



CONCERN Services Training Catalog

2015

HEALTH + PRODUCTIVITY
STRATEGIES



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We help your employees lead healthier, safer and more productive lives.

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About Our Trainings

TriHealth Corporate Health trainings are designed to help your employees improve their lives both at home and in the workplace. Our employee trainings cover areas of interest including employee health, wellness, safety, and productivity.

Our supervisor/manager trainings are designed to promote safety and productivity as well as regulatory compliance in the workplace.

All of our trainings and seminars are presented by a highly qualified team of experienced training professionals with expertise in specific content areas.

Trainings sessions can be tailored to meet your needs including time, duration and location. Trainings are generally offered in one or two-hour programs. Our flexible scheduling can adjust to your needs, from 30 minutes to half-day or all-day trainings, or as a series. Trainings can be offered onsite or at a location of your choosing. Many of our presentations are available as webinar trainings as well.

We are continually developing new trainings. If you are interested in a topic not appearing in this catalog, please contact our training department at 513-891-1627 / 800-642-9794

What participants say:

"It's difficult to convert to a lifestyle of wellness in the U.S., and these presentations help encourage us to find more creative ways to make the big change."

"The presenter was very informative and helpful. I especially appreciated his help with turning a negative conversation to a more positive one. He gave us several websites and other reading material that will be helpful."

"I feel I learned things I can immediately apply to the workplace as well as my personal life."



We help your employees lead healthier, safer and more productive lives.

I. INTRODUCTION TO WELLNESS

What Is Wellness?

The World Health Organization states that “wellness is not merely the absence of disease or infirmity, but a state of complete physical, mental, and social well-being”. Employers are paying a great deal of attention these days to their employees’ overall physical and psychological health. In this presentation, you will gain an understanding of what “wellness” means, explore the dimensions of wellness, develop tools to maximize your personal wellness, and identify healthy living behaviors.

The Whole Woman’s Survival Kit

Women’s roles have changed dramatically, and so have the challenges facing women today. This training examines the contemporary woman, the common issues she deals with, and some “tools” that can help with the unique situations she encounters. Issues covered include how woman can strengthen their emotional wellness, and how they can implement stress management strategies that work for them.

The Whole Person’s Survival Kit

With today’s pressures, we’re all struggling with increased pressure and increased worry. This training focuses on some of the difficulties many of us are experiencing, and how to cope with them using a holistic “survival kit.” This includes an introduction into basic stress management skills and other strategies to insulate ourselves from many contemporary stressors.

Aging Well

Unfortunately, aging is inevitable for all of us, and we’ve all felt the difference in our bodies as we’ve reached our thirties, forties, fifties, sixties, and beyond. We can’t help getting older, but we do have a major influence in the quality of our lives as we age. This training attempts to address the challenge of aging, by addressing the normal changes in our mental, emotional and physical state as we go through each adult decade of life and the factors that influence the effects of aging on our bodies. We’ll also explore proactive steps we can take to improve the qualities of our lives as we age.

II. HEALTHY LIFESTYLE

A. Work/Life Balance

Balancing Work and Home

Achieving balance in life is not easy. The demands of each of life’s roles often seem to exceed our available time and energy. In this presentation we’ll explore factors that contribute to imbalance, learn how to set priorities and stick with them, and develop good self-care strategies for finding and maintaining a balance in our life.

Understanding Each Other -- Basic Communication Skills

Communication touches all of us. Not only do we utilize communication skills in our jobs, but it’s how we develop and keep relationships, interact in our communities, and work towards our personal goals. This training focuses on building better communication skills by focusing on the two elements essential to all communications: conveying the message through clear messages and receiving the message through active listening techniques.

Getting Motivated Towards Our Goals

It is often difficult for us to get motivated toward the changes we want to make in our professional lives and in our personal ones. The goals of the training are to describe motivation, discuss how we can motivate ourselves, and to introduce an array of tools for increasing and maintaining motivation.

Organizing Your Life: Making the Most of Your Time

When it comes to organizing, we can sometimes be our own worst enemies. It is easy to get frustrated and overwhelmed and just want to give up. However, the benefits include lowered stress, increased efficiency, and greater productivity both at home and at work. Learn how to overcome personal barriers to organizing and learn some effective tools for organizing your personal and professional lives.

