

# *Training for Excellence*

a Division of  
*Jorgensen*  *Brooks*  
GROUP

Jorgensen Brooks Group  
2292 W. Magee, Suite 290  
Tucson, AZ 85742  
[www.jorgensenbrooks.com](http://www.jorgensenbrooks.com)  
520-575-8623  
888-520-5400

# **Training for Excellence**

## ***Jorgensen Brooks Group***

### ***Corporate Training and Consultation Services***

#### ***Our Philosophy***

At Jorgensen Brooks group, we provide our clients with the tools and resources to enhance organizational effectiveness. Participants will learn in a respectful, interactive atmosphere which sets us apart from other training programs. Our staff has experience working with all types of employee groups, in all types of settings, to insure an effective training experience.

We strive to foster an environment where participants are treated as peers whose active involvement and opinions are valued. Each training program can be customized to meet your group or organizations specific needs.

#### ***Training Methods and Approach***

Training for Excellence utilizes proven interactive training techniques to present meaningful content and skill development in an active, relaxed manner.

We can provide training at your location, at an off-site location and even facilitate small groups at our corporate office. Many of our courses will also be available on-line or via webcast in the near future. No matter how remote your employees may be, we have a service delivery method that will accommodate them.

#### ***Consultation and Customization***

Before we schedule your training session, we will discuss your training needs and any specific issues you would like us to address. This way we are sure to present training that fits your audience and deals with the topics that are important to you and your organization. Don't see what you are looking for in our catalog? Give us a call and we can discuss customizing a training session or program for you. Training session times listed are a suggestion, and programs can be modified to fit specific time slots.

#### ***Training and Consultation Fees***

Jorgensen/Brooks Group Consultation and Training for Excellence Seminars fees are determined according to a variety of factors, including time, location, materials and customization needs of the client company. Hourly, daily and project rates are available.

For more information about our services or questions about anything you see here, please contact us at (520) 575-8623 or (888) 520-5400.

# Table of Contents

## **EAP Topics**

EAP Orientation	
for Employees	1
for Supervisors	1
Alcohol and drugs in the workplace (for employees)	1
Alcohol and drugs in the Workplace (for supervisors)	1
Peer Support Training for Crisis Response	1

## **Workplace Topics**

Anger Issues	2
Assertive Communication	2
Avoiding Job Burnout	2
Balancing Work and Home	2
Bullying in the Workplace	3
Building Personal Resilience	3
Conflict Resolution	3
Coping with Change (Change Management)	3
Change Management	4
Compassion Fatigue	4
Collaboration & Teamwork	4
Creating a Collaborative Team: R-E-S-P-E-C-T	4
Creating a Customer Service Environment	6
Creating a Positive Impression	6
Critical Thinking	6
Customer Service Excellence	7
Customer Service Excellence for the Front Office	7
Customer Service Techniques over the Telephone	7
Dealing with the Angry Public	5
Dealing with Difficult People (How to Get Along with People You Don't Like)	5
Dealing with Negativity	8
Diversity: Appreciating the Differences	6
The Essentials of Great Service	7
Effective Communication Skills for Employees	5
Effective Listening Skills	5
Ethical Workplace	8

Emotional Intelligence	8
High Performing Teams	8
Is Supervision in your Future?	9
Men & Women Working Together: Gender Communication	9
Negotiating Skills	9
Presentation Skills: Overcoming Stage Fright	9
Personalities in the Workplace	10
Sexual Harassment	10
Social Intelligence	10
Stress Management	10
Teamwork	11
Time Management for Employees	11
Understanding Generational Differences	11
Workplace Violence Prevention: Reducing the Threat	11

## **Leadership, Management and Supervision**

Becoming Assertive	12
Boot Camp for New Managers/Supervisors	12
Building Resilient Teams	12
Change Management: Leading the Way	12
Coaching for Success	13
Communicating Effectively in Crisis Situations	13
Creating a Customer Service Environment	13
Delegation for Supervisors	13
Difficult Conversations	14
Discovering your Leadership Style: I Gotta Be Me	14
Diversity: for Supervisors	14
Effective Communication Skills for Supervisors	14
Effective Supervision I	15
Effective Supervision II	15
Ethical Leadership	15
Executive Toolbox	15
Human Resources – Improving the Hiring Process	16
Leadership Skill Training: Leadership Styles	16
Managing Conflict	16
Managing Through Transitions	16
Mentoring	17
Motivating Employees	17
Performance Management	17
Planning & Setting Priorities	17
Resilient Leadership	18
Succession Management and Planning	18
The Power of Boundaries	18
Time Management for Supervisors & Managers	18

## Health and Wellness Topics

Addiction: Understanding Behaviors and Personalities	19
Balancing Work & Family	19
Breaking Bad Habits	19
Caring for the Caretaker	19
Children and Divorce	20
Choosing Childcare Providers	20
Coping with Loss	20
Communicating with Teenagers	20
Developing Healthy Habits in your Children	21
Family Communication	23
Gambling and Addiction	21
Grandparenting: Your New Role	21
Handling the Holidays	21
Healthy Eating: The Basics	22
Helping Children Cope with Traumatic Events	22
Job Search Workshop	22
Keys to a Healthy Marriage	22
Living Single/Single Again	23
Managing Through Transitions	23
Parenting Special Needs Children	23
Personal Resilience	24
Planning for Retirement	24
Positive Attitudes: Your Attitude is your Success	24
Sandwich Generation: Feeling stuck in the middle?	24
Stop Smoking	25
Stress Management for Busy Families	25
Tips for Single Parents	25
Tips for Step Parenting	25
Weight Management	26

## **Alcohol and Drugs in the Workplace ...for Employees**

Educate employees about the impact of drug and alcohol use. Discussions will include abuse and addiction, health and personal consequences, and negative effects drugs and alcohol have on the workplace. We will also discuss your organizations' Drug Free Workplace Policy and how to use EAP services to get assistance.

### **Topics Covered:**

- Effects of Alcohol & Drugs
- What is "normal" drinking?
- Abuse or Addiction
- Effects on body and behavior
- Signs in the Workplace
- Risky behaviors
- Workplace Interventions: how to help and how to use your EAP

**Seminar Length:** 90 minutes\*

## **EAP Orientation: Benefits of Jorgensen Brooks EAP**

Learn about the benefits available to you through Jorgensen Brooks EAP. Understand how to use our services as a valuable tool to assist employees who may be experiencing issues that are affecting work performance. We will discuss documentation, handling difficult employee situations and using our services for referrals and coaching.

