NEW Offerings Include:
- Personal Safety and Violence Prevention
- Healthy Eating on the Run
- UPDATED Sexual Harassment Training
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Employee Enrichment Seminars

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PLANNING A SEMINAR

Contracted Seminar Hours
As part of your EAP benefit, your EAP contract specifies the number of included contracted seminar hours (CSH) you are entitled to on an annual basis. Requests for additional seminars will be subject to our current billable rate (see your Account Management team for details) and will be accommodated if possible.

Planning ahead
- Review your training needs annually.
- Determine open dates and times for seminars. Consider training or meeting times that are already on the calendar, such as staff meetings. If possible, at the beginning of each year, schedule your seminars for the entire year.
- Determine appropriate seminars for your needs. It is important to consider the attendees, the goal and purpose of the seminar and any external factors (such as regulations) before making a selection. EAP staff is here to assist you in identifying the most appropriate and relevant topics based on your specific circumstances. Flyers with additional information on them are available to you for each seminar.

Scheduling Your Seminar
Once you have selected relevant seminars, you may call or e-mail your request to EAP staff. Requests for seminars must be received at least 30 days in advance of the proposed event date; we recommend planning your seminars as far in advance as possible.

In addition to the seminar title or topic, it is recommended that you also have the following information:
- Date and time (please provide multiple options when possible)
- Location
- Estimated number of participants
- Technology needs, if necessary (whether your organization or EAP staff will provide technology for a Powerpoint presentation)

Confirming Your Seminar
When the scheduling process is complete, you will receive a seminar confirmation form via e-mail. EAP will reconfirm the seminar details prior to the event and act as the liaison between you and the presenter. EAP staff will get in touch with you if any additional information is necessary.

Rescheduling or Cancelling Your Seminar
We understand that, sometimes, plans change. In the event that you need to reschedule or cancel a seminar, contact EAP immediately; we will assist you in rescheduling your seminar. If you cancel or reschedule at least 14 days prior to the event, you will retain that seminar to use during your contract year; seminars cancelled or rescheduled less than 14 days prior to the event will be counted as utilized in the same manner as if the event was held. Please contact EAP with any questions about this policy.

To coordinate a seminar, please call 716.335.7138 or e-mail dgoodman@cfsbny.org
Preparing for Your Seminar

If there are any handouts that need to be prepared for your seminar, the speaker will send them to you at least five days before the seminar. You are responsible for making copies of any handouts that the speaker sends to you.

What to Expect at Your Seminar

If EAP is providing technology for your seminar, EAP staff will be at your office 20 minutes early to make sure that all technology is set up. If you are providing the technology, we ask that it is set up 10 minutes prior to the presentation.

Pending availability, EAP staff welcomes the opportunity to remind attendees about their EAP benefit at the beginning of each seminar. We are cognizant of the time allotted to these events and typically take only 2-3 minutes on the agenda.

Scheduling Orientations and Supervisory Trainings

As you review your organization’s training needs, consider bringing in orientations and EAP supervisory training. While EAP staff will give a quick program overview and pass out EAP materials at all Employee Enrichment Seminars, Orientations and Supervisory training are recommended on an annual basis. Please see page 20 in this packet for more details.

Seminar FAQ

Am I guaranteed the seminar I select?

Our goal is to deliver the seminar of your choice by an expert in that topic. To do this, we work with a wide range of accomplished, independent professionals who are knowledgeable in their respective fields. We cannot guarantee a certain presenter’s availability, but we will work with you to find an alternate presenter, date or seminar that will meet your needs.

Can I schedule more than one seminar for the same day?

Yes, depending on the presenter. Your seminar benefit is flexible. You can host more than one seminar in the same day or back to back, the same seminar multiple times, or all of your available seminars at once (at a health or development day, for example). Contact EAP if you need assistance in determining the best way to deliver your seminars.

Are all seminars one hour in length?

Most seminars are designed to be one hour long. For selected seminars, if you need something more in depth or shorter in length, we can work within 30-45 minute time constraints. Contact EAP for more information.

Due to new state legislation requirements, Sexual Harassment training may be 1.5 hours and may utilize 1.5 Contracted Seminar Hours (CSH). Details will be confirmed during scheduling process.
EMPLOYEE ENRICHMENT
SEMINAR LIST

WORKPLACE SKILLS P. 8-13

Seminars for Managers and Supervisors

ABC’s of Interviewing
ABC’s of Performance Management
Handling Employee Relations Issues
Holding Employees Accountable
Progressive Discipline: Best Practices for Managers/Supervisors
Engaging Employees Through Servant Leadership
Creating High Performing Teams
Building a Culture of Recognition
Leveraging On-the-job Opportunities to Grow Your Employees
Leadership Essentials
SMART Goal Setting
Providing Effective Feedback

Communications Styles and Building Team Relationships
Developing Superior Customer Service in Your Organization
Generational Workplace Challenges
Managing Difficult Conversations
Effective Delegation
Veterans in the Work

Seminars for Employees

Civility and Respect in the Workplace
Customer Service
De-Escalation in the Workplace
How to Become a Better Communicator
An Introduction to DiSC Assessment
Communication Styles
Creative Problem Solving
Team Building
Speak Up! How to Give Persuasive Presentations

The Art of Persuasion
Introduction to Microsoft Excel
Introduction to Microsoft Outlook
Introduction to Microsoft Word
Business Writing Basics
Writing Effective E-mails
Harassment in the Workplace
Sexual Harassment
The Social Determinants of Health
Bringing Your Best Self to Work

COMMUNITY RESOURCES P. 14-16

EAP provides the following seminars in addition to your contracted seminars, totally free of charge.