Sleeping Well

Getting enough sleep is critical to both our physical and emotional well being yet 70 million Americans suffer from some type of sleep disturbance. This presentation will explore the importance of sleep, develop an understanding of what is required for restful sleep. We'll also explore common causes of sleep disruption and review some helpful tips to improve your sleep and be well rested.

Changing Your Habits to Improve Yourself

The psychologist, William James once observed that ninety-nine percent of human activity is done out of mere habit. Habits often serve us well by freeing up our conscious thought processes for more creative pursuits but an understanding why and how habits are formed can also explain why some people have difficulty breaking unhealthy habits such as smoking, overeating or even constantly checking their smart phones. This presentation explores some theories around the development of habits including the Habit Loop. We will examine some practical and useful tools to help us reshape our negative habits into the positive ones that we desire.

B. Stress Management**Stress Management in Today's World**

Increased work expectations, financial uncertainties, information overload, voice menus, long lines... it seems that people are more stressed-out than ever. A *U.S. News* survey found that 7 out of 10 people felt stress at some point on a typical weekday. This presentation will teach you what causes stress, help you to identify your stress signals, and learn some useful techniques that can help you to get started in managing the stress in your life.

Managing Your Mood without Using Food

Stress, depression, anxiety, anger and boredom can often act as a trigger to over-consume. Even the term "comfort food" suggests that eating helps provide some people with emotional security — possibly at risk to their health. In this presentation, you will learn how to manage your mood without using food, while learning some healthy strategies to reduce stress and avoid overeating.

Beating the Winter Blues

The winter season can sometimes bring about the winter "blues." Shorter days of sunlight, colder weather, snow emergencies and even "cabin fever" can get some folks down. This presentation will focus on the qualities of winter that can make it a difficult time, educate regarding the difference between normal "winter blues" and the more serious seasonable affective disorder, and educate regarding ways to cope with the winter and its effects.

Managing Holiday Stress

The holidays can be a very stressful time. Learn how to focus on the true meaning of the holidays and manage the areas that cause stress during this time. This presentation describes the value of planning an action strategy to reduce stress, and provides tips on how to take care of your health during the holidays.

Remembering to Laugh: The Benefits of Humor

Humor, in the forms of laughter, silliness, and seeing the bright side of difficulties, is often very good for us. It aids with stress management, helps us feel connected with others, and gives us the tools to provide better customer service for our clients. However, when times are the most stressful, we often use the skills of humor the least. This training will discuss the physical, social, and mental benefits of utilizing humor in our lives how to put the fun back in our day-to-day lives.

What Are We Really Feeding? -- Understanding Emotional Eating

Eating large amounts of food to cope with feelings, rather than out of hunger, is a universal experience at one time for most people, and the number one cause of overeating in the United States. Through this training, participants should be able to define emotional eating, and tell the difference between eating when hungry, and emotional eating. They will also learn emotional craving management skills.

Characteristics of Resilience

Does stress have you feeling stuck or powerless? Learn skills to build your resiliency and to better cope with the stress that affects your daily life. Resilience is the ability to adapt and persevere through stresses and times of adversity.... not just to survive, but to thrive and become stronger. In this program, key skills to increasing your resiliency will be explored.

C. Drug and Alcohol Awareness**Alcohol Awareness**

Alcohol can be an enjoyable beverage. However, it is also a drug than can cause serious consequences if it's used inappropriately. Each of us needs to understand alcohol, particularly when it comes to drinking and driving, and the use of alcohol in conjunction to work. This training is designed as a "user's manual" to the effects of alcohol, healthy drinking habits, and how to enjoy our national beverage in a moderate and safe way.

Addiction Awareness

Addiction to alcohol or drugs affects at least one out of every 10 adults in the United States. It not only affects the individual with the disease; it harms everyone associated with them, including their family, friends, coworkers, and fellow community members. It is important to understand addiction and how those dealing with an addicted person can help.

Celebrating Wisely: Alcohol and the Holidays

The holidays are a time of joy and celebration! They often mean an opportunity to spend more time with family members, a chance to relax with coworkers, and a chance to attend parties with our friends and family. This training addresses how to enjoy the season without letting the "holiday spirits" cause problems in your life. The goals of the training are to educate on the increased danger of alcohol-related accidents during the holiday season, to understand the effects of alcohol, and to teach strategies to keep holiday parties safe and enjoyable.

