



**LifeResources—  
Member Assistance Program  
Training Catalog**

**800.759.8122**



**NEW HAMPSHIRE  
Local Government Center**

New Hampshire Municipal Association  
Workers' Compensation Trust  
Property-Liability Trust  
HealthTrust

## Introduction

LifeResources takes pride in helping people live better lives. We are pleased to offer educational training programs on a variety of important life and work issues. This catalog describes many of the most popular trainings we offer. We develop new trainings on an ongoing basis, so if there is a training subject that is not listed in this catalog, please contact your LifeResources Consultant to discuss your interests. Content and length of seminars can be tailored to meet your needs.

## About the Trainings

Our Staff develops these trainings based on years of experience with private and public, large and small, urban and rural organizations and companies throughout the country. We encourage you to take advantage of the option to do comprehensive training, such as in a series format. Please note that not every training is available in every geographic area.

## Manager and Supervisor Trainings

We provide numerous trainings to assist managers and supervisors in developing and successfully managing their staff. In some cases, an employee version of the same training is also available. (See the Management & Organizational Development Training section.)

## To Schedule a Training

There is no charge for on-site trainings to HealthTrust insured member groups. Contact your LifeResources MAP Consultant to discuss and schedule a training. We will help you make a selection, and provide more details about the trainings. To help us accommodate your request, **please allow a minimum of four weeks** lead time. When cancelling a training, we request the courtesy of at least one week's notice.

## 2011 Webinars

In addition to free on-site seminars, free monthly on-line webinars can be viewed live at 12, 2, or 4pm (Eastern Time) on the dates listed below, or on-demand at your convenience.

Schedule to "attend" a webinar by logging onto: [www.allonehealthcap.com](http://www.allonehealthcap.com).

Enter user name: **healthtrust** and password: **member**.

**2011 Webinar Calendar:**

- 1/1/11 - Everything In Its Place
- 2/15/11 - Bullying: Confronting Hostility in the Workplace
- 3/15/11 - Less is More (Setting Limits on Your Use of Technology)
- 4/19/11 - Developing Job Skills
- 5/17/11 - Let's Sleep On It
- 6/21/11 - Adjusting to the Process of Aging
- 7/19/11 - Trash Talk (Ideas for Living Green)
- 8/16/11 - Parents Taking Action
- 9/20/11 - Information Overload: Navigating Though the Chaos
- 10/18/11 - The ABC's of Working with the XYZ's
- 11/15/11 - High Impact Parenting
- 12/20/11 - Tune Up Your Search Engine

## Personal Development Trainings

### **Assertiveness: Speaking Up for Your Rights, Recognition and Respect**

*Training duration: 60-90 minutes*

Often people refrain from expressing their ideas for fear of seeming “pushy” or “aggressive”. Yet holding back too often can lead to resentment and frustration. This assertiveness training program will help participants differentiate between passive, aggressive, and assertive styles, and will review assertiveness skills that can be used in both personal and professional situations.

### **Balancing Your Work and Home Life**

*Training duration: 60-90 minutes*

Do you ever feel that you are doing too many things at once, and none of them well? Have the competing demands of work and home ever left you feeling guilty, stressed, or inadequate? You are not alone. Come learn how to bring balance into your life. In this seminar, you will learn specific strategies for setting priorities and realistic expectations, tips to eliminate the guilt and unnecessary pressures we put on ourselves, and suggestions for restoring balance in your life.

### **Caring for Yourself While Caring for Others**

*Training duration: 60-90 minutes*

Whenever we have the responsibility of caring for others, whether it be aging parents, children, sick family members or friends, we rarely have time to get the basics done, let alone “take care” of ourselves. It is during such times that we are most vulnerable to stress related injury or illness. It is when we are *sandwiched* that we most need to care for ourselves. This seminar will teach you the importance of taking care of yourself as a caregiver, and how to plan your day accordingly.

### **Coping with Grief and Trauma in the Workplace**

*Training duration: 60-90 minutes*

Sadly, trauma happens in the workplace all too often. Whether it is a traumatic incident in the workplace, or the death of a beloved coworker or family member, workgroups often experience difficult events together. Grief is a normal, although very painful, part of life. When we understand the impact of trauma and the process of grief, we are better able to offer others comfort and support. This facilitated educational seminar enables coworkers to understand the crisis they are facing, and to learn ways to help themselves and each other cope.

