



PARKVIEW
EMPLOYEE ASSISTANCE PROGRAM

Your company's Employee Assistance Program (EAP)
Can provide help with:

- Stress & personal problems
- Legal & financial referrals
- Family & marital concerns
- Teen & child concerns
- Education & support groups
- Drug & alcohol addictions

Your EAP counselor may be reached at
(260) 373-8060 or 1-800-721-8809

For 24-hours Crisis Assistance, call:
1-800-284-8439



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Workshop Guide

This catalog provides brief descriptions
of the workshops and programs available through
Parkview Employee Assistance Program.

Description:

Disruptive behavior can affect any organization at one time or another. Workplace violence has emerged as an important safety and health issue in today's society. It has become a necessity that the reality and risks of this growing violence be examined. We need to take a hard look at what supervisors, managers and employees can do in the area of prevention, as well as giving assistance and support to the ever-increasing number of workplace violence victims.

Workplace Violence seminars are intended to help participants address concerns by:

1. Understanding the scope of the problem.
2. Identifying and assessing risks.
3. Addressing violent or threatening incidents.
4. Taking action to develop prevention plans.

Audience:

Any manager, supervisor or employee committed to promoting a safe environment for all employees.

The Role of Parkview Employee Assistance Program

Parkview Employee Assistance Program (EAP) offers a wide variety of workshops, seminars and classes designed to provide education, skills training, prevention, awareness and personal growth in areas of human behavior and performance. These programs are offered in several formats including:

Workplace Presentations bring training and educational programs directly to the workplace. These results-oriented workshops are designed to provide employees with skills and knowledge necessary to be "peak performers" at work and in their personal endeavors.

The advantages of these on-site workshops include:

- Cost Efficiency - Many employees can attend the workshop for a fraction of the cost instead of sending them to an off-site program.
- Custom Designed Programs - Each program is created with your input to specifically address the needs and concerns of your employees and your company.

Community Workshops are educational seminars and classes focusing on topics that influence the way we experience life. While these programs can be adapted to respond to a particular organization's needs and interests, they are usually focused on assisting the positive growth of the individual or family.

The advantages of attending *Community Workshops* include:

- A supportive and relaxed atmosphere in which to share and learn with individuals with similar interests and concerns.
- Low costs allow frequent participation.
- The opportunity to learn from experienced knowledgeable professionals, in various areas of life-style management.

Management Consulting Services assist organizations in structuring goals for growth and development. When conflict, distrust or fragmentations negatively affect unity and productivity, these individually tailored services provide recommendations for positive growth. Parkview Employee Assistance Program will provide an assessment of developmental issues and recommendations for improvement and ongoing consultation to implement changes.

Advantages of utilizing *Management Consulting Services* include:

- Cost-effective integration of educational programs, individualized consulting and long-range training goals.
- Consistent availability of local assistance as your organization handles individual issues.

Further Interest...

Each of the programs listed can be adapted to meet the specific needs of your company. We welcome the opportunity to explore your company's individual needs. If you would like more information on available topics, costs for specific programs or programs already scheduled, the information can be obtained by calling (260) 373-8060 or toll-free (800) 721-8809.

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Stress Management

Description:

Is your staff or your organization losing valuable energy and productivity to persistent stress and anxieties? Stress Management training programs are designed to help stop energy drain, increase satisfaction and reduce the negative impact of stress upon health and well-being.

Stress management training will challenge participants to:

1. Recognize and adjust their perspectives on stressors that occur in their lives.
2. Let go of needless worries and fears.
3. Use specific relaxation techniques to loosen up, cope more effectively and re-energize.
4. Develop a balanced and healthy approach to handling stressful situations.

Audience:

Individuals, groups and organizations will benefit from learning how to effectively manage daily stressors and incorporate prevention techniques for a healthier approach to work and home life. Participants should come dressed casually and be prepared to have fun discovering a more balanced perspective to approaching stress.

Sexual Harassment

Description:

Few issues impact a workplace like sexual harassment. Companies know today that they are responsible for keeping their companies free of sexual harassment. Employees now know that sexual harassment is not only wrong, but also unlawful. Knowledge, both at the management and frontline worker level, is the best tool in fighting sexual harassment. Being informed is being proactive, thus stopping sexual harassment as it begins, and keeping our workplace a respectful environment for everyone.

This workshop on sexual harassment will help participants learn:

1. To identify what sexual harassment "is" and "is not."
2. What important steps to take if you are being sexually harassed?
3. How to keep work sites free from sexual harassment at all levels.