LGBTQ Cultural Competency
Aging in Erie County: Resources For Seniors

Seminar list continued on next page.

To coordinate a seminar, please call 716.335.7138 or e-mail dgoodman@cfsbny.org
COMMUNITY RESOURCES, CONT.

The Basics: Memory Loss, Dementia, and Alzheimer's
Tips for Difficult Conversations with Your Elderly Loved Ones
Internet Safety: What You Need to Know
Tobacco Cessation: The Road to Success
Preventing and Managing Secondary Trauma, Vicarious Trauma and Compassion Fatigue
Kids Escaping Drugs: Face 2 Face in the Workplace
Navigating the Emotions of Money
Investment 101: Fundamentals of Investing
Investing 102: Weathering Market Volatility
Funding Your Long Term Care Plan
Saving for College
Dollars and Sense: An Introduction to Personal Finance
Credit Counts: Understanding Your Credit Score
Planning for Retirement
Making Sense of Student Loans

Social Security Basics
Retirement Income—Your Income Generation
Estate Planning Basics
Basics of Medicare

EMPLOYEE EDUCATION

Healthy Eating on the Run
Debunking Diet Myths
Un-Complicating Nutrition
Food for Thought: Understanding Food Terms and Labeling
Healthy Eating on a Budget
Healthy Eating for the Holidays
Meal Planning for a Healthy You
Healthy Lunch Prep Demo
Healthy Aging and Metabolism
Nutrition and Sleep
Keys to Better Sleep Health
Shiftwork and Sleep
Understanding Grief and its Effect in the Workplace

WORKPLACE SAFETY

Active Shooter and Critical Incident Response
Workplace Violence Prevention
Self Defense
Slips, Trips and Falls
Back Injury Prevention
First Aid in the Workplace: When is an Emergency an Emergency
Ergonomics
Personal Safety and Violence Prevention
Reception Area Safety Training
How to develop an Emergency Preparedness Plan for a Human Services Agency
Site Emergency Response Team Training (SERT)

Seminar list continued on next page.
STRESS REDUCTION  P. 21-22

Mindfulness and Meditation

Breath and Mindfulness for Stress Reduction

Yoga for Stress Management

Restorative Yoga for Deep Relaxation

Self Care: Managing Stress Proactively

Sleep and Mental Health

Nutrition and Stress Management

Aromatherapy for Sleep: A Sensory Learning Experience

The Power Hour

ACTIVITY & ENGAGEMENT  P. 23

Yoga

Chair Yoga

Zumba

Tai Chi

ORIENTATION & SUPERVISORY TRAININGS  P. 24
WORKPLACE SKILLS

Whether you are welcoming new staff, reminding long standing staff or seeking to get all team members on the same page, these seminars teach important foundational skills. We feature general seminars and seminars just for managers and supervisors.

Workplace Skills Seminars for Managers and Supervisors

ABC’s of Interviewing

One of the biggest challenges business owners face is finding good employees. The interview is one of the most important tools in the hiring process. Learn interview techniques to help you make better hiring decisions and ensure compliance with federal and state laws.

ABC’s of Performance Management

Hiring the right employees for your business is important, but after you’ve made that decision, your work is not done. In this seminar, you will learn the importance of performance management, how to coach and develop employees, and how to get the most out of your employees by improving employee performance.

Handling Employee Relations Issues

How managers handle employee relations issues in the workplace can have a huge impact on employee morale, productivity, and company culture. In this seminar, managers will learn: who has legal responsibility for issues involving the ADA, FMLA, and EEOC; how to manage employee conflict; and the rules behind confidentiality and investigations.

Holding Employees Accountable

One of the keys to the successful management of employees is understanding accountability. In this seminar, managers will learn what holding employees accountable really means, why accountability is so important, and how to use the employee handbook, job descriptions, performance management and other documents to set expectations.

Progressive Discipline: Best Practices for Managers/Supervisors

Disciplining employees can be challenging for most managers. A progressive discipline process gives managers the tools they need to address policy violations, set expectations, and specify consequences with their employees. In this seminar, managers will learn the steps in the progressive discipline process, when to use progressive discipline versus performance improvement plans, and how to complete a corrective action form for greater effectiveness.

Engaging Employees Through Servant Leadership

NEW SEMINAR

Learn a simple, five-step framework, based on a Servant Leadership style, to engage and connect with your people. The outcome is open communication, mutual trust, and a higher level of motivation from the team. Course includes assessments for personal reflection and intentional change.
Creating High Performing Teams  
**NEW SEMINAR**

Learn a simple, five-step framework to create a high performing team through including and inspiring your people. This is achieved by creating an exciting cycle of continuous improvement and people development. The outcome is a productive team with purpose, meaning, and contribution. Course includes assessments for personal reflection and intentional change.

Building a Culture of Recognition  
**MOST REQUESTED**

In today’s work environment, employees are hungry for meaningful work and the acknowledgement that their efforts are making a difference. Providing relevant and meaningful recognition is key to motivating and engaging people to produce great work while creating a culture of trust and appreciation. In this session, you’ll gain a better understanding of the power of recognition and learn some tips for aligning recognition to individual needs and effort.

Leveraging On-the-job Opportunities to Grow Your Employees

One of the key reasons employees leave organizations is a lack of opportunity to grow and develop. Managers who understand how to empower their people to take on new challenges not only build organizational capability but ensure their people remain engaged and motivated to contribute. In this session you’ll learn how to listen in a way that identifies opportunities to grow your people and tips for overcoming barriers to employee development.

