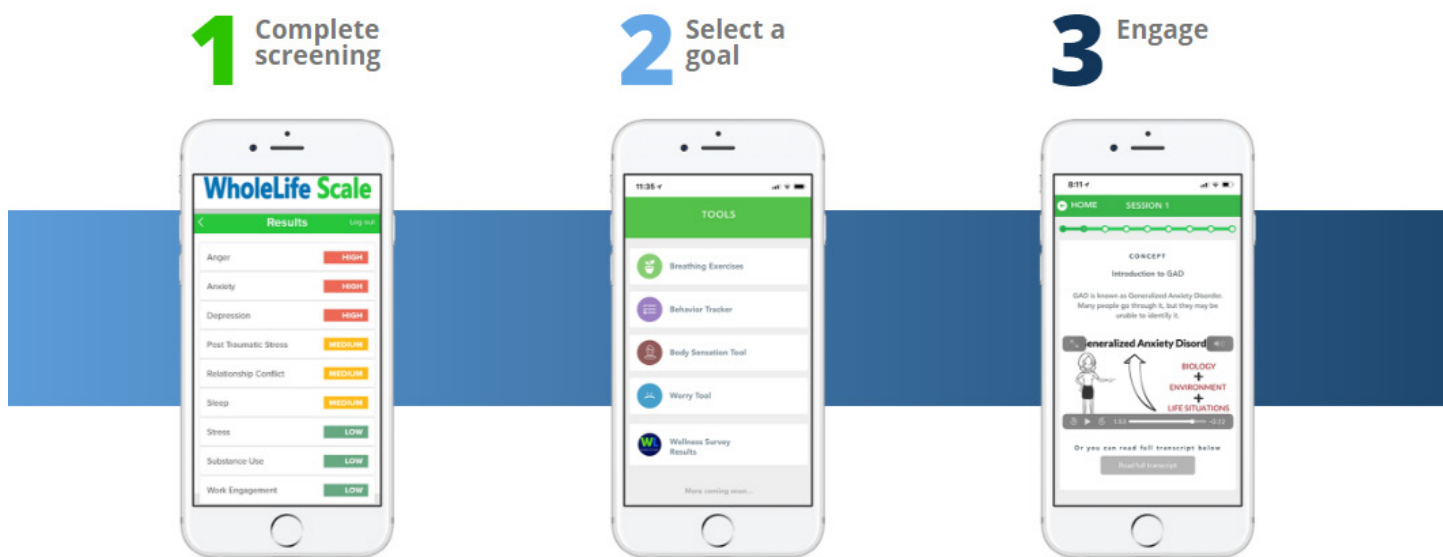
Promotional Strategies

- Supervisor training
- Regular presentations to committees and/ or benefit champions
- Employee orientations
- Home mailer or E-mail
- Mobile application home mailer post card
- Promotional Materials:
 - Brochures
 - Magnets
 - Wallet cards
 - Posters
 - Flyers
- Contribution to company blogs, newsletters, or intranet
- Alternate and humorous posters
- Post EAP Orientation video
- Customized materials
- Benefit integration
- Monthly promotional campaigns
- Regular communication with an Account Manager
- EAP Interactive website customization
- Develop plan for on-site presence and EAP seminars
- Wellness challenges
- Promotion of social networking

WholeLife Directions: Behavioral Health Risk Assessment & Online CBT*

WholeLife Directions provides proactive mental health engagement and instant connection to personalized programs. Our assessment will determine the member's risk and areas of concern and direct them to the most appropriate program and intervention.

How it Works



WholeLife Directions recommends EAP services or self-guided treatment based on the user's risk level.

Start Your Journey With WholeLife Scale

A valid measurement providing immediate feedback and recommendations for nine health domains.