III. SMOKING CESSATION**Smoking Cessation 3-Part Series**

Tobacco use is the leading preventable cause of illness, disability, and death in the United States. And nicotine, in the form of cigarettes, cigars, or chewing tobacco, is one of the most difficult drugs to quit. These trainings help the employee on the journey of quitting, by presenting the challenges of quitting, and strategies to help them quote with the challenge of quitting. Each training can be presented individually, or in a sequence. They are:

The Challenge of Quitting Nicotine

This training educates on the basic effects of tobacco and nicotine, and why smoking is so difficult to quit. It describes the common withdrawal symptoms when quitting, and some effective strategies in managing those symptoms. It educates participants regarding the most widely used medication options for quitting nicotine.

Nicotine Cravings Management

This training helps participants identify the people, places, and things that can trigger a nicotine craving, and strategies they can employ to minimize the amount of severity of nicotine cravings. It also focuses on effective coping skills for managing those cravings that cannot be prevented.

The Stages of Nicotine Cessation

This training focuses on an overview of the process of quitting nicotine. It focuses on strategies to help with the preparation stage, coping with withdrawal symptoms in the initial three days of quitting, the lifestyle changes of the first month, maintaining nicotine recovery in the ensuing years, and coping with a nicotine relapse.

No Smoking Program

The process of quitting nicotine is one of the most difficult an individual will undertake, and it's one that nobody has to do alone. CONCERN can provide a 6-session program at the worksite to help employees learn the steps of quitting smoking and make a decision on how to quit. The sessions include the setting of a "quit date," and utilize the quit-smoking support group to discuss the challenges and triumphs of quitting smoking with a supportive group.

IV. EMOTIONAL HEALTH**Understanding Depression**

Depression is the most common form of mental illness. Chances are, someone you know has experienced or is experiencing an episode of depression. This program will help you recognize the signs and symptoms of depression and understand what makes it different than sadness. We'll explore helpful tools for managing depression as well as the most effective treatments available. You can also learn how to help someone who may be depressed.

Emotional Intelligence

Emotional intelligence is the ability to understand our emotional makeup, and to use that knowledge to manage our feelings and build relationships. Studies have shown that success in our careers and relationships depends less on our IQ's and more on our EQ's. This training will help participants understanding Emotional Intelligence and using it for their own benefit by defining emotional intelligence, educating on how our brains work to influence our emotions, and discussing methods each of us can employ to build a stronger emotional intelligence.

Positive Psychology: What Makes Us Happy?

In the past, psychology focused on helping people alleviate negative emotions, such as depression, grief, or anxiety. Positive Psychology, a relatively new branch of Psychology, focuses on helping people boost a positive emotion, called happiness. In this training, we will explore what makes us happy, by defining Positive Psychology, describing the qualities that aid people in feeling happy and describing methods for establishing and development those qualities.

V. RELATIONSHIPS AND FAMILY**Healthy Relationships**

Relationships are an integral part of our lives, from our spouses and significant others, to our friends, and our co-workers. They sustain us, they support us, and often they contribute strongly to who we are. The better we understand relationships, the better we can strengthen them. This presentation explores the qualities of good relationships, whether friendships, our family of birth, or co-workers, and we'll especially look at the qualities that make up a healthy romantic relationship.

Back to School Planning Guide for Parents

It's that time again! Summer is nearly over and soon your child will be entering a new year at school. Successful transitions always require good planning. This program provides some timely tips to help make your child's start or return to school a successful one.

Parenting with Confidence

Parenting is something we never get training for, yet it is one of the most important roles in our lives. This program aims to support parents in their ever-changing challenges of raising children in today's society. We'll explore which type of parenting styles work best, recognize the four goals of children's misbehavior, and identify strategies for encouraging their positive behavior.

A Parents Survival Guide to Raising Adolescents

Adolescence is both an exciting and challenging time for teenagers and their parents. This program will explore physical and emotional changes occurring during the teen years, identify the parenting styles that work best with a maturing teen and help avoid common mistakes parents make while parenting

Caring For the Caregivers

The overwhelming majority of caregivers are non-professional, typically caring for aged, infirmed or disabled family members, friends or children. Caregiving is fraught with numerous job and family pressures, yet can have its own intangible rewards. This program identifies signs of caregiver stress, and offers some useful suggestions for self-help, respite and support for the caregiver.