### **Topics Covered:**

- Benefits to employees
- Self-Referrals to EAP
- Management Referrals to EAP
- Training available
- How Supervisors can use EAP

**Seminar Length:** 90 minutes\*

## **Alcohol and Drugs in the Workplace ...for Supervisors**

Supervisors need to understand the effects alcohol and drugs can have on employee performance, how to deal with resulting issues and utilize EAP services. In this session supervisors will gain understanding of the effects of alcohol and drug use in a work environment and how to intervene without violating confidentiality. We will also review your organizations' Drug Free Workplace Policy to ensure compliance.

### **Topics Covered:**

- Effects of Alcohol & Drugs
- Abuse or Addiction
- Effects on body and behavior
- Signs in the Workplace:  
Responsibilities of the Supervisor
- Complying with your policies
- Workplace Interventions: how to help

**Seminar Length:** 90 minutes\*

## **Peer Support Training for Crisis Response**

JBG provides Peer Support Training to help you develop a team of on-site peers that can offer immediate assistance to your employees after a critical event occurs and before professional assistance is provided.

### **Topics Covered:**

- Peer Support – Early response during & after crisis
- Effective peer support
- Tools for active listening
- Defusing planning strategies
- Losses associated with trauma
- Signs of suicide: Do's and Don'ts
- Symptoms of complicated grief
- Self-care after an event

**Seminar Length:** 90 minutes\*

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Anger Management: Keep Cool When Things Get Hot**

We all get angry, but learning how to handle our anger appropriately can minimize or eliminate personal and work related issues. This session will help you to understand anger, why we react the way we do, and learn methods to help us act in less hurtful and destructive ways.

### **Topics Covered:**

- Facts about anger
- How we manipulate others
- Healthy and unhealthy anger
- Learning to manage anger and reduce tension
- Destructive vs. constructive actions
- Coping strategies
- Assertiveness vs. hostility

**Seminar length:** 90 minutes

## **Avoiding Job Burnout**

We have all felt stress on our jobs, but what do you do if you feel more than just the normal stress? Burnout can be the result of prolonged stress or frustration. We will discuss how to recognize the signs of burn out, how to deal with the symptoms, and ways to prevent burn out from happening.

### **Topics Covered:**

- Definition of burnout
- Signs to recognize
- Stress vs. Burnout
- Prevention
- Personal assessment
- Next steps to take

**Seminar length:** 90 minutes

## **Assertive Communication: Assertion is not Aggression**

It can be difficult for some of us to be assertive for varying reasons including upbringing, cultural issues, life learning and personality factors. This course is designed to assist those who are uncomfortable being assertive by learning to express themselves so that others will listen and can understand their needs.

### **Topics Covered:**

- Myths of assertiveness
- Assertion, aggression, submission and passivity
- Learning to be in control of life
- How not to be a victim
- Dealing with conflict and learning compromise
- Expressing annoyance and anger
- Assumptions of assertiveness

**Seminar length:** 90 minutes

## **Balancing Work and Home**

Does it feel like you're performing a juggling act just trying to keep up with the demands of both your home and work life? We will discuss strategies to help you gain control using time management tips for both home and the office, how to avoid time wasters, and tips on creating more quality time for you and your family.

### **Topics Covered:**

- Time management tips
- Managing job time and attendance
- Tips for assisting with family and life
- Creating quality time
- Taking "me" time

**Seminar length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Bullying in the Workplace**

Unfortunately, bullying doesn't stop at the schoolyard. Bullying is a real problem in the workplace and can cause poor morale, absenteeism, physical illness and disruption of teams and it can lead to other types of harassment. Find out how to recognize bullying and what you can do to stop it.

### **Topics Covered:**

- Definition of bullying
- Workplace Statistics
- Types of bullying behaviors
- Harassment and discrimination
- What can bullied targets do
- What can supervisors and coworkers do

**Seminar Length:** 90 minutes

## **Conflict Resolution: Handling Conflicts & Difficult Situations**

Whether dealing with conflict at work or in your personal life, we all face situations we have a hard time handling. In this session, we will discuss ways to notice and address conflicts early, deal with different personalities and share insights into how to handle touchy situations with professionalism and calm.

### **Topics Covered:**

- Signs of an impending conflict
- Types of conflict and appropriate resolution strategies
- Find more than one way to reach the same result
- The art of compromise
- Effective communication skills
- Difficult discussions

**Seminar length:** 90 minutes

## **Building Personal Resilience**

Resilience is the capacity to cope with and bounce back from a disruptive event or significant issue. It is also a quality that helps us deal with stress and change which is useful at work and personally. We will discuss ways to strengthen your personal resilience when dealing with life's challenges and setbacks.

### **Topics Covered:**

- Why resilience is important
- Components of resilience
- Communication and Problem Solving
- Self regulation & Self-Control
- Strategies for building resilience
- Resilience at work

**Seminar Length:** 90 minutes

## **Coping with Change**

In today's business environment, change has become the rule rather than the exception. Whether your organization is experiencing downsizing, mergers, growth or procedural changes, the effects of change on the organization, work teams and on each individual employee must be recognized and resolved in order to move forward and achieve success.

### **Topics Covered:**

- Planning an effective transition
- Communicating the purpose for change
- The emotional impact
- Providing support and motivation
- Overcoming distrust and stress
- Navigating the "transition curve"
- Your personal effectiveness plan for change

**Seminar length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Change Management**

Organizations continue to reorganize and change at a rapid rate. Whether you are experiencing mergers, downsizing, growth, or new procedures, change can be a bit scary. Learn about the process to gain insights that will help you cope in an atmosphere of change.

### **Topics Covered:**

- Understanding the process
- How is change communicated?
- Emotional impact of change
- Navigating the “transition curve”
- Take control of change – your personal effectiveness plan.

**Seminar Length:** 90 minutes

## **Compassion Fatigue: Caring Too Much Can Hurt**

Day in and day out, many workers struggle to function in care-giving environments that present emotional and sometimes heart wrenching challenges. Compassion fatigue occurs when care giving begins feeling more like labor rather than a labor of love. We will discuss how to recognize the signs and how to take care of yourself.

### **Topics Covered:**

- Defining Compassion Fatigue
- Recognizing warning signs
- Managing the stress
- Handling stress from others
- Creating a self-care plan
- Do’s and Don’ts
- Caring for the caregiver

**Seminar Length:** 90 minutes

## **Collaboration and Teamwork**

Collaboration is the basis for bringing together the knowledge and skills of multiple team members. We will discuss the keys to collaboration, learn pitfalls to avoid, and discuss how to get back on track and be part of a motivated team.

### **Topics Covered:**

- Culture of Teamwork
- Clarifying roles and expectations
- Bringing differences together
- Improving group communication
- Getting back on track
- Rewarding and recognizing teamwork

**Seminar Length:** 90 minutes

## **Creating a Collaborative Team: R-E-S-P-E-C-T**

Managing a collaborative team is an ongoing process for any supervisor. The collaborative environment serves as the foundation for so many aspects of team success with you setting the tone for others. Without collaboration many tasks become quite difficult if not impossible.

