

# 2021/2022 EAP Workshop Catalogue



The BOCES EAP has developed numerous workshops which we offer to meet the emerging needs in the workplace and to assist employees with their personal and professional development. Our workshops are offered to all of our participating settings at no additional cost.

Attendance at workshops is most beneficial to employees when their participation is voluntary. EAP workshops provide opportunities for staff development and support in the performance of workplace responsibilities. Depending upon the workshop selected, it may be advisable for the administrator or supervisor to refrain from attending along with their staff. EAP staff will gladly guide you in cases where this may be a consideration.

***To safeguard the health and safety of our participants, workshops for the 2021-22 academic year will be provided virtually via Zoom.***

Subsequent to the pandemic, the request for EAP workshops has grown tremendously. To allow all of our 90+ settings equal access to scheduling workshops, the program will limit availability based upon the program's capacity to service our numerous sites. Subsequently, sites may be invited to attend workshops offered to blended subscriber groups (i.e., two or three libraries, two different school districts, etc.) or alternatively we also have been providing free webinar access to pre-recorded trainings accessible via <http://www.esboces.org/page/73>

The length of most workshops can be determined by the needs of your setting, unless otherwise noted in the catalogue. Please contact our office at (631) 289-0480 if you have any additional questions or would like to schedule a workshop.

## Improving Workplace Climate

- **CIVILITY IN THE WORKPLACE**

This workshop provides a comprehensive approach on how to achieve a positive, safe and supportive working environment for all employees. Acknowledging that rudeness can spread aimlessly in an aggressive environment; we will work on a plan to help employees reduce their workplace stress.

- **CIVILITY IN THE WORKPLACE  
PART II**

Opposing workstyles, opinions and rudeness can hinder a civil work environment creating stress for everyone. Conflict is created when individuals in the workplace participate in “uncivil behaviors.” Participants will learn solutions for dealing with specific discourteous behaviors ranging from gossip to passive aggressiveness. Group participation will allow attendees to practice responding appropriately to the uncivil actions of others. Find out how we can really all get along!

- **DEVELOPING CULTURAL  
COMPETENCY (1 hr.)**

The 21<sup>st</sup> Century Workplace is culturally diverse. Participants will gain awareness of their own thoughts, feelings and behaviors when responding to someone different from themselves. Developing competence begins with our own self-awareness.

- **ADVANCING OUR CULTURAL  
AWARENESS: A LIFELONG  
JOURNEY**

This workshop will present information on expanding our views about culture and how it effects our abilities to relate to others. Participants will examine how our unconscious beliefs and learned stereo-types prevent us from connecting in meaningful ways to those who are different from ourselves. Cultural awareness is truly a lifelong journey.

- **FOSTERING  
PROFESSIONALISM IN THE  
WORKPLACE**

Learning how to set clear and consistent boundaries in the workplace is essential in achieving a happy and productive work life. Your success at work is dependent upon the establishment of boundaries that promote mutual respect and a healthy balancing of interpersonal and professional behaviors. Managing workplace relationships appropriately makes the difference between a positive workplace or one filled with frustration and conflict.

- **HANDS-ON TEAM  
BUILDING ( 1hr. 15 minutes)**

This workshop is a fun and challenging hands-on activity. It explores cooperation, collaboration and problem-solving. Participants experience what it means to be a part of a team and how important it is to work together.

- This workshop is done in groups of six.
- Maximum number of participants is 30 (5 groups).

## Workplace Challenges

- **COMMUNICATION 101:  
IMPACTING WORK AND  
RELATIONAL  
EFFECTIVENESS**

Listening empowers us to develop clarity in our daily communications with others. Communication can be improved significantly when we learn to convey respect and understanding by developing the skills of active listening.

- **Conflict Management**

Anger is a normal human emotion which must be recognized and dealt with before resentments pile up. Anger is a response to an emotional grievance which is either perceived or real. Each individual approaches conflict differently. Effective conflict management techniques will be provided for work life and personal usage.