Audience:

Any company interested in providing a safe, respectful environment for all employees.

Change Management

Description:

Change is unavoidable and not always comfortable. Change Management programs are designed to assist participants in constructively approaching change in their lives. As paradigms or models change around us, we can choose to be limited by these changes or see them as new opportunities for growth.

These workshops will aid you in:

1. Discovering ways you may be limiting your vision.
2. Learning how to use your creativity to set your own direction.
3. Knowing when and how to challenge changes.
4. Recognizing the value and joy of transformation and growth.

Audience:

This program is beneficial to any person experiencing change at work or at home. Persons and organizations wishing to move beyond the boundaries that frequently limit growth will find this program beneficial.

Communication Skills

Description:

All of us want to communicate our thoughts and feelings clearly, powerfully and in a style comfortable for us. Communication Skills programs are designed to increase awareness of issues that affect communication. Whether you wish to be a more effective communicator at work or in your personal life, you will benefit from these skill-building workshops.

This workshop is designed to help you learn:

1. How to confidently and competently express your ideas.
2. How to be a more attentive listener.
3. Develop ways to inform, influence and motivate others.
4. Gain confidence in your ability to use new techniques to open communication, keep conversations positive and get your ideas heard.

Audience:

This workshop is ideal for all adults seeking to improve communication skills. It has proven to be effective for organizations wanting to raise the level of understanding and cooperation among team members.

Responding to Personal Violence

Description:

Personal violence has become increasingly common in our society and many people experience firsthand the effects of domestic violence, sexual assault, child abuse and elder abuse in their lives. People experience physical, emotional and financial repercussions that leave them frightened, frustrated and angry – repercussions that often impact their friends and families. These workshops are designed to help participants identify signs of possible abuse and provide information about appropriate responses and resources.

Learn to:

1. Recognize the indicators of abuse.
2. Intervene in an appropriate manner.
3. Communicate with understanding and support.
4. Provide information about available community resources.

Audience:

Anyone who wants to help create a safer environment for friends and co-workers.

— Rebuilding: When A Relationship Ends —

Description:

Divorce can be one of the most stressful events in an employee's life. It attacks a person's self-esteem, creates turmoil among all family members, economic imbalance, a change in living arrangements and can lead to depression. Depression affects an employee's motivation, energy and ability to concentrate.

In this workshop, you will learn to:

1. Understand the 19 proven building blocks to adjust to the loss of a significant other and turn a crisis into a creative experience.
2. Normalize grief and anger to use that energy constructively.
3. Increase stability in your family and learn to trust yourself again.
4. Grow in self-esteem and determination.

Audience:

This workshop is helpful to anyone who is separated or divorced. It may have occurred recently or several years ago with unresolved feelings.

————— Conflict Management —————

Description:

Conflict management programs are designed to help you recognize, understand and more effectively deal with the difficult people you encounter at work and in your social environment.

Learn to:

1. Understand how "they" think and what "they" want.
2. Side-step explosiveness and avoid power struggles.
3. Confidently know what to say and what to do.
4. Recognize different personality types and vary your approaches accordingly.

Audience:

Anyone who has ever been frustrated with and felt defeated by the hard-to-handle co-worker, boss, friend or family member will benefit from this program. It is intended to increase awareness and reduce the stress that results from getting caught up in power struggles and control issues.

Creating Engaged Work Teams

Description:

Engaged employees are the key to creating a sustainable competitive advantage. During these tough economic times creating and maintaining an engaged work team is especially important. Loyal employees create loyal customers who in turn create happy stakeholders.

This lively discussion will help strengthen your efforts to build an engaged work team by:

1. Motivating managers to create an engaged work team.
2. Sharing experiences and challenges of team building.
3. Expanding ideas and problem solving barriers to effective work team engagement.

Audience:

All leaders interested in building engaged work teams.

Personality Differences Can Be A Good Thing

Description:

The Enneagram is used to describe nine different personality types. It is a powerful tool for understanding ourselves and the people in our lives. The idea is to become your own best self.

1. Learn to speak the language of your co-workers and understand them better.
2. Enhance team development by including diverse personalities.
3. Understand and affirm the gifts that each person brings to the table.
4. Increase your ability to understand and resolve conflict.

Audience:

This workshop is helpful to anyone who has to negotiate relationships – at home or in the workplace!

Parenting and Discipline

Description:

Each day parents are faced with the challenging task called PARENTING. Parenting is an active, positive process that involves safe discipline. The programs offered are designed to reach out to parents by offering them information, discussion, strategies and techniques that will continue to enhance their parenting skills.

