



# 2010 - 2011 Seminar Catalog

Workplace Skill Development

Personal Development

Wellness

Financial & Legal

Supervisory Skills for Managers



MOUNT AUBURN  
HOSPITAL

**Employee Assistance Program**

# 2010 – 2011 Seminar Catalog

To Schedule a Seminar at your Company  
Please call 617-868-4489 or 800-888-5105

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Some seminars can be presented in Spanish. Please ask your account representative for more information. Many seminars for employees can be expanded from 1 to 3 hours, depending on the audience and program objectives.

## Maximizing Your EAP Benefits

The orientations below are provided as part of your EAP contract and can be used at any time.

Course Title	Description	Length
<b>EAP Orientation for Employees</b>	One of our counselors explains the full array of services that are available to employees and household members. Seeing us in person will help increase utilization of services.	30 minutes
<b>EAP Orientation for Supervisors</b>	Supervisors learn how and when to use the EAP to identify troubled employees and maximize the chances that they will seek out appropriate help.	1 hour

## Workshops For Employees

### Workplace Skill Development

Course Title	Description	Length
<b>Appreciating Diversity</b>	As our society becomes more culturally diverse, it is critical to our personal and professional success that we learn how to interact with people from very different backgrounds. This seminar will emphasize the importance of overcoming our biases and the value of developing better relationships with customers, co-workers, and members of our community. Participants will engage in exercises that teach how to break through cultural barriers and enhance people skills.	1 hour
<b>Effective Communication Skills</b>	This workshop covers some basic concepts of communication including active listening, filters, barriers, and tips for enhancing verbal and non-verbal skills.	1 hour
<b>Embracing Change</b>	The one thing that is constant is change. This workshop will help participants identify their resistance to change, and to provide a framework to adjust, adapt, recover, and grow. Learning how to take calculated risks and work through difficult transitions will be emphasized as well.	1 hour
<b>Feedback is a Gift</b>	Feedback is a gift, but most people forget to wrap it; some people deliver it with a drop kick, and it can be hard to receive, even when it's tied up with ribbons and bows. In this course you will learn to deliver feedback that: gives the recipient the best chance of receiving and responding productively to it; is present focused, specific, and behavior-oriented while acknowledging positive	1.5 hours

Course Title	Description	Length
	behaviors; provides specific examples of concerns and respects recipient's freedom to agree or disagree; and provides specific suggestions for different behavior in the future. You will learn to receive and respond to feedback by taking care of your needs and respectfully expressing your reactions to the feedback you receive.	
<b>Harassment-Free Workplace</b>	This interactive seminar provides employees with the tools, knowledge and skills to recognize and stop all types of harassing behavior in the workplace including: sexual harassment, bullying and disrespect on the job. This seminar increases ability to understand and communicate concerns over individual boundaries. The seminar can review company guidelines for an individual to follow if he/she believes harassment is occurring in the workplace. The program provides case examples and interactive discussion.	1 hour
<b>Professionalism: Dignity &amp; Respect in the Workplace</b>	<p>The most important aspect of any organization is its people. Individuals are more motivated and perform at a higher level when they are treated with respect. This seminar will focus on communication between people, i.e., how individuals speak to each other; applies to supervisors/supervisees, employees/customers, as well as peer relationships within the organization. Topics such as listening skills, non-verbal communication and appropriate use of e-mail will be discussed.</p> <ul style="list-style-type: none"> <li>An expanded version of this training addresses: Valuing the contributions of others; Recognizing formal and informal authority; Respect as a subjective experience; and Personality styles and differences.</li> </ul>	1 hour
<b>Putting the "T" in Team: Together we can do better</b>	Everyone knows the value of working on a team. Through playful activities and case discussion, participants will experience first hand the importance of teamwork. Prior to the training, participants will fill out a team assessment. The training will be focused results of the assessment - whether it is team communication, team leadership, measuring team success, managing team conflict, team motivation or team collaboration. The training is coordinated with the manager involved in the team to best suit needs. This seminar can be done in a series of several seminars focused on team building coordinated in conjunction with the company.	1 hour
<b>Service, Satisfaction &amp; Retention</b>	Learn the 7 critical elements in mile high customer service. Explore how to keep customers happy and return them back to your business every time. Participants will identify their own strengths and weaknesses in customer service, while building skills to improve.	1 hour