### **Topics Covered:**

- Six key components
- Setting the tone
- Building and sustaining trust
- Clarifying roles and expectations
- Open communication
- Valuing diversity within your team
- Balancing tasks and relationships
- Creating a 60-day Team Improvement Plan

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Effective Communication Skills For Employees**

We all know how important clear communication is, both at work and in our personal life, however, it takes self-awareness and motivation to improve our communication skills. We will discuss tips that will help you to communicate more effectively.

### **Topics Covered:**

- The importance of communication
- The basics
- Listening for understanding
- Getting your message across
- Difficult situations
- Group communication

**Seminar Length:** 90 minutes

## **Effective Listening Skills**

Listening is probably the most important component of effective communication, yet how many people do you know who are truly good listeners? It takes practice to improve how we listen to others. We will discuss tips for you to practice becoming a more effective listener.

### **Topics Covered:**

- Communication Basics
- Are you a good listener?
- Roadblocks to effective listening
- Listening skills for different situations
- Listening for understanding
- Communication assessment

**Seminar Length:** 90 minutes

## **Dealing with the Angry Public**

Customers get angry when they feel manipulated, ignored or wronged in some way. Whether their expectations are realistic or not, there are steps you can take to remain calm and professional even in the most difficult situations.

### **Topics Covered:**

- Root causes of anger
- Different levels of upset
- Acknowledging concerns
- Communication and reflective listening
- Getting back on track
- Focusing on relationship

**Seminar Length:** 90 minutes

## **Dealing with Difficult People: How to Get Along with People You Don't Like**

No matter where we go, we will face people who are negative, people who oppose our ideas, people who upset us or people who simply do not like us. We will explore how to move past this and behave professionally in these challenging situations.

### **Topics Covered:**

- Understanding differences
- Dynamics of communication
- Different perspectives
- Preventing conflicts
- Moving past egos
- The art of compromise
- When to seek additional support

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Creating a Customer Service Environment**

Whether they are customers, clients or guests, they are vitally important to the success of any organization. How do you set the tone and keep your employees focused on the importance of excellent service? We will discuss tips to help instill values and practices of customer service in your environment.

### **Topics Covered:**

- Service basics
- Barriers to excellent service
- Setting the tone as a Leader
- Face-to-face, telephonic and electronic customer service
- When service goes bad
- Creating value

**Seminar Length:** 90 minutes

## **Critical Thinking**

Critical thinking is a process of identifying and evaluating evidence to guide decision making. Critical thinkers use this process to communicate ideas clearly. This skill can help us communicate effectively with others to find solutions to complex problems.

### **Topics Covered:**

- The critical thinking process
- Formulating questions and problems
- Gathering and assessing
- Open minded thinking strategies
- Assessing and forming conclusions

**Seminar Length:** 90 minutes

## **Creating a Positive Impression**

It doesn't take long for someone to evaluate you when meeting for the first time. Negative first impressions can be nearly impossible to reverse or undo, making these first encounters extremely important, for they set the tone for the relationship that follows. Learn ways to create a positive first impression and improve your image with others.

### **Topics Covered:**

- How are impressions formed?
- Creating a positive impression
- Projecting confidence
- Communication strategies
- Negative elements
- Correcting negative impressions
- Remember your etiquette

**Seminar Length:** 90 minutes

## **Diversity : Appreciating the Differences**

In this session, we discuss different types of diversity from many angles including personality differences, identifying our biases, roadblocks to dealing with those that are different from ourselves, the benefits of many different outlooks and opinions, and ways to create an environment of dignity and respect for all.

### **Topics Covered:**

- The impact of backgrounds and beliefs
- Why diversity?
- Specific diversity issues
- Boundaries
- Communication and conflict resolution
- Benefits of a diverse team

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Customer Service Excellence for the Front Office**

Front office staff may set the tone for a patient or customer's entire visit. A pleasant experience can make things go smoothly, while a negative experience can affect much more. Making sure customers feel valued is important to any business. Learn key elements of service and the unique challenges of the front office environment

### **Topics Covered:**

- Customer Service Fundamentals
- Front Office situations
- Creating a Positive Impression
- Communication Strategies
- Difficult customer situations
- Turning around a negative experience

**Seminar Length:** 90 minutes

## **The Essentials of Great Service**

The concept of customer service is so important to any business. Reviewing the essentials is needed to ensure they become second nature. In this session we will explore and refresh the basics of good service, review communication strategies and bring customer service back to the forefront.

### **Topics Covered:**

- Service fundamentals
- Make or break service
- Communication strategies
- Dealing with difficult situations
- Role plays and practice

**Seminar Length:** 90 minutes

## **Customer Service over the Telephone**

Telephone conversations with customers can be a unique challenge. How do you communicate effectively using only your voice? Many times a phone conversation is the first impression a customer receives about your business and can effect future interactions. We will show you tips to ensure that your message is getting across effectively even when over the phone.

### **Topics Covered:**

- Customer Service Basics
- Telephone Service Challenges
- Communication: using voice, tone and words
- Seeking understanding
- Reflective listening
- Difficult conversations
- Importance of follow-up

**Seminar Length:** 90 minutes

## **Customer Service Excellence**

Most everyone has been exposed to the basics of providing good customer service. But how do you take a service experience from just average to excellent? We will discuss tips and strategies to take your service skills from the ordinary to the extraordinary and even turn bad experiences into positive ones.

### **Topics Covered:**

- What is expected vs. unexpected
- Roadblocks to outstanding service
- Empowering your employees
- Follow-up with customers
- Turning a bad experience around
- Dealing with difficult issues

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## Dealing with Negativity

Workplace negativity can really have an affect on employee morale. It saps the energy of your organization and diverts attention from work and performance. Negativity can be generated by one person or by a group. We will discuss ways to recognize and begin eliminating workplace negativity.

### Topics Covered:

- Negative behaviors & habits
- Sources of negativity
- Gossip and rumors
- Improving communication
- Rising above
- Are you part of the problem?

**Seminar Length:** 90 minutes

## Ethical Workplace

Ethics can be described as making choices that may not always feel good or be easy but are the right choices to make. We have seen many examples of unethical behavior by corporations, their employees and politicians in the media lately. We will discuss what ethics is (and is not) and how to encourage ethical behavior within your organization.

### Topics Covered:

- Defining ethics
- Rationalizing and other excuses
- Pressure to conform
- Testing the limits
- Courage to stand alone
- Do you need an “ethics tune-up”?

