



Course Offerings



Getting Started

The purpose of this catalog is to provide a brief overview of the trainings that are offered through the Corporate Training department at **eni**. Please keep in mind that these courses are not designed as behavioral interventions, to provide assessments or to replace counseling.

This catalog is divided into several sections:

Complimentary EAP Orientations:

These presentations offer an overview of the many benefits contained in your Employee Assistance Program. We offer both an employee and supervisor version of the orientation that can be scheduled at any time and are always offered at no cost.

Individual Excellence Training:

These classes are designed to be brief but effective learning experiences that help participants make real changes for a more successful approach to professional and personal life.

Organizational Excellence Training:

These classes are valuable for small and large businesses and organizations that need help overcoming the challenges that many organization face and for improving organizational performance, atmosphere and productivity.

Compliance Training:

These classes can help reduce risk and liability by reinforcing codes of conduct, appropriate workplace behavior, and maintaining compliance with mandatory training regulations.

Length of Trainings

Many of these trainings can be delivered 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 **90 minutes** for supervisors and managers.

Customized Solutions

The offerings in this catalog are those most often requested by our clients but are not exhaustive. At your request the Instructional Design experts at **eni** can customize any of the trainings in this catalog; or create a unique training solution, to meet your organization's culture and specific need.

Delivery Methods

Delivery methods are flexible and trainings can be delivered on-site or via WebEx meetings.

Cost

The offerings in this catalog are provided free for organizations that have training hours included in their contract and wish to use those hours. If no training hours are available, these offerings are provided on a fee-for-service basis.

Contact the **eni** training services department for pricing and additional information at **1-800-364-4748**.

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Complimentary Trainings

The offerings on this page are provided to our customers at no charge. They can be offered at any time, coordinated to fit shift varied work schedules, and also can be provided via a flash presentation link that can be embedded into an email or company intranet for those “difficult to gather” employees and supervisors.

Employee Assistance Program Orientation

Employee Orientations - Getting Acquainted with your EAP

The Employee EAP orientation is provided for new hires and existing employees to acquaint them with the unique services provided by their EAP. Employees will receive a **30 minute** overview of the Employee Assistance Program, including who is eligible, how to contact their EAP, the importance of confidentiality that is provided by their EAP, what types of problems can be addressed, how to create a personalized web portal to access online trainings and other useful resources, how to use the Ask-A-Counselor feature to gain objective expert advice on a whole range of issues, how to submit their Personal Assistant requests and much more.

Course Objective: To orient employees to their EAP benefit and personalized web portal.

Audience: All employees

Length: 30 minutes

Supervisor/Manager/HR Orientations – How your EAP Fits Into Supervision

At **eni** we recognize the many challenges managers/supervisors face every day. As a manager/supervisor you know how an employee's personal problems or conflicts with co-workers can interfere with work performance. You also know how difficult it can be to talk to an employee about these types of problems. Your EAP can be a consultative resource to help you deal with these issues. The Supervisor orientation includes the basic employee overview but also explains how to identify the signs of a troubled employee, how to perform the basic steps in employee performance management, how to make employee referrals to the EAP and how supervisors can use the supervisory consultations provided by **eni** to help them get objective professional advice on how to deal with specific employee issues in the workplace.

Course Objective: To orient supervisors/ managers and HR professionals to their EAP benefit and how to effectively use the EAP as a tool for managing employee issues that impact the workplace.

Audience: HR professionals/Supervisors/Managers

Length: 45-60 minutes

Individual Excellence

Managing Stress

Stress is an everyday occurrence but each individual responds differently to the pressures of life. The stress management training is designed to help individuals become aware of the stressors in his/her life, identify their own unique response to stress, and learn proven strategies to help manage stress. These strategies will help us to remain calm and effective in high pressure situations and help us to avoid the health problems associated with long term stress. Topics discussed in this training include:

- Defining stress and stressors
- How stress affects physical health and emotional wellness
- Identifying your individual stress response
- Targeting Stress: Strategies to reduce, prevent and cope with stress
- Prioritize the important vs. the unimportant and apply stress management strategies

Course Objective: Learn how to identify stressors at work and home and develop strategies towards stress management.

