
WHEELER CLINIC
EMPLOYEE ASSISTANCE PROGRAM
Educational Workshops and Seminars



Includes Topics Such As:

- *Sexual Harassment Training*
- *Stress Management*
- *Dealing with Difficult People*





WHEELER EMPLOYEE ASSISTANCE PROGRAM

TRAINING PHILOSOPHY

The Wheeler Employee Assistance Program is called upon every day to help organizations solve employee or management problems that could often be remedied through effective and affordable training programs. We believe that “one size does not fit all,” and therefore customize our training programs to meet the specific needs of our clients.

Affordable, effective training programs enrich management, empower employees, and offer companies the opportunity to hone their competitive edge. We offer a wide variety of seminars on topics ranging from leadership development to employee health and wellness. Some of our more popular programs include Stress Management, Dealing with Difficult People, Managing Change and Transition, and Sexual Harassment Prevention. We invite you to look through our catalog and see which of our seminars may be right for you and your organization.

The Wheeler Employee Assistance Program has over twenty years of experience providing training, management consultation, and professional counseling to business and industry. Our mission is to foster positive change and provide businesses with the training tools and resources to succeed.

For more information call 800.522.3271 or visit www.wheelerclinic.org

The Wheeler Employee Assistance Program (EAP) is designed to help your organization maximize productivity through cost-effective training, management consultation, and counseling services.

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For more information call 800.522.3271 or visit www.wheelerclinic.org



WORKPLACE TOPICS

CUSTOMER SERVICE SKILLS

In a one or two-hour program, participants will learn the basic elements of customer service. The program will include public relations, communication skills, and where appropriate, telephone skills. Participants will learn to empathize with their customers and recognize that a customer's ~~st~~ ~~u~~ ~~r~~ ~~v~~ ~~i~~ ~~s~~ ~~u~~ ~~r~~ ~~v~~ ~~i~~ ~~s~~ ~~e~~ of quality service is their ~~u~~ ~~r~~ ~~v~~ ~~i~~ ~~s~~ ~~e~~. Upon completion, participants will be able to:

- Recognize the impact that their position has on public relations
- Explain communication theory
- Describe the elements of active listening
- Outline basic telephone communication skills and courtesies

ADVANCED CUSTOMER SERVICE SKILLS

Participants in Advanced Customer Service Skills will continue beyond the instruction provided in the Quality Customer Service Skills program. The "advanced" portion of the program is focused upon dealing with difficult people and managing aggressive behavior. Participants will learn to:

- Recognize an agitated/aggressive customer
- Deal with the stages that an angry person may move through
- Demonstrate conflict resolution skills
- Avoid escalating aggressive behavior

AIDS/HIV, BLOODBORNE PATHOGENS AND TUBERCULOSIS IN THE WORKPLACE

HIV/AIDS is an epidemic. Many employees are concerned about their teenagers' risks or about the drain on the economy due to its costly care. This workshop addresses concerns regarding AIDS in the work environment. From the minimal risk of casual transmission from an HIV-positive co-worker, to the importance of universal precautions with each potential contact with blood, employees will become aware of their role in approaching this epidemic at the workplace level. In addition, transmission of other diseases including tuberculosis and hepatitis B and C will be discussed. The presenter will review employers' policies with employees, if requested. Handouts include resources for additional information.

Participants will be able to:

- Differentiate risky from non-risky behaviors for HIV and other bloodborne pathogens

- List methods of prevention for HIV and other bloodborne pathogens
- Feel more comfortable working with the potential of an HIV-infected co-worker
- Identify route of transmission, health risks and treatment of tuberculosis
- Identify resources for additional information

ASSERTIVE COMMUNICATION AND THE DIFFICULT PRESENTATION

This two-hour workshop is designed specifically for the employee facing difficult client situations. In addition to reviewing basic communication skills, role playing and other activities, the difficult client will be addressed. The basics of selling a concept and specific techniques for dealing with trying situations will be presented. Making changes and taking risks with new behaviors are the final issues addressed.

Participants will be able to:

- Understand basic components of assertive communication
- Use methods of dealing with difficult people comfortably
- Use assertiveness in role play situations
- Separate behaviors from people exhibiting them

CONFLICT RESOLUTION AND MEDIATION IN THE WORKPLACE (2 or 3 Hours)

After exploring roots of conflict in the workplace, we will examine components of conflict and styles of handling it. Methods of effective communication will be addressed. A structure for resolving conflict between individuals will be presented. In addition, the basics of mediation will be introduced with a basic video example to demonstrate its use.