**Seminar Length:** 90 minutes

## Emotional Intelligence

### I.Q. vs. E.I.

In today’s work environment, emotional intelligence (E.I.) – the ability to bring out the best in ourselves and others – is a crucial part of becoming a successful leader and team member. The good news is that E.I. can be developed and practiced.

### Topics Covered:

- Definition of Emotional Intelligence (E.I.)
- Assessing your E.I. level
- E.I. Competencies
- Steps to improve your E.I. level
- Recognizing E.I. in others
- Setting the tone

**Session Length:** 90 minutes

## High Performing Teams: From Average to Exceptional

On a high-performing team, everyone is committed to the team's purpose. They know exactly what that purpose is and the importance of their individual roles in fulfilling that purpose. We will discuss ways to move your team from average to exceptional

### Topics Covered:

- Creating a shared purpose
- Motivational Goals
- Commitment to Individual and Team Roles
- Multi-Directional Communication
- Authority to Decide or Act
- Reliance on Diverse Talents
- Mutual Support and Trust

**Session Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Is Supervision in Your Future?**

Thinking about a promotion? How do you know if you will make a good supervisor? The good news is supervision is a skill that can be learned and developed. In this session we will discuss what it really means to be a supervisor and the many roles they find themselves in, to help you decide if Supervision really is in your future.

### **Topics Covered:**

- What do Supervisors do?
- Problem Solving/Decision Making
- Planning
- Performance and motivation
- Delegation
- Managing Yourself
- How to prepare

**Seminar Length:** 90 minutes

## **Negotiating Skills**

The aim of a win-win negotiation is to find a solution that is acceptable to both parties, and leaves all involved feeling that they've won – in some way – once the negotiation has finished. We will discuss some negotiation tips to help you achieve this goal.

### **Topics Covered:**

- Negotiation Basics
- Goals
- Trades & Alternatives
- Relationships
- Expected Outcomes
- The Consequences
- Possible Solutions

**Seminar Length:** 90 minutes

## **Gender Communication: Men and Women Working Together**

When it comes to relationships, it's no big surprise that men and women communicate differently. But when the communication gap causes conflicts in the workplace, it's not always easy to resolve. The fact is women and men tend to have vastly different communication styles. We will discuss these differences and how to bring more harmony to the workplace.

### **Topics Covered:**

- Differences: Venus and Mars
- Strengths, Weaknesses and Irritations
- Communication differences
- Diversity and Harassment
- Bridging the Communication Gap
- Checking for understanding
- Getting back on track

**Seminar Length:** 90 minutes

## **Presentation Skills: Overcoming Stage Fright**

According to surveys, many people fear death less than public speaking. But for many of us, giving presentations to small and sometimes even larger groups is part of our job. Learn how to overcome the fear and deliver effective and well-received presentations.

### **Topics Covered:**

- The Voice
- The Body
- Active Listening
- Nerves
- Preparing the Presentation
- Tips and Techniques
- Handling Questions

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Personalities in the Workplace: Working with a Diverse Group**

Interpersonal relationships between co-workers are very important factors in any work environment-and personality conflicts are a leading cause of problems in the workplace. Learn ways to succeed within a diverse group and, if you do supervise, learn ways to manage your diverse group to success.

### **Topics Covered:**

- Keep your calm
- Learn to work as a team
- Personality differences
- Proper Chain of Command
- Emails & communication
- When to Contact HR
- Don't let bad relationships impact your career

**Seminar Length:** 90 minutes

## **Social Intelligence**

A high IQ doesn't necessarily guarantee social success. Social Intelligence (SI) is the ability to get along well with others and to get them to cooperate with you. SI is a very important skill for both personal and work relationships.

### **Topics Covered:**

- Theory of Multiple Intelligences
- 5 Key dimensions of SI
- Social sensitivity, insight & communication
- What is your SI Level?
- Ways to improve

**Seminar Length:** 90 minutes

## **Sexual Harassment**

It is important for all employees to understand exactly what constitutes sexual harassment and to know that it is inappropriate and illegal. This workshop will help remind staff that it is everyone's responsibility to make sure sexual harassment is kept out of your work environment.

### **Topics Covered:**

- Myths and Assumptions
- Two Types of Sexual Harassment
- Employer Liability
- Importance of boundaries
- If you feel harassed
- Establishing a Code of Ethics
- Avoid being charged with Sexual Harassment

**Seminar Length:** 90 minutes

## **Stress Management**

Are you feeling the effects of too much stress in your life? Or do you have to deal with others who may be "stressed-out"? JBG can help by delivering a practical and entertaining look at understanding and reducing stress in the workplace and in our personal lives.

### **Topics Covered:**

- Life & Work issues and their relationship to stress
- How does stress affect us?
- Reactions to change
- Coping with stress and change
- Self care
- Taking Control

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Teamwork: From Average to Effective**

Whether it's two people, a department, or an organization, teams are how great things get done. People in every workplace talk about working as a team, but few understand how to create the experience of teamwork or how to develop an effective team.

### **Topics Covered:**

- Elements of a collaborative team
- Establishing Common Purpose
- Building & Sustaining Trust
- Clear Roles and Expectations
- Effective Communication
- Valuing Diversity
- Tasks vs. relationships
- Average vs. Effective Team

**Seminar Length:** 90 minutes

## **Time Management: For Employees**

No matter what your job, time is one of your most valuable assets. We can show you how to increase your time management skills, prioritize tasks and activities, and help eliminate “time wasters” in your day. Managing time effectively can help reduce stress and increase your productivity.

### **Topics Covered:**

- Where does your time go?
- Organization tips
- Delegating Effectively
- Keeping up with paper, phone calls and emails
- Handling Interruptions
- Establishing Goals & Gaining Control
- Procrastination Traps

**Seminar Length:** 90 minutes

## **Understanding Generational Differences**

Traditionalists, Baby Boomers, Gen X and Millennial's all working together. Find out how generational differences can result in different values, ideas, and ways of communicating. Improve your team's efficiency by understanding these differences.

### **Topics Covered:**

- Understanding the Generations
- Differing thoughts and attitudes
- Communication issues
- Work styles and priorities
- Valuing the Diversity
- Pulling it all together

**Seminar Length:** 90 minutes

## **Workplace Violence Prevention: Reducing the Threat**

Unfortunately, violence in the workplace is something we all need to be prepared for. Learn how to take important steps to prevent violence from occurring, recognize potentially dangerous situations and take steps to help keep you and your co-workers safe.

### **Topics Covered:**

- Types of threats
- Warning signs of violence
- De-escalation tools and techniques
- 10-Point Prevention Checklist
- How to defuse
- Employee Violence
- Workplace Crisis Response Plans

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Becoming Assertive: Skills for Supervisors**

Many of us have trouble being assertive for varying reasons. Supervisors, however, need to be aware of the differences between assertiveness and aggression so they can be effective as a supervisor while still gaining the respect and cooperation of their staff.

