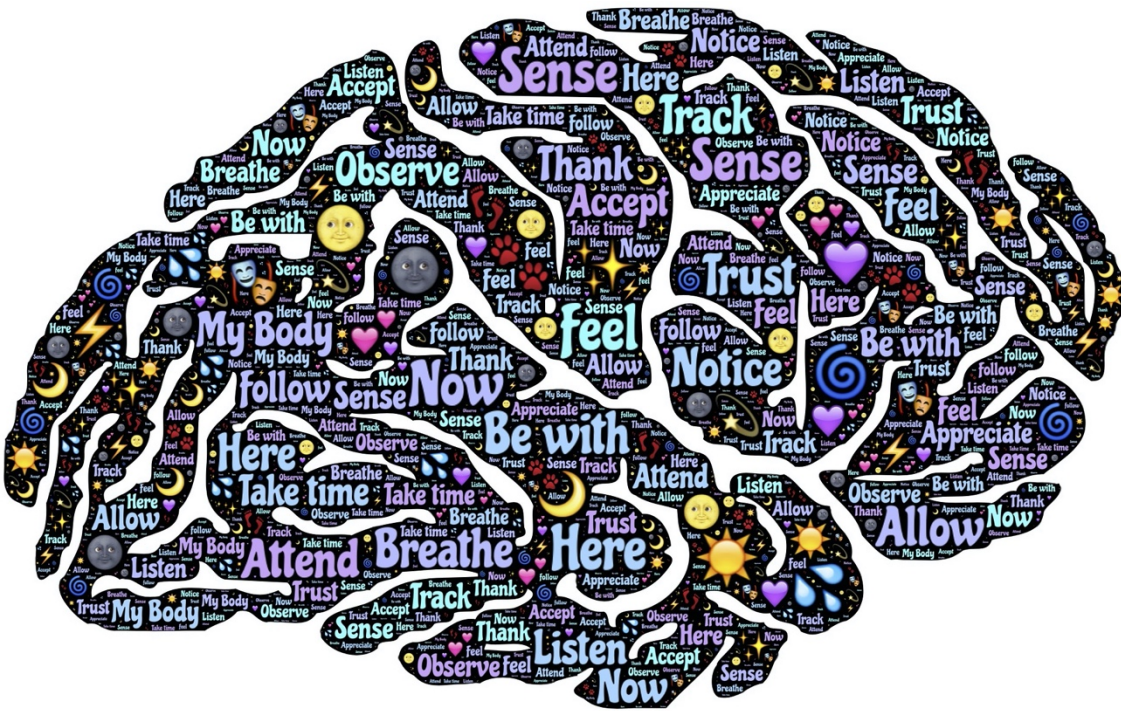


# BHO EAP

## Training Catalog

2024



BEHAVIORAL HEALTHCARE  
OPTIONS, INC.<sup>SM</sup>

Revised 9.2023

# ABOUT BHO EAP TRAINING

BHO EAP is a provider of national, comprehensive employee assistance (EAP) services. We partner with employers to maximize the wellbeing, safety and productivity of the workplace. For more information about BHO EAP services, check our web site at [www.bhoptions.com](http://www.bhoptions.com).

BHO EAP offers professional and persons skill development on a wide variety of topics that are relevant and essential to our well-being and success. We support your organization's training, development and wellness goals and serve as a valuable complement to existing initiatives.

BHO EAP professional development opportunities provide participants the chance to build on their skills and enhance the attributes which they've had all along. BHO EAP consultants/trainers have a vast knowledge base spanning from human resources, organizational development, industrial/organization psychology education, and talent development.

BHO EAP stands behind every training and believes you deserve nothing but the best presentation possible through BHO EAP. All BHO EAP trainings employ interactive methods of learning and offer real work-life examples. In addition to a wide variety of topic optics, we also have ability to develop a customized training program to fit your organization's needs.

All of the trainings can be delivered in person, using your company's online platform, or via pre-recorded videos. These trainings can also be condensed into recorded micro trainings (*less than 20 minutes*) to be used during a staff meeting. The micro trainings are included as part of the BHO EAP services free of charge. They can be viewed any time, at your convenience. Just click on the links provided in this document to view the trainings.

We can provide a one page flyer which includes an image, a description of the training with a link code, length of training and a QR code for ease of viewing on one's cellular phone. In addition, if you require an embedded code (*3 size options*) for use in your intranet please request that from your Account Manager.

**To schedule training for your company, please include the following information:**

- ☐ Company/location
- ☐ Name of Training
- ☐ Possible Dates & Times
- ☐ Type of delivery: onsite, online or video
- ☐ Which online platform is being utilized?

**And email to:**

**EAP Team Contacts for Training:**

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Employee Orientations and EAP Supervisory Referral Recorded Trainings are available to all our client companies. They are free and available 24/7.