Audience: Individuals who want to learn strategies for managing stress.

Length: 60-75 minutes

Balancing Work & Life

There was a time when the boundaries between work and home were fairly clear. Today, however, work is likely to invade your personal life and maintaining work-life balance is no simple task. We see the evidences of work/life imbalance in the workplace including increases in workplace violence, co-worker conflict, and increases in absenteeism and workers compensation claims.

Still, work-life balance isn't out of reach. During this training you will begin by evaluating your relationship to work, your family and how you care for yourself and bring harmony back into the work/life relationship.

Topics discussed in this training include:

- What does balance look like?
- How work/life imbalance affects us
- Balance...or something better? - Learning a new paradigm
- Strategies for achieving harmony

Course Objective: Learn how to identify when the balance between your work/life has reached the critical stage and develop strategies for bringing back harmony to your life.

Audience: Individuals who recognize disharmony in their personal and professional lives and who want to learn strategies to regain that harmony.

Length: 60-75 minutes

Self 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 and improve your time management skills this training can help you get there. Topics discussed in this training 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

Course Objective: Time is the most precious commodity you have; it's the one thing you can't ever get back and it's the great equalizer among us all. Learn how to improve your self-management skills at work and home to make better use of this precious commodity

Audience: Individuals who want to make better use of their most precious commodity – Time.

Length: 60-75 minutes

Personal Resiliency during Times of Change

Transitions affect us all; up to 10-20 times in our lifetime we will experience major life-changing events. This training has been developed to help individuals through periods of transition. The training assists individuals as well as companies and employees as they go through reorganization, downsizing, mergers, relocation and other personal 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 and at home. 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.

Course Objective: To increase an individual's ability to adapt to personal and professional change.

Audience: Individuals who wants to learn how to minimize the negative impacts of personal and/or organizational change and realize how to turn those changes into an opportunity for growth.

Length: 60-75 minutes

Coping with Grief and Loss

Losing someone or something you love or care deeply about is very painful. You may experience all kinds of difficult emotions and it may feel like the pain and sadness you're experiencing will never let up. These are normal reactions to a significant loss. But while there is no right or wrong way to grieve, there are healthy ways to cope with the pain that, in time, can renew you and permit you to move on. This class helps you to learn about the stages of grief and loss, how to cope with such loss as the death of a loved one, separation, divorce, loss of health, loss of a job, and other types of loss.

Course Objective: To learn how to cope with any loss encountered in life.

Audience: Individuals who has experienced personal loss or for those individuals helping others to deal with grief and loss.

Length: 60-75 minutes

Assertiveness

Being assertive is a core communication skill. Being assertive means that you express yourself effectively and stand up for your point of view, while also respecting the rights and beliefs of others. Being assertive can also help boost your self-esteem and earn others' respect. This can help with stress management, especially if you tend to take on too many responsibilities because you have a hard time saying no.

- Why Assertive Communication Makes Sense
- Assertive vs. Passive Behavior
- Assertive vs. Aggressive Behavior
- Assertive Conflict Resolution

Course Objective: Some people seem to be naturally assertive. But if you're not one of them, this training can help you to learn to be more assertive especially through communication.

Audience: Individuals wishing to develop the skills to be more assertive at home and work.

Length: 60-75 minutes

Dealing with Difficult People

It's inevitable. At some point in your week you'll run into one of them. Those people who seem to turn a wonderful day into a dark one. But it doesn't have to be that way for you. Whether you're dealing with a difficult co-worker, customer or family member, the strategies are essentially identical. In this seminar you will learn strategies to defuse negativity and hostility and create a positive atmosphere of co-operation.

- Breaking the Escalation/Crisis Cycle
- The Ten Most Unwanted List
- Strategies for Dealing With difficult People

Course Objective: This training helps you to identify difficult people at work and home and to employ strategies for dealing with them without compromising your own sanity.

Audience: Individuals who deal with difficult customers, employees, patients, and other difficult people.