### **Topics Covered:**

- Myths of being assertive
- Assertion, aggression, submission and passivity
- Learning to be in control
- How not to be a victim
- Dealing with conflict and learning compromise
- Expressing annoyance and anger
- Controlling vs. In Control

**Seminar Length:** 90 minutes

## **Building Resilient Teams**

Resilience is the ability to cope and bounce back from disruptive events. It also helps us deal with stress and change. As a supervisor, it is important to build this quality into your team so they can weather stress and changes in the work environment.

### **Topics Covered:**

- Why resilience is important
- Components of resilience
- Communication and Problem Solving
- Focusing on Team
- Self regulation & Self-Control
- Strategies for building resilience
- Resilience at work

**Seminar Length:** 90 minutes

## **Boot Camp for New Supervisors**

Supervision is a tough job. Being a new supervisor is even tougher. Many Supervisors are promoted with very little training and have to learn by trial and error which can create havoc on a team. Learn how to avoid some of the pitfalls while gaining the respect and cooperation of your staff.

### **Topics Covered:**

- Basic Supervision
- What are your strengths & weaknesses?
- Problem Solving/Decision Making
- Goals & Planning
- Performance and motivation
- Delegation
- Disciplinary issues
- Managing yourself
- EAP as a resource

**Seminar Length:** 90 minutes

## **Change Management: Leading the Way**

Change has become a constant in most organizations. Yet, many individuals still have a hard time accepting change and moving forward. As a leader, learn how to navigate the process of change and help your staff overcome emotional issues that can arise without derailing your plans.

### **Topics Covered:**

- Planning an effective transition
- Communicating the purpose for change
- Understanding the emotional impact
- Providing support and motivation
- Overcoming distrust and stress
- Navigating the “transition curve”
- Your personal effectiveness plan

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Coaching for Success**

We've all heard the term "Coaching" used in reference to the workplace. But what exactly is coaching and when is it beneficial? We will examine the pro's and con's of coaching and who may benefit from receiving coaching.

### **Topics Covered:**

- What exactly is coaching?
- Coaching Behaviors & Strategies
- To Coach or not to Coach
- Feedback and Communication
- What if coaching isn't working?

**Seminar Length:** 90 minutes

## **Communicating Effectively in Crisis Situations**

Crises for a company can take many forms. But whether it is accidental, financial, legal, or otherwise, clear communication is critical to how your organization will be affected. Here's how to make way for clear communication.

### **Topics Covered:**

- Planning & Preparation
- Who will be in charge?
- No Time to Panic
- Chain of Command
- Communication breakdown?
- Delegate
- Tell the truth

**Seminar Length:** 90 minutes

## **Creating a Customer Service Environment**

We've all heard about the importance of customer service, but how do you create an environment that encourages this attitude among all of your employees? Learn how to evaluate and implement strategies to send a clear customer service message.

### **Topics Covered:**

- What issues need attention?
- Defining a Customer Service Vision
- Creating a customer service environment
- Managers as Role Models
- Different types of customer contact
- Dealing with Diversity

**Seminar Length:** 90 minutes

## **Delegation for Supervisors: You Can't Do it All!**

Are you a Supervisor that believes if you want it done right you need to do it yourself? Find you have way too much to do and not enough time? Delegation is a skill that will help you to manage your time, get more work done and build skills and trust among your staff.

### **Topics Covered:**

- Basics of Delegation
- What and What not to Delegate
- Who should help?
- Starting small
- Feedback and Timelines
- Consulting and Commitment
- Assess the Results
- Demonstrate Appreciation
- Keep it up!

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

### **Difficult Conversations**

Tough conversations seem to be a common task for most Managers. Find out ways to prepare and approach these meetings to help alleviate some of your apprehension. We can't make the problem go away, but we can make it easier to deal with.

#### **Topics Covered:**

- Types of Conversations
- Preparing for the meeting
- Documentation is important
- Focus on Tasks - not Personalities
- Communication guidelines
- Using EAP as a Tool

**Seminar Length:** 90 minutes

### **Discovering your Leadership Style: I Gotta Be Me**

This session is a discussion of various types of leadership styles and determining which style might be most comfortable and effective for you. We also cover the importance of flexibility in styles when dealing with varying situations and employee work styles.

#### **Topics Covered:**

- Characteristics of a Leader
- Different Supervisory Styles
- What is your style?
- Importance of Consistency
- Controlling vs. In Control
- Styles for Different Situations
- Practicing Styles Role-play

**Seminar Length:** 90 minutes

### **Diversity: For Supervisors**

There are many types of diversity including cultural, gender-based, age-based and even personality differences. We will talk about being aware and preventing harassment in the work environment and help supervisors understand the value in managing a diverse workforce.

#### **Topics Covered:**

- Types of diversity
- Specific diversity issues
- How far is too far?
- Harassment, bullying and discrimination
- Benefits of a diverse workforce
- Tips for Supervisors

**Seminar Length:** 90 minutes

### **Effective Communication Skills: For Supervisors**

To be truly effective, Supervisors must develop specific communication skills when dealing with staff, co-workers and executives. This seminar will explore these skills including effective listening, handling difficult and confidential discussions, and how to communicate with respect and clarity.

#### **Topics Covered:**

- Communication basics
- Employee Needs and Expectations
- Listening Skills
- Difficult Conversations
- Documentation
- Traps to Avoid
- Managing Meetings
- Getting the message across

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Effective Supervision I: The Basics**

This is a must attend session for new supervisors or experienced supervisors who are struggling with management issues. We will review the basics of supervision and communication, your responsibilities, employee needs and expectations and the most damaging roadblocks to effective supervision

### **Topics Covered:**

- The Role of the Supervisor
- Employee Needs and Expectations
- Symptoms of trouble
- Effective documentation
- Handling difficult conversations
- Do's and Don'ts
- When to refer to EAP

**Seminar Length:** 90 minutes

## **Ethical Leadership**

Ethical Leadership is a framework that aligns internal beliefs and values with external behaviors and actions - Ethics. It means not always making the easy choices and focusing on organizational success rather than personal ego.

### **Topics Covered:**

- Defining ethics
- Rationalizing ethics
- Followers & Stakeholders
- Finding and Developing the best people
- Pressure to conform
- Courage to stand alone
- Values and Vision

**Seminar Length:** 90 minutes

## **Effective Supervision II: Leadership Skills**

Developing effective leadership skills is critical for supervisors. Learn skills to become more than an average supervisor. We will explore the qualities of leadership and communication, brainstorm difficult employee situations, and learn how to effectively manage time and resources to be a more effective leader.