All BHO EAP trainings end with a brief reminder of the services available. The further in advance you schedule your training, the more likely we will be able to accommodate the date and time you need (*two weeks minimum is preferred*). Most trainings require a minimum number of participants. We ask for a **48-hour cancellation notice**. If BHO EAP is not your organization's EAP, or your contract does not include onsite training hours, all trainings can be purchased separately.

Please contact a member our team with any question or to develop a customized training solution for your team.

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# LEADERSHIP TRAINING



Trainings for leaders are an integral part of planning for successful company growth and wellness. The following trainings will provide useful information in a way that is interactive and engaging. They are often an effective tool in creating positive changes in the health of both leadership and employees within your organization.

- ☐ Balancing Work and Family (25 min.)
- ☐ Building Winning Teams
- ☐ Bullying in the Workplace (12 min.)
- ☐ Business Etiquette (8 min.)
- ☐ Change Management (46 min.)
- ☐ Change Your Thinking, Change Your Life (27 min.)
- ☐ Child Abuse Awareness (28 min.)
- ☐ Coaching Employees for Success (26 min.)
- ☐ Compassion Fatigue (18 min.)
- ☐ Conflict Competent Leadership (39 min.)
- ☐ Critical Incident Response Training for Supervisors, Managers (15 min.)
- ☐ Crucial Conversations (32 min.)
- ☐ Diversity in the Workforce (14 min.)
- ☐ Domestic Violence/Intimate Partner Violence
- ☐ DOT Training (34 min.)
- ☐ Emotional Health (27 min.)
- ☐ Emotional Intelligence
- ☐ Energy Management: Why it matters more than time management
- ☐ The Gift of Listening (28 min.)

- ☐ Gratitude in Leadership (30 min.)
- ☐ How to Handle Other People's Emotions Like a Pro (55 min.)
- ☐ How to Say No and Still be Successful (50 min.)
- ☐ Intimate Partner Violence/Domestic Violence
- ☐ Leading Change
- ☐ Manager's Guide to Mental Illness in the Workplace (19 min.)
- ☐ Managing Multiple Generations (39 min.)
- ☐ Managing the 'Terrible Two's': Anger and Fear (31 min.)
- ☐ Managing Time for Supervisors (31 min.)
- ☐ Mindfulness in the Workplace
- ☐ Negativity in the Workplace (25 min.)
- ☐ "Net-Iquette" – Email Etiquette (19 min.)
- ☐ Nonverbal Communication: Improving Your Skills at Reading Body Language
- ☐ Organizational Change: Surviving or Thriving?
- ☐ Planning for Professional Growth
- ☐ Post-Traumatic Stress Disorder: Not All Wounds Are Visible
- ☐ Priority Management (48 min.)
- ☐ Resilience: Change Proof (20 min.)
- ☐ Resilience The Key to Meeting the Challenges of Change (22 min.)
- ☐ Sensitivity: Respecting Our Differences
- ☐ Sexual Harassment – What Every Manager Should Know
- ☐ Signs and Symptoms of Substance Abuse (26 min.)
- ☐ Social Media Addiction
- ☐ Suicide Awareness
- ☐ Suicide Prevention (57 min.)
- ☐ Supervisory Training Dealing with Difficult Workplace Behaviors (25 min.)
- ☐ Time Management for Supervisors (31 min.)
- ☐ Trauma-informed Workplace (22 min.)
- ☐ Violence in the Workplace

# TRAINING FOR ALL STAFF



*We assist your organization in promoting a healthy work environment where employees are engaged and effective in their roles. Our worksite learning opportunities are designed to educate and motivate employees to be proactive and effective in managing their work responsibilities and personal lives. All of the trainings listed below are one hour in length for live trainings unless described differently. The micro training versions are less than 20 minutes in duration. In addition, any of the trainings for all staff may be tailored for supervisors and managers.*

- ☐ 7 Types of Anxiety and Depression (37 min.)
- ☐ ADD – Attention Deficit Disorder (19 min.)
- ☐ Addiction at Work and at Home (17 min.)
- ☐ Anger Management: Taming the Tiger Within (19 min.)
- ☐ ANTs (*Automatic Negative Thoughts*) (23 min.)
- ☐ Anxiety at Work (22 min.)
- ☐ Anxiety Disorders (29 min.)
- ☐ Assertiveness Skills (16 min.)
- ☐ Attitude 101 (12 min.)
- ☐ Balancing Work and Family (25 min.)
- ☐ Break Bad Habits and Create New Positive Ones (32 min.)
- ☐ Breathwork (16 min.)
- ☐ Budgeting 101 (34 min.)
- ☐ Bullying in the Workplace (12 min.)
- ☐ Care for the Caregiver: Who's Taking Care of the Caregivers? (20 min.)