Participants will be able to:

- Discuss the conflict cycle
- Discuss components in de-escalation
- List steps in conflict resolution
- List steps in mediation
- Become familiar with mediation

CREATIVE PROBLEM SOLVING (1-2 Hours)

or - **“There is more than one way to skin a cat”**

This workshop is designed to dust off the cobwebs and find the most creative ways of thinking. In the two-hour workshop, additional activities are used to inspire the creative juices. In one hour, several brief exercises are interspersed with information about creativity which challenges the participants to change their previous perceptions.

Participants will be able to:

- Explore ideas for unleashing personal creativity
- Inspire creative approaches to problems in the workplace
- Rekindle the internal creative flame

DEALING WITH THE TROUBLED EMPLOYEE: FOSTERING POSITIVE CHANGE

How is an EAP a resource not only for employees but for managers as well? This one-hour seminar for managers and supervisors focuses on how to identify the troubled employee, document job performance problems, hold a job performance discussion, and make a formal supervisory referral to the Employee Assistance Program. The “Do’s and Don’ts” of confronting a troubled employee and motivating individuals to seek the help offered by EAP are discussed, along with brief case studies. Participants will understand what to expect from the EAP once the referral is made, confidentiality issues, and follow-up procedures. This seminar is highly recommended for all managers and supervisors.

EFFECTIVE COMMUNICATION

(2-hour version includes more role plays and a video)

Effective communication at home and work is an invaluable skill. Active listening, careful word choice, and developing the skills to address others assertively can prevent misunderstanding and enhance relationships. In this one or two-hour seminar participants will be able to:

- Identify strengths and weaknesses in their own communication style
- Practice new communication skills
- Describe components of effective communication

ENHANCING RESPECT IN THE WORKPLACE

In this one-hour seminar, participants will be able to identify the key components of a respectful work environment, practice positive communications skills, describe methods of conflict resolution that are based on mutual respect, be familiar with options in responding to difficult work situations, and be comfortable using new techniques. Participants will practice active listening skills and learn ways of dealing effectively with difficult people and situations.

HUMOR IN THE WORKPLACE

In this one-hour laughter session, participants will have the opportunity to look at the workplace from a lighter side. Be prepared to snicker and chuckle while participating in activities that will help identify ways to bring more smiles to the average workday.

Participants will:

- Laugh out loud at least once
- Identify two ways to bring smiles back to their office
- Return to the office less stressed

JOB BURNOUT: HOW TO RECOGNIZE AND OVERCOME IT

In this hour-long seminar, participants will examine the signs of job burnout, common sources of burnout, and develop personal prevention strategies. The signs of burnout, personal triggers, healing burnout, the difference between burnout and depression, and addressing the “Eight Critical Questions” are discussed.

MANAGING CHANGE AND TRANSITION: DEVELOPING PERSONAL RESILIENCY

This workshop helps participants to understand and respond constructively to change, whether on the job or at home. Topics covered include assessing the impact of change on one’s life, the factors that affect our responses to change, the emotional phases that accompany the process of change, and the stages of transition. Participants are guided in developing strategies to make change more rewarding, with the Ten Keys to Personal Resiliency.

MULTICULTURALISM IN THE WORKPLACE (1-3 hours)

This one to three-hour workshop about multiculturalism allows participants to consider their position in our society and to examine the benefits of differences in the workplace. Although designed for managers and supervisors, all employees will benefit by attending this thought-provoking session. Through interactive exercises and presentation of information and anecdotes, participants gain new competence in dealing with diversity.