Caring For Ourselves While Caring for our Aging Parents

As our parents age, the likelihood that they will need our assistance increases. A challenge that many of us may face is deciding when, how, and to what level we should be involved in our parents' care. This program will help participants decide when to step in to become a caregiver, what to expect, learn about available community resources and how to prepare for important discussions around such topics as independent living, medical care and end-of-life issues.

When Love Hurts: Intervening on Domestic Violence

Unfortunately, domestic violence is a widespread problem in our society. And because of the nature of domestic violence, those suffering often do so in secrecy and silence. The goals of this training are to bring domestic violence out of the shadows by describing the dynamics of power and control that underlie domestic violence, describing the process of leaving a violent relationship, and describing how to support someone who is experiencing domestic violence. We'll also define domestic violence and the discuss the devastation it causes in today's society.

Coping With the Emotions of Divorce

Divorce can be a devastating loss, and it often consists of grief, disorientation and feelings of insecurity and instability. But as difficult as divorce can be, it's not the end of the line. It is the end of a marriage, but a beginning of a new phase of life. The goal of this training is to cover both the challenges and the triumphs that can encompass the divorce process by covering the common developmental stages of divorce, the emotional tasks of each stage, and how an individual can cope with a divorce in a way that leads to a greater strength and resilience.

Contact Overload

Technology can be a good thing. It connects us with others more easily and rapidly than at any time in the past. It has the ability to improve our lives and in some cases even save lives. But too much of a good thing has a downside. An overload of technology can draw us away from those closest to us, increase our level of stress and in some case can even lead to addiction! This presentation explores how to make best use of technology to work to you and your family's benefit.

VI. WORKPLACE ISSUES

Change in the Workplace

If there is anything that's constant in the workplace, it is change. And with our changing technology and current financial pressures, workplace change feels like it's occurring at the speed of light. This presentation focuses on the strategies an employee can use not only to survive, but to thrive in a changing workplace. We'll explore the challenges involved with workplace change and strategies to aid in the process of coping with workplace change.

Dealing with the Stress at Work

While stress is always a challenge in today's world, there are qualities to the stressful experience at work that present some unique challenges. This program examines the main contributors to workplace stress and offers techniques to manage and reduce stress at work. We will review the "Top 10" work stressors and offer some practical solutions to reduce workplace stress and manage interpersonal stress.

Time Management at Work: Making Time Work For You

There are always demands on our time and like it or not, there are only a finite number of hours available to us in any given day. What you accomplish at work depends largely on your own motivation, your energy, your skills and abilities, and other resources. Effective time management can help us to work smarter, be more efficient, and feel less stressed. We'll look at obstacles to effective time management, learn how to set priorities and avoid urgency addiction along with other strategies to managing your time.

Conflict Management in the Workplace

Conflict is an inevitable part of everyone's work lives. It is impossible to interact with others without disagreements or differences of opinion which when managed well can lead to improved working relationships and a positive means to arriving at better solutions or actions. This seminar is designed to discuss the common causes of conflicts help participants discover their preferred conflict management style, and to discuss how to manage workplace conflict in a healthier way.

Embracing Diversity in the Workplace

With changes in communication and the global marketplace, each of our lives contains more diversity. This training teaches participants how to embrace that change with confidence and enthusiasm. The goals of the training are to define diversity and the major dimensions that it often encompasses, to discuss the process of building greater cultural competence, and to introduce skills to improve cross-cultural communication.

Generational Differences in the Workplace

Because each generation is going through a different developmental stage and has "come of age" during different world events and popular cultures, there are common differences between generations that manifest themselves in the workplace. This training focuses on the common life events and philosophies of four generations of workers, and presents tools on how we all can improve our understanding and appreciation of our differences.

Our Second Family: Getting Along in the Workplace

Often we spend more time with our coworkers than with our own family. And like our own family, we share much of the same living space, communicate on a regular basis, and need to be able to get along to accomplish our goals. This training addresses some of the challenges that can occur with "our second family," and strategies for better working with them.