### ***New* Cultivating Mindfulness in Everyday Life**

*Training duration: 60-90 minutes*

Mindfulness is the simple act of being aware. When we chronically live in the fast lane, we can lose the essence of who we are and what we value most. This loss often results in depression, fatigue, complacency, disillusionment and restlessness. This seminar will introduce you to mindfulness, and invite you to experiment with various ways to incorporate this practice into your everyday living.

### **Enhance Your Resilience by Managing Stress**

*Training duration: 60-90 minutes*

Everyone experiences excess stress from time to time. Chronic stress, however, takes a toll on our physical health, our sense of well-being, and our relationships. In this program, participants will learn the physical and psychological consequences of chronic stress, understand how to recognize stress before it becomes a problem, and practice specific stress reduction techniques that may be applied at work and at home.

### **Keeping Your Cool: An Anger Management Training**

*Training duration: 60-90 minutes*

Anger is a common and natural emotion that sometimes is expressed in unhealthy ways, such as through verbal or physical aggression. The distinction is that anger is an emotion, and aggression is a chosen action. In this training, participants will be encouraged to recognize their own anger triggers and expressions, while also learning ways to express difficult emotions in a non-aggressive way.

# Personal Development (continued)

## Managing Emotions in the Workplace

*Training duration: 60-90 minutes*

During the course of a work day, many events occur that may trigger us to experience negative emotions. At times, we may feel frustration, dislike, disappointment, anger, or anxiety. It can be tempting to let it *all* out (i.e. cry, swear, shout), but expressing heightened emotions in the workplace may jeopardize our job or damage work relationships. This seminar will help expand our emotional vocabulary, identify stress-reduction techniques, and demonstrate ways to effectively express ourselves before reaching our emotional boiling point.

## Retirement Planning: Creating the Life of Riley

*Training duration: 90-120 minutes*

Ah, retirement. No alarms, no deadlines, no bosses: no problems, right? Wrong! While most of us look forward to days of endless freedom, the reality is that retirement is not always the *Life of Riley*. This course will focus on the need for structure, purpose and community in post-retirement living.

## Slowing Down the Holiday Rush

*Training duration: 60-90 minutes*

Holidays sometime feel as if they are simply something to get through. Financial pressures, commercialism, packed social schedules, and kids' demands all conspire to keep us from the original joy of the holiday season. Often we feel blue and don't understand why. In this workshop, we discuss how to simplify the season and incorporate our values so we can enjoy the best the holidays have to offer us.

## Staying Resilient After Loss

*Training duration: 60 minutes*

Throughout our lives, we will all experience some loss: the death of a loved one, divorce, job loss/change, children leaving home, business failure, a big move... It is common to react to these difficult life transitions in what may seem to us as uncharacteristic ways. This workshop will explore how we can bounce back after a loss to emerge effective and emotionally healthy, on and off the job.

# Professional Development Trainings

## Active Listening: What's In It For You?

*Training duration: 60-90 minutes*

Do you ever feel misunderstood or mystified by bosses, colleagues, or customers? It could be that something has gotten "lost in translation," or that we aren't using our active listening skills to understand what is said to us. When communicating, most of us focus on our outward message, and only listen so we can form responses. The most successful communicators, those who are able to influence others, listen...*really* listen. Those attending this seminar will explore and practice active listening skills.

## Creating the Respectful Workplace: Meeting Half Way

*Training duration: 60-90 minutes*

Each of us would like to be thought of as the employee who positively contributes not only to the bottom dollar, but to the over-all workplace culture. This seminar will focus on respectful communication: the things we can do to create and perpetuate a respectful work environment. We will also examine behaviors that detract from the desired workplace.

## **New** Creative and Innovative Thinking

*Training duration: 90 minutes*

Grow, tone and stretch your creativity. You, your department, and your organization all benefit from exercising innovation. Come and explore how to overcome creative blocks and generate new ideas. As a result of attending this seminar, you will be able to tap into your creativity, while helping others access their innovative side.