Course Title	Description	Length
<b>Succeeding With Challenging People</b>	We all can be someone else's challenge. Knowing how to deal with difficult customers, co-workers, or bosses can help us be more effective in getting things done. This workshop will help identify key aspects to successful interactions with all types of people.	1 hour
<b>The Art of Resolving Conflicts</b>	This workshop will identify the barriers to conflict resolution and provide proven techniques to reach mutual understanding and respect. Learn to reach a win-win outcome with better conflict preparation, active listening, accurate assessment of others' needs and negotiating skills.	1 hour
<b>NEW! Turn Speaking Stress into Success: Present with Confidence</b>	Are you missing out on professional opportunities due to your fear of public speaking? Do you need to give presentations as part of your job? During this interactive seminar you will walk away with easy to use strategies for building your confidence, discovering your strengths and maintaining your composure as an effective speaker. Come prepared to speak. This session includes discussion and speaking practice.	1 hour
<b>Understanding &amp; Preventing Sexual Harassment</b>	Sexual Harassment in the workplace still occurs and often goes unreported. This seminar will inform participants of the importance of taking action when it occurs in the workplace. Legal definitions of sexual harassment will be reviewed and how to identify examples and signs that it is occurring in the workplace will be explored. Utilizing the company's sexual harassment policy on reporting sexual harassment, this seminar will review what steps an employee can take if they are experiencing a harassing situation. Tips will be provided about how to minimize and prevent harassing situations on the job.	1 hour

## Personal Development

Course Title	Description	Length
<b>New! Bullying 101 for Parents</b>	Bullying affects all children whether they are the bully, the victim, a witness or someone who hears about a specific occurrence. As a parent, you play a crucial role in helping your children deal with bullying at school and in the neighborhood. This workshop will give an overview of why bullying happens and what parents can do about it. Specific parenting tips and strategies will be discussed.	1 hour
<b>Getting the Most Out Of Your Holidays</b>	Holidays can be stressful and a very difficult time of year for many. Learning to make changes in how we receive the holidays can add meaning and enjoyment for many. This seminar will help identify what sources evoke holiday stress and offer simple ways to change the stress into joy.	1 hour
<b>It's About Time Management</b>	There's no time like the present to eliminate your time wasters and start using your minutes and hours more effectively. Establishing realistic goals, learning how to reassess priorities frequently, getting organized, and identifying and using your peak performance cycles help maximize the management of your time.	1 hour
<b>Juggling Work &amp; Personal Life</b>	Sometimes life can feel like a juggling act as you try your best to manage all your responsibilities and your stress level all at the same time. Identify which areas of your life need attention so that you can create more balance in your life as you learn to take time for yourself regularly.	1 hour
<b>Live Your Life as if it Mattered -- Because it Does</b>	Perhaps it's time you made a new choice - to live a life that matters, to YOU, by choosing work that offers you meaning, satisfaction, a sense of place and a sense of purpose. Only the story in our heads tells us we can't make a living doing what we love.	1 hour
<b>Making "Cents" of Your Relationship with Money: How to be Cents-able in Today's Economy</b>	Developing a healthy relationship with money is even more paramount in today's economy than in the past. This workshop will empower participants to become more cents-able by taking action to gain insight, knowledge and skills around money. The learning objectives will be: name the three factors that contribute to our relationship with money, define "money script" and how they impact your spending, saving and investing habits, learn how to use your "wise mind" when making final decisions, learn three tips for coping with financial and emotional stress in any economy.	1 hour