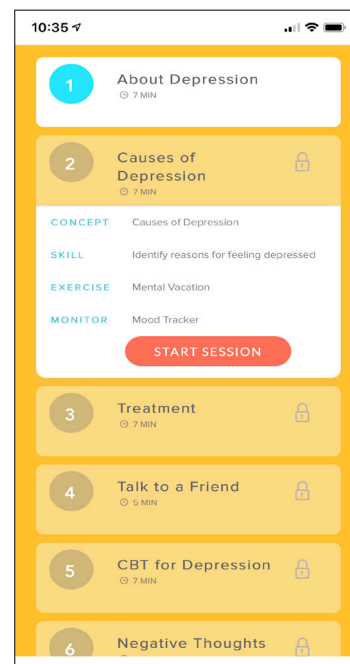
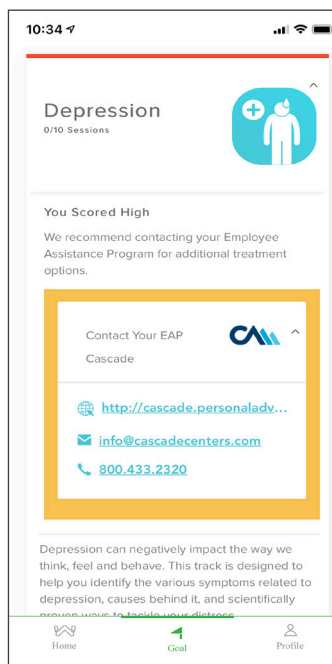
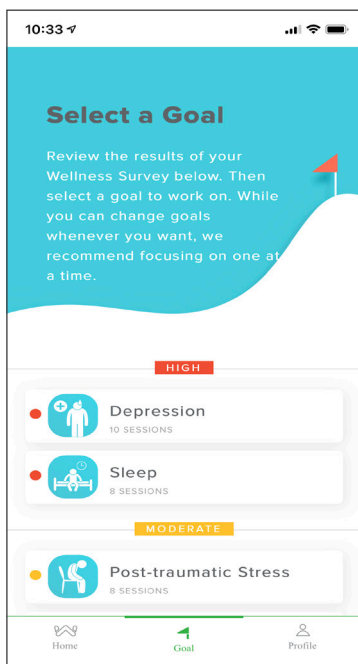
- Depression
- Anxiety
- PTSD
- Work Engagement
- Relationship
- Substance Abuse
- Stress
- Anger
- Sleep

> Relationship Conflict	HIGH
> Depression	MODERATE
> Sleep	MODERATE
> Stress	MODERATE
> Substance Use	MODERATE
> Anger	LOW
> Anxiety	LOW
> Post Traumatic Stress	LOW
> Work Engagement	LOW

**Additional Fees May Apply*

WholeLife Directions...continued on next page

WholeLife Directions: Behavioral Health Risk Assessment & Online CBT*



WholeLife Directions Features:

- Complete Mental Health Appraisal
- Immediate In-Assessment feedback
- Participation and Employer Aggregate Report
- Online Cognitive Behavioral Therapy programs
- Interactive sessions including videos, mindfulness, and relaxation.
- Over 150 sessions available for 9 presenting concerns.

Results

40% AVERAGE PARTICIPATION WITH MODEST INCENTIVE	85% OF THOSE THAT STARTED THE ASSESSMENT COMPLETED IT	21% OF THOSE REGISTERED USE THE APP
59% SYMPTOM REDUCTION FOR DEPRESSION	48% SYMPTOM REDUCTION FOR ANXIETY	91% REPORTED THE PROGRAM ENGAGED THEM POSITIVELY

**Additional Fees May Apply*

Employee Assistance Seminars

We offer a diverse range of courses, both on-site and via webinar, designed to effectively engage attendees. Our developed network of qualified facilitators are dedicated to your organizational training goals.

Please allow three to four weeks' notice for scheduling.

General Topics

Avoiding Job Burnout

In this seminar participants will learn the potential causes of job burnout and how to reduce their chances for burnout by better managing internal and external boundaries. Participants will also learn how to recognize the warning signs and assess their level of job stress and burnout.