Leadership Essentials: How To Be a Motivational and Effective Leader

What makes an effective leader? In this seminar, we explore the differences between managing and leading and what it takes to be an effective leader. Through activities and self-discovery, participants will gain an understanding of leadership and learn methods to improve their leadership skills.

SMART Goal Setting

If you remember life before GPS technology, you might also remember how easy it was to get lost. The same thing happens to employees when they’re expected to produce results without any clear definition of what success looks like. This leaves them feeling confused, frustrated and demotivated. In this session, you’ll apply the SMART goal setting framework to create goals that are Specific, Measurable, Achievable, Relevant and Time-bound so that you and your employees can create a

Providing Effective Feedback  
**NEW SEMINAR**

Feedback -- A lot of organizations talk about it, but few employees or managers know how to provide it or receive it. This is problematic considering the link between feedback and employee engagement, performance and ultimately organizational success. In this session you’ll learn to craft effective feedback that communicates your intention to help others grow and develop.
A Two-Way Street: Communications Styles and Building Team Relationships

Learn about the four communications styles and patterns that will help you relate to your team while building relationships. Take the communications self-assessment that will give you tools in communicating with your team based on your style.

Developing Superior Customer Service in Your Organization

Although the style of customer service will differ depending on the product, service, industry, company and customer, there is almost always room for improvement. In most cases, employees must be able to give assistance to various personalities while also reflecting values and culture of the organization. In this training you will learn how to: link customer service with pride in your mission and culture, build basic Customer Service guidelines, and develop a culture of superior Customer Service.

Generational Workplace Challenges

This is an interactive one hour workshop about the four generational groups in today's workplace and how to effectively manage each one. The program is built around a class activity where Vet, Baby Boomer, Generation X, and Millennial groups are defined, explored, compared, contrasted, and discussed. This is a new tool to deal with differences and roadblocks to workplace communication.

Managing Difficult Conversations

The workplace is an environment of diverse perspectives and communication styles which can easily lead to conflict. Having the skills to address this conflict is critical to maintaining collaboration, productivity and solid work relationships. Learn strategies to confidently address difficult conversations in a way that maintains mutual respect and builds open communication and trust.

Effective Delegation

Effective leaders understand that they cannot do it all. One of the most important skills effective leaders have is being able to delegate. In this seminar, you will learn the Who/What/Where/When/Why and HOW of Effective Delegation.

Veterans in the Workplace

As WNY has one of the largest reserve components in NYS, it is important to be informed of who may be veterans in your workforce and how to help these employees transition back and be the most efficient and effective possible at their job duties. This seminar is tailored for supervisors to help develop their managing tools specifically for veterans, ex-military and/or active reservists. This seminar will clarify the differences between military and civilian sector cultures, educate on PTSD and the military, and introduce specific intervention tools to help manage veterans.
Workplace Skills Seminars for Employees

Any Workplace Skills Seminar for Employees can be customized for managers and supervisors, depending on your need. Contact EAP for more information.

Civility and Respect In The Workplace

A workplace is more than just a place to work; it’s a community showcasing a wide array of different personalities and beliefs. So why do those communities become hostile and unhealthy, and how can you work to make yours more positive for yourself and others? In this seminar we’ll come together to discuss: what is civility? Is our society becoming less civil in the 21st century? How can we “fix” incivility at an individual and organizational level? You’ll learn some practical tips for dealing with high-conflict personalities and every day micro-aggressions.

Customer Service

Although the style of customer service will differ depending on the product, service, industry, company and customer, there is almost always room for improvement. In most cases, employees must be able to give assistance to various personalities while also reflecting values and culture of the organization. In this training, you will learn basic Customer Service guidelines, techniques for working with difficult customers, and how to link customer service with your mission and culture.

De-Escalation in the Workplace

Communication sometimes leads to conflict and when handled poorly that conflicts escalates to the point of no return. No one is a winner when that happens. This session will help participants recognize and manage escalating interactions including: Identifying hot buttons; warning signs of escalation; and non-verbal contributions to escalation and de-escalation. We will also identify and practice diffusion strategies and techniques that minimize and even remove those barriers to successful communication.

How to Become a Better Communicator

Effective communication is the glue that helps you deepen your connections to others and improve teamwork, decision-making, and problem solving. In this engaging and interactive workshop, you will learn why communications issues can lead to frustration, how you can be an active listener and ask questions for understanding, and what it takes to clarify your message.

An Introduction to DiSC Assessment

will provide you with an overview of the DiSC communication model, allowing you to identify your own and other’s preferred styles. After leaving this session you will understand how your communication style benefits you and blind spots that you may need to be aware of. This session will also provide you with tips to more effectively communicate with others, leading to more successful, productive workplace and personal interactions.

Communication Styles

To be an excellent communicator, you need to understand how you communicate and you need to understand how to be responsive to other styles of communication. In this seminar, you’ll learn about different communication styles and find out which style best represents you.
Creative Problem Solving
Creativity is not just for artists! In this workshop we will explore how the tools of improvisational artists from musicians to comedians can be used to improve creative problem solving and collaboration at work.

Team Building
You and your group can create bonds, share stories, come to a consensus or develop goals with this facilitated team building experience. Whether your goal is improving communication, encouraging creativity, navigating successfully through change, or relieving some stress, the team builder can be tailored to your organization’s needs.

Speak Up! How to Give Persuasive Presentations
Speaking in front of an audience is often listed as people’s number one phobia. Delivering powerful oral presentations involves three components: what you say (verbal), how you say it with your voice (vocal), and everything the audience can see about you (visual). This presentation will look at 10 tips and tricks to help make you a more effective speaker and quell any internal jitters.

