

# Wellness

## Supervisor Training Seminars (each seminar lasts approximately 2.5 hours)



### Motivation in the Workplace Moving the Team to the End Zone

Learn the strategies of the Pre-game plan and how to communicate it to your team. Coaching for the right play involves identifying opportunities for scoring and recognizing good employee performance.

### Change Management

In this program, attitudes, skills, and strategies useful in responding to the demands of change will be explored. We will discuss the process of personal change and its impact on our work and relationships. The seven stages of change will also be explored. Strategies for optimal functioning during change will be provided. Supervisors will learn how to manage employees through periods of anger, conflict and stress using the ADKAR model.

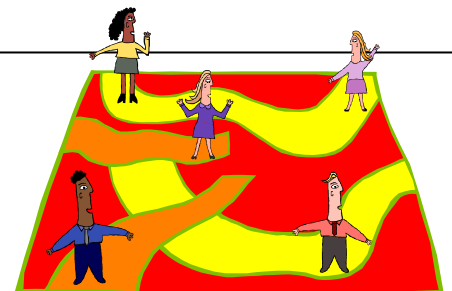
### Supervisor Training IV - Creating a Safe Workplace The Reality and Impact of Workplace Violence



Identifying problems that have the potential for violence. Is there a typical offender? Early intervention and planning will be discussed. Conflicts may turn physical and supervisors must know how to respond.

### The Path to Resiliency: A Model for Supervisor Wellness

Explore the importance of resiliency for supervisors as a way of maintaining a standard of wellness that contributes to the ability to meet the challenges of their roles. Participants will explore the connection between resiliency and wellness, develop an understanding of the seven resiliencies and how these apply to supervisors' roles, and identify personal strengths and goals relative to the supervisory role.



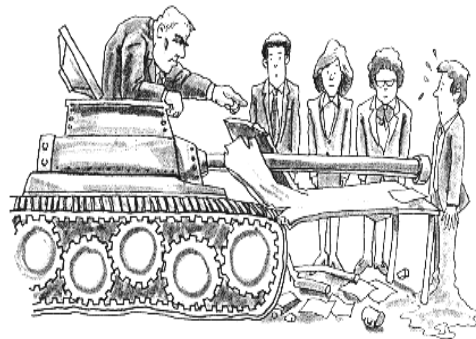
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**HelpPeople**<sup>SM</sup>  
Employee Assistance Program

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### **Dealing With Challenging Personalities (Or How to Bring Out Their Best When They are at Their Worst)**

Respectful interpersonal relationships can be challenging if the people involved do not understand the impact of personality types. Supervisors will learn characteristics about “The Tank”, “The Know It All”, “The Sniper”, “The Yes Personality”, “The Grenade”, and “The Nothing Personality.” Learn the goals of each type and how to develop an action plan that will enhance effective relationships.



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### Supervisor Training I - Addressing Job Performance Issues with Your Employees

This seminar provides basic skills in the areas of observation, documentation and confrontation. Analyzes the role as a “coach” and discusses how to use the EAP in this process. Reviews interviewing and listening skills.



### Supervisor Training III - Dealing With Sexual Harassment

Learn how to “DIS” the Harasser. Consequences for the employee and employer. Handling the complaint, weighing the evidence and taking action.



Prevention practice and discussion of case studies.

### Supervisor Training II - Negotiating Conflict and Enhancing Communication

Resolving employee interpersonal conflict is one of the greatest challenges for supervisors. Deciding to be referee or judge can be trying and time consuming. This program will help the supervisor problem solve with their employee through better communication. Includes case studies. Managerial mediation teaches supervisors practical, easily learned techniques for resolving disagreements and improving cooperation between employees.



### Reasonable Suspicion / Substance Abuse DOT Regulations

Supervisors will receive information about the physical, behavioral, speech and performance indicators of alcohol/ drug misuse with an employee who is employed in a safety sensitive position or who maintains a commercial driver’s license. How to confront the individual and the basis for a request for reasonable suspicion testing will be addressed.



### Employee Orientations

Define Employee Assistance Programs. Hear how to contact Crouse HelpPeople, our locations, common reasons why people use the EAP, and inform about confidentiality. These sessions typically last 15-30 minutes.



### Critical Incident Management

A structured, seven stage process whereby a group of individuals are provided with psychological, educational and restorative elements that are related to the individual’s direct involvement in or with a traumatic event.