Building Work Relationships

Good working relationships are essential to our ability to do our jobs, but also contributes to our job satisfaction, and the enjoyment we obtain from what we do for a living. This training focuses discusses the joys and challenges of interacting with coworkers, explores the process of making and keeping a good working relationship with coworkers and educates on how to constructively cope with difficult situations with coworkers.

Dealing With Difficult People

From time to time we all face the challenge of how to best deal with difficult people on and off the job. This program is designed to understand what makes people “difficult” and develop communication strategies to deal constructively with difficult people. We’ll look at traits of some common types of difficult people and identify strategies to assist coping in interactions with them.

Building Customer Loyalty Through Good Customer Service

In today’s competitive business environment, excellent customer service is of vital importance. And, from time to time, we all have to deal with difficult customers, whether it is in person or on the phone. This program will help to identify the customer’s expectations, practice effective customer communications skills, learn techniques to deal with difficult behaviors and difficult situations along with reviewing some self-care strategies.

Dealing with Irate Customers

From time to time, we all have to deal with irate customers, whether it is in person or on the phone. Sometimes we may even find ourselves being one of those angry people! This program offers tips on how you can assist irate customers while helping take care of yourself emotionally. We’ll examine what causes customers’ anger and understand our own responses to customers’ anger. We’ll also examine the difference between difficult people and difficult situations, develop effective skills to help diffuse customers’ emotions and review some self-care strategies.

Surviving Job Loss

Losing one’s employment can be a devastating event. No matter how prepared we might be it remains one of the most traumatic circumstances we can encounter. This program will help those who have or will be losing their jobs to understand the emotional, physical and behavioral symptoms to job loss, and to learn survival skills in order to come out stronger from job loss.

VII. RESILIENCY TRAINING AND COACHING**Power Tools for Life - Building a Happier You ©**

There are many roles and responsibilities we all must deal with in our daily lives. Over time, many of us are challenged with managing all of our responsibilities in our personal and professional lives leading to unwanted stress. Resilience is the capacity to adapt successfully, to grow, and thrive in the presence of adversity. The program is designed to help your employees develop their own personal Resiliency Toolkit by finding positive ways to cope with life and improve their ability to cope with stress. The goal is to achieve a happier, more meaningful, and successful life. The program consists of six small group sessions incorporating education, discussion, interactive participation and “homework” assignments to learn and practice new resiliency tools, and review their progress. The program can be tailored to your organization’s needs with options available to include one-on-one coaching sessions with the trainer.

VIII. SUPERVISOR/MANAGER PATHWAYS

From Great Worker to Excellent Leader: A Guide for the New Supervisor

Great workers often get picked to be a new leader. Being an excellent leader often requires a very different skill set than those acquired as a great worker. This training will help new supervisors or managers to explore the challenges and opportunities that await them and develop the critical know-how to succeed in their new role. We'll explore basic skills essential to good management and learn how to avoid potential pitfalls often encountered by a new supervisor or manager.

Effective Leadership

We may not be able to define it, but we know it when we see it. Leadership means something different to each of us and there are a variety of leadership styles in the workplace. There are common aspects to these styles that make them effective and productive. As a result of this training, Supervisors will be able to understand the variety of leadership styles, assess their own leadership skills, and identify areas for improving their capacity to lead others.

The Coaching Process

One of a supervisor's goals is to get the best out of their employees and encourage them to grow and develop. Coaching can help in this process of bringing an employee from where they are to where they want to be. This training will help participants to describe the coaching techniques that help empower employees to do their best, including creating a culture of ownership, giving positive feedback, promoting motivation, giving constructive feedback, and conducting formal corrective coaching sessions.

Leading Change in the Workplace

Change is a constant in all of our lives, and the workplace is no exception. Organizations need to change in order to grow and thrive or often just to survive in today's business climate. While leaders are often focused on the end results it is still human nature to resist change. Change can be stressful, even in the best situations. This program will assist managers in understanding the impact that change has on their employees and learn strategies to engage their employees and support them through the change process. The end result can be a positive outcome for the manager, for their employees and for the organization in realizing its goals.

Diversity Training for Supervisors

We all work in multicultural workplaces. Whether we acknowledge it or not, our coworkers are different from us in many ways. Sometimes that creates tension and conflict in the work environment. This program will identify the ways in which we are different, and how supervisors can help to create an atmosphere that fosters diversity and inclusion.