The Art of Persuasion
Being able to change people’s thoughts and behavior is at the heart of successful business. In this seminar we will explore what leads people to concede, comply, and change their thoughts and behavior, and consider what it means to think about persuasion as collaborating to create a shared reality.

Introduction to Microsoft Excel
Learn the Fundamentals of Outlook, including understanding the Outlook Program Screen and using the Navigation Pane, Reading Pane, and To-Do Bar. You’ll learn how to compose and send e-mails, with signatures and attachments, and you’ll be introduced to the Calendar function for scheduling and viewing.

Introduction to Microsoft Outlook
Learn the Fundamentals of Outlook, including understanding the Outlook Program Screen and using the Navigation Pane, Reading Pane, and To-Do Bar. You’ll learn how to compose and send e-mails, with signatures and attachments, and you’ll be introduced to the Calendar function for scheduling and viewing appointments.

Introduction to Microsoft Word
In this introductory seminar, you will learn the program fundamentals of opening, editing, and viewing documents and text. You’ll also learn some formatting basics, including changing font type and size, indentation, and line spacing.

Business Writing Basics
Writing in the workplace is about making things happen. In this seminar we will discuss ways you can improve the writing you do at work everyday, focusing on strategies for effectively communicating with others inside and outside your organization to get things done.

Writing Effective Emails
Email, while one of the older forms of electronic communication, is still a staple in business. In an ever-growing world of social media and informal communication, clear and professional emails are paramount. We will look at different email formats to analyze tone, formality levels, and various organizational styles.
Workplace Skills Seminars for Employees (continued)

Harassment in the Workplace

**MOST REQUESTED**

Due to new state legislation requirements, Sexual Harassment training may be 1.5 hours and may utilize 1.5 Contracted Seminar Hours (CSH). Details will be confirmed during scheduling process.

Our Harassment Seminars will inform attendees of the legal concepts behind harassment and teach them how to prevent all types of unlawful harassment in the workplace. You’ll learn about:

- Important Federal and state laws, including but not limited to the ADA (Americans with Disabilities Act), Title VII of the Civil Rights Act, and the Family Medical Leave Act
- Different kinds of discrimination based on sex, age, transgender issues, pregnancy, sexual orientation, and race/nationality
- Retaliation prevention
- Terms of employment

Attendees will learn applicable legal concepts, complaint procedures, and applicable laws, while using real-life examples and interactive discussion to stay engaged. Each seminar may be personalized for specific organizational needs.

Bringing Your Best Self to Work

This lively, interactive one hour workshop focuses on communication skills including speaking, listening, and nonverbals. Dealing with criticism, giving corrective feedback, the learning stance, mapping the contribution system, “and” vs. "but", and perspectives are explored through exercises, improve, and discussions.

Sexual Harassment

**MOST REQUESTED**

Due to new state legislation requirements, Sexual Harassment training may be 1.5 hours and may utilize 1.5 Contracted Seminar Hours (CSH). Details will be confirmed during scheduling process.

This Harassment in the Workplace seminar focuses only on harassment of a sexual nature.

Understanding the Social Determinants of Health

**NEW SEMINAR**

Efforts to improve health in the United States have historically focused on the healthcare system as the key driver of health and health outcomes. While increasing access to healthcare and transforming the healthcare delivery system are important, research has shown that improving population health and reducing health inequities will require broad approaches to address the social determinants of health. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels.

The goal of this presentation is to enhance awareness of the conditions in which people are born, grow, live, work and age. It will also increase knowledge about how those factors lead to health outcomes as well as ways in which community organizations can begin to remedy the issues.

Featured Presenter

**M. Rogan Morton**

*Attorney and Counselor at Law*

*Owner, Rogan Morton Law*

M. Rogan Morton, Esq. presents Harassment in the Workplace seminars, including Sexual Harassment. Rogan has been representing clients on areas impacting human resources (including employment, labor, employee benefits and executive compensation) for over 17 years by combining practical experience with cutting edge knowledge technology.
COMMUNITY RESOURCES

C&FS EAP knows LOCAL. We are your link to community resources in WNY. We provide the following seminars in addition to your contracted seminars, totally free of charge.

LGBTQ Cultural Competency
This training, through The Pride Center of WNY, teaches employees how to be sensitive to the thoughts, feelings, and experiences of their LGBTQ customers/clients/students and co-workers. The Center has developed a basic curriculum that is tailored to meet the needs of those requesting the trainings. Topics that are addressed include the basics of appropriate language, definitions of terms, exploring the difference between sex & gender, discussing sexual orientation, deconstruction of stereotypes, and more specialized issues, as needed.

Aging in Erie County: Resources For Seniors
In this presentation, Erie County Senior Services/NY Connects presents a run-down of all the services and resources the county has to offer. You’ll learn about: services to help you or your loved one at home, benefits to help pay for utilities or health insurance, and ways caregivers can take better care of themselves. Learn how to identify the best available care options for your loved ones and where to turn when you or someone you care about needs support.

The Basics: Memory Loss, Dementia, and Alzheimer’s
What is the difference between Alzheimer’s disease and dementia? How is it different from normal aging changes? Who is at risk? What is available to help? If you have ever wondered about any of these questions, you are not alone. The number of Americans impacted by Alzheimer’s is growing. This program will cover all these questions and more, whether you are personally affected by dementia, know someone who is, or just want to learn more.