<b>Motivational Seminar: Positive Thinking &amp; Its Power</b>	<p>"Life is in session. Are you present?" Positive thinking can be the best means for developing healthy, happy attitudes towards yourself and others. This motivational presentation incorporates the concepts of positive vs. negative self-talk, positive goal setting and the expansion of comfort zones. In this seminar, participants will learn the significance of positive perception.</p>	1 hour
<b>NEW! Positive Parenting</b>	<p>Parenting has its challenges and rewards. This interactive workshop focuses on enhancing communication between parents and children, tips for positive approaches to discipline, fostering self esteem in children and parents and improving the overall quality of relationships between parents and children of all ages. Helpful parenting tip sheets included.</p>	1 hour
<b>NEW! Positive Psychology in the Workplace</b>	<p>Positive psychology is the study of what happy people do to be happy and how people who aren't as happy can find more contentment in their lives. This new area of psychology has identified scientifically tested skills for improving one's mood and outlook even when circumstances are unpleasant. In this course we survey behavior that happy people tend to engage in and ways to apply this behavior in our daily lives both at work and outside. Come learn how to apply positive psychology to get more satisfaction into your life.</p>	1.5 hours
<b>Stress ...Who Needs It?</b>	<p>Completely eliminating stress in today's world is not practical but learning to manage it will make you happier and more productive. This program identifies sources of stress, ways to manage the stress in your life and what you can do to relax. Learn quick and easy techniques you can start using right away.</p>	1 hour
<b>New! Talking About the Tough Stuff</b>	<p>Why is it often difficult to talk about the things that are most important at work, at home and in life? Why should I talk about it? How do I begin to talk about it? This practical workshop will explore these questions and be an opportunity to learn some concrete steps and skills towards having difficult conversations. Take home some new ideas and tools that you can practice immediately.</p>	1 hour
<b>The Consciousness of Possibility</b>	<p>We've fragmented our lives into smaller and smaller pieces, to be able to "know" it and control it. As a result, we've developed a false sense of security, based on a belief in predictability and control. The real world is limitless, unknowable, unpredictable and often chaotic. We've outgrown the box we've built around our lives; it's time to break down the barriers and start thinking for the infinite possibility that life already holds for us.</p>	1 hour

<b>Transition in the Workplace</b>	The only constant in the workplace is change. Based on positive coping, this seminar will walk employees and managers through the process of dealing with changes such as layoffs, acquisitions, and downsizing. Participants will learn key strategies for effectively dealing with unexpected or unwanted change – change that’s beyond your control. This course will examine layoff survivor symptoms, perceptions of change and combating stress of the change. We will explore strengths for coping with transition including flexibility, courage, observation, and humor.	1 hour
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## Wellness

<b>Course Title</b>	<b>Description</b>	<b>Length</b>
<b>Better Sleep, Better Health</b>	When sleep is insufficient in quality or quantity, we suffer from tell-tale physical and emotional symptoms. We also become at risk for diabetes, heart disease, stroke, cognitive difficulties, cancer, weight gain, depression and anxiety, accidents at work and while driving. We also lose motivation and lack energy. When is poor sleep a symptom of a sleep disorder? This seminar will give a brief overview of the pathology of the symptoms of sleep apnea, restless legs syndrome, circadian rhythm disorders. What to do if you think you might have some of the symptoms? Let's fix the problem!	1 hour
<b>Chinese Medicine</b>	Traditional Chinese Medicine is attracting increasing attention as an alternative approach to various health concerns. In this seminar a Licensed Acupuncturist provides an overview of TCM, including acupuncture, Chinese herbs, nutrition and more. Learn how this traditional approach to health and wellness treats carpal tunnel syndrome, stress, anxiety and depression, irritable bowel syndrome, migraines, PMS, pain management and more.	1 hour
<b>Creating Calm In Anxious Times</b>	During these uniquely stressful times we can create calm and peace in our daily lives by learning how to ease the worried mind. In this workshop you will learn simple techniques to quiet your thoughts and relax your body. You will discover how to limit preoccupation about the future and appreciate the moments you have. This workshop will teach you how to distinguish between “wants,” “needs” and “shoulds” so you are leading a more balanced life and will show you how to fill each day with the things that bring you joy.	1 hour
<b>Ergonomics: Your Body At Work</b>	Ergonomics is the science of adapting work and the work environment to the worker to enhance human efficiency and well being. Come to this seminar to find out how to reduce stress and avoid potential injuries by learning and using: proper work station set-up, healthy posture and body mechanics, exercises and pacing techniques.	1 hour

