

UnitedHealthcare® Care24®
Training Catalog
2009/2010



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* Designates a new program

Customer training services

UnitedHealthcare's Care24® services offer a wide range of programs and services designed to help organizations address workplace challenges by:

- Providing employees with current information and educational materials about work/life issues
- Heightening the awareness and visibility of organizational effectiveness programs
- Helping employees develop their work/life management skills
- Providing management with the opportunity to enhance employee relations by honing supervisory skills
- Conveying a supportive corporate culture to employees and their families

Training programs

We offer training programs on a variety of topics related to workplace and work/life issues. They're an integral component of an organizational health program. These interactive, practical and informative programs are conducted by members of the UnitedHealthcare Care24 network of experienced training professionals. Workshops and seminars utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.*

Our management development programs help managers polish communication skills and understand organizational dynamics. Participants will learn how to enhance employee relationships and knowledge, and improve morale and motivation in the workplace. Our employee development and wellness and work/life programs are meant to be introductory in nature, with the goals of increasing understanding and introducing effective behaviors.

Each program is listed in this catalog with a brief synopsis of its content and important information relevant to the presentation. The topics have been organized to help you meet the needs of your employees and your organization:

- **Professional development for managers and supervisors** — Designed for managerial and supervisory personnel
- **Human resources/workplace concerns and work skills** — Appropriate for all levels of professionals
- **Wellness and work/life seminars** — Appropriate for most audiences
- **Sampler Programs** — 30-minute presentations designed to offer a brief "taste" of our training programs
- **Web-based programs** — Online versions of a select number of our instructor-led presentations

* Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.



Training policies and department contact information

- **Scheduling:** Thirty days' prior notification is required when scheduling training. Department staff arranges all scheduling.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments for all actual onsite time. This doesn't include travel or setup time.
- **Fee-for-service:** Organizations that don't have contracted training hours will be charged for training presentations.
- **Travel time and expenses:** No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- **Canceled training:** When canceling scheduled training, five business days' notification is required. Shorter notice will result in a deduction of contracted training hours or an applied fee.
- **Canceled travel:** Any nonrefundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels. When the training is being scheduled, the customer will be offered the option of refundable or lower-cost, nonrefundable reservations.
- **Critical Incident Response Services (CIRS):** By special arrangement, contracted training hours also may be used for CIRS. Consult your Account Manager for specifics.
- **For each 30-minute Sampler Program,** one training hour will be deducted from your contracted hours or one training hour will be billed to your organization, if training is fee-for-service.

Quality assurance

UnitedHealthcare is committed to offering training programs that are relevant to your organization and uncompromising in quality. Individual participants will evaluate all programs. This data will be collected, summarized and analyzed for internal modifications and enhancements. Please consult your Account Manager regarding particular concerns.

How to order a training program

NOTE: Please allow a minimum of 30 days for your request to be processed.

1. Select programs that are appropriate for your organizational and employee needs and interests. If you need assistance or more information than provided in this catalog, call your Account Manager.
2. Choose several dates and times that meet your scheduling requirements. Please have a room reserved for requested dates.
3. Please consider the following in planning for your training session(s):
 - Number of attendees expected in each session — between 10 and 50 is recommended
 - Number of sessions requested
 - Participants (managers, employees, other)
 - Location of the training
 - Contact person's name, address, phone number and e-mail address
 - Description of the room to be used (size, tables, etc.)
 - Special needs, if any
4. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

You may submit your request by calling your UnitedHealthcare Care24 Account Management Team.

A cooperative effort

In order to maximize the training benefit, in addition to the 30-day advance request, we ask you to:

- Have a training space available to accommodate the expected number of participants
- Agree to copy the participant booklets so there are enough for one per participant
- Have available a flip chart or white board, an overhead projector or LCD projector, and a laptop computer
- If scheduling back-to-back sessions, build in a 10- to 15-minute break between sessions to allow time for the trainer to address any changes that may be needed

If any of this will create a problem or hardship, please inform your Account Manager or Training Coordinator.

Professional development for managers and supervisors

Management development

- Building a Safe Place to Work
- Building Successful Teams
- Building Trust in the Workplace
- Chronic Conditions in the Workplace
- Dealing with Conflict
- Domestic Violence in the Workplace
- Drug-Free Workplace
- Improving Communication Skills
- Managing Change
- Managing Trauma
- Managing a Virtual Workforce
- Meeting Facilitation
- Preventing Sexual Harassment
- Substance Abuse in the Workplace
- Using Your Management Consultation Services
- Workplace Engagement

Performance management

- A Manager's First-Aid Guide
- Addressing Performance Concerns
- Behavioral Interviewing
- Building Motivation and Morale in the Workplace
- Coaching and Development Techniques
- Effective Performance Appraisals
- Managing People Effectively

Corporate consultation/special circumstances

- Leadership Certificate Program
- Corporate Reorganization
- Workplace Toolkits
- External Resources:
 - Disaster Preparedness for Businesses
 - Take Your Child to Work
 - Transgender Issues in the Workplace
- Management Consultation
- Grief and Loss
- Critical Incident Response Services



Management development

Building a Safe Place to Work

3 hours

Laid-off employees, disgruntled customers and others seeking revenge may resort to violence — threatening, injuring or killing co-workers, supervisors and bystanders. Any business in any industry is vulnerable. In this program, participants are given the actual tools needed to put together an action plan for workplace violence prevention. The roles of workplace assessment and response teams, as well as specific techniques for preventing the escalation of violence, are examined.

Program highlights:

- Understand the specific role of management and supervisory personnel in maintaining workplace safety.
- Identify action steps relating to a report of actual or potential violence.
- Recognize the resources that are available following an incident of workplace violence.
- Understand the impact of violence on employees and the workplace.

Client information and recommendations: This program is most effective when a representative from the Human Resources (HR) Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Building Successful Teams

3 hours

Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of a team in trouble. This program will help participants form and maintain effective teams, and improve productivity and morale.

Program highlights:

- Define teamwork.
- Identify the qualities and characteristics of an effective team.
- Determine your individual work style.
- Learn how to modify your work style for team effectiveness.

Building Trust in the Workplace

3 hours

Also available in a Web-based format

Participants in this session take a look at company and employee behaviors that undermine workplace trust. By exploring the characteristics of the healthy workplace, participants receive a clear picture of what changes may improve their work environment.

Program highlights:

- Identify the characteristics of a healthy workplace.
- Examine organizational behaviors that undermine trust.
- Determine strategies for building trust.

Client information and recommendations: This program should be presented with the full support of senior management and as part of a larger workplace trust-building effort. An HR representative should be present during the training to address questions and concerns from the participants.

Chronic Conditions in the Workplace

1 hour

As a manager, are you comfortable facing an employee who is dealing with a chronic condition — or who is the caregiver for someone with a chronic condition? It can be challenging to balance the needs of the department with the needs of the individual employee. However, that's precisely what you must do. This program will help you understand chronic conditions, explore your role and legal obligations, and offer suggestions for providing support.

Program highlights:

- Learn about chronic conditions and the impact on the workplace.
- Understand your role when managing or supervising an employee with a chronic condition or an employee who serves as a caregiver.
- Determine your legal obligation.
- Become comfortable with available resources and the referral process.
- Have an opportunity to apply the new learning.

Dealing with Conflict

3 hours

In addition to the general information contained in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

Program highlights:

- Define conflict.
- Understand how one's philosophy of conflict influences how it's approached.
- Determine your conflict resolution style and examine the optimum style.
- Understand sources of conflict.
- Learn how to analyze conflict.
- Review the steps in addressing conflict.
- Apply and practice conflict resolution strategies.

Client information and recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third-party facilitators in the conflict resolution process.

Domestic Violence in the Workplace

2 hours

Domestic violence is the chief cause of death in the workplace for females. This is a pretty startling fact. Do you know how to recognize survivors of domestic abuse? Do you know what your role is as supervisor or manager of a domestic abuse survivor? Participants will receive concrete suggestions for making the workplace safer and attending to an employee who is a domestic violence survivor.

Program highlights:

- Understand the importance of addressing domestic violence in the workplace.
- Recognize the signs of domestic violence.
- Determine coaching strategies for managers.
- Identify supportive resources.

Drug-Free Workplace

2 hours

It can be overwhelming to keep workplaces safe, meet government or other contractual obligations, and establish, maintain and support employee accountability. This training program, taken from the U.S. Department of Labor's suggested training format and information, addresses these issues.*

Program highlights:

- Understand the different components of the drug-free workplace policy.
- Understand management's role in implementing the drug-free workplace policy.
- Know how to identify and investigate crisis situations.
- Recognize workplace problems that may be related to employee use of alcohol and other drugs.
- Intervene in problem situations.
- Refer employees who have problems with alcohol and other drugs.
- Protect employee confidentiality.
- Continue to supervise employees who have been referred for assistance related to problems with alcohol and other drugs.
- Avoid enabling and common supervisor traps.

*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Improving Communication Skills

2 hours

Managers are in the unique position of being able to exercise a wide swath of influence. The level of influence is primarily dependent upon the manager's communication skills. This program will address the communication concerns managers face and explore the skills required to be effective.

Program highlights:

- Identify methods of communication.
- Learn the difference between passive, aggressive and assertive communication.
- Practice active listening.
- Use positive communication for problem-solving.
- Understand the impact of written communication.

Managing Change

2 hours

Supervisors face a double challenge during workplace transition. As employees, they're affected by the changes, and as supervisors, they must lead their personnel through the transition. This seminar is designed to support supervisors in the midst of a changing work environment. It also will introduce the skills needed to assist employees in managing the process.

Program highlights:

- Examine the critical mix that contributes to positive morale and how that mix is affected during transitions.
- Identify managerial transition strategies appropriate for specific situations.
- Develop strategies to ease transitions for their employees and for themselves.