Conquering the Winter Blues

This seminar defines both “winter blues,” and “seasonal affective disorder,” and how to tell the difference. Participants will learn how the winter season affects them and strategies for coping with winter blues.

Diversity: Equity & Inclusion

This seminar focuses on strategies to foster a more inclusive workplace for every employee and discusses individual and company-wide skills to implement these changes. Topics include recognizing the difference between equity and equality and using safe language.

Employee Orientation

The presentation will explain the EAP benefits available to the employee and their eligible dependents. It will explore the types of issues that would lead someone to utilize their benefit, ways to contact the Employee Assistance Program, and how the EAP can help.

Exploring Your Relationship with Money

Money is not typically considered an emotional issue, yet it is often a source of stress in both people's personal lives and relationships. This training will explore whether our relationship with money is similar to other relationships in our lives. Tools to help think about money differently will be presented. This seminar is not designed to be a budgeting workshop or to provide financial advice of any kind.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

General Topics (continued)

Generations at Work

For the first time in American history veterans, baby boomers, genXers, and millennials are working together. In order to be effective communicators, we need to know how to adapt to different personality types, along with understanding the different generational issues that can create conflict in the workplace. This seminar provides practical solutions to help people bridge the generational gap.

Intro to Emotional Intelligence & Awareness

This workshop will define emotional intelligence and discuss the importance of managing emotions in the workplace. We'll explore how to better define, cope with, and communicate our emotions to help create more balanced lives.

Resilience & Mental Flexibility

Resilience is a word we often hear but it can be difficult to define. This seminar focuses on understanding how it is defined and what skills can be learned to improve it. One of those is mental flexibility which involves being able to see different perspectives of a situation and adapt to new information. These skills can help in work and in life.

Communication

Conflict Resolution

A conflict can occur when individuals have mutually exclusive goals and are unwilling to move from their respective positions. This training will identify components required to resolve conflict, including active listening and the ability to articulate one's position. Using creativity when exploring possible solutions will be discussed as a strategy to successfully resolve conflict.

Customer Service

Promoting and educating employees about customer service can lead to outstanding word of mouth advertisement, existing customer retention and loyalty, new business referrals, and cooperative, appreciative, productive employees. Information will be provided on how to identify customers, events that lead to poor customer service, techniques for dealing with and working with "difficult" customers, and fundamental concepts for providing great customer service.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Communication (continued)

Interpersonal Effectiveness

This seminar will explore how everything we do is a form of communication, including not communicating. We will discuss the following important components of communication skills: active listening, assertiveness, boundaries, self-awareness and locus of control.

Plain Language & Digital Communication

We communicate at work through digital mediums every day, and in some cases more than in-person. Learning appropriate etiquette and skills to communicate effectively via email and social media is critical for workplace efficiency, clarity and respect. This seminar will focus on concrete strategies to improve this.

Stress/Change

Compassion Fatigue

Compassion fatigue happens when you care about other people who have been experiencing significant challenges, and you feel or responsible for helping. Over time this process can lead to changes in emotional, intellectual, physical, and spiritual well-being. This training explores what compassion fatigue is, who may be “at risk,” identifying signs of compassion fatigue and developing new ways to cope.

Holiday Stress

Holidays can often become a more stressful than pleasant time. Learn about your stressors and discover how to lower your stress level for a better holiday.

Mindfulness Based Stress Reduction & Self Compassion

Mindfulness Based Stress Reduction is an evidenced-based intervention that helps with numerous symptoms, including depression and anxiety. This seminar discussed some core MBSR skills to use for self-care and how self-compassion factors into effectively taking care of ourselves.