- ☐ Caring for Our Elders – Our Turn Now (31 min.)
- ☐ Change Your Thinking, Change Your Life (27 min.)
- ☐ Child Abuse Awareness (32 min.)
- ☐ Codependence? What is
- ☐ Conflict Competent Leader (39 min.)
- ☐ Conflict Resolution (14 min.)
- ☐ Coping with Anxiety during COVID (15 min.)
- ☐ Coping with Change (16 min.)
- ☐ Critical Incident Response: Is It Really Necessary?
- ☐ CIR Critical Incident Response Training for Staff (15 min.)
- ☐ Crucial Conversations (32 min.)
- ☐ Dealing with Difficult People
- ☐ Defusing Angry Customers (28 min.)
- ☐ Depression: Myths and Facts
- ☐ Diversity 101: Tips for Workplace Success (14 min.)
- ☐ Domestic Violence/Intimate Partner Violence
- ☐ Dual Career Couples – Facing the Stress of Success
- ☐ Earthing (43 min.)
- ☐ Emotional Agility (15 min.)
- ☐ Emotional Health & Suicide Awareness (33 min.)
- ☐ Emotional Health: What is it and how do it get some? (27 min.)
- ☐ Emotional Intelligence 2.0 Using Your Emotional Intelligence in the Workplace (46 min.)
- ☐ Finding Meaning in a Loved One's Loss (26 min.)
- ☐ The Gift of Listening (28 min.)
- ☐ Goal Setting
- ☐ Gottman Resources (38 min.)
- ☐ Healthy Habits (24 min.)
- ☐ Holiday Stress (22 min.)
- ☐ How to Handle Other People's Emotions Like a Pro (55 min.)
- ☐ Just Breathe (22 min.)
- ☐ Laughter, Chocolate, and Other Lesser Known Stress Reducers



- ☐ Living Well on the Fast Track
- ☐ Love Prescription (15 min.)
- ☐ Love Prescription & Gottman Resources (92 min.)
- ☐ Managing the “Terrible Two’s”: Anger and Fear (31 min.)
- ☐ Managing Time for Staff (26 min.)
- ☐ Managing Your Personal Energy: Why Energy Management Matters More than Time Management
- ☐ Mindful Communication
- ☐ Mindfulness Meditation (27 min.)
- ☐ Negativity in the Workplace (25 min.)
- ☐ “Net-Iquette” – Email Etiquette
- ☐ Nonverbal Communication: Improving Your Skills at Reading Body Language
- ☐ Online Dating: It’s a Jungle Out There
- ☐ Opiates in America
- ☐ Organization Change: Surviving or Thriving?
- ☐ Overcoming Procrastination
- ☐ Parenting Tips for All Ages
- ☐ Pathological Gambling
- ☐ Positive Assertiveness (16 min.)
- ☐ Post-Traumatic Stress Disorder: Not All Wounds Are Visible (32 min.)
- ☐ The Power of Positive Self Talk
- ☐ Priority Management (48 min.)
- ☐ The Psychology of Money (What Money Really Means)
- ☐ Put Yourself First with Self Care to Wellness (15 min.)
- ☐ Resilience (22 min.)
- ☐ Resilience – Change Proof by Adam Markel (20 min.)
- ☐ Respectful Workplace
- ☐ Retirement (29 min.)
- ☐ Self Care: Be A Wildflower (26 min.)
- ☐ Self-Esteem, do you have enough? (27 min.)
- ☐ Self-Sabotage: Who Needs Enemies When You’ve Got Yourself? (20 min.)

- ☐ Sexual Harassment – What Is and How to Avoid It (17 min.)
- ☐ Social Media Addiction
- ☐ Stop Worrying!
- ☐ Stress (28 min.)
- ☐ Stress Management – From Burnout to Balance (27 min.)
- ☐ Stress Reduction and Relaxation Session (30 min.)
- ☐ Suicide Awareness
- ☐ Supporting Caregivers in the Workplace
- ☐ Telephone Etiquette
- ☐ The Life-Changing Magic of Tidying Up (7 min.)
- ☐ The Love Prescription (60 min.)
- ☐ Time Management
- ☐ Tips for Getting a Good Night's Sleep (27 min.)
- ☐ Toxic Ideas: Are They Ruining Your Life?
- ☐ Trauma: What Happens and How to Recover
- ☐ Trauma in Children: What Happens and How to Help
- ☐ Understanding and Supporting People with Mental Illness
- ☐ Understanding the Multigenerational Workforce
- ☐ Using Your Emotional Intelligence in the Workplace
- ☐ Violence in the Workplace
- ☐ Wellness and Resiliency (20 min.)
- ☐ What is Codependence?
- ☐ Who Moved My Cheese? A Story about Change (26 min.)
- ☐ Win a Little, Lose a Lot: The Problem Gambler

## RECORDED BOOKLETS

- ☐ Coping with Crisis at Work (14 min.)
- ☐ First Responder Training (103 min.)
- ☐ Grief at Work (14 min.)
- ☐ Strategies for Stress Management (23 min.)
- ☐ Supervisory Training Dealing with Difficult Workplace Behaviors (25 min.)