Tips for Difficult Conversations with Your Elderly Loved Ones
This presentation offers tips to help families with difficult conversations related to safety and caregiving as loved ones age. The program provides dementia-specific information, as well as information relevant to all caregivers. Topics include going to the doctor, deciding when to stop driving, and making legal and financial plans for the future. Addressing these issues can be uncomfortable, yet putting off the conversations often make matters more difficult. Having discussions early is essential to maximize well-being for everyone involved. Don’t wait for a crisis!

Internet Safety: What You Need to Know
This presentation for parents, guardians, and communities introduces audiences to the main online risks and basic Internet safety concepts. Cyberbullying, revealing too much information, sexting, and online predators are discussed. Audiences will learn how to establish rules and guidelines at home, to communicate with their children, and to consider filtering and monitoring options.

Tobacco Cessation: The Road to Success
Participants in this presentation will embark on a stop tobacco use journey, where they will learn about nicotine, nicotine addiction, and stop smoking medications, such as patches, nicotine gum and lozenges. In addition, attendees will explore reasons for becoming tobacco free, what steps occur in the quit process, the challenges of quitting, triggers and coping skills. Participants will learn about resources to begin their own personalized road to success or to aid a loved one in quitting tobacco use.
Preventing and Managing Secondary Trauma, Vicarious Trauma & Compassion Fatigue

This training will provide participants with information on how staff in the helping profession can be negatively impacted by the work they do. Participants will also learn individual and organizational strategies for preventing and managing vicarious trauma, burnout and compassion fatigue.

Navigating the Emotions of Money

NEW SEMINAR

Most of economic theory is based on the assumption that we make logical, well-thought out financial decisions based on facts. This is hardly true for most of us. Learn how to use - rather than simply try to avoid - your emotions to move forward in your financial life with more confidence and clarity.

Investment 101: Fundamentals of Investing

Investing can build wealth, but it isn’t just for the wealthy. Learn why and how to invest, when to invest, what your investment options are, and how investments fit into your financial future.

Investment 102: Weathering Market Volatility

We all have different risk appetites and ‘investment personalities’ - some of us are more comfortable with market volatility than others. In this seminar, you’ll learn how to determine your risk appetite and investment personality. You’ll also learn how to identify volatility patterns, what volatility really means, and what you can do during volatile markets.

Funding Your Long Term Care Plan

If you or a loved one ever need to pay for care at home or in a long term care facility, you’ll be much more prepared to face the realities of that situation if you have a plan in place. This seminar will help you learn about different long term care and savings vehicles available to you, now and in the future.

Saving for College

Whether you are a grandparent saving for a grandchild, a parent saving for your own child, or whether you are looking to finance another degree for yourself, you know that college has never been more expensive. Learn how you can save for educational expenses and get the most for your money.

Kids Escaping Drugs: Face 2 Face in the Workplace

MOST REQUESTED

We’ve all heard the frightening reports of the growing overdose epidemic in Western New York, and maybe tragedy has already struck close to home. Most people say they feel helpless to solve the problem, and they worry about their neighborhoods and their children.

Face 2 Face in the Workplace is a program that establishes a convenient and stigma proof way to educate parents and concerned community members about the trends and consequences of substance use and addiction. Our presenters include an addiction counselor as well as a parent of an adolescent in recovery to deliver this strong message. Additionally, this program provides information about treatment resources available in the WNY community.
Community Resources Seminars (continued)

**Dollars and Sense: An Introduction to Personal Finance**

**MOST REQUESTED**

This introductory seminar will educate you on debt solutions, common debt pitfalls, and best practices for financing large purchases.

**Credit Counts: Understanding Your Credit Score**

**MOST REQUESTED**

In today’s unpredictable economy, it is more important than ever to understand how to deal with credit debt and avoid common credit pitfalls. In this seminar, you’ll learn: what can be done to re-establish or maintain credit worthiness; how to read your credit score; why credit scores are important; debt solutions – their pros and cons; and how to protect against identity theft.

**Planning for Retirement**

**MOST REQUESTED**

Whether you are 5, 20 or 40 years away from retirement there are basic steps you can do today to make sure you are financially ready when the time comes for retirement.

**Making Sense of Student Loans**

In this seminar, you’ll learn how to begin paying back student loans, repayment plan options, hardship options, forgiveness loan programs, differentiating between federal vs. private loans, and how to consolidate/refinance your student loans.

**Social Security Basics**

This seminar will educate you on the basics terminology of Social Security. We’ll delve into age requirements, what the options and consequences are for taking social security at different ages, and how to create a strategy for taking social security that reflects your unique goals.

**Retirement Income—Your Income Generation**

Learn about different types of income in retirement and how you can diversity your income streams to make sure your retirement income can weather economic storms. We’ll touch on interest, pensions, dividends, and more.

**Estate Planning Basics**

In this seminar, you will learn the basics of estate planning. Whether you are helping an elderly loved one or putting your own estate in order, you’ll benefit from learning about power of attorney, creating a living will, creating trusts, and identifying a health care proxy.

**Basics of Medicare**

A clear introduction to a complicated topic. This seminar will cover the basics of medicare, including how Medicare Part A and Part B are defined, and describe how, why and when people qualify for medicare benefits.
EMPLOYEE EDUCATION

Encourage a culture of learning. These seminars connect individuals with important information on physical, nutritional, and emotional wellbeing.

Healthy Eating on the Run

NEW SEMINAR
Do you rarely get the chance to sit down for a meal or snack? If so, you’re not alone. More than half of Americans report that they eat in a hurry because of a busy schedule. This seminar will discuss what healthy eating entails and how we can incorporate those principles into the busiest of schedules.