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about the resources that are available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Managing Trauma

2 hours

Industries that are vulnerable to critical incidents such as robberies, injuries or other potential disasters need to prepare key staff to take the lead in helping traumatized employees until professional help arrives. This program equips supervisors and managers with an introduction to the issues they may face and the skills they'll need if a critical incident strikes.

Program highlights:

- Increase understanding and anticipation of the wide range of normal human responses when a critical incident occurs.
- Identify the decisions that need to be made and the actions that need to be taken in the immediate aftermath.
- Learn appropriate communication skills that enhance one's ability to assist employees in the defusing process.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Managing a Virtual Workforce

2 hours

Traffic. Transportation costs. Work/life balance. Job turnover. All of these factors add stress, disruptions and financial strain to individuals, families, businesses and communities. This training program will address the benefits and concerns of telecommuting, how to set a telecommuting program up for success and how to keep connected and maintain visibility with those working off-site.

Program highlights:

- Identify the factors of a successful telecommuting program.
- Determine the policies that need to be in place prior to starting a telecommuting program.
- List the work behaviors and types of jobs conducive to a successful telecommuting program.
- Differentiate between managing and leading as it pertains to a virtual workforce.
- Cite ways to keep connected and maintain visibility.

Meeting Facilitation

3 hours

Meetings — are they viewed with disdain and seen as a waste of time, or are they anticipated and viewed as an opportunity to work as a team and make an impact? This training program will give you the tools necessary to have employees eager to join — and fully participate in — your meetings.

Program highlights:

- Identify the characteristics of a successful meeting.
- Define meeting roles and responsibilities and how to implement their use in meetings.
- Demonstrate how to plan a meeting, including developing a good agenda.
- Select facilitation tools and techniques that will enhance group creativity and facilitate reaching consensus.
- Describe how to balance participation within the group.
- Discuss how to keep the meeting focused and on track.
- Apply techniques for dealing with common meeting problems and troublemakers.

Preventing Sexual Harassment

2 hours

Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment.

Program highlights:

- Increase sensitivity and understanding of sexual harassment.
- Learn to respond appropriately and effectively to prevent allegations of sexual harassment.
- Become proactive in preventing sexual harassment.

Note: This program requires the use of a video.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Substance Abuse in the Workplace

2 hours

(If DOT is included, add 15 to 30 minutes)

Managers will learn important information about substance abuse and drug testing. Topics include identifying substance abuse problems in the workplace and addressing those problems in accordance with company policy. Attendees learn how to confront an employee and document observations.

Program highlights:

- Be aware of the extent of substance abuse in the workplace.
- Understand the drugs of abuse, including alcohol.
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment.
- Reinforce skills relating to effectively dealing with problematic workplace performance or behavioral issues.
- Understand what actions and circumstances constitute “basis to believe” and impairment.
- Be aware of resources for assistance and how to use them.

Client information and recommendations: This program is most effective when a representative from the HR Department (or other appropriate staff) is present to address specific workplace policy information and participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Using Your Management Consultation Services

1.5 hours

Managers face many challenges in running their departments or businesses, and some of the most difficult may be those that require addressing employee behavior problems. This program will educate you about Management Consultation Services and offer tools for dealing with employee issues. This training is for managers only.

Program highlights:

- Understand Management Consultation Services.
- Learn how to make a referral.
- Identify troubled employees.
- Be able to intervene with troubled employees and re-integrate them into the workplace.
- Practice applying the theories presented.

Workplace Engagement

2 hours

In a time of tight budgets and fierce competition, organizations need to work efficiently and find ways to make themselves stand out in the marketplace. Employees who are willing to “go the extra mile” and are committed to their jobs, their customers and the organization can be that difference. This seminar will help you develop, implement and maintain an employee engagement program at your workplace.

Program highlights:

- Understand what employee engagement is.
- Appreciate why employee engagement is important to the entire organization.
- Identify the factors that make up employee engagement.
- Gain tools for getting employees engaged.
- Identify resources for assisting in implementing and maintaining an employee engagement program.
- Develop an action plan for establishing, implementing and maintaining an employee engagement program.

Performance management

A Manager's First-Aid Guide

2 hours

Managers observe sometimes confusing and/or troublesome employee behaviors on a daily basis. This program offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to their successful resolution.

Program highlights:

- Define your role as manager.
- Identify potential problems and accompanying symptoms.
- Learn how to recognize and deal with potentially problematic workplace behaviors.
- Become familiar with how and where to get help for employees.

Addressing Performance Concerns

2 hours

Ideally, your department runs like a well-oiled machine. Often, however, that is not the case. Do you know what to do when there's a performance issue that needs to be addressed? This program is designed as a hands-on tool to help managers each step of the way. Through group interaction and the use of case studies, participants are provided with steps to help them talk with employees about difficult topics. The program also offers pointers on avoiding common pitfalls associated with these encounters.

Program highlights:

- Identify performance concerns.
- Learn appropriate documentation.
- Confront performance issues.
- Maintain effective work relationships.
- Improve trust, morale and productivity.

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.

Behavioral Interviewing

2 hours

Job applicants are most anxious to create the best impression possible during a job interview. This may translate to giving responses that the applicant thinks you want to hear rather than responses that reflect the applicant's authentic experiences. This program will help managers and supervisors identify the important behavioral aspects of the interview process. Attention is given to delicate issues as well as what is and is not appropriate to ask. Participants will learn how to identify the best candidate, make the right hiring decisions, reduce "poor fits" and turnover, and ensure successful new employee integration into the workplace culture.

Program highlights:

- Understand interview techniques and guidelines.
- Apply the behavioral components of interviewing.
- Learn how to ask the best questions to obtain the most helpful information.
- Identify the best candidate.

Client information and recommendations: Before presenting this training, be prepared to make available job descriptions and requirements of one or two open positions. These will be used as practical examples for the session. A representative from HR is requested to attend this program to answer specific questions relating to policies and procedures.

Building Motivation and Morale in the Workplace

2 hours

"Motivation and Morale" offers participants practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and personal management styles can contribute to or detract from employee motivation and morale.

Program highlights:

- Learn ways to minimize workplace negativity.
- Understand what motivates people.
- Discover how management style can make a difference.
- Practice problem-solving skills.

Coaching and Development Techniques

3 hours

Learning about coaching and development helps managers and supervisors acknowledge and apply appropriate techniques in their communications with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Program highlights:

- Identify the value of coaching and development.
- Apply basic coaching competencies.
- Recognize when to coach.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.

Effective Performance Appraisals

2 hours

This program makes use of discussion, assessments and case studies to provide practical pointers on the employee review process. Participants will learn techniques that promote improved communication between appraisers and subordinates in a process that helps build trust, morale and motivation.

Program highlights:

- Identify the importance of performance appraisals.
- Conduct effective performance appraisals.
- Help employees find meaning in their work.
- Develop employee relationships based on improved trust, motivation and morale.

Client information and recommendations: Using your organization's performance appraisal form for this session helps participants understand and more effectively use this tool. A representative from HR is requested to attend the session to answer specific questions relating to organizational policy and procedure.

Managing People Effectively

3 hours

Being a manager is no easy task, but this program can help managers and supervisors take the guesswork out of managing employees effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Program highlights:

- Learn the pros and cons of being a manager.
- Discuss the effects of assumptions on management style.
- Identify common management pitfalls.
- Determine appropriate use of the disciplinary process.
- Participate in a management style inventory.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about specific disciplinary policy and procedure as well as help to define a management style that fits your organization's corporate culture.

Corporate consultation/special circumstances

In addition to the Professional Development Programs, we also offer a variety of presentations, services and resources addressing specific needs.

Leadership Certificate Program

The Leadership Certificate Program helps managers develop the necessary skills to meet the challenges of today's workplace. In acquiring these skills, managers can create a healthy, productive environment while meeting business demands and employee needs. To earn the Leadership Certificate, managers must successfully complete six courses, two of which are electives that can be selected from the list of Professional Development Programs (see Table of contents). The following four core courses are required:

- Improving Communication Skills for Managers
- Managing People Effectively
- Coaching and Development Techniques
- Addressing Performance Concerns

Corporate reorganization

Our training programs help organizations effectively address a wide variety of challenging workplace issues. We are available to consult with you regarding which training programs will work for your company's needs. An issue of particular concern might be corporate reorganization, a very stressful experience for everyone. We have a selection of training programs that deal with downsizing, surviving layoffs and other work changes.

Workplace toolkits

Several informational toolkits are available to managers and others. These provide valuable resources that address important workplace issues. Currently, kits are available for dealing with corporate lactation services, flexible workplace arrangements and diversity.

External resources

Disaster Preparedness for Businesses

FEMA offers downloadable booklets, posters and forms to help businesses prepare for disasters.

Every Business Should Have a Plan is a 12-page booklet that outlines steps businesses can take to prepare for disasters. In addition, the site offers forms and checklists on the following topics:

- Sample Emergency Plan
- Costs
- Emergency Supplies Checklist
- Insurance Discussion Form
- Computer Inventory Form

To access this information, go to www.ready.gov. Click on “Ready Business” and follow the prompts to downloads. To download the brochure, ***Every Business Should Have a Plan***, click on “Ready Business” or type http://www.ready.gov/business/_downloads/ready/business-brochure.pdf into your browser.

Take Your Child to Work

If you're interested in obtaining information about planning for “Take Your Child to Work”

Day, please refer to <http://www.daughtersandsonstowork.org/wmspage.cfm?parm1=369>.

This site offers materials that can be downloaded. Plus, it has information that can be used for planning and organizing an event.

Contact your Account Manager for more information. We recommend that you begin planning in January for this April event.