Having a parenting strategy and technique can add increased confidence in dealing with child, preteen and adolescent issues and behavior. It can also take some of the stress and struggle out of the task of discipline. The practice of positive parenting techniques can provide a sense of order and stability for the child, preteen and adolescent as he or she moves towards increased levels of independence.

Parenting and Discipline workshops will review the following:

1. The various stages of infancy, childhood, preteen and adolescent development.
2. Identification of signs of potential problem behaviors.
3. Examples of methods and techniques to reduce negative behavior and increase positive behavior.
4. Tips on effective communication between parents, child and adolescents.

Audience:

Parents of children, preteens and adolescents who want information to enhance their parenting skills.

Creating Resilient Teams: Teambuilding in a Rapidly Changing World

Description:

Managers and work teams often experience great stress juggling the demands of both home and work. They have difficulty adapting to the technology revolution, velocity of change and increasing complexity with moral, legal and ethical decision-making. Managers not only need to stay sane but need to create strong and resilient work teams to cope and thrive with today's stressors and chaos.

Upon completion of this workshop, participants will be able to:

1. Adapt a basic philosophy for building a resilient work team;
2. Outline factors related to developing effective team goals;
3. Summarize the importance of communication in assuring that everyone is part of the team;
4. Value diversity and talents each member brings to the team;
5. Report on the significance of empowerment in decision-making for all team members.

Audience:

This workshop is ideal for managers and leaders desiring to create more effective and resilient work teams.

Diversity

Description:

By appreciating the value of differences among employees and the people we serve, we can foster a workplace environment that is mutually respectful and open.

This workshop will assist management and employees in:

1. Attracting and retaining the best employees
2. Enhancing customer service
3. Increasing creativity, quality, teamwork and innovation
4. Reducing the costs associated with discrimination and harassment issues.

Audience:

This program is aimed at helping employers and their workforce recognize and value the wide range of diversity in their environment and learn to work more effectively with those differences.

Peak Performance

Description:

Peak Performers are high energy, creative, positive and highly motivated individuals. They are strong and resilient against stress and also experience a heightened sense of well being in their physical, emotional, social and spiritual lives. Peak Performers feel success in their work lives and balance in their home and personal lives. Leaders today require incredible energy, flexibility and creativity.

Learn to:

1. Outline the influence of stress in the workplace.
2. Describe “**PERSPECTIVE**” and how to reframe stress in order to enhance positive coping.
3. List ways to “**ENERGIZE**” oneself to meet the challenges of home and work.
4. Understand how “**AUTONOMY**” assists one in recognizing choices and taking control of our thoughts, schedules, and anger responses.
5. Have the “**KNOW HOW**” to set goals for enhancing one’s own sense of PEAK Performance.

Audience:

This workshop is ideal for all professionals and is particularly helpful for those experiencing stress.

Management Coaching

Description:

Every manager's goal is to get the most productivity out of their team while still maintaining an environment that is open, honest, respectful and fun. Maintaining the balance between productivity expectations and a work place that employees enjoy can be very challenging. Communication, confrontation, boundaries and the dreaded disciplinary process can be extremely stressful and challenging for even the most seasoned manager. Management Coaching workshops are designed to assist you, the manager, in maintaining balance and productivity within your team.

Learn to:

1. Follow up planning to assure that your team maintains a balanced positive environment.
2. Assist the manager in problem solving the areas where improvement is needed.
3. Assist in implementing and setting goals for your teambuilding action plan.
4. Follow up planning to assure that your team maintains a balanced, positive environment.

Audience:

Any manager wanting to improve skills in assessing, teambuilding, confrontation or goal setting. Learn to communicate with and work through even the most difficult employee situation.

Effective Confrontation

Description:

Productive, beneficial feedback involves a balance of positive comments and needs for improvement. The ability to identify and express critical comments without being derogatory increases your effectiveness and credibility. Effective Confrontation is designed to assist individuals in offering and accepting personal and professional feedback in a productive manner.

Learn to effectively use criticism by:

1. Productively managing anger and resentment.
2. Being constructive and direct.
3. Employing a problem-solving focus to minimize defensiveness.
4. Using strategies to maximize cooperation.

Audience:

This program is an excellent tool for all supervisors, managers and members of any organization. This workshop will assist in developing effective communication patterns in the work environment.