Stress Management

Managing all of the different stressors in life is a challenge. People are becoming increasingly aware of the importance of reducing their stress because of the effects it creates on physical health, emotional well-being, and work productivity. These effects of stress as well as techniques to reduce stress will be discussed.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Stress/Change (continued)

Time Management

This presentation will discuss and explore basic time management strategies. Participants will learn to manage themselves and their time in a more efficient manner. The presenter will explore time saving strategies and identify areas where individuals waste precious time.

Working in a Changing Environment

In an organizational culture of constant change, adapting can be challenging. Some areas addressed during this presentation are the elements of change, different loss experienced related to change, the transitional stages, and ways of coping with stress and change.

Work/Family/Life

Caregiver Resources

Caregivers face multiple stressors. This seminar will discuss common caregiver struggles, review ideas on self-care for caregivers, provide tips for difficult conversations with loved ones, and describe services and resources available through Cascade Centers EAP.

Raising an Emotionally Intelligent Child

Raising an emotionally intelligent child can be a challenge. Learn what your parenting style is, what to look for, how best to encourage and support your child's development, and what resources are available.

Work / Life Balance

In today's busy society, balancing work and life is a common challenge. The stress this creates can be detrimental to an individual's physical health, emotional well-being, and work productivity. These effects will be discussed as well as strategies and techniques to reduce this stress.

Career Development

Maximizing Your Vocational Potential

Being happy and fulfilled in our work is a social, emotional and mental process. This seminar explores ways to improve self-awareness to connect to our values so we can be more engaged, empowered employees.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Career Development (continued)

Resumes/Interviewing

Selling yourself for a job is key and a resume is a tool to getting your foot in the door. Learn how to present yourself on paper in a compelling and effective manner. Also, learn basic skills for interviewing with confidence and clarity. Identifying personal strengths and informational interviewing will also be addressed.

Wellness

Healthy Sleep

This training addresses how stress impacts sleep along with key principles for getting better rest, including mindfulness and guided imagery. Insomnia, and its impact are also addressed.

Tobacco Cessation

Smoking is one of the hardest addictions to overcome. This seminar provides an overview of the resources available to anyone thinking of quitting or who have loved ones who are thinking of quitting. Learn about tobacco statistics, the physical effects of smoking, identifying triggers, managing cravings, stress management, and how to get support for quitting.

Wellness at Work

People are becoming increasingly aware that health and wellness matter. However, due to long work days, competing obligations, and high stress, people find it difficult to achieve wellness goals. This webinar will focus on ways to incorporate wellness into the workplace. The webinar will cover why wellness at work is important, tips on how to help employees achieve wellness goals, and ideas to increase motivation.

Substance Abuse

DOT Employee Training*

This training is designed for DOT “covered employees” as defined by the Department of Transportation - those working in a “safety sensitive position” and requiring a Commercial Driver’s License. The training is tailored to the company’s alcohol and drug policy and the DOT rules and regulations and covers information about policy, alcohol and illegal drugs, including effects on the individual, safety, and work performance. Employees are reminded about the availability of the EAP and other resources for those who seek assistance.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Substance Abuse (continued)

Drug and Alcohol Awareness

Employees who are substance abusers perform at seventy percent of their normal ability, have more accidents, and use more sick time from work. This training will ensure that employees understand how substance use impacts the workplace, types of drugs, basic information regarding substances, and how to avoid enabling.

For Supervisors/Managers

Manager's Guide to Compassion Fatigue

This session is designed to help managers recognize signs and symptoms of burnout and compassion fatigue in their employees. Learning early interventions and proactive self-care will be discussed, as well as interventions for those already experiencing it.

Manager's Guide to Critical Incidents in the Workplace

Managers will be taught how to understand the basics of how humans respond to traumatic events. This seminar will cover how to best assist employees to recover after a critical incident. In addition, participants will become familiar with Cascade EAP's protocols for providing critical incident response services.

Managing Employees During Downsizing and Job Loss

Job loss can be something you have no control over. This seminar will review how loss impacts both employees and managers. Participants will gain skills and tools to navigate downsizing job loss with employees, in addition to tools about your own next steps.