Course Title	Description	Length
<b>NEW! Everything You Need to Know About Eldercare but Didn't Know Who to Ask</b>	Learn about services and programs available to anyone caring for an older adult. Explore in-home and community based services, housing options such as assisted living, nursing facility care, out of state resources and special supports for caregivers. Learn about payment options available for elder services. Service networks may seem difficult to navigate. This workshop focuses on how to find and easily access community programs, resources, and public benefits available to older persons.	1 hour
<b>NEW! Fixing Your Broken Sleep</b>	Over half of all Americans report symptoms of insomnia one or more nights a week. Too often we accept our poor sleep. Learn to recognize symptoms of common sleep disorders. Experience relaxation techniques and behavioral changes that can help mend poor sleep habits and increase quality of sleep. Find out about the excellent treatments for sleep.	1 hour
<b>Getting Hooked on Exercise</b>	Exercise is the key ingredient to maintaining healthy spirits, minds and bodies. Attend this seminar and learn ways to create the motivation needed to start and adhere to an exercise program. Benefits of physical activity, key components of exercise programs and adherence tips will be reviewed. In this workshop, you will also learn and practice some specific exercises to get you started.	1 hour
<b>NEW! Guilt-Free Eating For the Holidays</b>	Holiday eating should be pleasurable and fun but for many of us, as the holidays approach, we become stressed about the large quantities of food involved. Holiday time signifies broken diets, weight gain and heaping portions of guilt. This seminar will examine the negative effects of guilt on our eating. You will learn new ways of approaching food during the holidays to make eating a purely enjoyable experience. You will learn strategies for listening to your body, eating exactly what you love and taking guilt-free pleasure in every bite.	1 hour
<b>Have Your Cake &amp; Eat it Too! A Gentle Approach to Food and Your Body</b>	In this workshop, you will learn how to recreate your original and healthy relationship to food, listen to and trust your body's hunger signals, eat the foods you love without guilt, respond effectively to emotional eating and treat your body and yourself with gentleness and respect. You will learn to develop a free, fun, and relaxed relationship to food.	1 hour
<b>Healthy Eating on a Budget</b>	With wallets tightening, and the state of the economy, who has time to worry about what to eat. Learn practical tips on how to eat healthy and save money while doing it. See how to cut costs on your grocery bill and eat well while doing it.	1 hour

Course Title	Description	Length
<b>NEW! Having a Senior Moment?</b>	This seminar is designed to help people understand the difference between the normal memory loss that occurs with aging and memory loss that is due to dementia or an illness such as Alzheimer's disease. You will also become familiar with the ten warning signs of dementia.	1 hour
<b>Learning the Art of Relaxation</b>	Relaxation is an art that can be learned. Just as stress is a physiological response, so is relaxation. This seminar defines relaxation and provides an overview of relaxation techniques. Participants will learn their symptoms of stress and match them to the most effective relaxation techniques. Practice of some of these techniques will be included.	1 hour
<b>NEW! Love the Body You Have - How to Develop a Positive Body Image</b>	In our culture, body dissatisfaction has reached epidemic proportions. Studies show that over the past 20 years, body dissatisfaction has tripled for men and more than doubled for women. Whether you struggle with a negative body image or you want to help someone who does, this seminar will teach you how to identify and transform negative body thoughts. You will learn to challenge the myths and misinformation about beauty and body ideals that abound in our culture. You will leave with tools to help you to love, respect, and treat your body well and ways to help others do the same.	1 hour
<b>Preventing Professional Burnout</b>	Stress on the job can lead to burnout. You will learn how to identify stress-related issues and develop skills. Individuals will learn to identify and develop a support network and to leave work at the office. In addition, supervisors will learn to identify stress-related situations that might present themselves.	1 hour
<b>Portion Distortion</b>	During the past twenty years there has been a dramatic increase in obesity in the United States. Overweight and obesity result from an energy imbalance. Do you know how food portions have changed over the past twenty years? How much is too much? Learn what standard portion sizes are and look inside the anatomy of the USDA's MyPyramid to make healthier food choices.	1 hour
<b>The Power of Yoga</b>	Yoga is an ancient practice that stems from India, yet it has so much to offer us in the West today. The benefits of yoga are explained by modern science. Among the many are: stress relief, greater relaxation, enhanced concentration, increased flexibility, muscle tone and strength, improved posture, greater self-awareness and self-confidence. Participants will come away feeling energized and relaxed at the same time. Comfortable clothes should be worn to participate in the stretching portion of this workshop.	1 hour