Transgender Issues in the Workplace

The Human Rights Campaign Foundation offers a downloadable booklet entitled ***Transgender Issues in the Workplace — A Tool for Managers***. It also offers ***Workplace Transgender Transition Guidelines***, a PDF guide to help you address transgender issues. The toolkit has information on terminology, policy recommendations, FAQs and resources. The guidelines have a format that can be applied, if you wish. Additionally, it includes ***Job-Related Planning for a Gender Transition***. For the toolkit, go to www.hrc.org/issues/transgender/1561.htm. For the guidelines, go to www.hrc.org/documents/HRC-Workplace-Gender-Transition-Guidelines.pdf.

Management Consultation

Serious illness and allegations of sexual harassment or discrimination are some of the difficult situations that can create a stressful atmosphere in the workplace and affect the productivity and morale of co-workers. The Management Consultation services offered through your Care24 Employee Assistance Program are designed to address those issues. We can offer training programs that complement those services.

Grief and loss

Any loss can create an intense emotional reaction that may affect people both personally and professionally. We have training programs to help organizations and their employees understand the normal emotional reactions and patterns of behavior involved in the grieving process. We also present coping strategies for dealing with the issues related to grief.

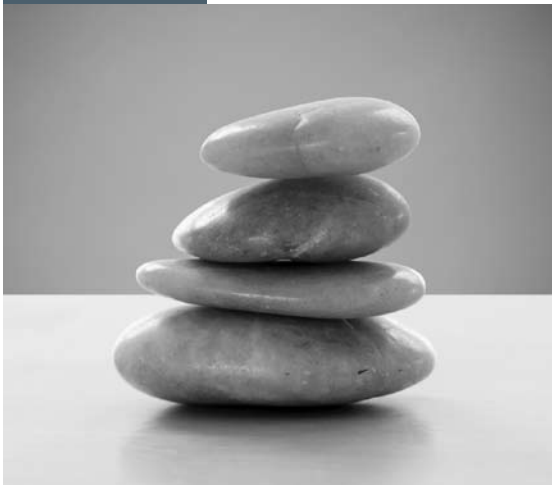
Critical Incident Response Services (CIRS)

UnitedHealthcare provides a wide range of related proactive and post-incident services that can help an organization address a number of issues. These services include:

- Organizational needs analysis to proactively identify areas of the company in which stress or change is likely to occur, assessment of work challenges that have already taken place, and exploration of the potential for organizational change that may prevent or create workplace challenges
- Management training on trauma and Critical Incident Service Management, including how to recognize and respond to a critical incident, identify stress reactions, and make appropriate referrals for help

To arrange for onsite CIRS, please call UnitedHealthcare using your Care24 Employee Assistance Program phone number and listen for the prompt.





Human resources/workplace concerns and work skills

Change

- Managing Change
- Moving Forward
- Overseas Assignments

Communication

- Building Successful Teams
- Improving Communication Skills
- Nonverbal Communication
- Respect and Positive Interaction in the Workplace

Conflict

- Dealing with Conflict
- Dealing with Difficult Behaviors
- Dealing with Negativity in the Workplace

Customer service

- Building Customer Satisfaction
- Managing Customer Expectations
- Meeting the Challenge of the Difficult Customer

Diversity

- M.E.E.T. on Common Ground
- Valuing Differences
- Working with the Differently Abled Employee

Healthy workplace

- Creating a Healthy Workplace
- Generations @ Work
- Polite Practices in the Workplace
- Preventing Sexual Harassment

Safety

- Building a Safe Place to Work
- Drug-Free Workplace
- Gambling
- Substance Abuse in the Workplace
- Violence in the Schools: Issues, Impact, Action — A Program for Educators and Administrators

Workplace stress

- Avoiding Burnout
- Building Resiliency
- Managing Career Success
- Managing Stress for Success
- Workplace Uncertainty

Etc.

- Critical Thinking
- Depression in the Workplace
- Improving Processes
- So, You Want to Be a Leader?

Change

Managing Change

1 hour

Also available in a Web-based format

Downsizing, acquisition, reorganization, mergers, layoffs — these transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult for the most resilient employee. But, change can bring opportunities for growth and positive transformation. This program introduces a healthy process for navigating workplace change.

Program highlights:

- Help participants understand and respond constructively to change in the workplace.
- Understand the emotional phases that accompany the process of change.
- Develop strategies to make change more rewarding.

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about the resources available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Moving Forward

1 hour

When your organization downsizes and your co-workers are laid off, what happens to you? Do you feel guilty? Are you worried that you might be next? This program will address those questions as well as other normal reactions to surviving organizational changes.

Program highlights:

- Explore what a layoff means to you.
- Identify typical mental, emotional and physical reactions.
- Determine how to support each other.
- Identify coping strategies.

Client information and recommendations: This program is best presented after a layoff has occurred.

Overseas Assignments

1 hour

If you work for an organization that conducts business internationally, is it possible that you could be assigned to another country for work? If so, how prepared are you for such an eventuality? This program will address cultural considerations, pre-departure items that need to be addressed, moving questions and how to deal with family matters — whether or not your family accompanies you.

Program highlights:

- Examine personal suitability for an overseas assignment.
- Determine communication style and understand those of others.
- Identify ways to prepare family for departure.
- Explore various aspects of the preparation process.
- Develop a timeline for the preparation process.
- Learn what to expect upon repatriation.

Communication

Building Successful Teams

2 hours

This program gives participants an opportunity to discover their own work style and learn how that style interacts with the team. A series of lively paper-and-pencil exercises prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

Program highlights:

- Explore the benefits of teamwork.
- Learn the characteristics of an effective team.
- Understand the qualities of an effective team member.
- Discover your work style and its practical application.
- Learn strategies for interaction.
- Understand the signs of trouble.

Improving Communication Skills

1 hour

Also available as a Sampler Program

Communication is a given. It's also the heart and soul of our professional and personal interactions. Depending upon our skill level, the way we communicate can open doors to productive relationships, a good working climate and opportunities — or it can slam those same doors shut. This training program will give participants a chance to apply skills that are critical to good communication. They also will learn about factors that positively influence communication — as well as those that may create barriers.

Program highlights:

- Identify factors influencing communication.
- Determine communication barriers.
- Learn the value of assertive communication.
- Practice active listening skills.
- Discuss the role of nonverbal communication.
- Use positive communication for problem-solving.

Nonverbal Communication

1 hour

Also available as a Sampler Program

“Not to communicate is to communicate.” The power of nonverbal communication is contained in that brief statement. We use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages we receive from others — whether words are used or not. This training program will explore nonverbal behavior, examine the congruency factor, offer opportunities to make interpretations and discuss caveats when making interpretations.

Program highlights:

- Identify the components of nonverbal communication.
- Explore the power of nonverbal behavior.
- Understand the difficulty inherent in interpreting nonverbal messages.

Respect and Positive Interaction in the Workplace

2 hours

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So, why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Program highlights:

- Identify the advantages of respectful, positive workplace interaction.
- Identify inappropriate and/or abusive communication styles and behaviors.
- Learn and practice respectful communication techniques and nonverbal behaviors.
- Receive an introduction to conflict negotiation strategies.

Conflict

Dealing with Conflict

1 hour

Conflict has the ability to make even the most confident and competent among us quake in our boots. What is it about conflict that is so formidable? This program has been combined with our former program, Getting to Yes, and will address how conflict affects the workplace and offer opportunities to practice positive conflict resolution techniques. Plus, it will present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Program highlights:

- Define conflict.
- Understand how one's philosophy about conflict influences how it's approached.
- Assess conflict resolution styles.
- Apply and practice conflict resolution strategies.

Client information and recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third-party facilitators in the conflict resolution process.

Dealing with Difficult Behaviors

1 hour

Also available as a Sampler Program

All of us have to deal with difficult behaviors. This program identifies the difficult behaviors we have to deal with in both our personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors in everyday life.

Program highlights:

- Identify difficult behavior types.
- Understand the impact of difficult behavior.
- Explore techniques to address difficult behavior.
- Learn strategies for coping.

Client information and recommendations: This program is especially useful for personnel who work in the area of customer service.

Dealing with Negativity in the Workplace

1 hour

This program is a must for all employees. Participants will learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

Program highlights:

- Examine the roots of workplace negativity.
- Understand the impact of change on attitude, motivation and morale.
- Learn how to overcome your own negativity.
- Help others overcome negativity.

Customer service

Building Customer Satisfaction

1 hour

“Building Customer Satisfaction” can assist personnel who work with customers in any business format deal with the daily challenges and stresses they encounter on the job. Participants know how they like to be treated as customers. This session will support staff in meeting customer needs and providing the excellent service they expect when they’re in the customer role.

Program highlights:

- Define customer needs.
- Understand what customer service means.
- Learn techniques to deal with difficult behavior.
- Practice good listening skills.
- Improve customer communications.

Managing Customer Expectations

2 hours

This program is a useful tool designed to help employees in decision-making positions deal with one of their greatest challenges. Excellent customer service frequently becomes the differentiating factor in maintaining or losing valued clients. This program offers participants useful suggestions to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

Program highlights:

- Gain an understanding of customer expectations.
- Review communication skills that can enhance interactions with customers.
- Learn how to develop service standards.
- Learn how and why to avoid self-defeating behaviors.

Meeting the Challenge of the Difficult Customer

1 hour

Also available in a Web-based format

In today’s service-oriented economy, providing excellent customer service is of paramount importance. While many good customer service training programs abound, this program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. This program provides tips on the communication skills employees need to defuse these tense situations.

Program highlights:

- Develop and practice skills and techniques needed to deal effectively with difficult, angry customers.
- Learn how to address customer feelings.
- Practice a problem-solving approach in addressing the customer's complaints.