# Professional Development (continued)

## Dealing with Difficult People: Enhance Your Interpersonal Skills

*Training duration: 90 minutes*

From time to time, we all have to deal with people and/or situations that are “challenging.” What we want to say, and what we should say, are often two very different things. The “challenge” is to control our own response and utilize strategies that help to diffuse and resolve the situation. Participants in this seminar will learn and practice specific techniques for dealing with difficult people and situations.

## Decreasing Danger in the Workplace: Drug and Alcohol Awareness

*Training duration: 60-90 minutes*

Addiction among employees is one of the most difficult issues that employers encounter. More money is lost in American industry from untreated addiction than from any other single source. This seminar will provide participants with knowledge about the disease of addiction, signs and symptoms of substance abuse in the workplace, and information about treatment options.

## Don't Get Burned: Extinguish Job Burnout Before It Extinguishes You

*Training duration: 60-90 minutes*

Burnout is the number one complaint of workers today: too much to do and too little time to do it in. Why are some people able to withstand the increased pressure, while others are not? This program will answer this question, and give participants specific strategies to prevent and/or treat symptoms of burnout.

## **New** Email Etiquette

*Training duration: 90-120 minutes*

Most Americans view electronic communication (e-communication) as an essential part of professional and personal life. Research shows that the majority of us consider it a necessary work *chore*. Whether you are overwhelmed by the volume, vexed by the quality of the e-mails you receive, or perplexed by the culture of the e-communication world, this seminar is for you. This session will focus on the efficacy and etiquette of e-communications in order to improve the outcomes of e-exchanges.

## Five Star Customer Service

*Training duration: 90-120 minutes*

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to give excellent service ourselves. Today's customers don't always make it easy. Participants will learn skills for providing 5-star service on the telephone and in-person, strategies for dealing with difficult customers, and tips for providing excellent customer service even when they don't feel like it.

## Getting Your Head Back in the Game: Re-engaging After a RIF

*Training duration: 90 minutes*

Reductions in force (RIF) are happening everywhere, including your workplace. How do you manage through all this change? How do you get your head back in the game of work after losing coworkers? This training session will focus on strategies for re-engaging in work during times of transition.

## Let's Face It: Managing Workplace Conflict

*Training duration: 60-90 minutes*

Conflict is a part of everyday work life that most of us would like to avoid. Conflict, however, can be productive. This seminar re-frames conflict as an opportunity for understanding and growth. Participants will discover their own blocks to resolving conflict, understand their conflict negotiation style, and learn keys to successful conflict resolution.

## **New** Let Positivity Power You and Your Organization

*Training duration: 90-120 minutes*

We enjoy and seek to work with people who see possibilities, are able to generate ideas, and are open to feedback. Our outlook has a significant impact on how we are perceived at work and how well we will succeed in our careers. This seminar will give concrete strategies for improving your attitude, which will lead to better work relations, better job satisfaction, and an overall more positive perspective on life.

## Professional Development (continued)

**New**

### Maximizing Your Productivity

*Training duration: 90-120 minutes*

We all wish we had one more hour in the day. While a day is, and always will be, 24 hours, there are ways to maximize those hours to create greater productivity. This seminar is a must for anyone who wishes they could better focus, attend to details, minimize distractions, and have better quality control.

### Riding the Waves of Workplace Uncertainty and Change

*Training duration: 60-90 minutes*

Change in the workplace is a way of life. Managers and supervisors are challenged to maintain performance under sometimes chaotic conditions. Employees may be confused, demoralized, and/or resistant. This program will discuss strategies for building and maintaining a motivated and productive workforce during times of change.

### Send Your Message Up, Down, and Across the Organization

*Training duration: 60-90 minutes*

Communication is all about impact, and frequently our message does not make the impact we had hoped. The goal of this seminar is to help the employee send intentional, impactful messages upward and laterally. This seminar also provides managers with strategies for communicating with subordinates and navigating the politics of communicating laterally and upward.

### Talking the Talk: Effective Communication in the Workplace

*Training duration: 60-90 minutes*

Most of us have difficulty getting our point across with our customers, colleagues, or boss at one time or another. The resulting misunderstanding can be frustrating, costly, and time consuming. This seminar addresses the basics of communication, and gives participants the tools to make their communications more effective and reliable.