Un-Complicating Nutrition
This presentation takes the overwhelming subject of nutrition and breaks it down into  “easily digested” pieces. Participants will learn how to make good food choices, balance meals, and make small changes that can add up to big differences in health and wellbeing. The methods discussed can be easily applied to a wide range of lifestyles and the presenter will address common questions and individual concerns.

Healthy Eating on a Budget

MOST REQUESTED
When you’re on a tight budget, the thought of preparing meals that are both healthy and delicious, can sometimes be daunting. This seminar will assist you in eating healthy and keep your wallet in mind. It will provide budget-friendly tips and tricks, meals, and snack ideas that you can pre-

Debunking Diet Myths
In this seminar, we’ll debunk the most stubborn diet myths and discuss what truly makes a healthy diet. Participants will learn about the best diet to follow (and surprise! It’s not really a “diet”) and how to realistically set and achieve your health goals.

Food for Thought: Understanding Food Terms and Labeling
There are so many terms and claims used to attract buyers to products. But what do they really mean? What is true and what is not true? Which terms are controlled by government regulation and which are unregulated? This seminar will educate your employees on how they can become healthy,

Healthy Eating for the Holidays
The holidays are all about family, fun, and food. Between Thanksgiving dinners, holiday parties and countless sweet treats in the office, this time of year is filled with seemingly unavoidable indulgences. There are plenty of ways you can enjoy your holiday meals without totally derailing your nutrition plan. Come learn tips and tricks to keep it a healthy holiday season.

Meal Planning for a Healthy You
In this seminar, you will learn how to plan and prepare delicious healthy meals and snacks that will save you time and money.

Healthy Lunch Prep Demo
In this hands-on seminar, you’ll get pro-tips on meal planning and shopping, and you’ll watch a healthy lunch prep demo of an easy, make-ahead meal.
Healthy Aging and Metabolism

NEW SEMINAR

As we age, metabolic processes do not operate as well as when we were younger. Our bodies do not metabolize nutrients from food as efficiently, which can cause blood glucose levels to be elevated, particularly after we consume a meal. But don’t fret! There are a number of healthy lifestyle strategies that have been scientifically proven to offset some of these effects. Incorporate healthy lifestyle behaviors into your daily life—the results can be powerful! The following is a list of lifestyle strategies and tips that have been proven to powerfully impact the metabolic health of older adults.

Nutrition and Sleep

MOST REQUESTED

Believe it or not, your eating habits should be to promote good sleep! Throughout the day you should not only keep consistent meal times to help regulate your body’s natural circadian rhythm but make sure your nutrition plan includes foods that help to keep your sleep on track. Education will be shared regarding the most common nutritional deficiencies and the role they play in helping you fall asleep, stay asleep and maintain healthy sleep patterns.

Keys to Better Sleep Health

MOST REQUESTED

Sleep is a healing mechanism that has a tremendous impact on our health over time. In this seminar, you will learn: how to establish healthier sleep habits; relaxation tips to incorporate into your bedtime routine; and small changes in your day to day lifestyle choices that can help you avoid sleep challenges at night. Come and learn how to get your best sleep and affect your overall wellness.

Shiftwork and Sleep

An estimated 22 million Americans work in the evening, rotating and on call shifts. Reporting to a job in a variety of schedules, including evening and graveyard shifts, forces the body to stay awake and be alert even on the hours one is expected to sleep. These changes in your sleep schedule may lead you to suffer from shift work sleep disorder. In this seminar, we will focus on addressing coping strategies and tips to help regulate sleep patterns and build healthy sleeping habits.

Understanding Grief and its Effect in the Workplace

This seminar will show participants what to expect when they experience grief or when a co-worker or friend experiences grief. They will be introduced to coping strategies for dealing with grief, and they’ll learn how to communicate their sympathy and concern to people who are grieving.

Featured Presenter

Marie Story

Wellness Team Leader at Walsh Duffield Companies, Inc.

Marie began her career in wellness over 8 years ago starting as a strength and group exercise instructor for the YMCA. She worked extensively in the community to provide families with valuable wellness programs and services. She later worked for BlueCross BlueShield of WNY as a Health Coach and Health Promotion Specialist. Currently she provides corporate wellness consulting to clients of Walsh Duffield Companies, Inc. As wellness team leader, her goal is to help local organizations develop effective wellness programs to keep employees safe and well.

Marie graduated from Ithaca College with a Master’s in Health Promotion and Education. In addition, she is a Certified Health Education Specialist (NCHEC), ACE Certified Health Coach. Additionally, she teaches part-time at Buffalo State College on subjects such as women’s health.
WORKPLACE SAFETY

Workplace safety is essential for employee wellness and the success of your business. These seminars are applicable to various industries and to individuals when they are in (and out) of the workplace. Contact EAP if you have specific safety requirements to consider.

Active Shooter and Critical Incident Response

MOST REQUESTED

Active shooter scenarios and other critical incidents can happen anywhere. EAP is collaborating with law enforcement professionals to deliver training on how to respond in an active shooter situation, and how EAP services can support employees to build personal resiliency and help prevent workplace violence. This seminar will provide training on recommended responses to active shooter scenarios, as well as how EAP can help prepare employees for potential incidents. Participants will view a pre-recorded active shooter scenario and receive R.A.I.N training from a law enforcement professional. They will be informed about personal preparedness strategies and learn what to expect in the aftermath of a critical incident.

Workplace Violence Prevention

MOST REQUESTED

In this seminar, we’ll examine some of the ways in which you can learn to recognize the warning signs of workplace violence and help prevent it from occurring. You will define “Workplace Violence,” understand who may perpetrate violence, recognize the levels of violence and response, and learn De-escalation techniques and how to be resilient.