Participants will be able to:

- Discuss the positive attributes of the multicultural workplace
- Be aware of invisible under-represented groups in society
- Develop a plan for fostering cultural competence in the workplace

PREVENTING WORKPLACE VIOLENCE

Providing a safe workplace is steadily becoming one of the most talked about topics in America. One only need pick up the newspaper or turn to the evening news to find examples of workplace violence occurring in business settings, in schools, and within local or governmental offices across the country. Participants in the workplace violence prevention program will be able to:

- Define workplace violence
- Recognize the warning signs of a potentially violent situation
- Develop a plan for dealing with a workplace violence scenario
- Describe strategies for de-escalating aggressive behavior

REASONABLE SUSPICION (Department of Transportation)

This workshop is for managers and supervisors, and is required by the Department of Transportation (DOT) for organizations that employ individuals in safety-sensitive positions covered under DOT regulations. This two-hour training covers the signs and symptoms of alcohol and drug abuse, addiction, and the signs of reasonable suspicion which warrant alcohol or drug testing. Through lecture, case studies, and small group exercises, participants will learn about the impact and scope of substance abuse in the workplace and be able to identify employees who demonstrate signs of reasonable suspicion.

This training is also appropriate for employers who are not subject to DOT regulations but have implemented (or are planning to implement) a reasonable suspicion testing policy. (Note: The employer's substance abuse policy must be provided to the trainer in advance.)

SEXUAL HARASSMENT PREVENTION

(OVERVIEW FOR EMPLOYEES)

This presentation is designed for the non-supervisor. It provides an overview of sexual harassment history and details examples of potential harassment. In addition, employees are provided with procedures to confront a harasser and steps to take to report a complaint. The workshop is available to employers who comply with state statute and have a policy and procedures in place.

Participants will be able to:

- Identify harassing behaviors
- Avoid accusations
- Confront harassment
- Be familiar with policies and procedures regarding sexual harassment in the workplace

SEXUAL HARASSMENT TRAINING FOR SUPERVISORS

In a two or three-hour format, this workshop addresses all the topics required by Connecticut state statute. Participants will receive an overview of the legal history, look at societal issues and identify sexual harassment from a legal perspective. Specific responsibilities for the employer and manager or supervisor will be discussed. Participants will discuss scenarios in small groups and also be given an opportunity for questions.

Participants will be able to:

- Identify harassing behaviors
- Avoid accusations
- Be familiar with policies and procedures regarding sexual harassment in the workplace
- Be comfortable addressing situations with potential harassment

STRESS MANAGEMENT (2-3 Hours)

This very interactive program is designed to be offered in two or three sessions, allowing participants to practice techniques between sessions. Each participant will examine patterns of responding to stress and will select alternate behaviors that are realistic and doable. The first hour allows participants to examine their own physical and mental responses to stressors and to begin the process of identifying triggers, recognizing symptoms of stress and acknowledging choices.

The second hour looks at methods of relaxation, continuing behavior change and changing priorities. The third hour provides a bigger picture of traditions and rituals in the family, changing the messages we give to ourselves and others, and promoting stress reduction in the workplace and at home. At the end of three hours, participants will have begun the journey towards less stress and more joy in their lives.

Participants will be able to:

- Identify personal stressors and symptoms of distress
- List options for short and long-term stress reduction
- Acknowledge their choices in behavior
- Identify ways of becoming more healthy
- Experience several methods of stress reduction
- Enlist support for behavior change
- Design a plan for ongoing stress reduction

SUBSTANCE ABUSE AWARENESS FOR EMPLOYEES

This hour-long seminar reviews the impact of substance abuse on today's work force. The common drugs of abuse are reviewed, along with the signs and symptoms of dependency and addiction. Treatment options and other resources are provided. This seminar is particularly recommended for employers who are planning to implement drug-testing policies or who have employees in safety-sensitive positions. (Note: The speaker will need to review the employer's substance abuse policies prior to the training.)

SUBSTANCE ABUSE AWARENESS FOR SUPERVISORS

This hour-long seminar focuses on the impact of substance abuse in the workplace, the signs and symptoms of common drugs of abuse, the signs of "reasonable suspicion," and how to intervene and refer employees suspected of abusing alcohol or other drugs. The employer's substance abuse policies are reinforced, and through the use of case studies and group discussion, participants will learn how to handle substance abuse issues in their organization.

TIME MANAGEMENT SKILLS (1 or 2 Hours)

Participants attending this workshop will examine their own strengths and weaknesses in using time effectively. The longer workshop allows participants to complete exercises and discussions to reinforce new options in their use of time. During the one-hour workshop, brief exercises and presentation of "homework" allow the busy employee to process the essence of the workshop immediately and to explore options individually at a later date.