## MEDITATIONS

- ☐ 8 Essential Tips to Nourish Your Meditation Practice (3 min.)
- ☐ Being a Healthy Person Meditation (21 min.)
- ☐ Body Awareness Meditation (10 min.)
- ☐ Breathing Anchor Meditation (11 min.)
- ☐ Digestion Meditation (27 min.)
- ☐ Feeling and Noticing (13 min.)
- ☐ Forest Meditation (14 min.)
- ☐ Grateful Meditation (7 min.)
- ☐ Healthy Food Choices Meditation (15 min.)
- ☐ Kirtan Kriya (19 min.)
- ☐ Loving-Kindness Meditation (8 min.)
- ☐ Mindful Meditation (20 min. & 27 min.)
- ☐ Peaceful Meditation (5 min.)
- ☐ Silent Meditation (18 min.)
- ☐ Sole of the Feet Grounding Exercise (3 min.)
- ☐ Warm Golden Light Meditation (13 min.)
- ☐ **Sound Baths** *Las Vegas area only, in person* (30 min. or 50 min.)

## MICROTRAININGS *(up to 20 minutes)*

- ☐ 2 Feeling Word Check-in *(7 min.)*
- ☐ The 5 Languages of Appreciation *(9 min.)*
- ☐ 25 Ways to Be Happy *(15 min.)*
- ☐ 8 Essential Tips to Nourish Your Meditation Practice *(3 min.)*
- ☐ Addiction at Work and at Home *(17 min.)*
- ☐ Anxiety at Work *(20 min.)*
- ☐ Anxiety Disorders *(20 min.)*
- ☐ Attitude 101
- ☐ Balancing Work & Family
- ☐ Breathwork
- ☐ Business Etiquette *(8 min.)*
- ☐ Care for Caregivers *(20 min.)*
- ☐ Child Abuse
- ☐ Compassion Fatigue *(18 min.)*
- ☐ Coping with Change *(16 min.)*
- ☐ The Life Changing Magic of Tidying Up *(7 min.)*
- ☐ “Net-etiquette” – Email Etiquette *(19 min.)*
- ☐ The Power of Vulnerability *(7 min.)*
- ☐ Practice Breath Work Daily
- ☐ Set Your Intentions *(13 min.)*
- ☐ Sexual Harassment *(17 min.)*
- ☐ Supervisory Training *(20 min.)*
- ☐ Wellness and Resiliency *(20 min.)*

# TRAINING DESCRIPTIONS & LINKS

*All of the trainings listed below are one hour in length for live trainings unless described differently. The micro training versions are 20 minutes or less in duration. In addition, any of the trainings for all staff may be tailored for supervisors and managers.*

## **Orientation for all Employees**

When employees know how to deal with personal problems and where to go for help, they are more likely to resolve matters quickly and remain productive contributors to the organization. This session introduces BHO EAP to your employees and outlines how the confidential, pre-paid service is available to support them.

## **BHO EAP Orientation – Recorded**

The Life Connection Employee Assistance Program provides assistance for any behavioral health issue or concern. When employees and family members are provided appropriate assistance to deal with personal problems, their home life improves, work life improves and everyone benefits. This will help employees:

- The TLC Program is made up of three components:
  - Employee Assistance Program (Counseling)
    - Free solution focused counseling sessions
    - Employer is never notified of EAP use
  - Telephonic Consultation and Referrals
    - Legal
    - Financial
    - Child & Elder Care
  - Online Work-Life Resources
- <https://www.brainshark.com/uhc/BHOEAPOrientation>



## **Orientation for Managers**

BHO EAP trains supervisors to identify and respond to job performance problems and safety issues. This training provides general information about the respective roles of the supervisor and the EAP.

## **Supervisory Referral Training: How to Deal with Difficult Employee Behaviors at the Worksite - Recorded**

Do you ever feel like you have the same conversation with the same employees and nothing is different? This training is designed to help supervisors identify, manage and refer employees who exhibit performance problems that have been unresponsive to traditional coaching methods. This training will help you to:

- Identify signs and symptoms of a troubled employee
- Confront behaviors of concern at an early stage
- Utilize the Employee Assistance Program as an additional resource for dealing with difficult behaviors that may require disciplinary action
- Develop communication skills to deal with “difficult” people
- <https://www.brainshark.com/uhc/SupervisorTraining>



**The 2 Feeling Word Check-in – Micro training** (7 min.)

Participants will learn:

- The Feeling Wheel
- The Mood Meter
- 87 Emotions and Experiences.
- <https://www.brainshark.com/uhc/2WordCheckin>

**The 5 Languages of Appreciation – Micro training** (9 min.)

Participants will learn:

- Acts of Service
- Words of Affirmation
- Tangible Gifts
- Quality Time
- Physical Touch
- <https://www.brainshark.com/uhc/5LanguagesofAppreciation>

**7 Types of Anxiety and Depression Disorders**

Participants will learn:

- What anxiety is
- Continuum of anxiety disorders
- Effective techniques to decrease anxiety
- <https://www.brainshark.com/uhc/AnxietyandDepression> (37 min.)