Diversity

M.E.E.T. on Common Ground

1 to 3 hours

We all are unique individuals with our own gifts, skills, concerns and perspectives. These elements are part of what make us special, but sometimes can set us apart from our co-workers. It's important to find common ground given our differences, and to strive to treat everyone with respect. This program, purchased from VisionPoint Productions, Inc., provides information, exercises and a video with vignettes demonstrating the different learning points of the training program.

Program highlights:

- Explain the benefit of mutual respect in the workplace.
- Explain the importance of personal responsibility in promoting respect in the workplace.
- Use the four steps in the M.E.E.T. model to help promote a “mutual respect” working environment:
 - Make time to discuss.
 - Explore differences.
 - Encourage respect.
 - Take personal responsibility.

Note: This program requires the use of a video. With written exercises and scenarios, the program can be expanded from one hour to two or three hours.

Valuing Differences

4 hours

This is a diversity program that encourages the use of communication to build bridges and reduce barriers when dealing with others in the workplace. It gives participants an opportunity to discover valuable information about themselves and their interactions using the Johari Window model to explore their open, hidden, blind and unknown sides. Group members can expect to participate actively in this experientially based session.

Program highlights:

- Define diversity and why it's important to employees.
- Explore areas of bias, stereotyping, prejudice and discrimination in an attempt to minimize differences.
- Plan for personal change.

Working with the Differently Abled Employee

1 hour

This program will raise both employees' and managers' awareness of human rights and a company's commitment to doing the right thing. Topics include appreciating and accommodating human differences in the workplace. It will offer suggestions and tips to help participants become more comfortable relating to co-workers with different abilities. The session provides opportunities or role-play and lively discussion.

Program highlights:

- Identify how attitudes impact the treatment of the differently abled in the workplace.
- Learn how to appropriately interact with co-workers who are disabled.
- Understand the benefits of a diverse workforce.

Healthy workplace

Creating a Healthy Workplace

2 hours

Also available in a Web-based format

This program empowers all employees to take an active role in focusing on the positive by using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their situation.

Program highlights:

- Learn how the work environment impacts employee productivity.
- Identify the components of a healthy workplace.
- Develop a plan for enhancing workplace health.

Client information and recommendations: This program has a great impact when members of actual work groups attend together.

Generations @ Work

1 hour

Also available in a Web-based format

The dynamics of today's work force are changing rapidly. The old rules and structures are disappearing or being redefined. It's possible for workplaces to have four different generations on the same work team sharing the same space. Each generation brings their own values, rules and styles, which sometimes can leave conflict and unproductive competition in its wake. This program can help participants understand generational differences and offer tips for creating a harmonious workplace.

Program highlights:

- Understand how each generation approaches work differently.
- Explore the values that drive each generation.
- Determine strengths of each generation.
- Develop techniques for creating harmonious work teams.

Polite Practices in the Workplace

1.5 hours

This program takes a serious look at how the use of good and poor manners impacts the work environment. Special attention is paid to "tricky situations" and the appropriate courtesies regarding communication with the opposite sex, clients and management. It also includes a discussion about the appropriate use of electronic communication and voice mail.

Program highlights:

- Understand the impact of good and bad manners on the workplace.
- Explore workplace courtesies.
- Examine tricky situations.
- Learn to use communication tools appropriately.

Preventing Sexual Harassment

1 hour

Any form of sexual harassment in the workplace is a key business issue, yet lack of clarity and discomfort with these issues abound. This training program focuses on the legal definition of sexual harassment, the costs to the organization and how employees at all levels can contribute to an appropriate, respectful work atmosphere.

Program highlights:

- Introduce employees to the concept of sexual harassment and the relevant federal guidelines.
- Introduce skills needed to identify, stop and prevent sexual (and other forms of) harassment.
- Identify types of sexual harassment affecting work relationships.
- Recognize how every employee can contribute to the prevention of sexual harassment in the workplace.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Safety

Building a Safe Place to Work

2 hours

The increase in violence in our society is spilling over into the workplace. Many employees are worried about their personal safety. What actions should they take if they're threatened, abused or harassed? This program will give participants tools for recognizing potentially threatening situations and ways they can make themselves safer in the workplace.

Program highlights:

- Understand the mutual responsibility of both employer and employee to maintain workplace safety.
- Identify and recognize the warning signs of potentially violent workplace situations.
- Learn how to respond to actual or potentially violent workplace situations.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

Drug-Free Workplace

1 hour

Understanding addictions as well as the impact of substance abuse on the workplace and co-workers are addressed in this program taken from the U.S. Department of Labor's suggested training format and information. This presentation is particularly relevant to companies working with government contracts.*

Program highlights:

- Cite the requirements of the drug-free workplace policy.
- Discuss the prevalence of alcohol and drug use and its impact on the workplace.
- Recognize the link between poor performance and alcohol and/or drug abuse.
- Describe the progression of the disease of addiction.
- Identify what types of assistance may be available.

*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Gambling

1 hour

The recent surge of Indian gaming casinos, state lotteries and online gambling opportunities brings new and accessible forms of entertainment — but it also can cause problems. One such problem is compulsive or pathological gambling. This introductory program will define compulsive gambling, explore its impact on work and home, examine the characteristics of compulsive gambling and look at the options available to help those who might be caught in its web.

Program highlights:

- Identify the difference between recreational and chronic gambling.
- Explain the three phases of gambling addiction.
- Defend gambling as a treatable addiction.
- Identify the warning signs and symptoms of gambling.
- Increase awareness of choices and resources.

Substance Abuse in the Workplace

1 hour

(If DOT is included, add 15 to 30 minutes)

“Substance Abuse in the Workplace” gives employees basic information to help them understand the effects of substance abuse, make better choices about their own use and become aware of appropriate resources. Participants also are encouraged to take responsibility for contributing to a safe workplace by not enabling the co-worker’s continued abuse of drugs and alcohol.

Program highlights:

- Be aware of the extent of substance abuse in the workplace.
- Understand the drugs of abuse, including alcohol.
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment.
- Be aware of resources for assistance and how to use them.

Client information and recommendations: This program is most effective when a representative from the HR Department (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Violence in the Schools: Issues, Impact, Action — A Program for Educators and Administrators

2.5 hours

The increase of violence in our society is spilling over into schools. Many school administrators and teachers worry about personal safety and the safety of their students. What can be done to prevent, respond to and manage school violence? This program takes a proactive look at the issue of school violence.

Program highlights:

- Understand the magnitude and impact of school violence.
- Learn steps to take in response to school violence.
- Identify school environments that may be conducive to violence and identify classroom practices that can promote peaceful relationships.
- Learn proactive ways to minimize risk.
- Demonstrate awareness of the toll-free number as a resource.

Workplace stress

Avoiding Burnout

1 hour

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many, this can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Participants in this program will examine causes of burnout, as well as potential remedies. They also will come out of this seminar with ideas to decrease their likelihood of experiencing burnout.

Program highlights:

- Define burnout and locate participant's position on the burnout continuum.
- Determine causes of burnout.
- Examine myths surrounding burnout.
- Explore remedies.
- Identify what participants can control.
- Use satisfiers and factors within participant control to develop a personal plan for reducing burnout.

Building Resiliency

1.5 hours

Also available in a Web-based format

"Building Resiliency" explores the personal characteristics associated with being able to positively cope with unexpected challenges. The concept of stress hardiness is defined and discussed.

Program highlights:

- Define resiliency.
- Explore the relationship between resiliency, stress and overall health.
- Determine if you're a resilient person.
- Discover how to become more stress hardy.

Managing Career Success

1 hour

How do you find and succeed at your chosen career? How do behavior, attitude and choices impact success? This program offers participants “food for thought” regarding choices around their future in the workplace. Practical tools for identifying the need for skill development and expanded learning are reviewed.

Program highlights:

- Define success.
- Identify the skills needed to help you succeed.
- Set goals and determine how to reach them.

Managing Stress for Success

1.5 hours

Also available in a Web-based format

In this program, participants are provided with a brief overview of stress basics as well as practical suggestions for coping with stressful situations, especially as they occur in the workplace. The concept of stress hardiness is addressed as a focus for healthy stress management. The program provides tools that help reduce levels of employee stress and help to better understand personal and organizational aspects of stress.

Program highlights:

- Review stress basics.
- Recognize when making a change makes the difference.
- Understand the role of communication in stress reduction.
- Examine the contributions of stress hardiness.

Workplace Uncertainty

1 hour

In an age of mergers, downsizing, reorganizations, globalization and a myriad of other activities, employees may no longer be able to view their positions as stable. How does this state of affairs impact the workplace and the employee? In this highly interactive training program, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes.

Program highlights:

- Be able to articulate the causes of workplace uncertainty.
- Determine both positive and negative reactions to the changing workplace.
- Identify symptoms related to workplace uncertainty.
- Select appropriate coping mechanisms.
- Know when to seek additional help.

Etc.

Critical Thinking

1 hour

What's the best approach to problem-solving? How do you choose between viable options? How do we get trapped? Does it matter? These and other questions will be addressed in this program that will teach you how to examine information from an objective, critical vantage point.

Program highlights:

- Define critical thinking and why it matters.
- Develop a process for critical thinking.
- Identify tips and techniques for making better decisions.
- Apply a weighted pros and cons list.
- Examine strategies for managing risk.
- Identify common thinking/decision-making traps and how to avoid them.

Depression in the Workplace

1 hour

What's happening when a co-worker's or employee's behavior, demeanor and work performance start deteriorating? The personal and professional costs of depression can be staggering. Cultural stereotypes and biases still exist and can create barriers against acknowledging depression and seeking appropriate help. Participants will learn how to recognize clinical depression. Plus, they will become familiar with methods of addressing it with others, both from the point of view of supervisor and co-worker.

Program highlights:

- Increase awareness of the impact of clinical depression on the workplace.
- Clarify the difference between feeling "down," sadness and depression.
- Recognize the manifestations of clinical depression in the workplace.
- Learn appropriate intervention methods.