Participants will be able to:

- Identify issues that cause time wasting
- Choose areas that are in their control to change
- Detail ways to manage time more effectively
- Create a time management plan and time line*

*Two-hour version only



PERSONAL GROWTH

ANGER MANAGEMENT

In a time of "road rage" and stressful lives, it's important to remember that we can control our response to anger. This one-hour presentation provides insight into personal triggers and responses as well as addressing methods of cooling off when things get too hot.

Participants will be able to:

- Identify their own anger triggers
- List methods of controlling anger responses
- Identify individual patterns and signs of anger escalation

CREATING BALANCE BETWEEN HOME AND WORK

In this two-session examination of our over-scheduled lives, we will examine the choices we've made and attempt to bring them into balance with our priorities. We will look at home and work lifestyles and make resolutions to create a realistic balance between the two.

Participants will be able to:

- Identify priorities in home and work life
- Determine areas for change
- Refresh communication skills
- Develop a contract of personal changes

DEALING WITH DIFFICULT PEOPLE

In one hour, participants will gain insight into the different types of difficult people. In addition, they will examine increasing their own objectivity in situations that need patience. Communication skills and specific techniques for addressing difficult behaviors will be offered.

Participants will be able to:

- Identify characteristics of difficult personalities
- Become familiar with a range of responses
- Describe components of assertive communication and active listening

For more information call 800.522.3271 or visit www.wheelerclinic.org

DEALING WITH GRIEF AND LOSS

The grief that we feel at the loss of a loved one is very real. Losses brought about by other changes in life – in relationships, in health of ourselves or a family member, in job or career, or finances, etc., produce similar feelings. It is important to recognize that the intense feelings resulting from loss and bereavement are normal. The goal of this seminar is to help participants understand the stages of grief and normal emotional reactions, and provide guidelines for dealing with grief. Resources on local bereavement and support groups will be available.

HANDLING THE HOLIDAYS HAPPILY

Do your expectations of the holidays clash with reality? Do holiday stressors put a damper on the season? This seminar will provide tips on how to simplify and prioritize the demands we often place on ourselves. Participants will develop a plan for making positive changes and preventing holiday stress.

IMPROVING SELF IMAGE

During a one-hour program, participants will examine their self-perception and identify steps to improve weak areas. Activities including improving communication and setting goals for change will help the participants develop confidence in their abilities and lead them towards better self-image in general.

Participants will be able to:

- Identify negative self-talk
- State three ways of increasing self-esteem
- Develop goals for improved self-image and steps to meeting them



PARENTING AND FAMILY ISSUES

MEETING THE CHALLENGES OF SINGLE PARENTING

Single parents face many challenges. This workshop will address issues such as child care concerns, how parents can help their children cope with divorce and readjustment, and methods of positive discipline. Ways that single parents can relieve the stress of solo parenting and find resources for help are also discussed.

OUR CHILDREN AND SUBSTANCE ABUSE

In a one-hour session, parents will be made aware of today's reality regarding their children and drugs. Participants will look at signs and symptoms of use as well as exploring methods of prevention and if necessary, resources for referral. Communication skills will be addressed and handouts will be made available.

Participants will be able to:

- Identify risks and early signs of substance

involvement

- Develop new ways of talking to children about alcohol, tobacco and other drugs
- Become familiar with statistics on children's drug use
- Examine options in individual and community response to substance use

PARENTING ADOLESCENTS

Living with a teenager may be a trying experience. Communication can become difficult and may end in yelling or silence. In this one-hour workshop, parents will be offered techniques and resources to assist them in the dynamics of living with a teen. Participants will be encouraged to share resources and techniques that have worked for them.

Participants will be able to:

- Determine roadblocks to communication
- Practice techniques to increase communication
- Develop incentives to continue discussions

FOR PARENTS: RESOLVING CONFLICTS POSITIVELY

Parents will look at conflict and its positive outcomes (emotional growth, improved relationships, increased responsibilities for youth) and contrast these to the assumptions of negative ones (fights, violence, poor relationships). The components of the conflict cycle will be reviewed and examined, with steps to improve conflict outcome. Behavior change on the part of parents will be stressed. The session will wind up with the audience participating in resolving conflict scenarios. A resource list will be distributed.

Participants will be able to:

- Discuss the conflict cycle
- Utilize conflict resolution skills
- Describe components in escalation and de-escalation of conflict

TALKING TO KIDS ABOUT SENSITIVE ISSUES

Participants will gain the knowledge and resources to discuss difficult and sensitive topics such as AIDS, sexuality, and addiction with their children. This one hour workshop includes a presentation about tough issues and also practical ways to approach them with children.