### **Topics Covered:**

- The Role of the Supervisor
- Understand what makes a leader
- Identify different leadership styles
- Different decision making methods
- Meeting with Difficult Employees
- Documentation & Discipline
- Role-playing and brainstorming
- Managing Yourself
- Creating a vision and purpose

**Seminar Length:** 90 minutes

## **Executive Toolbox: Managing Managers**

When you supervise Managers, Executives, or higher level employees, how do you take your supervisory skills to the next level? We will talk about the challenges of managing other Managers and dealing with issues on the Manager and Executive Levels.

### **Topics Covered:**

- Leadership vs. Management
- Communication and Follow-up
- Coaching vs. mentoring
- Flexibility
- Difficult conversations on a higher level
- Performance expectations
- Seeking support

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Human Resources: Improving the Hiring Process**

There is no more important process, or one that can be more frustrating, than searching for the perfect employee. During this session we will offer suggestions on everything from advertising, to conducting an interview, to making the final decision.

### **Topics Covered:**

- Identifying your needs
- Creating Job Descriptions
- Profile of Ideal Candidate
- Advertising for the Right Skills
- Interview Styles & Questions
- Offering for Acceptance
- Hiring and the Law

**Seminar Length:** 90 minutes

## **Managing Conflict for Supervisors**

Most of us avoid conflict and never develop skills to effectively deal with anger and conflict in the workplace. As a Supervisor, it is important to know how to manage conflict that may arise among your employees and also how to develop your skills to handle tough situations professionally.

### **Topics Covered:**

- Signs of impending conflict
- Types of conflict
- Resolution strategies
- Find more than one way to reach the same result
- Different personalities; different approaches
- Effective communication skills, verbal and non-verbal
- Difficult discussions

**Seminar length:** 90 minutes

## **Leadership Skill Training: Leadership styles**

It's easy to recognize leadership when we see it, but difficult to analyze what it is and how it occurs. This session will help participants understand different styles and identify their personal style and develop a blueprint for development of their personal leadership skills.

### **Topics Covered:**

- Characteristics of a Leader
- Different Styles of Leadership
- Finding your Predominate Style
- Action Plans for Leadership
- How to Create a vision
- How to best utilize your personal leadership style.
- Flexibility and consistency

**Seminar Length:** 90 minutes

## **Managing Through Transitions: Leading the Way**

As a leader, you understand that change is a constant in most work environments. Still, many people have a hard time dealing with change and moving forward. Learn how to navigate your staff through the process of change, communicate goals effectively, and help your staff move past the emotional issues that can arise.

### **Topics Covered:**

- The process of change
- Planning an effective transition
- Communicating the purpose
- Understanding the emotional impact
- Providing support and motivation
- Overcoming distrust and stress
- Navigating the "transition curve"
- Your personal effectiveness plan for change

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Mentoring**

As a manager, one of your myriad duties is the professional development of your employees. Mentoring your employees helps them perform better, improves morale, reflects well on you, and can help your business succeed.

### **Topics Covered:**

- The Essentials of Mentoring
- Mentoring vs. Coaching
- Think Strategically
- Defining Goals and purpose
- Starting the Conversation
- Buddying Up
- Encouraging and Counseling

**Seminar Length:** 90 minutes

## **Motivating Employees**

Motivating employees can be a challenge. Employee motivation can mean the difference between success and failure for your business. Motivation is the key to individual and group productivity, and also maintaining a pleasant office culture.

### **Topics Covered:**

- The Myths of Motivation
- Motivation starts with YOU
- What motivates your employees
- Generational differences
- Delegation
- Communicating purpose
- Rewards & Recognition

**Seminar Length:** 90 minutes

## **Performance Management**

Many Managers mistakenly discuss performance once a year instead of creating an ongoing dialog with their employees. Implementing a performance management process can make your job easier and eliminate many nagging issues you have to deal with as a Manager.

### **Topics Covered:**

- What is Performance Management?
- Setting goals and measures
- Different strokes
- Documentation
- Communication
- Appraisal forms
- Disciplinary Actions

**Seminar Length:** 90 minutes

## **Planning & Setting Priorities**

We all have a set amount of hours in each day to get everything done. No more, no less. And though many of us might wish we could, we will never have the power to add to that number. So where does the time go? Our level of success is directly related to how we manage our time each and every day.

### **Topics Covered:**

- Where does your time go?
- Work vs. personal time
- Minimizing time wasters
- Being SMART
- Emotional priorities vs. real priorities
- Enroll others to help
- Handling the unexpected

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Resilient Leadership:**

Resilience is the ability to bounce back from adversity. It allows us to recover from hardship or the unexpected.

Resilient leaders demonstrate flexibility, durability, an attitude of optimism and a mindset that is open to learning. We will discuss tips to modify your thoughts and actions to become more resilient.

### **Topics Include:**

- What is resilience?
- Becoming a continuous learner
- Finding a sense of purpose
- Cultivating relationships
- Re-defining yourself & your career
- Re-thinking your attitudes about success

**Seminar Length:** 90 minutes

## **Succession Management: Preparing the Next Generation**

It happens all the time: Key roles at companies become vacant at unexpected times. Therefore, it is important that businesses have the proper talent in place and ready to quickly and efficiently fill the position. Succession management is an important part of making sure that your company is ready for the future and is able to handle unexpected staff departures.

### **Topics Include:**

- What is succession planning?
- Job benchmarking
- Identifying potential successors
- Leadership, coaching & mentoring
- Creating professional development plans
- Documentation and communication

**Seminar Length:** 90 minutes

## **The Power of Boundaries**

The purpose of boundaries is to protect and take care of ourselves. We all have boundaries and they may differ depending on our setting – at work or home. It is important to be aware of our boundaries and be able to tell others when they act in ways that are unacceptable to us.

### **Topics Include:**

- What are boundaries?
- Self-Awareness
- Strengthening your boundaries
- Enforcing boundaries
- Guilt in setting boundaries
- Learning to say no

**Seminar Length:** 90 minutes

## **Time Management for Managers**

Time is every supervisor's most precious resource. Supervisors and Managers are often bombarded with competing demands on their time from staff, internal/external customers and management. It is an ongoing struggle, however, the most effective managers are often the best time managers.

### **Topics Include:**

- Developing a Plan
- Clarifying Goals
- Micro-Managing
- Worry is a waste of time
- Time wasters
- Perfectionism/Procrastination

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Addiction: Understanding Behaviors And Personalities**

Many people do not understand why individuals become addicted to drugs or alcohol or how the brain is affected to foster compulsive abuse. They mistakenly view abuse and addiction as a social problem or a moral weakness that can be overcome. We will discuss how addiction works and why it is so tough to beat.