Planning tip: October is National Mental Health and Depression month.

Improving Processes

2 hours

If you're on a quest to deliver the best product you can as efficiently as possible, this presentation is for you. This program addresses the foundation of process improvement, approaches, tools and practice opportunities.

Program highlights:

- Identify the components of a process.
- Differentiate between core and support processes.
- Determine the criteria for launching process improvement projects.
- Recognize key process improvement principles.
- Apply a variety of useful process improvement tools.

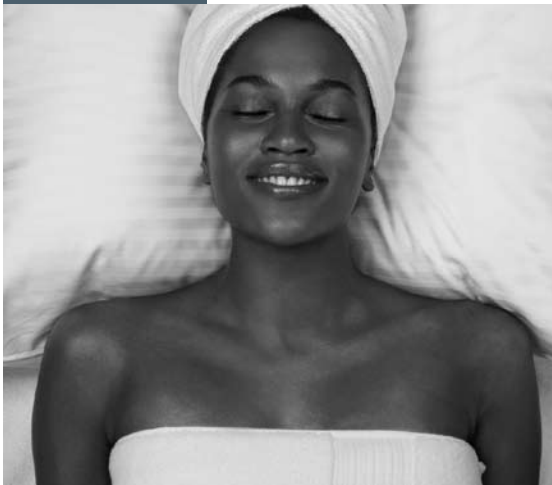
So, You Want to Be a Leader?

1 hour

In today's world, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment become critical elements of effective leadership. This training program will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

Program highlights:

- Examine the qualities of an effective leader.
- Explore challenges of leadership.
- Determine the difference between leadership today and leadership of the past.
- Understand the difference between leaders and managers.



Wellness and work/life seminars

Parenting/family

Aging

Coping for Caregivers

Managing Eldercare Issues

Navigating Eldercare Resources

Understanding Alzheimer's Disease and Related Dementias

Parenting

Adolescence 101: The Preteen/Early Teen Years

Children and the Internet

Developing Capable Kids

Growing Healthy Families

Helping Children Cope with Disaster

Home Alone Kids

Living with Your Adult Child

Planning for College

Planning a Patchwork Summer

Raising Boys

Raising Girls

Raising Healthy Kids in a Junk Food World

Raising Responsible Children

Substance Abuse and Your Kids

Successful Single Parenting

Survival Strategies for New Parents

Understanding Adolescence

Violence in Schools: Parental Awareness and Tips for Prevention

Etc.

Balancing Work and Home

Healthy Relationships

Healthy lifestyle

Making healthy choices

Getting Started

Why Diets Don't Work

Fitting Fitness into Your Busy Day

Food in the Fast Lane

Natural Energy Boosters

Stress

Stress and Life Balance

Stress Management 101

Stress Management: Additional Techniques

Wellness

Aging Well
Coping with a Chronic Condition
Ergonomically Speaking
Healthy Holiday Eating
Smoking Cessation
Taking Charge of Your Health Care
Wellness and You

Life skills

Financial

Identity Theft
Managing Your Finances
Money Matters
Pay Yourself First

Personal growth/challenges

Creating Passion
Creative Thinking
Dealing with Grief and Loss
Honoring the Anniversary
Living in an Unpredictable World
Mental Illness
Successful Retirement
Temperature's Rising: Lessons in Anger Management
What's Your Emotional IQ?

Time

Simplify Your Life
Slowing Down in a Sped-Up World
Tackling Techno-Stress
Taking Charge of Your Time

Etc.

Disaster Preparedness
Putting the "Happy" Back in the Holidays



Parenting/family

Aging

Coping for Caregivers

2 hours

Modern medicine has worked miracles. As a result, elders tend to live longer. At the same time, the chances of chronic illness or decreased functional capacity rise. As we move into middle adulthood, many of us will be called upon to provide or arrange care for an aging parent or loved one. This program is for those currently facing this situation or for those anticipating what lies ahead.

Program highlights:

- Provide education, support and resources to those who provide or arrange care for aging loved ones.
- Heighten awareness of the multiple issues involved in caregiving.
- Examine the importance of self-care while caring for others.
- Have an opportunity to share your own situations and receive support.

Planning tip: This program offers a broad view of the issues and concerns related to caregiving.

Managing Eldercare Issues

1 hour

This program offers participants information about identifying and using appropriate resources. Attendees will be able to make better decisions regarding eldercare issues. In addition, they'll learn how to reduce the stress and anxiety that comes with trying to make the best choices for an aging relative.

Program highlights:

- Heighten awareness of in-home, community and institutional resources.
- Learn about financial and legal issues.
- Become familiar with the "Care Management Planning Guide."
- Review an eldercare case study.

Planning tip: This program offers more specific information around some of the issues discussed in the Coping for Caregivers program.

Navigating Eldercare Resources

1 hour

Navigating through the maze of eldercare options can be confusing and overwhelming. This seminar will help clarify the process and give the caregiver some tools to use for gathering resources.

Program highlights:

- Identify ways to discuss the need for care with your parent or elderly relative.
- Learn the levels of medical and non-medical care.
- Determine what to consider when evaluating resources.
- Learn to communicate effectively with resources.
- Explore ways of dealing with the stress of caregiving.

Planning tip: This program focuses on determining needs, identifying available resources and communicating with those resources. It discusses resources for both the elderly loved one and the caregiver.

Understanding Alzheimer's Disease and Related Dementias

1 hour

It's extremely painful to watch people we love lose their memory, engage in uncharacteristic behavior and lose their ability to recognize us. As they manifest these symptoms of dementia or Alzheimer's disease, we offer help as we can — but we often end up feeling helpless and powerless. This training program can help us gain a better understanding of these conditions, discover what treatments are available and explore the impact on the family.

Program highlights:

- Understand the difference between normal forgetfulness and Alzheimer's disease.
- Understand the relationship between Alzheimer's disease and related dementias.
- Learn communication strategies for communicating with a person with dementia.
- Determine strategies for caregivers to help take care of themselves.

Parenting

Adolescence 101: The Preteen/Early Teen Years

1 hour

Children ages 10 to 15 experience a tremendous amount of growth in all areas of development. They feel the need to succeed in school, but may struggle with keeping all the balls in the air. They feel pressure to fit in with their peer group and look like their friends at a time when physical development fluctuates wildly. They feel pressure to be more independent, but still want — and need — their parents to be there for them. This program will offer information, tips and suggestions for addressing these issues.

Program highlights:

- Gain a better understanding of the developmental changes a preteen/early teen experiences.
- Increase awareness of the developmental needs of young adolescents.
- Learn strategies to monitor and manage media influences.
- Learn strategies to balance a preteen's need for increased independence while still providing limits.

Children and the Internet

1 hour

Children can benefit greatly from being online for learning and for fun, but they also can be vulnerable to risks that range from annoying to life threatening. By taking a few concrete actions outlined in the training program, parents can reduce the risk of exposure to inappropriate content and interactions.

Program highlights:

- Become aware of the most prevalent risks of Internet use.
- Create Internet safety rules for your household.
- Identify ways that parents can minimize the risks of Internet use.
- Learn how to help your child be a savvy Internet user.
- Heighten awareness of the warning signs of Internet misuse.

Planning tip: As software security products change on a monthly basis, this seminar will not promote or recommend specific software monitoring products.

Developing Capable Kids

1 hour

Parents want to be able to teach their children the tools that will help them be responsible, independent, productive adults. This program will focus on parental modeling, using encouragement, applying consequences, gaining cooperation and teaching decision-making and problem-solving skills.

Program highlights:

- Place children's behavior in an understandable framework.
- Learn approaches for teaching children to become responsible, independent adults.
- Be able to prepare children for decision-making and problem-solving.

Planning tip: This program focuses on children's behavior, role-modeling, encouragement and consequences.

Growing Healthy Families

1 hour

Raising children in today's environment can be a real challenge. With so many competing values, it's important to know how to parent so that our children can thrive. This presentation will cover basic information about parenting issues for toddlers, children and adolescents. The majority of information will deal with children and adolescents.

Program highlights:

- Identify universal traits parents want in their children.
- Identify the principles to live by.
- Describe moral milestones by age.
- Discuss the family life cycle.
- Problem-solve with their child.

Helping Children Cope with Disaster

1 hour

Like adults, children experience the same feelings of helplessness and lack of control that disaster-related stress can bring about. Unlike adults, children have little experience to help them place their current situation into perspective. There is much adults can do to help children reduce their fears and stress. This program will identify things you can do to ease their anxiety and promote healthy coping in an abnormally stressful situation.

Program highlights:

- Increase awareness of children's reactions to disasters.
- Learn strategies to help children of all ages.
- Increase awareness of adult reactions to disaster and how to help yourself.
- Learn when to seek help for your child.
- Identify resources for further learning.

Home Alone Kids

1 hour

Leaving kids home alone can be a daunting decision. Is my child mature enough? Will she be safe? Is he emotionally ready? Most child development experts recommend age 12, but age is not the only criterion. The good news is that there are ways to evaluate your child's readiness and lots of things parents can do to increase their child's happiness and safety when home alone.

Program highlights:

- Review preteen and early teen development.
- Assess child's readiness.
- Learn how to prepare your child (and your home) for staying home alone.
- Learn about common problems and tips to help.

Living with Your Adult Child

1 hour

This program helps participants identify and deal with the typical issues that parents and adult children face while living under the same roof. Participants will review questions to consider when thinking about such a move and explore methods for making this new type of relationship work for all parties involved.

Program highlights:

- Determine the needs of young adults and mid-life parents.
- Identify the challenges to intergenerational households.
- Explore the expectations of parents and adult children.