**8 Essential Tips to Nourish Your Meditation Practice -  
Meditation and Micro training**

- <https://www.brainshark.com/uhc/8EssentialTips> (3 min.)

**25 (Scientifically Proven) Ways to Feel Happier - Micro training**

Participants will learn:

- Their own unique definition of happiness
- Factors that influence happiness
- 25 specific strategies to increase happiness and the science behind them
- <https://www.brainshark.com/uhc/25WaystobeHappy> (15 min.)

**ADHD – Attention Deficit Hyperactivity Disorder**

Participants will learn:

- What is it?
- Core Symptoms?
- 7 Types of ADD
- Resources
- <https://www.brainshark.com/uhc/ADHD>



**Addiction at Home and at Work - Micro training**

Participants will learn:

- What is addiction?
- The cycle of addiction
- Characteristics of addictions
- Risk factors
- Most commonly abused drugs
- Resources
- <https://www.brainshark.com/uhc/addictionworkhome> (17 min.)

**Anger Management: Taming the Tiger Within**

Participants will learn:

- The science of anger
- Signs and symptoms of impending anger
- Techniques for anger management
- <https://www.brainshark.com/uhc/AngerManagement> (19 min.)

**ANTs – Automatic Negative Thoughts**

Participants will learn:

- What are ANTs?
- What do they do
- Learn to exterminate the ANTs
- Challenge your ANTs
- I Page Miracle
- Healthy Habits
- <https://www.brainshark.com/uhc/AutomaticThoughts> (23 min.)

**Anxiety at Work - Micro training**

Participants will learn:

- Uncertainty triggers anxiety
- 6 leadership actions
- Being supportive, creating an inclusive work culture and expressing gratitude
- <https://www.brainshark.com/uhc/AnxietyatWorkMT> (20 min.)
- <https://www.brainshark.com/uhc/AnxietyatWork> (22 min.)

**Anxiety Disorders - Micro training**

Participants will learn:

- Incidence of anxiety in the US
- Five major types of anxiety disorders
- Learn tips to deal with anxiety/stress
- <https://www.brainshark.com/uhc/Anxiety> (20 min.)

**The Art and Science of Communicating Clearly at the Work Site**

Participants will learn:

- Definitions of communication
- Words that work and don't work – at work
- The power of listening
- How to provide good feedback

**Assertiveness Skills**

Participants will learn:

- Components of assertiveness
- Obstacles to assertiveness
- Assertiveness self-inventory
- Writing assertive scripts
- <https://www.brainshark.com/uhc/PositiveAssertiveness>

**Attitude 101 - Micro training**

Participants will learn:

- Components of assertiveness
- Differentiating between aggressiveness
- <https://www.brainshark.com/uhc/Attitude101> (12 min.)

**Balancing Work and Family - Micro training**

Participants will learn:

- Identify sources of work and family life stress
- Develop skills to become more organized
- Improve communication
- Create support networks
- Learn how to effectively delegate and set limits
- <https://www.brainshark.com/uhc/BalanceHomeandWork>

**Being a Healthy Person – Meditation**

- <https://www.brainshark.com/uhc/HealthyPerson> (21 min.)

**Body Awareness – Meditation**

- <https://www.brainshark.com/uhc/BodyAwareness> (10 min.)

**Breaking Bad Habits**

Participants will learn:

- What habits are (*and are not*)
- How to break bad habits
- Tips for developing good habits
- <https://www.brainshark.com/uhc/BreakingBadHabits>

**Breathing Anchor - Meditation**

- <https://www.brainshark.com/uhc/BreathingAnchor> (11 min.)





**Breathwork – Micro training**

Participants will learn:

- Reasons to breathe through your nose
- Control Pause
- Breathing exercises
- <https://www.brainshark.com/uhc/Breathwork>
- <https://www.brainshark.com/uhc/PracticeBreathWorkDaily>

**Budgeting 101**

Participants will learn:

- How to determine your monthly income
- How to track and record expenses
- Tips on managing your resources
- <https://www.brainshark.com/uhc/Budget101> (34 min.)

**Building Self-Esteem**

Participants will learn:

- Components of self-esteem
- Characteristics of high and low self-esteem
- Builders and barriers for self-esteem
- Tips for maintaining self-esteem
- <https://www.brainshark.com/uhc/Self-Esteem>

**Bullying in the Workplace - Micro training**

Participants will learn:

- Three forms of workplace aggression
- Signs you may be the target of a bully
- Techniques for dealing with bullies
- Resources
- <https://www.brainshark.com/uhc/bullying> (12 min.)