Mental Illness in the Workplace: A Manager's Role*

This session is designed to increase awareness about mental illness in the workplace and how to decrease stigma associated with getting help. Signs and symptoms of mental illness, impact on the workplace, and first steps for getting well are provided. The role of a manager in establishing a supportive culture, early identification, encouraging employees to seek help and respectful treatment when returning to work will also be covered.

Supervisor/Manager Orientation

Since supervisors are generally the first to identify and intervene with a troubled employee, we want supervisors and managers to be familiar with the variety of EAP services. This seminar explains the EAP benefit and gives specific tools to help identify and address performance issues.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Organizational Development*

DOT Supervisor Training

This training is designed for Managers, Supervisors or others who are in a position to identify a “covered” employee who may be in violation of Department of Transportation (DOT) alcohol and/or drug rules and/ or company policy. A “covered employee” is defined by DOT as working in a “safety sensitive position” and requiring a Commercial Driver’s License. The training is tailored to the company’s alcohol and drug policy and the DOT regulations. The training covers the following: alcohol and drug information, including effects on the individual, safety, and work performance; signs and symptoms of current use, types of drug testing, supervisory responsibility, and specifically, how to respond to an employee after an accident and when there is reasonable suspicion for testing. Role-play and discussion are an important component of this training; therefore, it is recommended.

Emotional First Aid in the Workplace

It is estimated that one in four workers suffer from mental illness at some point in their career. This seminar will discuss the prevalence of mental illness and why it might be important to intervene with a co-worker or employee. We will talk about how to recognize emotional distress or a potential mental health crises and review appropriate intervention techniques and strategies for non-mental health professionals to better help a co-worker or employee in distress.

Emotional Intelligence

The ability to express and control our own emotions is important, but so is our ability to understand, interpret, and respond to the emotions of others. This workshop will help group members assess their own emotional intelligence and ways to develop skills to explore practical application of personal and social competence. For an additional cost, the trainer will incorporate personalized Meyer’s Briggs assessments for each attendee.

Enhancing Team Effectiveness through Communication

The goal of communication is to develop an agreement between what one means and what another understands. Attaining this match is difficult because the words used to deliver a message are filtered through each person’s values, level of education, life experiences, background, feelings, beliefs, perceptions, and culture. Developing communication skills will enhance the individual’s contribution to the overall team effectiveness and efficiency. Skills learned include asserting, confronting, collaborating, problem solving, and decision making.

EAP Seminar Descriptions...continued on next page

Employee Assistance Seminars

Organizational Development* (continued)

Maintaining a Safe and Professional Workplace

This seminar will teach you to recognize inappropriate behaviors in the workplace including bullying, sexual harassment, and/or violence. The course is designed to increase awareness and learn how to create a culture that fosters social, emotional and physical safety.

Reasonable Suspicion Training

This training is designed for Managers, Supervisors or others who are in a position to identify a covered employee who may be in violation of the company's substance abuse policy. The training is specifically tailored to the company's policy and highlights prohibited conduct as defined by the policy and action required by a supervisor. The training covers alcohol and drug information, including effects on the individual, safety, and work performance, signs and symptoms of current use and specifically, how to respond to an employee after an accident and when there is reasonable suspicion to believe an employee is in violation of the policy. Role-play and discussion are an important component of this training; therefore, it is recommended that a minimum of 2.5 hours be allowed for this class.

Team Building

The material covered in this presentation is designed to be a highly interactive workshop. Group members will be called upon to identify goals (personal and professional), recall personal experiences to aid in the team building process, and gain a better understanding of their role in the team. They will increase their communication skills, personal accountability, and effectiveness within the team framework.

All topics are 1 hour with the exception of Organizational Development.

Please allow 3 - 4 weeks notice for scheduling.

**Additional fees may apply*

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