Planning for College

1 hour

In this program, answers are provided to questions regarding appropriate course selection, entrance exams and the college application process. An overview of financial aid and scholarships will give basic information and direction about where to go for more assistance. Selecting the "right" school also is reviewed.

Program highlights:

- Learn about suggested high school courses for college preparation.
- Examine the entrance exam and application process.
- Learn the basics about financial aid and scholarships in regards to college selection.

Planning tip: This program is designed for parents of high school age children.

Planning a Patchwork Summer

1 hour

Summer will be here before you know it, and the kids will be home. As any parent knows, summer can be a challenge, whether you stay at home with the kids or try to find age-appropriate childcare. Finding a balance between downtime and busy time is a daily task that can make even the most devoted parent wish for school to start.

Program highlights:

- Identify the challenges of planning for kids and summer vacation.
- Become familiar with resources for vacation activities.
- Learn how to plan both structured and unstructured time for children ages 6 to 15.

Planning tip: This program is most effective when held in February, March or April.

Raising Boys

1 hour

Do you have questions about how to raise your sons to be well-integrated boys and men who are able to side-step the myths around “what it means to be a man” and be successful in work, play and relationships? This training program will address issues facing boys from preschool through the high school years. There will be opportunities for group discussion and problem-solving.

Program highlights:

- Increase awareness of issues facing boys today.
- Strategize ideas for improving communication with your son.
- Generate solutions for common parenting dilemmas.
- Increase awareness of community resources.

Raising Girls

1 hour

Do you have questions about how to raise your daughters to be confident, able, responsible adults who can pursue options that integrate both traditional and non-traditional roles for women? This training program will address issues facing girls from preschool through the high school years. There will be opportunities for group discussion and problem-solving.

Program highlights:

- Increase awareness of issues facing girls today.
- Strategize ideas for improving communication with your daughter.
- Generate ideas to solve common parenting dilemmas.
- Increase awareness of community resources.

Raising Healthy Kids in a Junk Food World

1 hour

We all want our children to eat healthy foods, but junk food has infiltrated their lives. It's in our cupboards, it's in their school lunch and it's at their social activities. Not only do we want our children to eat the right foods, we also want them to grow up with a healthy attitude about food. This seminar includes some great advice to help busy parents set a good example and keep their child on a healthy path.

Program highlights:

- Examine your family's attitudes about food.
- Identify the nutritional needs of children at different ages.
- Learn ways to help your child avoid weight problems.
- Learn how to cope with picky eaters.

Raising Responsible Children

1 hour

This program will help parents identify what it takes to be a responsible, but not overbearing, parent. And, the program addresses important decision-making and problem-solving skills. Participants also will have an opportunity to learn and practice realistic communication skills that work with kids from young children on to and through school age.

Program highlights:

- Determine how to give kids opportunities to make choices, assume responsibility, solve problems and experience consequences.
- Learn communication strategies that increase your child's motivation and self-esteem.
- Decide what questions to consider when determining how much help to give with a certain task.

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.

Substance Abuse and Your Kids

1 hour

Today, drugs are not only more plentiful and accessible — they also are more lethal. Parents, guardians and other concerned adults often look for ways to help their children navigate the bumpy road to adulthood — and to reach it with their physical and emotional health intact. This program will help participants understand and recognize drug use, and learn how to create an open and trusting relationship with their children.

Program highlights:

- Create an awareness of substance use among children and adolescents.
- Provide participants with techniques to help them prevent substance abuse among children.
- Understand factors that influence teens to use or avoid drugs.
- Identify potential warning signs that may make some teens prone to drug use.

Successful Single Parenting

1 hour

Parenting on your own can be a challenge. This program takes an upbeat approach to a topic that often brings terror to the minds of newly single parents. Participants are offered an opportunity to build a library of survival tips for parenting and self-care.

Program highlights:

- Understand the value of a positive attitude.
- Explore the importance of work/life balance.
- Receive tips for survival.

Survival Strategies for New Parents

1 hour

Having a baby is a time of great joy and excitement. It also can be a time of great exhaustion. This seminar explores time-honored “tips from the trenches” to help expecting and new parents cope with the challenges of parenthood.

Program highlights:

- Explore how a baby changes a relationship
- Identify strategies for strengthening the couple relationship
- Learn how to manage your time
- Determine techniques for transitioning back to work
- Review suggestions for taking care of yourself

Understanding Adolescence

1 hour

Attending this program can help parents and other concerned adults identify exactly what behavior is normal for a teenager. Parenting styles are given special attention as well. Armed with information and ideas shared in a lively, guided discussion, participants will be prepared to open the lines of communication with their young adult.

Program highlights:

- Discuss adolescent development and developmental tasks.
- Identify parenting styles.
- Learn strategies for dealing with adolescent behavior.

Violence in Schools: Parental Awareness and Tips for Prevention

1 hour

Violence in the schools has become a serious concern for parents. They may wonder: How safe is my child's school? Is my child at risk? What signs do I look for in my child — or in his or her friends? What can I do? This program will address these questions, give parents suggested ways to approach their children and recommend practical ways to get involved.

Program highlights:

- Offer tools for recognizing and identifying potentially violent behavior.
- Familiarize parents with intervention techniques for questionable behavior.
- Learn how to start a conversation with their children.

Etc.

Balancing Work and Home

1 hour

Also available in a Web-based format

Balancing work and home life is of paramount concern to many people in the workplace. Competing demands, lack of personal time and our increasingly complex lifestyles stir feelings of guilt and turmoil. Through discussion and other activities, participants will learn strategies for determining priorities and creating balance in their lives.

Program highlights:

- Determine various sources of stress.
- Take a fresh look at personal values and choices.
- Learn skills for effectively managing multiple demands.

Client information and recommendations: In order to support the concept of “balance,” participants will be encouraged to think about the role work has in their lives. Plus, they will be asked to communicate their needs and expectations to their supervisor or manager in a respectful way that encourages and promotes problem solving. Please remind managers and supervisors to be open to employee-initiated discussion.

Planning tip: October is National Work and Family Month.

Healthy Relationships

1 hour

We often pay the least attention to the relationships in our lives that mean the most to us, trusting the other person will understand and always “be there.” What if that lack of attention — and care — threatens those relationships? This training will focus on the characteristics of healthy relationships. It suggests tools that we can use to communicate the investment we’re willing to make to have healthy relationships with the significant people in our lives.

Program highlights:

- Determine characteristics of healthy relationships.
- Identify problem areas in relationships.
- Explore communication techniques to grow and strengthen significant relationships.

Planning tip: This seminar is good any time of the year, but it's fun to offer around Valentine's Day.

Healthy lifestyle

Making healthy choices

The following five seminars are designed to help employees eat right, get moving and make additional healthy choices. Each seminar is one hour in length. The seminars can stand alone or be offered as a series.

Getting Started

1 hour

This seminar offers a non-diet approach to making healthier food choices. Following this process will help you achieve a healthy body weight and arm you with tools to keep it off.

Program highlights:

- Identify patterns of eating.
- Take a food inventory of your environments.
- Focus on important foods rather than deprivation.
- Identify personal eating behaviors.
- Determine your recipe for good nutrition.

Why Diets Don't Work

1 hour

Also available in a Web-based format

We're a nation obsessed with both food and dieting. Consequently, it's not unusual to experience the roller coaster effect that can accompany extremes of eating and rigid dieting. This training program will address this concern by offering a nutrition self-assessment checklist, a hunger-fullness continuum, information around carbohydrates and protein, tips for eating out and a checklist to help determine if you need professional weight loss help.

Program highlights:

- Understand the obstacles to losing weight.
- Learn about timing your eating.
- Explore nutritional components relative to weight loss, particularly carbohydrates and protein.
- Determine appropriate portion sizes to encourage weight loss.
- Develop a plan for “sticking with it.”

Planning tip: This seminar is particularly well-received in January when people are trying to lose weight after the holidays or keep their New Year's resolutions.

Fitting Fitness into Your Busy Day

1 hour

It's estimated that nearly 80 percent of the U.S. population fails to participate in adequate physical activity, and 60 percent are sedentary. If you fall into one of these categories, this seminar is for you. Even the busiest person can weave 30 minutes of physical activity into his or her day.

Program highlights:

- Discover the benefits of regular exercise.
- Determine what's holding you back.
- Identify ways to fit more movement into everyday routines.
- Develop a personal action plan.

Food in the Fast Lane

1 hour

With the hectic pace of life and the abundance of fast foods available, it's easy to get into the habit of eating too much over-processed food. However, with a bit of planning and awareness, you can create fast foods that are good for you and that taste great.

Program highlights:

- Learn how to make better choices when eating out.
- Discover strategies for healthy office eating.
- Learn how to help children develop healthy eating habits.
- Develop a personal action plan.

Natural Energy Boosters

1 hour

Here's an opportunity to look at strategies to increase your energy and perk up your life. Participants will gain useful and accurate information regarding healthy eating practices. Plus, they'll learn which snacks to reach for when a boost is needed.

Program highlights:

- Discover foods and activities that energize.
- Learn how the “quick fixes” — sugar, fat and caffeine — actually sap your energy.
- Determine how to get the best rest.
- Learn tips for combating stress and anxiety.

Stress

Stress and Life Balance

1 hour

Also available as a Sampler Program

An out-of-balance life can contribute to high levels of stress. This program combines elements of our “Balancing Work and Home” and “Stress Management: Additional Techniques” programs. Participants will have an opportunity to complete the OptumHealthSM LifeScale[®] Survey and learn methods of using assets to meet needs. And, they’ll take home a variety of tools for addressing stress.

Program highlights:

- Explore methods for achieving a better balance in managing the conflicting demands of our lives.
- Identify resources that can be used to meet needs.
- Examine personal values and choices.
- Learn skills for effectively managing multiple demands.