### Time Management: The Training I Don't Have Time For

*Training duration: 90 minutes*

What words come to mind when thinking of "time?" Never Enough! We cannot stretch the amount of time in a day, but we can learn to utilize it effectively. This seminar enables each participant to gain an understanding of his/her own time management style, and to begin to work with time as an ally, not an enemy—thereby reducing stress in the workplace and at home.

### Working in a Multigenerational Workplace

*Training duration: 60 minutes*

When considering diversity, most people think of race, religion and ethnicity. However, today's workplace is perhaps most diverse with regards to age, with the current workforce spanning four generations. Each generation complains about the others; this is nothing new. What is new is the magnitude of differences. Today's four generations bring unique backgrounds and distinctive talents to the workplace. This seminar will help individuals better understand themselves and the diverse group within which they work.

## Management / Organizational Development Trainings

### Best Practices to Facilitate Meetings

*Training duration: 90-120 minutes*

Running a productive, effective meeting is no simple task. Miscommunication happens most often when we are not working face-to-face; in-person meetings are the ideal method to avoid that. Meetings allow you to clarify, troubleshoot, inform, motivate, and inspire others—all in a timely manner. As a facilitator, your role is to create a forum where communication is lively, engaging, stays on topic and on time, and may even allow for fun and camaraderie to grow. This seminar will explore the value of meetings, your role as a facilitator and meeting member, and what you can do to keep the energy up.

# Management / Organizational Development (continued)

## **Creating the Respectful Workplace: Meeting Half Way**

*Training duration: 90 minutes*

Each of us would like to be thought of as the employee who positively contributes not only to the bottom dollar, but to the overall workplace culture. This seminar will focus on respectful communication: the things we can do to create and perpetuate a respectful work environment. We will also examine behavior that detracts from the desired workplace environment.

## **New Critical Incidents: Develop Your Crisis Management Skills**

*Training duration: 90 minutes*

Seventy percent of adults in the U.S. will have at least one traumatic event in their lives. We go to work each day expecting to be safe. When a trauma occurs in the workplace, our sense of safety can be shattered. In the aftermath, employees need supportive leadership. This seminar will provide managers with tools for navigating the workplace after a traumatic event, and techniques for handling their own emotions.

## **New Delivering Difficult Messages**

*Training duration: 60-90 minutes*

It's easy to compliment or praise employees, but when the message we need to deliver is negative or one that will be hard to receive, it can be quite stressful. In this session, participants will learn common reasons why managers avoid delivering difficult messages, and will explore how to get their difficult messages heard and solutions generated through strategic communication.

## **Department Of Transportation (DOT) Mandated Drug and Alcohol Awareness For Supervisors**

*Training duration: 120 minutes*

The purpose of the DOT regulation is "to prevent, through deterrence and detection, alcohol and controlled substance users from performing safety-sensitive functions." Managers and supervisors must be keen observers and use the skills of constructive confrontation in order to deal with this volatile issue and comply with DOT regulations. Participants in this seminar will learn how to (1) recognize signs of substance abuse as job and performance problems and DOT violations, (2) constructively address those problems with employees, (3) identify employee appearances and behaviors that trigger Reasonable Suspicion drug tests, and (4) implement the organization's substance abuse policies.

## **Fire Them Up! Igniting Employee Motivation**

*Training duration: 90-120 minutes*

When you think about it, the success of an organization can almost always be traced back to motivated employees. There's no secret or set calculation. In fact, motivation can be as individual as the employees who work for you. This seminar will explore a variety of strategies and tools to help light or reignite your employees' motivation. Topics to be discussed: coaching, recognition, delegation, teambuilding, morale boosters, fun and no-cost incentives.

## **Got Spunk? How to Revive A Team**

*Training duration: 60 minutes*

In today's highly stressful customer-driven culture, we are all working harder and faster than ever. Sometimes this rush causes us to forget how to be the best team player we can be. In this facilitated discussion, participants will explore four essential principles of effective teamwork which can improve employee morale, enhance job satisfaction, and create an enjoyable workplace.

## **Management 101 for Newer Managers**

*Training duration: 90-120 minutes*

This program will address the basic elements of management for the newer manager. Topics to be addressed are: transitioning to the managerial role, communication skills for managers, and supervising troubled employees. Each component of the program will provide managers with specific skills, theoretical background on managerial styles and strategies, and exercises to practice skills.