Course Title	Description	Length
<b>NEW! Wellness for Professional &amp; Personal Excellence</b>	In this session, 3 components of wellness - cognitive, physical and spiritual - are explored in terms of how they can contribute to personal happiness and success in the workplace. Throughout this session, participants will discover how maintaining wellness within these components, and balancing the components, can foster successful goal setting, build resistance and promote happiness personally and professionally.	1 hour
<b>Workplace Confidence: The ABC's of Assertiveness</b>	The purpose of this seminar is to assist you in change behavior in a positive way, to relate to others more effectively, and to learn to speak up appropriately when feeling devalued. Through case examples, Participants will practice how to state their requests and complaints constructively. Being assertive will allow individuals to contribute ideas and concerns with diplomacy, which in turn will improve their relationships on the job.	1 hour
<b>Work Out At Work!</b>	Grab your sneakers & wear comfortable clothing to this hands-on exercise workshop. Come to learn simple, effective exercises that can be done at your desk or at home. You will enjoy learning and participating in exercises that tone, strengthen, stretch and relax you. Come prepared to move! (1-2 lb. Weights are optional)	1 hour

## Financial & Legal

Course Title	Description	Length
<b>NEW! Budget and Credit</b>	This workshop teaches you how to manage money, set goals, select the best budgeting style and create a budget that works. Individuals will also learn the real cost of credit, common credit card practices, the proper use of credit and understanding credit scores.	1 hour
<b>Estate Planning in Difficult Times</b>	In a down economy, its time to get back to basics. The same holds true in Estate Planning and Succession Planning. Estate Planning in Difficult times means following the fundamentals and being disciplined. Make sure you are taking advantage of all the savings available to you and your family.	1 hour
<b>Financial Strategies for Current Economic Reality</b>	2008- 2009 were very confusing years in the history of the U.S. economy and financial markets. The value of our homes and of our retirement accounts has fallen so low we wonder when or if they will recover. This seminar gives you everything you need to know about basic finance; how to analyze your financial situation in light of the overall economy, and how to set goals & develop strategies for reaching them. You'll learn how to examine expenses, savings patterns, debt analysis, benefits, insurance protection & estate planning. Worksheets will be provided to assist you in getting organized.	1 hour
<b>Identity Theft</b>	The FBI says that identity theft is the fastest growing crime in America. Learn how you can protect your good name and avoid some of the common pitfalls that make you an easier target. Learn how to shop safely on-line.	1 hour
<b>Making Recent Tax Law Changes Work for You</b>	There are continuous changes in federal and state tax laws. After reviewing some of the basics about taxes including the forms and general concepts, we will review these changes, even the most recent ones and help you understand the effects on your personal situation. We will help you strategize as to changes that you may want to implement before year's end. These changes relate to retirement planning for self-employed individuals as well as people employed by a company; they relate to educational planning and education credits; they relate to estate planning; and they relate to itemized deductions.	1 hour

<b>Retirement - It's Not Just About Money</b>	<p>What will retirement mean to you? How will you spend your time - those 20-30 years? According to researchers, Boomers will transform this stage of life. Dr. Ken Dychtwald, best-selling author and gerontologist, in his latest book, <i>The Power Years</i>, indicates that what is ahead for retirees will be a transformation of the very idea of retirement. Start thinking about what you want to happen in this next, exciting phase of your life.</p>	1 hour
<b>Will Planning, Guardians &amp; Trusts</b>	<p>This session presents an overview and general concepts about wills, guardianships, and trusts; it will help you become familiar with terms that are part of these topics. Because of changing family circumstances, revisions in tax codes and other regulations, it is recommended that people turn to a qualified lawyer to create documents that meet personal and family needs while conforming to local legal requirements.</p>	1 hour

## Workshops for Managers

Course Title	Description	Length
<b>Alcoholism &amp; Drugs in the Workplace</b>	<p>How do you respond as a manager or HR representative to the possibly addicted employee? What are your rights? What are theirs? Learn the difference between abuse &amp; dependency. Learn effective skills to work with the troubled employee through the support and consultation services of the EAP.</p>	2 hours
<b>NEW! Dealing with Conflict: Skills for Managers</b>	<p>Workplace conflict can negatively impact productivity and morale. This interactive and practical workshop is geared for managers who want to understand and enhance their abilities in dealing with workplace conflict. The workshop focuses on understanding personal styles of responding to conflict, examining how conflict escalates, and strategies for de-escalating conflict. Participants will learn and practice effective communication, problem solving, having difficult conversations, intervention and prevention, and fostering a positive work environment.</p>	2 hours