The Supervisor's Guide to Harassment

One of the more challenging responsibilities of a Supervisor is in taking steps to ensure that the workplace is a respectful place for all. This training focuses on the dangers of workplace harassment, and addressing some of the misconceptions of workplace harassment. It describes the types of harassment that can endanger the morale, productivity, and smooth operations of a workplace. It also addresses the Supervisor's role in maintaining a respectful workplace, and addressing all forms of harassment.

The Supervisor's Guide to Sexual Harassment

Sexual harassment can be devastating to a company's morale, its turnover, its productivity, and its reputation. There are proactive steps every supervisor can take to prevent sexual harassment on the job, and to intervene quickly when it does occur. This program focuses on defining sexual harassment in the workplace, educating on how a supervisor can prevent sexual harassment in the workplace, and educating on how a supervisor should intervene in sexual harassment claims on the job.

Stress Management for Supervisors

Supervisors with their multiple responsibilities and daily challenges can often find themselves in a highly stressful environment. This program will explore what supervisors can do to manage their own stress and also create a positive and less stressful work environment for employees. The goals of this training are to gain a better understanding of supervisor stress and its effects, and to identify strategies to deal with workplace stress, including effective conflict management and managing difficult employees.

Building Resilience in Supervisors and Employees

Resilience is the ability to cope with change, and it is a large predictor of our success at work, as well as our overall satisfaction with life. Resilience is the ability to adapt and “bounce back” in difficult circumstances, in order to reach our goals. And, in today’s rapidly changing world, it is an essential skill for both employees and supervisors. This program discusses the skill of resilience by defining resilience and its positive effects and outlines strategies that supervisors can use to build more resilience in the employees they supervise as well as reinforcing their own resilience.

Dealing with Difficult Employees

At some point in their career, all managers and supervisors will have to deal with difficult employees. As much as you would like the problem to go away, it will only get worse if you don't deal with it. This training will explore the characteristics that make up the common difficult employee personalities and learn some effective tips and strategies for coping with difficult employees.

The Supervisor’s Guide to Understanding Burnout

Job burnout can affect any employee. However it is a real occupational hazard for professionals, including supervisors, helping professionals, and managers. This workshop focuses on the unique properties of the professional job, and how to prevent burnout. The goals of the training are to educate regarding the symptoms of burnout, and to educate regarding how a supervisor can intervene on burnout in their employees.

Conflict Management for Managers and Supervisors

Conflict is a natural part of everyone’s work lives. It is impossible to interact with others without some disagreements or differences of opinion. When managed well, conflict can often be a positive means to arriving at better solutions or actions and can lead to improved working relationships. Supervisors and managers have significant influence towards a positive outcome when conflict arises. This training is designed to help managers and supervisors understand the common causes of conflicts, and to lead towards resolution of workplace conflict in a healthy way. Participants will have the opportunity to discover their preferred conflict management style as well as other styles that can be useful in the workplace.

Violence Awareness in the Workplace

No workplace can be completely safe from the potential for workplace violence. However, the more that we understand the warning signs and risk factors, the better we are able to significantly reduce the risk of workplace violence. In this training we will focus on identifying the risk of potential violence in your work setting, learn to distinguish between the four types of workplace violence, develop knowledge of prevention strategies including risk assessment, and learn how to best respond to a potentially escalating violent workplace incident.

Mental Health Issues and Substance Abuse in the Workplace

Mental health and substance abuse problems often appear in the form of employee performance issues, either affecting the quality of work, attendance, behavior or relations with co-workers or supervisors. This training is designed to help supervisors understanding the impact of substance abuse and behavioral health problems in the workplace, recognize how substance abuse and behavioral health issues are manifested in the workplace. It will include instruction on how an effective supervisor can deal with an impaired employee in a productive manner.

What Every Supervisor Needs to Know About Depression

Depression, in all of its forms, is the most common mental illness and the major reason for disability on the job. For this reason, it's important for supervisors to understand depression, and learn how to intervene if depression causes difficulties on the job. This training focuses on understanding depression, learning how depression can be treated, and discussing how a supervisor can intervene when symptoms of depression cause problems in the workplace.