Participants will be able to:

- Gain information about AIDS, addiction, sexuality, etc.
- Develop new techniques to approach children
- Be familiar with resources to help in the process

For more information call 800.522.3271 or visit www.wheelerclinic.org



FINANCIAL TOPICS

GENERATION X: TAKE CONTROL OF YOUR MONEY

Between work, friends, family, and the things you enjoy, it's hard to find the time or energy to think about investing. The truth is you can have greater control than you think over your finances and it's easier than you think. The trick is to get started. What you do – or don't do – will have a profound impact on your future. By far, the most important thing you can do is to develop a financial plan to map out your strategy. We'll discuss budgets, credit cards, repaying student loans, investing, and so much more. Be sure to bring your questions! (Includes a "Getting Started Checklist")

GIVE IT THE OLD COLLEGE TRY – 529 PLANS

If you're a parent or grandparent who isn't familiar with College Savings Plans (called Section 529 plans), then it's time for a crash course. The beauty of these plans is that earnings from these plans grow tax deferred until the assets are withdrawn. In addition, if the assets are used for qualified higher education expenses, the income and gains will never be taxed. Qualified expenses include tuition, fees, supplies, certain room and board costs, and books. Before you put your money down, attend this workshop to learn the important issues you need to consider.

HOW TO BUILD AND MANAGE YOUR PORTFOLIO

Life's a gamble . . . but your finances no longer need to be. You can now have confidence in meeting your lifetime goals and know your chances of succeeding. If you care about meeting your investment goals . . . if you are having trouble dealing with this highly volatile market . . . if you would truly like to learn how to build an all-star portfolio . . . or if you would like to find out how you might get investment guarantees, this is one investment workshop you won't want to miss. This workshop is full of novel approaches you won't find anywhere else!

LONG TERM CARE INSURANCE

Are your savings protected against long-term healthcare expenses? Probably not. Long-term care – such as home health care, assisted living, adult day care, and nursing home care – represents the greatest health care expense faced by Americans. Yet it is the only major expense NOT covered by private health insurance, Medicare, Medicare supplements, or conventional group health insurance. You've worked hard to accumulate savings and security for your retirement years. All of that may be lost to the rising

cost of long-term healthcare if you haven't prepared for the future. This valuable workshop will focus on what your options are and what you should do now to protect yourself.

SOCIAL SECURITY

To get the most out of Social Security you have to make some decisions. Deciding when to retire and begin receiving benefits is important because the age at which you elect to begin receiving benefits can greatly affect the amount of monthly benefit you receive and your overall lifetime benefit. You'll also need to decide whether you want to work after you begin receiving benefits, and if so, determine how your wages will affect your benefit. Finally, if you are a business owner or a self-employed individual, you need to consider how you can minimize your Social Security payroll taxes. This seminar covers the basics and provides many useful summaries of the benefits allowed.

THE TEN MOST COMMON ESTATE PLANNING MISTAKES (AND HOW TO AVOID THEM!)

Think you're too old or too young to worry about estate planning? Estate planning involves the transfer of your assets to the people you desire and protecting you in the case of incapacity. Uncle Sam doesn't discriminate when it comes to levying taxes. No matter how old you are when you die, you risk losing a chunk of your assets to the taxman unless you plan ahead. Boomers face a different set of issues – their kids are younger, their spouses are more likely to remarry if widowed, and their wealth may be tied up in some volatile internet stocks. The bottom line is that their future is less certain and their estate plans need to be more flexible.

WHEN TWO BECOME ONE: FINANCES AFTER DIVORCE

Divorce is not only a time of emotional turmoil, it is also a time of financial upheaval. That is why it is important to become knowledgeable with the issues surrounding divorce. Topics covered in this workshop include alimony, debt, retirement plans, property settlements, taxation, budgeting, child support, and Social Security. By planning ahead and knowing what steps to take, you can move forward as an informed and confident single person.

For more information call 800.522.3271 or visit www.wheelerclinic.org



HEALTH AND WELLNESS

HEALTHY EATING

During a one-hour session, participants will review where American diets are today and how we got here. We will look at eating habits and patterns of poor eating. After identifying positive changes, we will look at reasonable ways to move towards a healthier eating style.