<b>Emotional Intelligence &amp; Leadership</b>	<p>As the focus on talent management and employee retention increases, it is crucial that leaders create an environment which values, develops and engages employees to excel. Essential to excellence in today's workplace are the personal and interpersonal skills of understanding and managing emotions. Emotional Intelligence offers insights and practical tools to enhance these leadership capabilities.</p>	2 hours
<b>Interviewing Skills</b>	<p>Participants will come away with some additional tools to not only be able to better screen applicants, but also to keep within legal standards for questions.</p>	2 hours
<b>Leadership in the 21st Century</b>	<p>Today's leaders are faced with a constantly changing business environment. With an ever-expanding global economy, a continually improving technology &amp; perpetually changing organizational structures, businesses are moving towards team orientation of management from traditional hierarchies. This workshop will explore the many aspects of Servant Leadership as they relate to leading changing the way we manage teams in today's work environment. Participants will be encouraged to consider ways to implement new approaches in their workplaces.</p>	2 hours
<b>Making Meetings Work</b>	<p>Employees at times spend a large amount of their working day in meetings. In this program you'll discover how to run and participate in meetings that are effective, efficient, and ensure action. Learn the tools, methods and techniques that make meetings work.</p>	2 hours
<b>Optimizing Team Performance</b>	<p>Creating an environment of success and partnership takes work and a belief that there is something meaningful happening within the team. There is no magic wand for team success; it is the team's approaches which achieve personal growth, mutual accountability and rewarding performance.</p>	2 hours
<b>Performance Management</b>	<p>Performance Management is fundamental to the success of employees, teams and the business. Communicating clear expectations what needs to be accomplished, ensuring employee capability, good measurement and feedback are critical to the success of an individual, team and business. Performance Management brings a results-driven focus within the organization and the ability to motivate people so their efforts produce the results we want is essential for successful employee development and retention.</p>	2 hours

<p><b>Proactive Career Management</b></p>	<p>Current trends indicate that most individuals will experience up to 3 or more career changes in their life. More people are also willing to relocate to advance their careers than in the past. This workshop will be a pro-active approach to dealing with the realities of career management as well as offering a lifetime model to face the working world of today. Participants will take their first steps to implement this model.</p>	<p>2 hours</p>
<p><b>Sexual Harassment Awareness</b></p>	<p>This 1-2 hour interactive seminar reviews the definition and examples of Sexual Harassment, the company's policy, impact on the individual and workplace, and guidelines for an individual to follow if she/he believes sexual harassment is occurring. Finally, the seminar provides suggestions for management to provide a safe, preventative work environment that fosters open communication. This program ends with case discussions.</p>	<p>1-2 hours</p>
<p><b>Supervisor as Coach: Coaching for Outstanding Job Performance</b></p>	<p>This coaching seminar is the supervisor's guide to human behavior - what makes people tick. Discussion will be on assessments that you can use to determine how to motivate staff members. Performance Management is an ongoing, continuous process between employee &amp; supervisor to establish clear expectations about work results &amp; behavior.</p>	<p>2 hours</p>
<p><b>NEW! The Basics and Benefits of Mediation for Managing Workplace Conflicts</b></p>	<p>Misunderstandings and miscommunications are regular occurrences in the workplace. This interactive and practical workshop introduces participants to the basic components and process of mediation. The focus will be on the skills and environment necessary to successfully mediate simple disputes. The basics of mediation can add to a manager's skills in helping employees resolve differences as well as prevent the escalation of greater conflicts.</p>	<p>2 hours</p>
<p><b>The New Supervisor Transitioning from Staff Member</b></p>	<p>This seminar begins with what it means to be a supervisor. Discussion will center around roles, challenges, and expectations. Presentation will be on the top three factors to being a successful supervisor - integrity, industriousness, being able to get along with others.</p>	<p>2 hours</p>
<p><b>Workplace Violence Awareness</b></p>	<p>Workplace violence is grabbing the headlines and attention of every working person. This seminar offers practical advice on how to recognize the early warning signs, deal with escalating behavior and use the EAP for troubled employees. We will also cover trends in workplace violence and common employee reactions.</p>	<p>2 hours</p>