

 **BalanceTraining**
Course Offerings



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The Purpose of this Catalog

The purpose of this catalog is to give a brief overview of the trainings that are offered through the Corporate Training department at **eni**.

Getting Started

The trainings listed in this catalog are the most often requested by our clients and is not exhaustive. Most training can be given in a format designed for employees as well as a longer and more in-depth format designed for supervisors and managers. Typical length for employee training is 60 minutes and 60-120 minutes for supervisors and managers.

The Instructional Design experts at **eni** can customize any of the trainings in this catalog to meet your company's culture or create a unique training to meet specific needs.

Delivery methods are flexible and training can be delivered on-site, by WebEx meetings or in some cases through the **eni** website.



Contact the **eni** Corporate Training department for additional information at **1-800-364-4748 ext. 2014** or by email at **efiaschi@eniweb.com**.

Balancing Work & Family Life

Stress Management

There are many proven skills that we can use to manage stress. These help us to remain calm and effective in high pressure situations, and help us avoid the health problems of long term stress. Topics discussed include:

- Defining stress and stressors
- Learning how stress affects health and wellness
- Identifying your individual stress response
- Utilizing the three “A’s” of managing stress
- Prioritizing the important vs. the unimportant
- Strategies for managing stress

Time Management

Making the Most of Your Time

The late Vince Lombardi, coach of the Green Bay Packers said “We never lost a game, we just ran out of time”. How often do you find yourself running out of time? For many it seems that there's just never enough time in the day to get everything done. If you want to be more productive, get more done in less time, improve your time management skills and learn how to make great use of your time, this training can help you get there. Topics discussed include:

- Dispelling the myth about time management
- Identifying your personal “time wasters”
- How to create S.M.A.R.T goals
- Tools for organizing, prioritizing, analyzing and managing your time

Conflict Resolution

Resolving Conflict Rationally and Effectively at Work and Home

Whether at work or home, conflict is a fact of life. Most people, however, dread conflict and avoid it at all cost. Rarely do we choose to see the existence of conflict as positive and see that it presents an opportunity for us to move forward if only we are willing to face it and deal with it effectively. This training gives you the tools to as a positive experience understand the nature of conflict, conflict styles, and the process of conflict resolution. Topics discussed include:

- Conflict 101 – Defining the problem
- Spectrums of conflict
- Conflict mode analysis – Which one are you?
- 5 Modes of conflict management
- Strategies towards conflict resolution

Improving Communication

Make Yourself Understood

Vital to successful business operations, teamwork and personal life, improving interpersonal communication is a complex process involving several basic skills. Through lecture and group interaction, the program explores the nature of nonverbal communication, the art of listening, the importance of humor, and the role of self-esteem and self-assertiveness. This training can also be customized to include how to deliver good presentations and improving communication in business. Topics discussed include:

- The Communication System
- Identifying personal communication filters
- Overcoming barriers to effective communication
- The Art of Listening

Drug and Alcohol Awareness Training

Substance Abuse Management and Prevention

Drug and alcohol abuse is everyone's problem. Substance abusers are a debilitating drain on resources and productivity. They use more sick days, show up late more often and stay in jobs for shorter amounts of time. The basic employee training can be delivered in 60 to 90 minutes to raise employee awareness about the consequences of substance abuse on personal health, safety and productivity in the work environment. The comprehensive supervisor and manager training can be delivered in 90 to 180 minutes and focuses on identifying signs of abuse, screening, reasonable suspicion documentation, referral, and prevention. The components of the training consist of presentation, multimedia, and interactive discussions.

Join the Team

Team Building

Successful team building will have far reaching ramifications in your organization. Improve the way team members interact and you improve their ability to solve problems. Better problem-solving means better efficiency in general. Increased efficiency tends to boost morale and productivity. It also helps to decrease stress, turnover and operating costs. And all of these improvements bolster your organizations public image. Once established an effective team becomes self perpetuating. Topics discussed include:

- Conflict 101 - Defining the team
- Team goal setting
- Recognizing and appreciating different styles
- Brainstorming, team communication & conflict resolution

Diversity in the Workplace

How Diversity Nurtures Success

The issue of diversity in the workplace is of critical importance but often overlooked. Diverse organizations where differences are valued report increased productivity, higher revenue, less grievances, and provide a less stressful environment for employees. This 60 - 90 minute training raises employee's awareness of their own cultural "starting point" and provides skills for interpreting behavior and communication nuances to become more effective team members at work. Topics discussed include:

- Defining diversity
- Why diversity matters
- Intergroup barriers to diversity
- Overcoming the belief barrier

Sexual Harassment Prevention

How to Recognize and Prevent It

This training responds to the current need in the workplace for defining and clarifying what sexual harassment is and is not; appraising its liabilities; understanding its consequences; and establishing complaint procedures. Employees learn what their responsibilities are, should a sexual harassment incident occur.

This 60 minute training strongly emphasizes the prevention of sexual harassment. Topics include:

- Statistics & Scope of the Problem
- Defining Sexual Harassment
- Impact of Sexual Harassment
- Emotional Impact
- Job Performance
- Sexual Harassment Complaint Resolution

Sexual Harassment Prevention Training for Supervisors

How to Recognize and Prevent It

Sexual Harassment Prevention Training for Supervisors is offered a 1-2 hour component. Content from the employee training is covered as well as these additional topics:

- Supervisors Responsibility
- Handling Sexual Harassment Complaints
- Interviewing Recipients
- Talking with the Alleged Harasser
- Investigation Tips

Transitions

Managing Change

The Transitions Training has been developed to help organization and individuals through periods of transition. The training assists companies and employees as they go through reorganization, downsizing, mergers, relocation and other stress producing events. The training focuses on building stress management skills for an ever-changing work environment and coping with changes in life and on the job. Participants learn about the natural phases of change and how stress is increased by it. They interactively assess their own stress management skills and then build upon them through learning exercises. Participants gain a sense of greater control and leave with tools to further develop their stress management strategies. This training can also be customized to help with resume development, interviewing skills, and other strategies to help deal with job loss or reorganization.

Workplace Violence Prevention

Identification and Prevention Techniques

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, visitors, contractors, and volunteers. This training is designed to increase awareness of the potential for violence in the workplace and identify strategies for prevention and early intervention. The basic 1-hour training for employees focuses on raising awareness and how to reduce personal risk. The second 2-hour version for managers and supervisors expands upon the basic training with an intensive session on violence prevention and threat management. Both programs include multimedia, presentation and discussion. Topics discussed include:

- Defining Workplace Violence
- Statistics of Workplace Violence
- Identifying Potentially Violent Situations
- Responding to Violent Situations
- Preventing Workplace Violence

Leading the Team

Becoming an Effective Leader

The need for managers who can perform effectively is an essential requirement in business today. They must be able to demonstrate their management styles and management skills with confidence and conviction and draw on a range of approaches to suit each situation. This comprehensive management development workshop uses a participative training style and is essential training for both established and newly appointed managers. Topics discussed include:

- Understanding Power
- Leadership Styles
- Developing Interpersonal Skills
- Motivating Your Team
- Effective Delegation

Employee Assistance Program Orientation

Understanding the EAP

Employees will receive a 20-30 minute overview of the Employee Assistance Program, including its benefits and how to use it properly. The EAP training for supervisors and managers can be delivered in 45- 60 minutes and includes the basic employee overview but also explains how to identify the signs of a troubled employee, make an employee referral, and how to follow-up.