Participants will be able to:

- Discuss reasons for eating a healthier diet
- List positive changes that they can make
- Find incentives to make and continue changes

HELPFUL HINTS FOR WEIGHT MANAGEMENT

Participants will receive motivation, incentives and techniques to use in developing a long-term weight management plan. Examination of our environment and eating habits will help participants to look at what encourages weight gain and start the process of selecting which weight loss program will work for them. Long-term behavior changes will be addressed and participants will develop goals and objectives for their weight management.

Participants will be able to:

- Examine incentives to make change
- Set at least two personal goals
- Identify support systems
- Develop a personal list of options

SMOKING CESSATION (3 Two-Hour Trainings)

In three sessions participants will examine their smoking habits, determine a method for quitting, and set a date for quitting. The first session helps smokers to look at their pattern of smoking and introduces options for quitting. During the second session discussion, reasons for relapse and prevention techniques will be addressed. The last session examines long-term goals of staying smoke-free and helps quitters identify problems and solutions to enhance success. All sessions are very interactive and involve videos, activities and discussion.

Participants will be able to:

- Examine their commitment to becoming smoke-free again
- Review short and long term effects of smoking
- Develop stress reduction strategies
- Determine addiction/habit triggers
- Discuss personal pros and cons of quitting methods

- Identify potential withdrawal symptoms and antidotes
- Become more assertive



PERSONAL SAFETY AND SECURITY AT HOME AND IN THE WORKPLACE

EMERGENCY PREPARATION AND MANAGEMENT

In one hour, participants will examine the process of planning for and managing emergencies. We will look at a variety of emergency situations and the need to develop contingency plans. There will be a discussion of emergency response training, with specific examples given for participants to apply when training staff. At the completion of the program participants will be able to:

- Recognize potential emergencies
- Understand the importance of contingency planning
- Develop plans for responding to emergencies
- Identify and access available resources and programs for staff members

FIRE PREVENTION AND SAFETY AWARENESS AT HOME AND IN THE WORKPLACE

According to the National Fire Prevention Association (NFPA), approximately 4,000 Americans die in fires each year, and more than 25,000 are seriously injured. In 2001, every 18 seconds, a fire department responded to a fire somewhere in the United States. Nationally, there was a home fire death every 170 minutes. In this one or two-hour program, we will discuss what to do before fire strikes; what to do during a fire; and what action to take after a fire. At the completion of the program, participants will be able to:

- Articulate a pre-fire strategy for dealing with fires in a commercial setting
- Develop and implement a plan for fire safety in the home
- Explain various strategies for dealing with small and major fire scenarios
- Describe the "fire triangle"
- List the classes of fire extinguishers and their purposes

HOW TO AVOID BECOMING A VICTIM OF CRIME

In this one-hour program, participants will develop an understanding of the dynamics which often accompany the commission of a crime against persons. Depending upon the needs of the participants, the program may focus on issues in the workplace, at home and on the street, or both. Strategies are introduced and the need to develop a personal security plan is discussed. By the end of the program, participants will be able to:

- Explain behaviors which make a person a target
- Describe ways to avoid being selected as a target
- Articulate tactics to be used in the event of being chosen as a victim of crime.
- Outline the pros and cons of various personal security strategies

MOTOR VEHICLE SAFETY

Approximately 55,000 Americans are killed in auto accidents each year. In a one-hour program, participants will engage in a discussion of motor vehicle safety basics. The program is intended for drivers with some level of experience. **This is not a course for non-drivers, or individuals seeking to take a driver's license examination.** Upon completion of the program, participants will be able to:

- Demonstrate the proper position to assume in the driver's seat
- Identify the major concerns associated with various road conditions
- Articulate the reasons why it is important to wear seatbelts
- Explain the "2 second rule"
- Discuss the impact of and problems associated with driving under the influence of drugs or alcohol

RESPONDING TO MEDICAL EMERGENCIES AT HOME AND IN THE WORKPLACE

In a one-hour presentation, participants will learn to recognize various medical emergencies and will develop a fundamental response plan. **This course is not intended to be a first-aid or CPR course.** It is a very basic overview of medical emergencies which will help participants consider appropriate actions to be taken to prepare for and respond to medical emergencies. Upon successful completion of the program, participants will be able to:

- Identify life-threatening situations
- Recognize symptoms of a heart attack
- Explain the purpose of and how to contact the Poison Control Center
- Develop criteria for determining when to call for an ambulance
- Put together a basic first aid kit



SUPERVISORY/MANAGEMENT TRAINING SERIES

Customized training for new and experienced managers and supervisors is available through Wheeler EAP. Topics covered include:

- Change Management Skills
- Conducting Effective Performance Appraisals
- Team Building
- Managing a Diverse Workforce
- Managing the Transition from Staff to Supervisor
- Motivational Skills
- Communications Skills: Giving and Receiving Feedback
- Conducting Effective Meetings

Trainings are designed to meet the particular goals and objectives of the group, and can be conducted in two-hour or half-day segments.

CHANGE MANAGEMENT SKILLS: Navigating the Turbulence of Change

In this two-hour seminar, participants will examine the *Ten Commandments of Change Management*. The group will explore important "do's and don'ts" and potential challenges associated with implementing important systemic change within the organization.

The seminar can be expanded, with the seminar leader acting as facilitator in order to identify and develop strategies for effectively managing change in the specific setting of the host organization.

CONDUCTING EFFECTIVE PERFORMANCE APPRAISALS: Building a Process that Works

This two-hour seminar explores the process of delivering performance appraisals. The seminar leader facilitates discussion and helps the team to identify barriers (both universal and specific to the host organization) that inhibit the effective execution of the performance appraisal process. Topics include communication styles and skills, dealing with conflict, and problem solving.

For more information call 800.522.3271 or visit www.wheelerclinic.org

MANAGING A DIVERSE WORKFORCE:

Seeing Challenges as Opportunities

This one-hour seminar examines the challenges and potential benefits of effectively embracing and managing a diverse workforce. It reviews demographic changes within society and the labor pool. The seminar will also examine the legal aspects of managing a diverse workforce.

MANAGING THE TRANSITION FROM STAFF TO SUPERVISOR: More Has to Change Than Just the Title

This two-hour seminar explores the challenges and potential pitfalls a new supervisor might face in transitioning from team-member to supervisor of the team. The seminar will review effective leadership and management styles, and discuss strengths and weaknesses of different approaches as applied to specific scenarios. Important communication skills will be reviewed and reinforced.

MOTIVATIONAL SKILLS:

Effectively Working Through People

This two-hour seminar examines important aspects of motivating people to execute desired tasks, and display desired behaviors. The seminar will review different management and leadership styles, and the concept of *vicarious conditioning*. The seminar leader will facilitate a discussion of the host organization's work culture and apply different theoretical approaches for motivating people to the specific environment and challenges at hand.

COMMUNICATION SKILLS:

Giving and Receiving Feedback

This two-hour seminar explores the skills necessary to effectively communicate both inside and outside of the workplace. Content includes 1) getting the *word* message across, 2) delivering *work* news, 3) the impact of non-verbal communication, and 4) the power of silence. The seminar is structured to encourage and solicit broad participation that includes role-playing exercises.

CONDUCTING EFFECTIVE MEETINGS:

Making Your Team's Time Count

This one-hour seminar explores the dynamics of meetings, the five keys to keeping meetings on track, and the do's and don'ts of conducting effective meetings. The seminar will also review important communication skills, and will examine specific techniques that can assist in dealing with particular meeting related challenges.

TEAMBUILDING: A Core Element to Successful Management

This two-hour introductory seminar explores both the barriers to, and the benefits of building productive teams. The seminar examines what makes up an effective team, and the demands associated with different types of teams. It reviews the forces that can subvert positive team dynamics, and outlines effective actions to address these issues. The seminar focuses on how to successfully build on strengths such as diversity, and how to positively and constructively manage conflict.

(Note: A more extensive teambuilding workshop or retreat which includes the use of surveys and assessments is also available, and may be recommended for organizations with complex employee issues.)



OTHER TOPICS

BRIDGING THE MALE – FEMALE COMMUNICATION GAP

Have you ever felt that communicating with the opposite sex is like communicating with someone from another planet? Why does a woman stop to ask directions and why does a man drive around until he finally gets to his destination? When a man asks a woman what is wrong, why does she respond "nothing?" Men and women can learn to communicate with each other by understanding gender differences in conversational styles and learning to interpret messages from the opposite sex. Avoid frustration and eliminate misunderstandings by communicating what you mean.