When Life Crises Affect the Workplace: How a Supervisor Can Help

When an employee experiences a life crisis, it can affect the entire workplace. A serious illness, the death of a coworker, a serious accident, or a catastrophic event can cause powerful emotions in employees, and has the potential to interfere with the employee's ability to function. This training helps supervisors to manage potential workplace crises. We'll define "critical incident," and how it affects the workplace, explore the common stages an employee goes through during a critical incident. We'll discuss how a supervisor can support their employees through difficult incidents and how a supervisor can use EAP professionals such as CONCERN to conduct a critical incident stress debriefing with employees.

Downsizing and Reorganizing -- What's a Supervisor to Do?

Unfortunately, downsizing and reorganization is a way of survival for organizations in today's economy. And it can bring fear, insecurities, and a reduction in employee morale. This describes the effects of downsizing and reorganizing on the organization and on the employees. It then introduces strategies on how the supervisor can aid employees, themselves, and the organization cope with downsizing and reorganizing.

Managing Critical Incidents

When one a workplace experiences a life crisis, it can affect the entire workplace. A serious illness, the death of a coworker, a serious accident, or a catastrophic event such as a tornado can cause powerful emotions in employees, and has the potential to interfere with each employee's ability to function. This training instructs supervisors on the challenges of these "critical incidents," and how a supervisor can support their employees through these difficult incidents in a way that strengthens the workplace.

IX: DRUG-FREE WORKPLACE TRAININGS**Drug-Free Workplace Employee Training**

This program provides training on alcohol and drug awareness for employees, including the effects of drug and alcohol abuse on the workplace, the most widely used drugs and their effects, information and addition and recovery, and the effects of addiction on the workplace and society as a whole. **This training satisfies the employee training requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

Drug-Free Workplace Supervisor Training

This program focuses on skill-building training for supervisors and how to cope with drug or alcohol abuse in the workplace. The topics covered include the most commonly abused drugs and signs of their use, the reasonable suspicion process, and how the supervisor can respond to specific situations in conducting the reasonable suspicion process. **This training satisfies the supervisor training requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

Train the Trainer Trainings

This training provides education for company representatives on how to conduct their own Drug-Free Workplace trainings for employees in their company. The trainings cover basic information on conducting drug-free workplace trainings, and a run-through of three of CONCERN's Drug-Free Safety trainings. Train the Trainer trainings can be for employee trainings or for supervisor refresher trainings. **This training satisfies the Train the Trainer training requirements for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.**

DOT Supervisor Trainings

This training provides education for supervisors on the DOT Drug-Free Workplace Program. It focuses on the signs in an employee that could indicate a drug problem, and the signs in an employee that could indicate an alcohol problem. In addition, it addresses the DOT program requirements and the employee referral process through the SAP (Substance Abuse Professional) process. **This training satisfies the supervisor training requirement for the Department of Transportation's Drug-Free Workplace program.**

X: LEADERSHIP COACHING

TriHealth ENGAGE Leadership Coaching enhances individual leadership ability and effectiveness by focusing on essential skills of Emotional Intelligence (EQ). Available as a one-on-one coaching opportunity or as an interactive group program for an organization's leadership team, this powerful program elevates participants to a new level of leadership effectiveness.

ENGAGE

One-on-one coaching to assist the participant in developing and utilizing competencies associated with Emotional Intelligence (EQ). An experienced Leadership Coach helps to maximize the participant's effectiveness in managing, engaging, and inspiring individuals and teams. Research demonstrates these competencies account for up to 75 percent of leadership success in businesses of all sizes and industries. Includes 6-8 coaching sessions, Myers-Briggs (MBTI) and CONCERN 360[°] EQ Leadership Survey. Can include emphasis on physical wellness.

ENGAGE Team

Comprehensive, interactive group approach conducted on site for leaders within the same organization. ENGAGE Team focuses on educational and team-building opportunities; however, individual coaching sessions also can be included. This customizable program enables leaders to achieve optimal performance by assisting in the development and effective utilization of Emotional Intelligence (EQ) skills, which are critical to leadership success. Includes culture audit to determine team needs, customized to organizations needs, Includes Myers-Briggs (MBTI) and can include CONCERN 360[°] EQ Leadership Survey.

For information on scheduling a training session at your workplace, contact us at 513-891-1627 or toll free at 800-642-9794.