Stress Management 101

1 hour

Also available as a Sampler Program and in a Web-based format

Here’s a useful program that helps participants identify the stressors in their lives and understand their impact. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees have an opportunity to practice relaxation exercises.

Program highlights:

- Define your stress.
- Understand the physical, mental and emotional effects of stress.
- Identify the roots of stress.
- Learn coping skills and practice relaxation tips and exercises.

Stress Management: Additional Techniques

3 hours

Stress doesn’t always originate from just “big” issues at work, home or relationships. More likely, stress results from a combination of “big” and “little” problems that can contribute to headaches, upset stomach, anger, feeling a loss of control and even depression. This program helps participants identify causes of stress and offers techniques to cope, relax and take action to reduce those pressures.

Program highlights:

- Increase understanding of the dynamics of stress.
- Learn different types and sources of stress.
- Examine our roles along the stress continuum.
- Become acquainted with techniques to manage stress.

Wellness

Aging Well

1 hour

This program addresses factors and research related to aging. Participants are guided through an informative discussion regarding positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise also are examined. Good food for thought.

Program highlights:

- Review the research about aging.
- Understand the value of participation and having interests.
- Explore the role of resilience in healthy aging.

Coping with a Chronic Condition

1 hour

This program takes a proactive approach to living with a chronic condition. Participants will learn how to deal with anger, cope with change, develop healthy exercise and nutrition strategies, and generate workplace and family support. Participants are encouraged to work closely with their doctors and other health care professionals.

Program highlights:

- Provide participants with information and coping skills for living with a chronic condition.
- Determine the lifestyle choices and coping skills that promote health and well-being.
- Learn how to work effectively with health care professionals.
- Learn to receive comfort from and give support to others who live with chronic conditions.

Ergonomically Speaking

1 hour

Pain and injury can result from a workstation that has been improperly set up for your physical needs. This program provides participants with valuable information about establishing a physical work environment that maintains personal comfort and enhances productivity. Participants have an opportunity to practice simple exercises designed to keep them healthy and comfortable at work.

Program highlights:

- Learn proper office ergonomics to prevent harmful accumulation of physical stress that leads to pain, fatigue and injury.
- Determine how to set up your workstation properly for your body.
- Practice a stretching routine.

Healthy Holiday Eating

1 hour

The holidays are a time of celebrations. One way we do that is by providing special foods. However, this can be too much of a good thing with holiday treats offered everywhere you go. No matter which holidays you celebrate, this seminar will give you tips for enjoying the season while still making healthy choices.

Program highlights:

- Discover different holiday food traditions.
- Learn strategies to avoid overindulging.
- Learn how to “lighten up” favorite holiday recipes.
- Test your knowledge about holiday food safety.

Smoking Cessation

1 hour

This program presents participants with helpful ways to stop smoking and invites them to choose an approach that best suits their personality and lifestyle.

Program highlights:

- Learn factual information about the hazards of smoking and the benefits of quitting.
- Explore practical tips and activities that prepare participants to begin a smoking cessation program.
- Understand the stages of the quitting process and identify their present stage.
- Learn about smoking cessation techniques demonstrated as the most effective by current research.
- Make a personal plan to stop smoking.

Planning tip: The Great American Smokeout is held each November.

Taking Charge of Your Health Care

1 hour

Also available in a Web-based format

Are you still trying to understand today's complex health care system? This program offers information and suggestions you can use to make good health care decisions for you and your family.

Program highlights:

- Determine what to ask when selecting a doctor.
- Learn to understand the language of today's health care.
- Receive suggestions for preparing for a doctor's visit.
- Explore how to get the most from health care.

Planning tip: This program is not meant to address selection of company benefits or their interpretation. Having an HR Representative present to answer any benefit questions is suggested.

Wellness and You

1 hour/2 hours

Also available as a Sampler Program

Is your lifestyle hazardous to your health? Wellness is much more than simply avoiding disease. This program introduces the major components of wellness including proper nutrition, regular exercise, balanced lifestyle and stress management. The two-hour version includes specific nutritional components and tips for keeping a healthy heart.

Program highlights:

- Understand basic wellness components.
- Recognize the short- and long-term benefits of a healthy lifestyle.
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance.

Life skills

Financial

Identity Theft

1 hour

Identity theft has become so prevalent that chances are either you or someone you know has been a victim. It's not uncommon for these situations to take hundreds of hours and dollars to resolve.

Program highlights:

- Find out the most common ways people can obtain your financial and identity data.
- Learn how to protect yourself against becoming a victim of fraud.
- Identify what steps to take if you find you've become a victim.
- Identify resources for further learning.

Managing Your Finances

1 hour

In this session, participants are offered important tips on setting up and maintaining a budget. Information about establishing credit and the value of maintaining a good credit rating also are explored. While some saving choices may be reviewed, this class does not address long-term financial planning options.

Program highlights:

- Learn budgeting basics.
- Find out about your credit rating.
- Know where to get more information.
- Understand the impact of your financial situation on the rest of your life.

Money Matters

1 hour

This basic program on personal budgeting and managing personal finances was written by the Federal Deposit Insurance Corporation (FDIC). The program addresses spending plans, tax credits and budgeting.

Program highlights:

- Prepare a personal spending plan/budget to estimate monthly income and expenses.
- Identify ways to decrease spending and increase income.
- Track daily spending habits.
- Identify budgeting tools to help manage money.

Pay Yourself First

1.5 hours

This is another program created by the FDIC. It explores saving and growing your money, savings options and investment products.

Program highlights:

- Explain why it's important to save.
- Determine goals for saving.
- Identify savings options.
- Determine which savings options will help participants reach their savings goals.

Personal growth/challenges

Creating Passion

1 hour

This is a thought-provoking program designed to encourage participants to energize themselves. Content covers creating a productive work environment and self-motivation. The value of goal-setting and achievement also is discussed.

Program highlights:

- Recognize the source of your passion.
- Learn how passion can enhance or interfere with goals.
- Identify ways to create a productive work environment.
- Become skilled at inspiring others to do their best.

Creative Thinking

1 hour

Here's an opportunity to have some fun while you learn. This program is a lively, highly interactive session that encourages participants to think outside the box. Employees will learn how to break out of self-limiting patterns of thinking and begin to use their own creative process.

Program highlights:

- Define creative thinking.
- Explore the factors that influence creative thinking.
- Understand the stages of the creative thought process.
- Use puzzles, exercises and brainteasers to test creativity.

Dealing with Grief and Loss

1 hour

Loss is a constant in life. Employees are often left alone to deal with loss, feeling isolated and unsupported in the work environment. The predominant unspoken message is, "You should be over this by now." This seminar will look at various types of loss, identify what co-workers can expect after a loss, explore the grief process and provide guidelines for appropriate support.

Program highlights:

- Increase understanding of the grief process.
- Provide guidelines for appropriate support.
- Examine the impact of co-worker losses on the workplace.
- Identify expected grief reactions.

Honoring the Anniversary

1 hour

The anniversaries of traumatic events may trigger many emotions — replicating those felt at the initial trauma and intensifying feelings of grief. People may feel that they're losing ground as they try to heal from the trauma. This training will help participants normalize the anniversary experience and explore the benefits of commemorating these anniversaries. Plus, it will offer an opportunity to define the changes and meaning that can result from traumatic events.

Program highlights:

- Understand the need to monitor media exposure.
- Learn about normal reactions.
- Identify losses.

Living in an Unpredictable World

1 hour

Terrorism, Mother Nature, war...all of these events have the ability to jolt our world, heighten our vigilance and leave us feeling as if we're living on the edge. This prolonged sense of uneasiness is unfamiliar to most of us and it takes a toll. This training program combines "Dealing with the Aftermath" and "Coping with Stress in Uncertain Times" to help identify and normalize reactions to these events, explore the broad emotional impact and look at healthy ways to cope.

Program highlights:

- Examine the components of critical incidents.
- Increase understanding of the wide range of normal human responses to a critical incident.
- Identify expected grief reactions.
- Determine appropriate means of support.
- Identify strategies for helping children cope.
- Explore appropriate stress reduction techniques.
- Learn when to seek professional help.

Planning tip: This program can be beneficial for anyone who has been touched by a traumatic event, no matter how remote it seems.

Mental Illness

1 hour

Many individuals and their families are dealing with the complexity of mental illness and/or other disorders resulting from abnormal brain chemistry. Within the family, there may be higher needs and greater demands, while outside the family lies the stigma attached to mental illnesses. This program will define mental illness, examine the impact on the family and identify support services and self-care activities.

Program highlights:

- Discuss causes and symptoms of major mental illness.
- Explore methods of managing behaviors that accompany mental illness.
- Identify supports and resources in addressing these illnesses.

Successful Retirement

1 hour

Thinking about retirement? This program puts participants on a path that can lead to satisfying and enjoyable life changes. Participants will receive information on planning and preparing for this next life stage. Group discussion encourages participants to share mutual concerns and do some collaborative problem-solving.

Program highlights:

- Share perceptions of aging and retirement.
- Define the steps for planning and preparing for retirement.
- Explore the issues that need to be considered when planning for retirement.
- Engage in problem-solving and resource identification.

Planning tip: Please advise participants that this is not a financial planning seminar. The continuum of psychosocial issues of retirement will be addressed.

Temperature's Rising: Lessons in Anger Management 1 hour

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This program will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner.

Program highlights:

- Explore beliefs that can trigger anger reactions.
- Learn to recognize anger in order to exercise options around it.
- Review methods for responding, as opposed to reacting, to feelings of anger.
- Examine the role of forgiveness.
- Recognize anger in order to exercise options around it.

What's Your Emotional IQ? 2 hours

This program introduces participants to basic emotional competencies and strategies for enhancing self-awareness. Pointers are offered on improving self-motivation and reducing stress. Participants will have an opportunity to complete a simple exercise to determine their own emotional quotient (EQ) and make a plan for self-improvement.