### **Topics Include:**

- What is addiction?
- Addiction and the Brain
- Why some and not others?
- What is relapse
- Myths of Addiction
- Giving support
- Prevention

**Seminar Length:** 90 minutes

## **Balancing Work & Family**

We have only 24 hours a day for the activities of life. How well we balance responsibilities with doing things we enjoy can directly affect our quality of life. If you are not satisfied with your balance of time between work and family, you're not alone. Achieving balance is an ongoing process and we will discuss ways to help you towards this worthwhile goal.

### **Topics Include:**

- Making a Conscious Decision.
- Stick to Your Values.
- Imbalance is Sometimes Inevitable.
- Distractions and Procrastination
- Discuss Expectations and Responsibilities

**Seminar Length:** 90 minutes

## **Breaking Bad Habits**

A habit, good or bad, is any action that we perform so often that it becomes almost involuntary. People spend time and money attempting to break bad habits and often don't succeed. Why? Because change is hard, but there are steps that can be followed to make the change easier.

### **Topics Included:**

- Awareness
- What is the trade-off?
- Make it conscious
- Substituting better behaviors
- Temptations and Setbacks
- Get support
- Commitment - It's up to you

**Seminar Length:** 90 minutes

## **Caring for the Caretaker**

Being a caretaker is not an easy job. Although it can be very rewarding, you risk emotional depletion from dealing with issues such as frustration, isolation, guilt and sadness. No matter how much you are needed, you have to be able to make time to care for yourself so you can be there for others.

### **Topics Included:**

- Understanding issues
- Time for yourself
- Exercise and Eating Right
- Time Management
- Be informed
- Support systems
- The rewards

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## Children and Divorce

For children, divorce can be stressful, sad, and confusing. At any age, kids may feel uncertain or angry. Divorce isn't easy, but as a parent you can help make the process and its effects less painful for your children.

### Topics Include:

- Effects of divorce on children
- How differing ages relate
- Creating a parenting plan
- Stability and involvement
- Communicating honestly
- Managing your single life
- Everyone's well being

**Seminar Length:** 90 minutes

## Choosing Childcare Providers

If you are a parent who works, choosing quality child care is one of the most important decisions you can make for your child. However, choosing appropriate child care for your infant or young child can seem like an overwhelming task.

### Topics Include:

- Starting the process
- Doing the research
- Laws, Licensures and Checklists
- Private home vs. Center
- Visiting and questions
- Stay involved
- Resources

**Seminar Length:** 90 minutes

## Coping with Loss

After a significant loss, you may experience all kinds of difficult emotions. While these feelings can be overwhelming, they are normal reactions to loss. There is no right or wrong way to grieve — but there are healthy ways for you to cope with the pain.

### Topics Include:

- Knowing what to expect
- Stages of grief
- Living with grief
- Helping others grieve
- Self-Help
- Support
- Seeking professional help

**Seminar Length:** 90 minutes

## Communicating with Teenagers

Communicating with teenagers can be challenging, to say the least. Even so, children need loving input from the adults in their lives during their teenage years more than at almost any other time. We will discuss ways to communicate with you teen to make life less stressful for both of you.

### Topics Include:

- Mechanics of a teenager
- Listening without judgment
- Communication skills
- Handling difficult subjects
- Avoiding power struggles
- Privacy and setting boundaries
- Getting support

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Developing Healthy Habits in your Children**

Adults influence development of children's habits beginning in their earliest years, from the foods they try, to ideas about how to keep active and healthy. Early childhood is a prime time to help children begin to establish healthy habits that will promote a healthy lifestyle.

### **Topics Include:**

- What is a healthy lifestyle?
- Nutrition tips
- Encouraging exercise
- The importance of sleep
- Healthy communication habits
- Looking on the bright side
- Setting the example

**Seminar length:** 90 minutes

:

## **Grandparenting: Your New Role**

The grandparent-grandchild bond is like none other. The arrival of a grandchild is a wonderful event. However, identity, relationships and roles shifts may take place and cause friction. Being prepared can help smooth over possible issues later.

### **Topics Include:**

- Preparing for your new role
- Relationship changes
- Grandparenting vs. parenting
- Step and blended families
- Long distance grandparenting
- Make the most of your time

**Seminar Length:** 90 minutes

## **Gambling and Addiction**

Gambling can start as a pleasurable experience and, for some, turn into an uncontrollable craving. Problem gambling can strain relationships, cause problems at work, and lead to financial catastrophe. The good news is that these problems can be overcome and you can regain control of your life.

### **Topics Include:**

- The science of addiction
- Signs and symptoms of problems
- Myths about gambling addictions
- Seeking support
- Avoiding temptations
- Offering support
- Repairing the damage

**Seminar length:** 90 minutes

## **Handling the Holidays**

There is so much hype around the holidays that many people feel pressured to make everything perfect and force everyone to get along. It is important to have realistic expectations about the holidays so that you, your family and friends can enjoy and not dread the upcoming season.

### **Topics Include:**

- Think about what's important
- Holiday triggers
- Managing your time and efforts
- Simplify
- Set limits
- Self-care during the holidays

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## Healthy Eating: The Basics

Healthy eating is not depriving yourself or having unrealistic ideas about weight loss. Rather, it's about feeling great, having more energy, and keeping yourself as healthy as possible – all of which can be achieved by learning some nutrition basics and using them in a way that works for you.

### Topics Include:

- Start with the basics
- Assessing your lifestyle
- Is it healthy or not?
- Snacking
- Suggestions for eating out
- Shopping tips

**Seminar Length:** 90 minutes

## Helping Children Cope with Traumatic Events

Children can be traumatized by the death of someone close to them, or perhaps by a natural disaster, significant life event or some form of violence. We will discuss ways to support and talk with children to help them deal with traumatic events and help them cope so they can move past the event and deal with it and move forward in a healthy way.

### Topics Include:

- How children perceive trauma
- Different reactions at different ages
- Signs and symptoms
- Communication and Support
- When to seek professional help
- Available resources

**Seminar Length:** 90 minutes

## Job Search Workshop

Looking for a job is a job in itself. A successful job search in today's tough job market requires some extra effort and may include things that weren't part of your past efforts. We will discuss the different stages of a job search, how to find potential employers and help you maximize your efforts to land the perfect job.

### Topics Include:

- Attitudes and aptitudes
- Getting started
- Resumes and cover letters
- Internet job searches
- Marketing and networking
- Interview strategies
- Resources

**Seminar Length:** 90 minutes

## Keys to a Healthy Marriage

You've probably heard the statistics on divorce and know about the devastating affects it can leave in its wake. Don't let this happen to you! Whether your marriage is going through tough times or is experiencing marital bliss, or even if you're not yet married but considering it, we will discuss ways to help create a loving and lasting marriage.

