



CASCADE EAP SEMINARS

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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.*

EAP Seminar Descriptions

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.

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EAP Seminar Descriptions

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.

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EAP Seminar Descriptions

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

EAP Seminar Descriptions

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

EAP Seminar Descriptions

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

EAP Seminar Descriptions

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

EAP Seminar Descriptions

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

EAP Seminar Descriptions

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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