**Business Etiquette - Micro training**

Participants will learn:

- Make the connection between business etiquette, business success and professionalism
- Identify 10 best practices for workplace etiquette
- Implement strategies for workplace courtesy and increasing your professionalism
- <https://www.brainshark.com/uhc/BusinessEtiquette>



### Care for the Caregiver: Who's Taking Care of the Caregivers? - Micro training

Participants will learn:

- Components of self-esteem
- Risk factors for caregiver stress
- Signs and symptoms of caregiver stress
- Tips for managing caregiver stress
- Local and national resources
- <https://www.brainshark.com/uhc/CareforCaregivers>



### Caring for Our Elders – Our Turn Now

Participants will learn:

- Profile of the caregiver
- Information you need to gather
- Tips for making your elder's home easier to navigate
- In-home and community resources
- <https://www.brainshark.com/uhc/CaringforElders>

### Change Management

Participants will learn:

- Common reactions to change
- Reasons for resistance to change
- Techniques for helping others adapt successfully to change
- <https://www.brainshark.com/uhc/ChangeManagement>



### Change Your Thinking, Change Your Life - Micro training

Participants will learn:

- Types of destructive thinking patterns
- How to change these thinking patterns
- Examining our belief systems
- <https://www.brainshark.com/uhc/ChangeThinkingChangeLife>



### Child Abuse Awareness - Micro training

Participants will learn:

- Prevalence of child abuse in the US
- Potential warning signs of abuse and neglect
- How to report child abuse
- <https://www.brainshark.com/uhc/ChildAbuseAwareness>



### Coaching Employees for Success

Participants will learn:

- Goals of coaching
- The differences between supervising and coaching
- How to give constructive feedback
- An intervention formula for poor performance
- <https://www.brainshark.com/uhc/CoachingforSuccess>



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Revised 9.2023



### Codependency: I Just Want to Be Loved

Participants will learn:

- The definition of codependency
- Signs and symptoms of codependency
- How to break the cycle of codependency
- 

### Compassion Fatigue - Micro training

Participants will learn:

- Common symptoms of compassion fatigue
- Self-care strategies for those with compassion fatigue
- Some do's and don'ts of recovery
- <https://www.brainshark.com/uhc/CompassionFatigue>



### Conflict Competent Leadership

Participants will learn:

- Types of workplace conflict
- Steps to mediate and resolve workplace conflict
- Actions to avoid
- When to seek help
- <https://www.brainshark.com/uhc/ConflictCompetentLeader>



### Conflict Resolution

Participants will learn:

- Role of self-esteem in conflict
- Rules of engagement in conflict
- 'Ten Commandments' of conflict resolution
- <https://www.brainshark.com/uhc/ConflictResolution>



### Conflict Resolution at the Workplace

Participants will learn:

- Differences between healthy and unhealthy conflict
- Your personal conflict style
- Tips for successful conflict resolution
- <https://www.brainshark.com/uhc/conflictatwork>



### Coping with Anxiety during COVID-19

Participants will learn:

- Definition and types of anxiety
- Common symptoms during this pandemic
- Tips for managing anxiety
- <https://www.brainshark.com/uhc/CopingwithAnxiety>



### Coping with Change – Micro training

Participants will learn:

- Common reactions to change
- Reasons for resistance to change
- Techniques for adapting successfully to change
- <https://www.brainshark.com/uhc/CopingWithChange>



### Coping After a Crisis (EAP Booklet)

- Critical Events and Aftershock
  - Physical, Thinking, Emotional, & Behavioral
- Helpful Suggestion for Coping with Critical Events
- How to Help Your Friend or Loved one
- <https://www.brainshark.com/uhc/CopingAfteraCrisis> (14 min.)



### Critical Incident Response (CIR): Is It Really Necessary?

Participants will learn:

- Types of events amenable to CIR
- Four levels of reactions to a critical incident (*behavioral, physical, emotional, cognitive*)
- Stressors after the event
- Steps to take in the recovery process
- <https://www.brainshark.com/uhc/CIRStaff>



### Crucial Conversations

Participants will learn:

- Three traits of a crucial conversation
- Seven principles for mastering crucial conversations
- What to do before, during and after a crucial conversation
- <https://www.brainshark.com/uhc/CrucialConversationse>
- 



### Dealing with Difficult People

Participants will learn:

- The definition of a difficult person
- Specific steps to address difficult people
- Types of difficult people
- Techniques to deal with difficult people
- 

### Defense Mechanisms

Participants will learn:

- The definition of defense mechanisms
- Types of defense mechanisms
- Treatment options for unhealthy defense mechanisms
-

### Defusing Angry Customers

Participants will learn:

- Common myths in customer service
- A five-step process for responding to angry customers
- Do's and Don'ts for excellent customer service
- Some quick and easy techniques for stress control
- <https://www.brainshark.com/uhc/DefusingAngryCustomers>



### Depression: Myths and Facts

Participants will learn:

- Signs and symptoms of depression
- Prevalence of depression in the U.S.
- Some causes of depression
- Treatment options
- Depression in special populations (*children and the elderly*)

### Department of Transportation-Mandated Alcohol and Drug Training for Supervisors (Leadership)

This training is not in compliance with Federal guidelines and includes:

- A review of the Federal regulations
- Signs and symptoms of drug and alcohol use at the work site
- Information about the specific drugs for which employees are tested, and their effects on physical, cognitive and emotional functioning
- PLEASE NOTE THAT THE RECORDING IS NOT 2 HOURS IN LENGTH
- <https://www.brainshark.com/uhc/DOT>



### Digestion – Meditation

27 minute digestion meditation to relax the digestive system

- <https://www.brainshark.com/uhc/DigestionMeditation>



### Diversity 101: Tips for Workplace Success

Participants will learn:

- The definition of diversity
- The importance of inclusion
- Tips for improving relationships
- <https://www.brainshark.com/uhc/Diversity101>



### Diversity in the Workforce

Participants will learn:

- The definition of diversity
- The importance of inclusion
- Tips for improving relationships

### Domestic Violence/Intimate Partner Violence

Participants will learn:

- Prevalence of domestic violence in the U.S.
- Signs and symptoms of domestic violence
- What you can do to help
- <https://www.brainshark.com/uhc/DomesticViolence>



## Dual Career Couples – Facing the Stress of Success

Participants will learn:

- Issues of work/family conflict
- Division of labor
- Tips for managing work and family

## Earthing or Grounding

Participants will learn:

- What is earthing/grounding?
- Science
- Benefits
- Resources
- <https://www.brainshark.com/uhc/Grounding>



## Emotional Agility

Participants will learn:

- Label your emotions accurately
- Learn to use the Feeling Wheel or Mood Meter
- <https://www.brainshark.com/uhc/EmotionalAgility>



## Emotional Health: What It Is and How to Get Some

Participants will learn:

- Traits of emotionally healthy people
- Role of resilience in emotional health
- Physical activities that promote emotional health
- Tips for taking care of yourself
- <https://www.brainshark.com/uhc/EmotionalHealth>



## Emotional Intelligence 2.0

Participants will learn:

- How EQ and IQ differ
- Five core components of EQ
- How to develop EQ
- <https://www.brainshark.com/uhc/EmotionalIntelligence>



## Energy Management: Why It Matters More Than Time Management

Participants will learn:

- What circadian rhythms are and how to follow them
- Four types of energy affecting knowledge and productivity
- Tips for better energy management

## Feeling and Noticing – Meditation

13 minute meditation to get better at feeling and noticing

- <https://www.brainshark.com/uhc/FeelingandNoticing>



### Finding Meaning in a Loved One's Loss

Participants will learn:

- Discussion of a sixth stage of grieving
- Tips on how best to support someone who is grieving
- <https://www.brainshark.com/uhc/GriefandLoss>



### First Responder Training

Based on the information mandated by Assembly Bill 315. Participants will learn about stress, burnout, anxiety, depression, PTSD, substance use, including solutions.

- <https://www.brainshark.com/uhc/FirstResponder>



### Forest – Meditation

A guided relaxation in which you imagine walking through a beautiful forest in the mountains.

- <https://www.brainshark.com/uhc/ForestMeditation>



### The Gift of Listening (Leadership and All Employees)

Participants will learn:

- Sources of difficulty by the speaker and listener
- Three basic listening modes
- The gifts of listening
- <https://www.brainshark.com/uhc/Listening>



### Goal Setting

Participants will learn:

- Criteria for good goal setting
- Ways in which we sabotage our success
- Evaluating readiness for change
- Tips for successful goal setting
- <https://www.brainshark.com/uhc/goalsetting>

### Gottman Institute Resources – Relationship Tools

Participants will learn:

- Love Maps
- How to identify the 'Four Horsemen' of conflicts (criticism, contempt, defensiveness, and stonewalling)
- How and when to use antidotes to the 'Four Horsemen'
- <https://www.brainshark.com/uhc/GottmanResources> (38 min)



### Grateful Meditation

Focus on feelings of gratitude for the things around you in life.