Length: 60-75 minutes

Resolving Conflict Rationally and Effectively

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 in a positive light and that when approached correctly, presents an opportunity for us to move forward. This training gives you the tools to view conflict as a positive experience by understanding the nature of conflict, conflict styles, and the process of effective conflict resolution. Topics discussed in this training include:

- Conflict 101 – Defining the problem
- Spectrums of conflict
- Conflict mode analysis – Which one are you?
- 5 Modes of conflict management
- Strategies to effectively manage and resolve conflict

Course Objective: This training helps you to identify your own personal conflict resolution style and how and when to use it to effectively reduce and resolve conflict.

Audience: Individuals wishing to develop the skills to resolve conflict and maintain healthy relationships both at home and work.

Length: 60-75 minutes

Improving Communication: How to Make Yourself Understood

Effective communication helps us better understand people and situations, enables us to resolve differences, helps build trust and respect, and creates an environment where creative ideas, problem solving, affection, and caring can flourish. As simple as communication seems, much of what we try to communicate—and others try to communicate to us—gets misunderstood, which can cause conflict and frustration in personal and professional relationships. By learning effective communication skills, you can better connect with your spouse, kids, friends, and coworkers. Topics discussed in this training include:

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

Course Objective: Learn the secrets you need to be a powerful, confident communicator when it matters MOST to you and your career.

Audience: Individuals wishing to improve their verbal/non-verbal communication skills.

Length: 60-75 minutes

Organizational Excellence

Building a Successful Team

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 in this training include:

- Defining the difference between a work group or team
- Leading, facilitating, and motivating teams
- Recognizing and appreciating different styles
- Why Teams Fail
- Brainstorming, team communication & conflict resolution

Course Objective: Whether you want to form a team or already lead one this training provides you with the skills for effective teaming and team leadership.

Audience: Leadership/Managers/Team Leaders

Length: 60-75 minutes

Compassion Fatigue

Compassion fatigue is a combination of secondary traumatic stress and burnout from witnessing the suffering of others. It can lead caregivers to feel sadness and despair that impairs their health and well-being. Compassion fatigue can reduce an individual's empathy and lead them to dread or even avoid certain patients, raising the risk of substandard care. This seminar is designed for health care practitioners, relief workers, hospice care, and anyone who cares for people. The training includes a checklist of symptoms to watch out for, and offers "antidotes" to compassion fatigue, such as creating a support network. Participants are taught the importance of focusing on "intentionality"—the caring intention that brought them to the health care field in the first place—while accepting their own limits in doing only the best they can on any given day.

Course Objective: This training focuses on YOU – the caregiver, and how to maintain perspective and balance as you care for others.

Audience: Nurses/Doctors/EMS Workers/Hospice Workers/and other Caregivers

Length: 60-75 minutes

Effective Leadership

Effective leaders are necessary in all settings where employees need guidance and supervision to complete tasks, serve customers and meet deadlines. Corporations, private and public organizations, and educational institutions are just some of the environments that search for effective supervisors/managers. To be effective, these leaders 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. The skills presented in the Effective Leadership training are essential for both established and newly appointed managers and supervisors. Some of the topics to be discussed include:

- Emotional Intelligence for Leaders
- Understanding Power
- Leadership Styles
- Developing Interpersonal Skills
- Motivating Your Team
- Communicating with purpose
- Constructive Confrontation

❖ Customized solutions can be created from the list above upon request

Course Objective: Whether you're a new manager or simply want to refresh your skills this training provides the information and tools that will help you increase your effectiveness as a leader.

Audience: Managers/Supervisors/Leaders

Length: 60-75 minutes

Workplace Violence Prevention

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. Topics discussed in this training include:

- Defining Workplace Violence
- Statistics of Workplace Violence
- Identifying Potentially Violent Situations
- Responding to Violent Situations
- Preventing Workplace Violence
- Run, Hide, Fight video presentation

Course Objective: Training on violence prevention and threat management in the workplace.

Audience: Managers/Supervisors

Length: 60-75 minutes

Diversity in the Workplace: Appreciating Differences in a Diverse World

Workplace diversity refers to the variety of differences between people in an organization. That sounds simple, but diversity encompasses race, gender, ethnic group, age, personality, cognitive style, tenure, organizational function, education, background and more.

Diverse organizations where differences are valued report increased productivity, higher revenue, less grievances, and provide a less stressful environment for employees.