Self Defense

In this hands-on presentation, participants will learn some basics of self-defense and de-escalation. This presentation will encourage participants to be more aware and prepared for any situation.

Slips, Trips, and Falls

MOST REQUESTED

Participants will learn the causes of slips and trips, and their impact on the workplace. They’ll learn how to identify spills, clutter hazards, safety measures in inclement weather, stairway safety, and basic exercises to improve balance. Participants will come away knowing how to identify (and avoid) risks for slipping, tripping, and falling.

Back Injury Prevention

Participants in the Back Injury Prevention Program will learn how to prevent work-related musculoskeletal injuries in their work environments through the application of ergonomic principles. They’ll learn how to identify and treat different kinds of back pain and inflammation and six ergonomic hazards that cause fatigue and injury. Participants will come away with postures that prevent injury, exercises to strengthen core muscles, and proper lifting technique.

First Aid in the Workplace: When is an Emergency an Emergency?

Participants will learn to identify common injuries and illness seen in the workplace, differentiate between emergencies and non-emergencies, and give basic first aid in emergency and non-emergency situations.

Ergonomics

Participants will learn the causes of slips and trips, and their impact on the workplace. They’ll learn how to identify spills and clutter hazards, safety measures in inclement weather, stairway safety, and basic exercises to improve balance. Participants will come away knowing how to identify (and avoid) risks for slipping, tripping, and falling.
Workplace Safety Seminars (continued)

Personal Safety and Violence Prevention

NEW SEMINAR
This training addresses the challenges and opportunities for staff working in the community or with high risk populations. You will review best practices for communication, develop the ability to identify potential threats or hostile situations, and learn about escalation prevention and de-escalation.

Reception Area Safety Training

NEW SEMINAR
The safety and security of many of the workplace begins with the gatekeeper to your building. The reception area is the starting point for a successful interaction with visitors to your establishment. This training reviews best practices for how to establish a good rapport with visitors from the outset of their entry to the business; best practices for sign in and sign out procedures; strategies for effective communication with all visitors; tips for how to handle disgruntled or hostile visitors; and finally, how to handle any type of threat or concern that may be made over the phone.

How to develop an Emergency Preparedness Plan for a Human Services Agency

NEW SEMINAR
This training gives you a framework for how to develop a preparedness program for any human services organization. It will teach best practices for developing trained incident response team members, as well as how to test and fine tune your emergency policy and procedures. This training builds off the concepts of Incident Command System and the principles of the Harvard Kennedy School Leadership in Crisis.

Site Emergency Response Team Training (SERT)

NEW SEMINAR
As we age, metabolic processes do not operate as well as when we were younger. Our bodies do not metabolize nutrients from food as efficiently, which can cause blood glucose levels to be elevated, particularly after we consume a meal. But don’t fret! There are a number of healthy lifestyle strategies that have been scientifically proven to offset some of these effects. Incorporate healthy lifestyle behaviors into your daily life—the results can be powerful! The following is a list of lifestyle strategies and tips that have been proven to powerfully impact the metabolic health of older adults.

Featured Presenter

Thomas Ess
Associate Vice President, People Inc.

With more than 14 years of extensive experience in non-profit leadership, large scale incident command and emergency mitigation, Thomas Ess is one of the most knowledgeable and experienced emergency preparedness and non-profit management professionals in Western New York. He’s received extensive training in the Emergency Management / Incident Command System and holds a certificate for leadership in crisis from Harvard Kennedy School of Government. Tom currently serves as the emergency preparedness coordinator for People Inc. Thomas also serves as an associate vice president in Residential Services at People Inc., is the assistant fire chief of the East Aurora Fire Department and has been in law enforcement for 11 years as a public safety dispatcher.
Mindfulness and Meditation

MOST REQUESTED

Mindfulness and meditation aren’t just for yogis anymore. Modern research points to the benefits of these two different practices for everyone, including: an increase in focus, improved memory, improved social skills and relationships, and greater flexibility and openness to everyday experience. This seminar will introduce you to the defining characteristics of both practices and help you understand how you can use both to achieve greater health and wellbeing.

Breath and Mindfulness for Stress Reduction

Explore the connection between the patterns of your breath and stress, tension, pain or anxiety. Learn tools to nourish relaxation, cultivate greater awareness and allow for change. This workshop focuses on breathing mechanics, therapeutic breath and movement exercises.

Yoga for Stress Management

Additional Yoga and Tai Chi seminars may be found under “Activity and Engagement”

Finding balance through the workday can be challenging. Emails come in, phones are ringing and are demands for your attention. While we can’t always eliminate the stress involved with work, we can practice self-care. In this seminar, you will learn how to take a “Yoga Breaks” a few minutes of breathing and movement during the day to balance your body, clear your mind, and boost your energy.

Restorative Yoga for Deep Relaxation

Additional Yoga and Tai Chi seminars may be found under “Activity and Engagement”

Enjoy a gentle yoga practice with ample time for slow stretching and deep breathing. Emphasis will be on becoming aware of the mind-body connection and finding your inner source of peace and calm. Clean, carpeted floors are required for this class.

