Life, in Balance

Employee Trainings

Bullying
It's hard to keep your mind on your work when you're worried about the next run-in with the workplace bully. Bullying causes a decline in morale and job satisfaction. The bully isn't just the person who is in your face and threatening. It can be the person who slings sarcasm or the person who criticizes every move. This training describes the ten types of bullies, and it asks attendees to identify personal behaviors that are problematic.

Change Management
This session focuses on helping employees manage the psychological impact that often accompanies organizational changes. New management, structural changes, and mergers present potential opportunities for employees to thrive in an ever-changing workplace. The objective of this training is to help employees understand the benefits of change as well as the natural human tendency to resist it. For managers, the goal is to help them better understand employee needed as well as the important role a leader plays in successfully implementing change.

Conflict Management
One recent survey conducted by CCP, a psychological test publisher, found that in the United States, on average, each employee spends 2.1 hours every week (one day/month) dealing with conflict in some way. Poorly managed conflict can result in direct costs to the company, including not only the loss of time better spent on productivity, but the loss of customers and good employees. In this training, we will explore the positive and negative impact of conflict, types of conflict, and methods for more successfully handling those conflicts.

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Customer Service
Customer Service is a major component in having a successful business in today's market. By harnessing the power of excellent customer services, you will retain present customers and exponentially increase your customer base through word-of-mouth advertising. Customer Service is everyone's responsibility. In this training, we will help participants explore the importance of customer service and their responsibility in making your business more profitable. Specific skills and examples are used to illustrate and demonstrate top-notch customer service skills.

Drugs and Alcohol Awareness
This training is meant for both supervisory personnel and employees. When drug and alcohol policies are put in place or changed, it is important for staff to understand the impact of drugs and alcohol in the workplace, know the signs and symptoms of use, and have a clear understanding of the company policies, procedures, and consequences.

Diversity
Today's workforce is more diverse than ever before. By understanding the potential strength in valuing and embracing diversity, your business can thrive in today's marketplace. The focus of this training is on increasing supervisory awareness of cultural bias and the negative effects it can have on employee retention.

Effective Communication
Are you and your employees sending the right messages? With approximately 10% of communication being verbal, it's a wonder we can ever really understand each other! In this training, you will learn about the different forms of communication and how to improve your own skills with sending and receiving messages.

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Prevention of Harassment
Participants will learn about the laws prohibiting harassment, including sexual harassment, and how it can be detected, confronted, and eliminated. They will learn how certain behavior can create a climate of liability or can prevent potential legal consequences for themselves and the company. A review of the company policies pertaining to harassment will also be conducted.

Prevention of Violence in the Workplace
Recognizing and preventing violence in the workplace is a matter of raising awareness and encouraging appropriate workplace behavior. Knowing the warning signs of a potentially violent individual and the corrections actions to take can save lives. The company's policy on workplace violence will be introduced and reinforced in this training.

Professionalism
In this training, we will explore the definition of professionalism and how it is shown in the workplace. How you present yourself, how you communicate (verbally and in writing), and how you handle situations all convey your level of professionalism. We will also explore what you need to do to think and act like a professional.

Smoking Cessation
This training is a five-session, four-week program adapted from the American Lung Association's *Freedom From Smoking* program. *(Contact the EAP office at 215.257.6556 for cost details.)*

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Stress Management

In this workshop, you will learn how to recognize when you are feeling stressed, common symptoms of stress, and what triggers your particular stress response. We will also review some realistic strategies for coping with and diffusing stressful situations either at work or at home.

Time Management

Do you find yourself spending too much time in meetings and not getting to your "to do" list? Is your computer or phone a constant distraction? In this training, the staff will learn time management techniques that will help them get the most out their day at work and at home.

True Colors

This workshop addresses the temperament and interactive styles of the workforce in any company. Since the early 1980s, True Colors, an interactive and dynamic personality/temperament theory, has been applied to the specific problems encountered in the workplace. By knowing the fundamental principles of personality, you can learn to understand yourself and others better, thus learning to appreciate and support individual differences between people. This True Colors workshop is fun, easy to grasp, and memorable. Participants will sample a tool that can be used to enhance their working relationships with others.