Topics discussed in this training include:

- Defining diversity
- Why diversity matters
- Becoming aware of and overcoming barriers to diversity
- Communication skills for promoting inclusion and respect in the workplace

Course Objective: This training raises employee awareness of their own cultural “starting point” and provides skills for interpreting behavior and communication nuances, and appreciating differences in others.

Audience: All employees

Length: 60-75 minutes

Bullying in the Workplace

You may not hear a lot about adult bullying, but according to the Workplace Bullying Institute, up to a third of workers may be the victims of workplace bullying. About twenty percent of workplace bullying crosses the line into harassment. Workplace bullying refers to the repeated, health-impairing, mistreatment of a target, driven by the perpetrators need to control. Allowed to continue this behavior undermines legitimate business interests, lowers morale, and impacts the overall ability “to get work done.” Workplace bullying can make life quite miserable and difficult. Supervisors should especially be made aware of workplace bullies, since they can disrupt productivity and create a hostile work environment which can lead to legal ramifications.

Topics discussed in this training include:

- Bullying statistics
- The anatomy of a workplace bully
- Types of bullying
- Tips on how to prevent and stop bullying

Course Objective: This training helps identify the workplace bully and provides strategies to deal with them.

Audience: All employees

Length: 60-75 minutes

Delivering WoW Customer Service

Customer service can make or break your business or organization. If people find your employees are rude, disinterested, or don't know what they're talking about they'll go elsewhere to make their purchases or find services. You don't want that, so it's important to train your employees as to what makes good customer service.

Topics discussed in this training include:

- Identifying the needs of the customer
- Important qualities of customer service
- Difference between customer service and interpersonal skills
- Handling the difficult customer
- The top 5 customer service skills

Course Objective: This training focuses on skills that create WoW customer service.

Audience: Individuals who provide customer service to customers/clients/patients/others

Length: 60-75 minutes

Business Ethics

Business ethics has become a major topic in today's society and modern corporate America. Ethical behavior starts at the top, meaning that those in charge must work and live ethically in order to provide a good example for the people who work for them. Practicing ethical behavior in the business world is important in gaining trust and providing an honest good or service.

Topics discussed in this training include:

- Ethical trends in U.S. Businesses
- Ethical Principles for the Workplace
- Recognizing and Responding to Ethical Dilemmas in the Workplace
- Strategies to Raise Your Ethical Awareness

Course Objective: Explore the importance of business ethics and ethical behavior in the workplace, as well as in everyday life situations.

Audience: Business leaders, managers, HR professionals, employees

Length: 60-75 minutes

Workplace Compliance Training

Substance Abuse Management and Prevention for Supervisors

Drug and alcohol abuse is everyone's problem. Substance abusers are a debilitating drain on resources and productivity. Drug and alcohol abuse impacts safety, productivity and the cost of doing business. Substance abusers also use more sick days, show up late more often and stay in jobs for shorter amounts of time.

Course Objective: This training focuses on how to identify impaired or under-the-influence employees, addresses many of the common myths and misconceptions about workplace substance abuse, discusses reasonable suspicion and documentation, substance abuse prevention, and how to refer employees for help.

Audience: Supervisors/Managers

Length: 60-75 minutes

Sexual Harassment at Work: How to Recognize and Prevent It

This employee training defines and clarifies what sexual harassment is and is not; appraising its impact on the organization; understanding its consequences; and how to prevent it from occurring.

Topics include:

- Defining Sexual Harassment
- Impact of Sexual Harassment
- How to avoid becoming a victim or perpetrator of harassment
- Impact versus intent
- How to respond to the harasser

Course Objective: Recognizing and preventing harassment in the workplace including sexual harassment.

Audience: All employees

Length: 60-75 minutes

Sexual Harassment Prevention Training for Supervisors

Discusses the responsibilities of supervisors and suggests strategies for resolving and preventing sexual harassment and discrimination complaints.

- How does sexual harassment violate the law and who is protected?
- What makes a workplace hostile?
- When is an employer liable for sexual harassment?
- The supervisors responsibility for harassment prevention
- Handling harassment complaints

Course Objective: Recognizing and preventing harassment in the workplace including sexual harassment and what the role is for the supervisor.

Audience: Supervisors/Managers

Length: 60-75 minutes