Self Care: Managing Stress Proactively

MOST REQUESTED

In our daily lives, stress created can at times feel unmanageable; when you add in crisis events, it can be difficult to cope. This workshop will focus on how stress affects your body and what may trigger stress, warning signs that your coping abilities are being overly taxed, proactive strategies to help you manage stress and develop and implement your own self-care plan, and stress management techniques for when you or someone you care about needs support.
Stress Reduction Seminars (continued)

Sleep and Mental Health

MOST REQUESTED

Sleep is essential to the maintenance of mental health. Many symptoms overlap between depression, mental health and sleep disorders. Sleep problems are particularly common in patients with anxiety, depression, bipolar disorder and ADHD. In this seminar, you will learn about overlapping symptoms and the best strategies for maintaining healthy sleep habits.

Nutrition and Stress Management

Studies show there are strong links between stress and nutrition. Often times, stress causes us to overeat or skip meals, creating a vicious cycle of unhealthy behaviors. In order to break the cycle, this seminar will help employees understand the following: what causes stress and how to recognize it; the short and long-term effects of stress; recognizing the signs of emotional eating; techniques to eat more mindfully; and foods that help tame stress.

Aromatherapy for Sleep: A Sensory Learning Experience

NEW SEMINAR

Aromatherapy, the practice of using naturally extracted aromatic essences from nature’s gardens can be defined as the art and science of utilizing plants to assist in balancing the body’s natural ability to promote whole body healing. Join us for a sensory driven experience where we guide you through the journey of essential oil therapy that aids in not only reducing anxiety but helps to induce sleep and boost energy levels throughout the day. We will explore their benefits, safety recommendations and how this non-invasive form of therapy can supplement everyday ailments such as headaches, strengthening the immune system and help balance emotions for a good night’s sleep.

The Power Hour

NEW SEMINAR

Do you find yourself stressed throughout the day? Have a hard time focusing or managing your daily tasks? Did you know that productivity and creativity starts with a good night’s sleep. The stresses of the day are hard to manage when your sleep is off track. This seminar will teach you tools to both manage daily energy levels naturally and to incorporate daily breathing exercises for stress release. This seminar covers how to manage your health with a busy lifestyle, tips for destressing from the day and how to maximize the sleep you do get. We will also provide a 10 minute nap, perfect for recharging after the midday slump.

Featured Presenter

Soda Kuczkowski
Sleep Health Educator
Owner, START WITH SLEEP

Soda Kuczkowski is a Sleep Health Educator and the owner of START WITH SLEEP, an integrative education resource center and retail boutique that focuses on both behavioral and medical sleep challenges located in Buffalo, NY. She is the founder of the SE+T Sleep Program™, a guide for improving sleep quality naturally. She is committed to addressing sleep concerns and questions by providing sleep health education through a channel of various educational components including sleep consulting, coaching, workshops and health programs.
ACTIVITY & ENGAGEMENT

Getting up, moving around and being active are not only healthy, they reduce stress and increase focus. These engaging and educational seminars are **great for team building.**

**Yoga**

**MOST REQUESTED**

Learn yoga techniques to gently move the body, calm the nervous system and refresh the mind during the workday. No special clothing needed, but participants should dress comfortably and wear comfortable footwear. Space needed for participants to stand and move comfortably without interfering with other participants.

**Chair Yoga**

**MOST REQUESTED**

This gentle yoga class allows participants to learn how to stretch, breathe, and relax while seated in their chair: an important skill set for employees who are seated for much of the day. No special clothing is needed, but participants should dress comfortably. Participants are seated but will need extra space around them (about a foot between participants and some extra space behind chairs).

**Zumba**

This energetic dance fitness program will get your employees moving and having fun! Zumba incorporates dance choreography and aerobic movement for an active and engaging experience. No special clothing needed, but participants should dress comfortably and wear athletic footwear. Space needed for participants to stand and move comfortably without interfering with other participants.

**Tai Chi**

Tai Chi gives an opportunity for gentle “meditation in movement.” Learn simple and calming movements inspired by Tai Chi and Qigong. Participants should wear comfortable clothing and stable footwear. Space needed for participants to stand and move comfortably without interfering with other participants.

**Featured Presenter**

**Julia Kress**

*Administrative Coordinator and Senior Teacher*

*Teacher Training Program, Himalayan Institute of Buffalo*

Julia Kress teaches Mindfulness and Meditation and Yoga Classes for CFS EAP. She has a BA in Exercise Science from the University at Buffalo, is a Certified Yoga Instructor at the Advanced 500 Level, E-RYT500, has a certification as an Ayurvedic Specialist, and has been part of the Universal Design Yoga program at UB since 2009. Julia has served as instructor for other numerous teacher training programs in PA and Western NY.
ORIENTATIONS & SUPERVISORY TRAININGS

EMPOWER Your Employees with Unlimited Orientations

Orientation is the key to your EAP’s success:

- It increases your participation rate
- It builds the overall value of your investment
- It gives greater visibility to important employee benefits

Our in-person orientation:

- Promotes EAP benefits in a memorable way
- Includes relatable stories about how others are using EAP
- Gives employees the opportunity to ask one-on-one questions of their EAP representative

Suggested length: 30 minutes.

EAP staff can be flexible on orientation length if a shorter presentation is needed.

You may schedule an unlimited number of orientations. We recommend bringing in on-site orientations in annually.

EMPOWER Your Managers with Supervisory Training

Your managers will learn strategies and practical information about using EAP services as a tool to more effectively manage people, including:

- What EAP services are available to supervisors, employees and family members
- How to recognize signs of a distressed employee
- “Reasonable Suspicion” guidelines and the expectations of a supervisor
- How to have a constructive conversation about sensitive subjects
- Types of EAP referrals and Confidentiality

Suggested length: 45 minutes to 1 hour.

Who should attend?

Those in a supervisory role, leadership, human resources staff, and those involved with developing policies and procedures.