Program highlights:

- Understand the importance of emotional intelligence.
- Learn strategies for handling emotions.
- Improve motivation.
- Determine your EQ.

Time

Simplify Your Life 1 hour

This program encourages participants to look at their inner beliefs as they identify personal roadblocks to streamlining their approach to the requirements of everyday living. The impact of the excuses we make to avoid personal change are examined.

Program highlights:

- Examine inner beliefs.
- Determine how to rid our lives of clutter.
- Learn how to streamline chores and commitments.

Slowing Down in a Sped-Up World

1 hour

This program helps participants take a serious look at the factors that are contributing to the frenetic pace in the world today and identify why we feel so rushed. The benefits of slowing down and pacing are examined along with strategies for managing time. In addition, practical suggestions are offered for gaining control of the stress created by our environment.

Program highlights:

- Explore the factors that contribute to the frenzy.
- Understand the benefits of slowing down.
- Determine the impact of inner beliefs on our lives.

Tackling Techno-Stress

1 hour

It's time to take a long, hard look at how minute-by-minute technological change is impacting us all. Strategies for coping with these new levels of stress are reviewed. Participants will receive suggestions for establishing personal solutions.

Program highlights:

- Identify the stress created by keeping up with the latest technology.
- Learn how to maintain control over technical intrusions.
- Recognize the warning signs of technical overload.
- Find ways to break the techno-stress cycle.
- Review the signs of Internet addiction.

Taking Charge of Your Time

1 hour

Time may be our most valuable resource, but it often is given away thoughtlessly, unconsciously or reactively. This seminar focuses on the development of a conscious appreciation of time as a precious asset. Participants are introduced to decision-making and time-allocation techniques.

Program highlights:

- Gain a personalized understanding of time management principles.
- Increase our ability to use time to our best advantage.
- Gain an awareness of how our values should help us set goals and prioritize activities.
- Identify and address time wasters.

Etc.

Disaster Preparedness

1.5 hours

Why prepare for disasters? Studies have shown that children and adults who have experienced ongoing preparedness training are not only safer, but fare better emotionally. There are steps you can take right now so that if disaster strikes, you'll be better able to take care of yourself and those around you.

Program highlights:

- Develop a family disaster plan.
- Prepare disaster supplies for home, car and work.
- Determine special considerations for children and pets.
- Discover the importance of neighbors helping neighbors.

Putting the “Happy” Back in the Holidays

1 hour

Available in a Web-based format

This program examines holiday stress and helps participants identify some of the factors that contribute to it. Plus, it explores a variety of ways to create the kind of holiday celebration that meets individual needs. Attendees will be able to make better choices for the holidays while reducing stress levels, improving family relationships and having more fun.

Program highlights:

- Explore the factors that contribute to holiday stress.
- Identify healthy and unhealthy coping mechanisms.
- Learn to set limits.
- Make a personal holiday action plan.

Planning tip: This program is most effective when presented prior to the onset of the holiday season, by October or early November.

Sampler Programs

Sampler Programs are 30-minute sessions designed to give customers a “taste” of our training programs. These brief sessions are perfect for worksites with scheduling and time constraints. Sampler Programs count as one hour against your allotted training hours or, if fee-for-service, the cost of one training hour will be billed to your organization.

All Sampler Programs are available in a Web-based format.

Communicating without Words:

Actions Speak!

30 minutes

This presentation will cover basic nonverbal communication behavior with opportunities for demonstration, interpretation and discussion.

Program highlights:

- Identify the components of nonverbal communication.
- Explore the power of nonverbal behavior.

Difficult Behaviors: Taking the

Thorn out of My Side

30 minutes

This presentation will increase our recognition and understanding of challenging behaviors and offer suggestions for addressing them.

Program highlights:

- Increase recognition and understanding of difficult behaviors in the workplace.
- Learn skills to cope with difficult interpersonal styles more effectively.



Getting What You Need:

Asserting Your Rights without Damaging Others'

30 minutes

This presentation will explore assertive communication and demonstrate taking responsibility for what we say, feel and do. Participants also will examine a model of assertive behavior and practice assertiveness skills.

Program highlights:

- Identify the characteristics of assertive communication.
- Understand the role of message ownership and cooperative language.
- Learn an assertiveness model.

Healthy Living: A Primer

30 minutes

This presentation will cover a comparison of the factors that influence our health and the basic components of healthy living.

Program highlights:

- Measure participant's lifestyle against a healthy lifestyle.
- Understand the factors affecting health.
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance.
- Create an action plan to facilitate change.

Life Balance: Too Many Balls, Not Enough Bounce

30 minutes

This presentation covers techniques and suggestions for creating more balance in our lives.

Program highlights:

- Learn techniques to reduce guilt.
- Use self-talk and support to achieve balance.
- Learn skills for effectively managing multiple demands.

Stress: Dialing It Down

30 minutes

This presentation covers stress management techniques for use in a variety of situations.

Program highlights:

- Increase awareness of multiple stress management options.
- Examine the stress continuum.
- Become acquainted with techniques to manage stress.

The Communication Model: Building Bridges

30 minutes

This presentation will cover basic communication skills and a framework for communicating across cultures.

Program highlights:

- Examine different approaches to communication.
- Apply the communication process model.
- Understand sources of communication barriers.
- Practice active listening.

Web-based programs

Several training topics are now available to be presented in a Web-based format and by standard means. Participants can dial in toll-free from any location as they interact through a real-time training session on their desktop. This modality provides an excellent way to meet training needs for dispersed employees. A limited number of programs in this format are available for scheduling (see below). There are a limited number of available spaces per session.

Balancing Work and Home 1 hour

Determine priorities and learn strategies for creating balance.

Building Resiliency 1 hour

Identify the personal characteristics associated with positively coping with unexpected challenges.

Building Trust in the Workplace 1 hour

Determine behaviors that undermine workplace trust and identify changes that may improve the work environment.

Communicating without Words 30 minutes

Explore nonverbal communication behavior.

Creating a Healthy Workplace 1 hour

Discover how respectful communication, problem-solving skills, differences and fun can contribute to a positive and healthy work environment.

Difficult Behaviors 30 minutes

Recognize and understand challenging behaviors. Identify methods of addressing them.

Generations @ Work 1 hour

Understand generational differences and determine methods for creating harmony among multiple generations in the workplace.

Getting What You Need 30 minutes

Explore assertive communication. Examine a model of assertive behavior.

Healthy Living 30 minutes

Compare the factors that influence our health and discuss the basic components of healthy living.

Life Balance 30 minutes

Review techniques and suggestions for creating more balance in our lives.

Managing Change 1 hour

Learn a healthy process for navigating workplace change.

Managing Eldercare Issues 1 hour

Identify and use appropriate resources. Make better decisions regarding eldercare issues and reduce the attendant stress and anxiety.

Managing Stress for Success 1 hour

Review stress basics and learn practical suggestions for coping with stressful situations in the workplace.

Meeting the Challenge of the Difficult Customer 1 hour

Learn tips for dealing with rude and demanding customers and defusing tense situations.

Putting the “Happy” Back in the Holidays 1 hour

Examine holiday stress and identify factors contributing to it. Explore ways to create the kind of holiday celebration that meets your needs.

Stress 30 minutes

Review a continuum of stress management techniques.

Stress Management 101 1 hour

Identify the stressors in your life and gain an understanding of how these stressors have affected you. Use positive coping to reduce the negative effects of stress.

Taking Charge of Your Health Care

1 hour

Learn about today's health care and obtain information to help make good health care decisions for you and your family.

The Communication Model

30 minutes

Review basic communication skills and a framework for communicating across cultures.

Using Your Management Consultation Services

1 hour

Learn about Management Consultation Services and become familiar with tools for addressing employee issues.

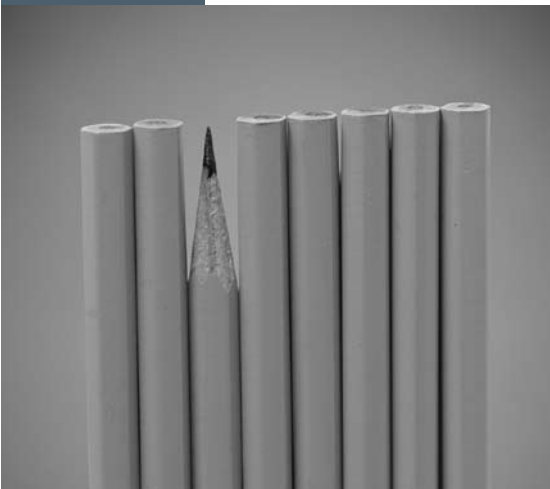
Why Diets Don't Work

1 hour

Learn how to stop the roller coaster effects of extreme eating and rigid dieting. Explore the hunger-fullness continuum and receive tips for eating out.

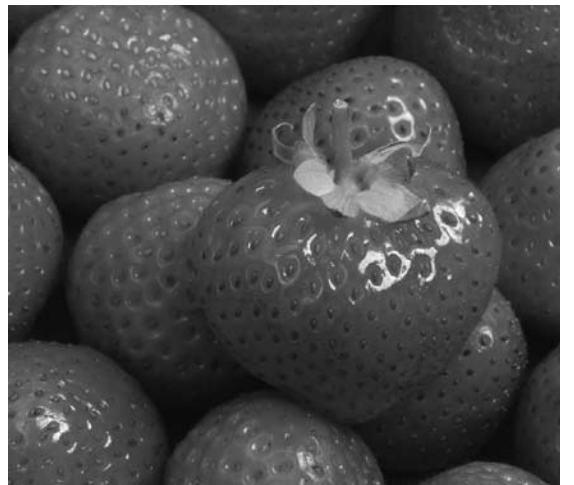


Notes









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