### Topics Include:

- The right attitude
- Continue the courtship
- The blame game
- Respectful communication
- Handling negative influences
- Time together and apart
- Accept your partner

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Living Single/Single Again**

Why do many singles put more focus on finding their next relationship than just enjoying being single? Because sometimes the thought of being alone is scary. We teach ourselves how to be in relationships but we don't teach ourselves how to be single. We will discuss tips to help you be single and happy.

### **Topics Include:**

- Ability to be alone
- Letting go of any losses
- Getting to know yourself
- Getting out of your comfort zone
- Support and socialization
- Have fun

**Seminar Length:** 90 minutes

## **Family Communication**

Communication is how we convey our thoughts, feelings, and connection to one another. Developing good communication skills within a family is critical for successful relationships. Many times, despite our best intentions, family communication breaks down. We will discuss ways to get it back on track

### **Topics Include:**

- Communication goes 2-ways
- What gets in the way
- It takes practice and effort
- Verbal and non-verbal signals
- Teaching children to communicate
- Rewards far outweigh the effort
- Overcoming setbacks

**Seminar Length:** 90 minutes

## **Managing through Transitions**

We are all trying to understand and respond to the changes in our work and personal lives. Most of us try to react to these changes in a positive and productive manner, but sometimes we feel overwhelmed and confused. Change can be hard and a bit scary. How can you successfully manage transitions and help you staff navigate the changes?

### **Topics Include:**

- How does change affect you?
- Understanding resistance
- Moving through transition periods
- Increasing your support
- Letting go
- Enhancing your personal power
- Launch a new beginning

**Seminar Length:** 90 minutes

## **Parenting Special Needs Children**

Parenting is many things including demanding, joyous, exhausting and fulfilling. If you are parenting a special needs child, you can double the emotions – and the exhaustion. It is no secret that special needs children need special parents. We will discuss some of the strategies that can help parents maneuver through the challenges.

### **Topics Include:**

- Common reactions
- Patience – One day at a time
- Supporting and empowering the family
- Taking care of you
- Learning to deal with your feelings
- Working with professionals
- Seeking information – finding resources

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Personal Resilience**

Resilience is our ability to recover from setbacks. It allows us to embrace change, and handle hardship or the unexpected. Resilience is something we can practice and learn. We will discuss how you can modify your thoughts and actions to become more resilient.

### **Topics Include:**

- What is resilience?
- Keeping perspective
- Accepting change
- Finding a sense of purpose
- Cultivating relationships
- Defining yourself
- Re-thinking your attitudes

**Seminar Length:** 90 minutes

## **Positive Attitudes: Your Attitude is your Success**

Having a positive attitude helps us to cope more easily with the daily affairs of life. It brings optimism into our life, and makes it easier to avoid worry and negative thinking. With a positive attitude you see the brighter side of life, and expect the best to happen. It is certainly a state of mind well worth developing and strengthening.

### **Topics Include:**

- Types of thinking
- Expecting success
- Optimism
- Motivation to accomplish goals
- Failures as blessings?
- Seeking opportunities

**Seminar Length:** 90 minutes

## **Planning for Retirement**

Are you looking forward to the day you retire? Or, do you dread the thought or maybe feel unprepared for what changes it may bring? Being able to retire when you want and how you want is important to many people. Planning ahead can put you in a position to understand the coming changes and how to be prepared for them.

### **Topics Include:**

- What does it mean to be retired?
- Emotional, psychological and behavioral issues
- Financial & planning issues
- Caring for yourself
- Changing relationships
- Staying active and involved

**Seminar Length:** 90 minutes

## **Sandwich Generation: Feeling Stuck in the Middle?**

The Sandwich Generation is a term describing the demanding time of life when a couple is still dealing with parenting issues, thinking about their own retirement, and yet facing the issues of coping with aging parents who need care. It can leave many feeling stressed and guilty. How do you handle the multiple time demands and also take care of yourself?

### **Topics Include:**

- How do I split my time?
- Making time for your marriage
- Sharing expectations
- Keeping the generational peace
- Asking for help
- Community and Governmental Resources

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Stop Smoking**

For smokers, to stop smoking is really a tough action to take. The majority of smokers want to quit smoking, but find it difficult to do so as nicotine is so very addictive and hard to get out of your system. Find out all the benefits to quitting and begin to formulate a plan for success.

### **Topics Include:**

- Preparing to quit
- Addictive effects of tobacco
- Effects of smoking
- Health risks of smoking
- Stop smoking aids and products
- Reasons to quit today

**Seminar Length:** 90 minutes

## **Stress Management for Busy Families**

Too little time and too much to do is a common condition for many of us. Everyday demands or chores seem to engulf the day, leaving families stressed and with little time to enjoy each other. Find out how to manage your time and alleviate stress so that your family can enjoy quality time together.

### **Topics Include:**

- Be clear on your priorities
- Map it out
- Get agreement
- No blaming
- Respect privacy
- It's ok to say no
- Be true to yourself

**Seminar Length:** 90 minutes

## **Tips for Single Parents**

Being a single parent is tough. You'll be forced to make decisions you never wanted to contemplate, and rely on strength you didn't know you had. Applying some practical single parenting tips will help you persevere during the challenging days ahead and gain a renewed sense of hope and personal strength.

### **Topics Include:**

- Developing a support network
- Schedule time for yourself
- Thinking outside the box
- Be present with your kids
- Dealing with tough times
- What gives you strength

**Seminar Length:** 90 minutes

## **Tips for Step Parenting**

While parents are likely to approach remarriage and a new blended family with great joy and expectation, your kids or your new partner's kids may feel a bit left out and uncertain about the change. What will the new person in their life mean to them? What will their new step-siblings be like? How will their relationship with their biological parents change?

### **Topics Include:**

- Changing roles
- Be realistic and patient
- Frequent communication
- Discipline issues
- Keeping all parents involved
- Remember your relationship

**Seminar Length:** 90 minutes

\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.

## **Weight Management**

In our eat-and-run, massive-portion-sized world, maintaining a healthy weight can be hard enough, and healthy weight loss can be a real struggle. Adding to the difficulty is the abundance of fad diets and “quick-fix” plans that tempt and confuse us and ultimately usually do not work.

### **Topics Include:**

- Circumventing roadblocks
- Mindful eating
- Health benefits
- Lifestyle change
- Commit to a plan
- Lose weight slowly
- Staying motivated

### **Seminar Length:**

**\*Times and content may be customized to fit your needs. Sessions may be customized as 1 hour, several hours, half or even full day presentations. Please call us for more information. 520-575-8623.**