



# 2019-2020 EAP WORKSHOP CATALOG

## **POLICIES AND PROCEDURES:**

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 their workplace responsibilities. Depending upon the workshop which is selected it may be advisable for the administrator or supervisor not to attend along with their staff. The EAP staff will gladly guide you in cases where this could be a consideration.

A minimum of 10 participants is required to schedule a workshop. We request confirmation of

the required number of participants be provided to our office one week prior to the scheduled workshop. Please note that in order to allow all of our settings equal access to scheduling workshops the maximum number of workshops that can be provided to any individual setting within the same month is 3. We encourage settings with a smaller number of employees to discuss planning workshops together for the maximum benefit and greater access to our workshops. We will also when necessary adjust the minimum number of participants required for workplaces which employ a small number of people.

The length of most workshops can be determined by the needs of your setting, unless otherwise noted in our workshop catalogue. Certificates of attendance can be provided by request. Please contact our office at 631-289-0480 for further information and 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 really can all get along!

### Developing Cultural Competency (1 hr.)

The workforce of the 21<sup>st</sup> century presents the workplace with a vast array of people who are culturally diverse. It can be challenging to deal with these changes in our work and personal lives. This workshop will assist participants in gaining awareness of their own thoughts, feelings, and behaviors when responding to someone different from them. Developing cultural competence begins with our own self-awareness.

### 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 (1 hour 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 part of a team and how important it is to work together.

- This workshop is done in groups of six (6).
- 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.

## **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 their 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.

### **Millennials in the Workplace**

Millennials are those individuals who were born during the 1980's and 90's. By the year 2020 they will comprise 50% of the workforce. "Generation Y" employees have a unique perspective on employment and Life/Work balance which is a reflection of the changes which have occurred both in education and in our society. Learn how to harness and cultivate the talents and skills of millennials creating opportunities for a multi-generational workforce to work together providing a rewarding and productive experience for everyone.

## **Promoting Wellbeing 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 and 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.

### **Self-empowerment: Strengthening our Self-Worth and Appreciating Individual Differences**

Each of us possesses a hidden reserve of talent and ability which can be dulled by our state of mind which we create by negative self-talk. Over time, our sense of competence and self-esteem can become degraded by the demands of life and other negative influences. Techniques will be provided for assisting participants in maintaining positive self-talk and enhanced self-image.

## Stress Management

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

Learning to cope with stress prevents you from being stuck in negative thinking, which effects 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.

### **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 overtime 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 that are grieving and how to support them during this difficult time.

The length of most workshops can be determined by the needs of your setting, unless otherwise noted in our workshop catalogue.

Please contact our office at 631-289-0480 to schedule a workshop for your setting.

Certificates of Attendance can be provided by request.

### Workshop Requirements

- Wireless Remote
- Laptop and Projector OR
- Smartboard

\*Teambuilding Workshop requires special table and chair set-up