# Management / Organizational Development (continued)

## Managing the Multigenerational Workforce

*Training duration: 60 minutes*

When considering workplace diversity, most people think of race, religion, and ethnicity. However, today's workplace is perhaps most diverse with regards to age. Each generation complains about the other generation. This is NOT new. What is new is the magnitude of the differences. Today's four separate generations have unique backgrounds and distinctive talents they bring to the workplace. This seminar will help individuals better understand themselves and the diverse group within which they work.

## Managing the Troubled Employee

*Training duration: 60-90 minutes*

Mental health issues are increasingly affecting America's workforce. Statistics indicate that millions of people struggle with the symptoms of anxiety, depression, and even substance abuse. These symptoms, whether treated or untreated, often enter the work environment, sometimes causing managers to have to intervene. This seminar explores current research, and identifies strategies for the supervisor to address performance concerns while avoiding the pitfall of diving into personal problems.

## Motivating After A RIF

*Training duration: 90 minutes*

One of the biggest challenges following a Reduction in Force (RIF) is finding ways to re-engage remaining employees in such a way that they are productive, creative, motivated, and committed once again. This training session will focus on strategies for boosting employee morale and motivation, and getting people back on board at work.

## Performance Discussions: Timely Feedback and Performance Appraisals

*Training duration: 90-120 minutes*

A key ingredient to effective management is honest, direct communication about an employee's performance. Easier said than done! This session will address the entire process of employee appraisal, including writing and setting goals with employees, evaluating employees' performance, and strategies for communicating bad news. Participants will leave with specific steps and skills for effective employee appraisal.

## Persuasive Presentations: Tips & Techniques for Public Speaking

*Training duration: 90-120 minutes*

Public speaking is frequently ranked as the number one fear for adults—coming in higher than fear of death! Yet speaking publicly is increasingly becoming a requirement for many jobs. Luckily, effective public speaking is not magic. There are specific skills that enhance presentation delivery, strategies for program development, and tips for converting speaker anxiety into energy. This interactive workshop provides participants with practical tools for public speaking in any setting.

## Resiliency Training for Law Enforcement

*Training duration: 120 minutes*

This seminar is designed to help Officers balance work and home life more effectively by discussing their unique on-the-job stress. Without this important yet often neglected area of an Officer's professional development, the Officer's functioning and health are affected, as well as that of his/her coworkers, friends, family, department, administration and community. This seminar heightens awareness for Officers and their Administration, and encourages them to develop resiliency skills to address this essential component of a successful law enforcement career. This seminar can be conducted for a variety of audience (separate or combined): all ranks of law enforcement, dispatchers, family members, significant others, and friends.

## Taking the Lead: Developing Your Leadership Skills

*Training duration: 90-120 minutes*

Being an effective leader is both challenging and exciting. We are working at a faster pace and more often within teams, which requires cross training and collaboration. The concept of leadership agility will be reviewed. This training explores participants' views of leadership, and discusses ideas for developing new skills to get the most out of others.

# Management / Organizational Development (continued)

## **Top 10 Manager Headaches**

*Training duration: 90-120 minutes*

Every manager has an employee who requires more time, energy and focus. Managers face employees who have negative attitudes, lots of baggage, endless needs, low performance, or those they must terminate. As employee situations escalate, tension (maybe even a headache) builds. This seminar provides practical tools, tips and techniques for managing these employees while minimizing their impact on the manager.

## **Working It Out: Secrets of a Professional Mediator**

*Training duration: 90 minutes*

As a manager, you know that conflict between employees in a work group can destroy productivity and morale. In this workshop, you will learn practical tools from an experienced mediator on how to transform conflict into a win-win situation!

## **Workplace Discrimination & Harassment Prevention**

*Training duration: 90-120 minutes*

This seminar heightens participants' awareness of discrimination in the workplace. Federal laws and organizational policies that protect workers from harassment are discussed. Participants are encouraged to examine their own attitudes and behavior, as well as the impact of that behavior on co-workers. Discussion will include review of recent court rulings and policy recommendations.

## **Workplace Violence Prevention**

*Training duration: 90-120 minutes*

This seminar addresses the factors contributing to violence in the workplace. Certain workplace conditions are found to either support or discourage threats of violence. These conditions will be discussed. Useful personal and organizational interventions will be highlighted and demonstrated.