- **Dealing with Difficult  
People: Developing  
Strategic Tools**

Almost everyone can relate to the problem of having at least one difficult person in their life. Conflict with others is an unpleasant fact. Do you struggle with negative and uncooperative people? This workshop will empower you with tips that will help you to begin to respond rather than react and/or avoid difficult personality types.

- **Getting Prepared to  
Return to Work**

It is time to go back to work for many people who have been laid off or who have been working from home during quarantines. This short presentation will help you to understand your concerns and provide you with the tools needed to manage your anxiety as you go back out to work and into the world again. (Available on Website)

- **Working from Home:  
Practical Advice for  
Unprecedented Times**

Working remotely from home presents unique challenges. Balancing work and family responsibilities can be daunting and stressful. This workshop provides practical, creative and useful ideas to help you get the most out of your working from home hours. (Available on Website)

- **EAP Supervisory/Union  
Representative Training  
Essentials**

Supervisors and union representatives play a critical role in the EAP process. They are ideally positioned to quickly identify and intervene with the troubled employee when employees' personal difficulties interfere with the performance of their work. These issues can be managed by knowing in advance what EAP procedures can be used to meet the immediate needs of the supervisor, union representative and employee in addressing workplace issues. This training will provide the necessary skills for

recognizing, approaching and referring the troubled employee. The value of acquiring these skills eliminates resistance, confusion and ambiguity often associated with approaching the troubled employee.

- **Empathy: The Necessary Skill in Diffusing Difficult Conversations**

Empathy is the ability to share the feelings of another. Appropriate use of empathy is the first step in resolving conflict and increasing the likelihood of a satisfied customer. This is particularly important when dealing with a difficult person who is never satisfied with your answer to the complaint; especially when you have to say no to something that they want. Using empathetic responses makes it clear that the individual's concerns have been heard and understood. It does not mean that you agree with them or must give in to their demands.

- **IMPROVING “CUSTOMER SERVICE” OUTCOMES WITH PARENTS AND PATRONS**

There are difficult parents and patrons and then there are those individuals who challenge us to our limit. This can lead to our reactions that may be unprofessional or embarrassing. This workshop is designed to learn and use skills that are proven to effectively manage even the most challenging individuals that we serve.

## Promoting Wellness and Positivity

- **Becoming Resilient and Adapting to Change**

It has been said that we cannot escape death and taxes; but there is one more thing that none of us can escape and that is change. The ability to respond to the challenges of life requires us to recall all of those instances when we have successfully navigated change and survived those experiences. Resilient individuals face change comforted with the knowledge that this discomfort is temporary and they will survive their present difficulty. Learning to accept that change is a constant, will allow us to spend less time resisting it allowing focus on developing strategies to cope with it.

- **The Power of Optimism**

Optimism promotes resilience in the human spirit. One of our best defenses in the face of adversity is the choice to be optimistic. Our thoughts play a major role in determining whether we respond or react to life circumstances. This workshop will provide a framework for “positive thought alignment” in our everyday life.

## Stress Management

- **First Aid for Stress and Negative Thinking**

Learning to cope with stress prevents you from being stuck in negative thinking, which affects your overall health. Negative thoughts reduce your ability to manage your emotions and your responses to life stressors. This interactive workshop will help you to challenge your negative mindset and provide options for healthier reactions to stress.

- **Mindful Living in a Stressed Out World**

Your mindset matters! Mindset affects the quality and the quantity of your life and that of those surrounding you. The practice of Mindfulness has been proven to reduce stress, chronic pain, anxiety, and depression. Developing the habit of Mindfulness improves focus, memory and our ability to take control of the present moment. This workshop will provide a brief overview of Mindfulness techniques which can aid in the reduction of stress in our everyday lives.