— Enhancing Basic Management Skills — (Management)

Description:

One of the greatest needs of helping companies be successful in the 21st century is building leadership and management skills for the front line supervisor and middle manager. These are the people who truly implement your corporation's mission, vision and strategic plan. This interactive course will facilitate skill development for effective change management, critical and creative thinking, communication processes, motivation and teambuilding. This workshop is for leaders and managers in organizational climates seeking to meet the challenges of the new age world. This program includes 4 two-hour sessions.

Upon completion of this course, the new manager will be able to:

1. Write a personal code of conduct.
2. Identify key components for the business-planning hierarchy.
3. Evaluate a process for effective time management.
4. Report strategies for improved collaboration with one's boss.
5. Discuss rules for hiring the right people and effective training.
6. Recognize critical aspects of leading, motivating, evaluating and rewarding employees.
7. Manage meetings effectively.
8. Analyze seven keys to improving image and reputation.
9. Enhance one's flexibility in coping with change, conflicts and crises.

Required Textbook:

Crittendon, R. (2002). *The New Manager's Starter Kit: Essential Tools for Doing the Job Right*. Chicago: American Management Association.

— Identifying Chemically Impaired Employees — (Supervisors)

Description:

The work must get done, but that may not happen if substance abuse limits the productivity and availability of your staff. This program is an instructive offering designed to assist in understanding addictions, recognizing warning signs and knowing the steps to take to help.

This workshop will assist management and employees in:

1. Understanding the impact of addictions on the workplace.
2. Recognizing signs and symptoms of impairment among troubled employees.
3. Learning constructive confrontation to intervene with an impaired employee.
4. Understanding resources available to obtain help.
5. Learning healthy alternatives to alcohol/drug use.

Audience:

These programs are excellent for supervisors and managers who are responsible for maintaining productivity and fostering employee welfare. Workshops are suitable for educating employees on the dangers of alcohol/drug use in order to comply with drug free workplace policies.

Grief and Loss

Description:

Time can seem to move slowly when we are struggling with a significant loss in our lives. This program focuses on skills for coping with depression and the search for meaning and direction in our lives following loss. No one can erase the pain of loss. This workshop will help individuals to understand the process of grief as life continues on.

Managing Loss and Grief is intended to help participant's progress through loss and grief by:

1. Explaining the stages of grief.
2. Taking inventory of personal strengths.
3. Providing the opportunity for sharing with others who are also dealing with loss.
4. Discovering the confidence to make it through this difficult time.

Audience:

This program will benefit anyone dealing with loss. Losses are not limited to death and divorce, but also include loss of a home, job, physical function or skill. Any person facing the significant changes and adjustments caused by loss will find this program helpful.

Establishing Boundaries

Description:

The ability to set boundaries both personally and professionally helps us to keep a healthy balance in our lives. Competing demands on our time and energy are often overwhelming. Without clearly defined limits, we may feel as if life is out of control.

Learn to set and maintain healthy boundaries by:

1. Identifying your own needs and limits.
2. Developing the skills to communicate these goals, expectations and limits clearly and openly.
3. Supporting your new boundaries with action.
4. Strengthening the personal resources and skills that contribute to healthy change.

Audience:

Anyone who is interested in establishing effective boundaries in interpersonal relationships and regaining control of his/her life.

Family Communication

Description:

As humans, we communicate on a daily basis with friends, students, bosses, and co-workers and even strangers in a consistent and respectful manner. However, even the best communicators may not have the ability to handle an angry teen or nagging spouse. We often struggle with the simplest communication with those we care for and love the most. Family communication workshops help families talk, listen and interact effectively and are designed for all family members.

This workshop on using family communication will:

1. Examine the many roadblocks that may prevent effective communication in families.
2. Help parents, spouses and children have a better understanding of perceptions and expectations of others in our families.
3. Help both parents and young people learn skills for productive dialogue.
4. Help understand the powerful effects of positive family interactions.

Audience:

Whether you are a child, teen or parent, family communication is imperative to your well-being. These seminars are intended to increase communication and help families live in a happy, open and respectful environment.

Financial Education

Description:

Responding to employee requests and increasing research linking personal financial problems and reduced productivity, employers are making a wide variety of personal financial programs available to their employees.

The Parkview Employee Assistance offers a wide variety of workshops, seminars and classes designed to provide financial literacy education directly to employees in the workplace. These workshops are designed to provide employees with the skills and knowledge necessary to be 'peak performers' at work and in their personal lives. The Parkview EAP financial educator can deliver services in the form of individual or family counseling sessions, support groups and financial workshops.

Audience:

The financial programs are designed for anyone who would like to learn about his or her financial options.

Note: For more information about financial workshops please inquire about the separate financial workshop guide, because each workshop can be tailored to meet your needs.