FRIENDLY PERSUASION

Have your ideas met with greater acceptance than they already are! Transfer your enthusiasm to others! You will get what you desire by helping others get what they want. People are drawn to and support those who have mastered the art of effective, persuasive communication. Create win-win solutions by turning confrontation into compromise, negotiating without manipulation, asserting yourself without alienating others, disagreeing without being disagreeable and making effective proposals instead of demands.

GETTING YOUR TALENTS KNOWN TO THE POWERS THAT BE

Getting yourself and your talents known is essential to success. Focus attention on yourself and your team by learning how to find beneficial support groups, create mentor relationships and develop dynamic networking skills. Discover and maximize your assets by projecting an image of confidence and capability, reenergizing yourself and your team with positive thinking and enthusiasm, changing your self-talk to overcome doubt and fear, concentrating on solutions, not complaints, and determining how your appearance, attitude and demeanor affect your opportunities and achievements.

HOW TO MEET PEOPLE, DEVELOP RAPPORT & CONVERSE WITH CONFIDENCE

Realize your full potential and share your unique qualities with others by learning to meet new people, develop new relationships and feel at ease in new situations. Feel comfortable and develop rapport by learning easy ways to start a conversation and ask the right questions. Maximize your assets by learning how to find beneficial support, create mentor relationships and develop dynamic communication skills. Discover and maximize your assets by projecting an image of confidence and capability, reenergizing yourself with positive thinking and enthusiasm, changing your self-talk to overcome doubt and fear, concentrating on solutions, not complaints and determining how your attitude and demeanor affect your results.

MAKING THE TELEPHONE YOUR ALLY

What you say and how you say it on the phone can determine your success in booking appointments, making and generating repeat clients/sales and disseminating information. Your telephone skills establish an image for your office, affecting the percentage of messages left by callers and the number of callbacks. Maximize your telephone effectiveness by learning to make a positive first impression, smile over the phone, eliminate negative phrases, use voice tones that get results, use appropriate telephone etiquette, communicate and interpret messages accurately, deal with difficult/angry people, develop critical listening skills, make call scripts and control telephone time.

NEGOTIATING TO WIN

Master powerful techniques that get you what you want in your personal and professional life. Make even the most challenging negotiations winning ones. Resolve situations and disagreements to your satisfaction by learning to know what to say, communicate clearly, know what each party wants, break impasses that block progress, prepare your strategy in advance, create dialogue between opposing views, avoid obstacles which block advancement, set terms agreeable to all parties and ensure that the agreement is kept.

PRESENTATION POWER

Are you held back by a fear of talking in front of people? Many people are stalled or fail to reach full potential because they are unable to promote their ideas in personal, professional and community situations. There is a thin line between success and mediocrity in public speaking. Make your best presentation ever by learning to excel in the areas of adequate preparation, developing self-confidence, and using nonverbal communication to your advantage, sounding spontaneous, good delivery, making your meaning clear, gaining support for your ideas and perfecting your listening skills.

SELLING SUCCESSFULLY

Are you aware that 20% of the sales people in the world move 80% of the goods and services? The difference between these and the less successful 80% is known as the "selling edge". Develop it by learning to set goals and track results, develop enthusiasm, effectively prospect and close the sale, secure more appointments, turn objections into sales and become results-oriented.

TELEMARKETING & SALES STRATEGIES FOR THE TELEPHONE

Getting and keeping a potential client's attention is crucial. How do you get clients to listen, what's in it for them and why should they buy now? Achieve consistent, positive results by learning to overcome resistance, follow-up and follow-through, use telephone people skills and the "golden rule," increase a customer's confidence, deal with the non-stop talker, create win-win situations, make the customer feel important, turn a complainer into a loyal customer, keep control of the ball and keep each phone call sounding fresh.

For more information call 800.522.3271 or visit www.wheelerclinic.org



ABOUT THE WHEELER CLINIC EMPLOYEE ASSISTANCE PROGRAM

Wheeler Clinic's Employee Assistance Program helps employees overcome personal problems that affect their job performance. Nationwide studies have shown that one out of five employees experiences emotional problems which affect job performance and productivity, and one out of six misuses alcohol or other drugs. Our goal is to help business and industry reduce the costs associated with troubled employees through management consultation, professional counseling services, and training.



*Employee
Assistance
Programs*

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