- **Mindfulness II “The Beginning of Our Wellbeing”**

We live in a world where we find ourselves doing and planning all the time. Our minds are constantly stimulated by technology and stressors. Opportunities to nourish our mind and body are limited due to this excessive overstimulation. This workshop will provide an overview on how our minds and the biology of our bodies can work together to improve our overall health and harmony.

- **Overwhelmed No More**

Achieving balance at work and at home is challenging. Beginning to set limits and boundaries for our perpetual “to do lists” is essential if we are going to be effective in life, and maintain our health and well-being. Focusing on what we truly value, what is most important in our work and personal life will decrease stress and increase fulfillment.

- **Progressive Relaxation for Stress Reduction**

This is a hands-on experiential workshop. Participants will engage in guided meditation, muscular relaxation exercises and guided imagery. This workshop will teach participants how to practice this

technique on their own time to manage tension and stress. In general, people feel calmer and more relaxed after utilizing these techniques

## Personal Challenges

- **Coping With Loss and Grief**

As we journey through life each of us will experience some type of loss. This workshop will discuss different types of loss and their connection to the grieving process. Participants will begin to develop insight into their personal reactions to loss and gain new skills for managing their feelings.

- **Embracing Uncertainty and Maintaining Hope**

This workshop will provide a context for understanding and coping with the massive changes that have occurred in the world due to the Pandemic COVID 19. Being overwhelmed and struggling with things we cannot control or change requires us to adapt and adjust our thinking about life. Recognizing our personal strengths while learning to accept there are circumstances beyond our control is a process. As we learn to refocus our thoughts and energies on what we can do and what matters most to us in life we rekindle our hope. (**Available on Website**)

- **Finding the Balance of Caregiving and Self-Care**

It is not easy balancing the responsibilities of caregiving with the rest of your life. Caring for the elderly or an individual with a chronic health condition can be overwhelming and may over time decrease your ability to take care of your own needs. This workshop will assist participants in developing awareness about their caregiving role and the extent to which their role as caregivers have impacted

their own physical and emotional wellbeing. This workshop will provide options for enhancing self-care and stress relief.

- **Talking to Children about Death**

Death is a natural part of life. Children may be confused or scared about death. If we allow children to ask questions about death, we can clarify doubts and prepare them for the grieving process. This workshop will give you an overview of how to respond to children's questions about grieving and how to support them during this difficult time.

- **Understanding Your Anxiety During the Coronavirus (COVID 19) Outbreak**

The Coronavirus (COVID 19) pandemic has effected every part of our daily lives. Sudden and massive changes will cause us to question if our thoughts, feelings, and reactions to these changes are normal. This workshop will help you to identify the reasons for anxiety and will also provide some basic tools needed to manage our stress, anxiety and concerns about life during the pandemic. **(Available on Website)**

- **Engaging in Self-Care and Fun During the Quarantine**

This workshop will help you to think outside of the box providing inspiration for creative simple ways to practice self-care in the comfort of your own home. You can learn activities to promote safety, fun and relaxation during the pandemic for yourself and your family. **(Available on Website)**

- **Creating Calm in Chaos**

Two important factors affecting your daily family life are consistency and predictability. Structure is important for children of every age and lack of daily habitual activity can lead to a chaotic atmosphere at home. Creating a consistently reliable environment in an ever more challenging world can be a daunting task. This workshop will help families create tools to build household structures, routines, and stability all while fostering a positive household environment. **(Available on Website)**

- **Drinking During Difficult Times: How Much Alcohol is Too Much?**

In March of 2020 our world was turned upside down by a global pandemic. Most people faced new challenges, increased isolation, loneliness and rising levels of stress. All of these factors have had a profound impact upon our social and emotional health. Rising rates of alcohol and other substance use is linked to people trying to find ways to cope during this difficult time. This workshop examines alcohol consumption and at what point drinking casually turns from a socially accepted part of life to becoming an issue with more severe consequences. The workshop will describe the disease of addiction and different treatment options for anyone who is experiencing difficulty for themselves or with a family member or friend. **(Available on Website)**