- <https://www.brainshark.com/uhc/GratefulMeditation>



### Gratitude in Leadership

Participants will learn:

- How to lead with gratitude
- Effects of gratitude in the workplace
- Ways to increase gratitude

### Grief at Work Booklet - Micro training

Participants will learn:

- Signs and symptoms of the grieving employee
- To the manager: Helping the grieving employee
- Danger signs of the grieving employee
- Recovering from the death of a co-worker
- <https://www.brainshark.com/uhc/GriefatWork>



### Healthy Food Choices - Meditation

Participants will learn:

- Real Food, Detox, Belonging
- Exercise
- <https://www.brainshark.com/uhc/HealthyFoodChoices>



### Holiday Stress

Participants will learn:

- Factors that contribute to holiday stress
- Ways to minimize seasonal stress
- Skills for coping with seasonal demands
- <https://www.brainshark.com/uhc/HolidayStress>



### How to Handle Other People's Emotions Like a Pro

Participants will learn:

- Why and how we get hooked into the emotions of those around us
- Specific techniques for handling specific emotions
- Skills to effectively and respectfully handle others' emotions
- <https://www.brainshark.com/uhc/handleemotionslikeapro>



### How to Say 'No' and Still Be Successful

Participants will learn:

- Qualities of successful people
- What successful people do not do
- Why, how and when to say no
- The hidden cost of yes
- <https://www.brainshark.com/uhc/HowtosaynoMT>



### Just Breathe - Micro training

Participants will learn:

- What is breath work?
- The physical and emotional benefits of breath work
- Various breathing techniques & Resources
- <https://www.brainshark.com/uhc/JustBreatheMT>





**Kirtan Kryia - Meditation**

19 minute training with a 12 minute meditation

- <https://www.brainshark.com/uhc/KirtanKriyaSATANAMA>

**Leading Change**

Participants will learn:

- Typical reactions to change
- How to help employees understand what is and what is not changing
- Overcoming resistance to change
- Top ten techniques for coping with organizational change
- 

**Living Well on the Fast Track : Eating Healthy on the Run**

Participants will learn:

- Incorporate quick and effective exercises
- Identify healthy food options
- Create a healthy meal plan

**The Love Prescription – John & Julie Gottman****7 Days to More Intimacy, Connection, and Joy**

*A simple yet powerful plan to transform your relationship in seven days.*

In this training, participants will learn the seven-day prescription that will lead you through the 7 exercises.

- <https://www.brainshark.com/uhc/GottmanLovePrescription> (61 min.)

**The Love Prescription – John & Julie Gottman****7 Days to More Intimacy, Connection, and Joy**

*A simple yet powerful plan to transform your relationship in seven days.*

In this training, participants will learn the seven-day prescription that will lead you through the 7 exercises and additional Gottman Relationship Tools.

- <https://www.brainshark.com/uhc/LovePrescription> (92 min.)

**Loving Kindness – Meditation**

- <https://www.brainshark.com/uhc/LovingKindnessMeditation>

**Manager's Guide to Mental Illness in the Workplace (Leadership)**

Participants will learn:

- Most frequently occurring mental health issues in the workplace
- Signs and symptoms of each type of mental health issue
- Management strategies for each type of mental health issue
- <https://www.brainshark.com/uhc/MentalIllnessinWorkplace>



### Managing Multiple Generations (Leadership)

Participants will learn:

- Define different generations
- Look at characteristics, core values and motivators of each
- Management strategies for each generation
- <https://www.brainshark.com/uhc/Across5Generations>



### Managing the “Terrible Two’s:” Anger and Fear

Participants will learn:

- The relationship between anger and fear
- Signs and symptoms of impending anger and fear
- Techniques for managing anger and fear
- <https://www.brainshark.com/uhc/AngerandFear>



### Managing Your Personal Energy:

#### Why Energy Management Matters More than Time Management

Participants will learn:

- Differences between time and energy management
- Benefits of energy management
- Four different types of energy
- Energy depleters and renewers for each energy type

### Mindfulness What it is and How to do it (27 minutes)

Participants will learn:

- How to pay attention to the present
- Scientifically proven benefits of mindfulness practices
- Specific techniques to begin your practice
- Tips for reading body language
- <https://www.brainshark.com/uhc/Meditation>



### Mindfulness in the Workplace

Participants will learn:

- What mindfulness is
- Proven benefits of mindfulness in the workplace
- Specific strategies for practicing mindfulness

### Negativity in the Workplace

Participants will learn:

- How negativity surfaces in the workplace
- Strategies for overcoming your own negativity
- Skills for dealing with others’ negativity
- <https://www.brainshark.com/uhc/NegativityintheWorkplace>



### “Net-Iquette” – Email Etiquette - Micro training

Participants will learn:

- Why we need email etiquette & what are common email etiquette rules
- Examples of what to do/not to do to foster better understanding
- <https://www.brainshark.com/uhc/EmailEtiquette>



### **Nonverbal Communication: Improving Your Skills at Reading Body Language**

Participants will learn:

- Types of nonverbal communication and body language
- How nonverbal communication can go wrong
- Tips for reading body language

### **Online Dating: It's a Jungle Out There**

Participants will learn:

- Cognitive and behavioral activities in individuals in response to change in the organization
- Practical things to know before you sign on
- Advantages/disadvantages of online dating
- Meeting in the real world & FBI tips

### **Organizational Change: Surviving or Thriving?**

Participants will learn:

- Cycles of change in the organization
- Cognitive and behavioral activities in individuals in response to change in the organization
- Helpful stress management techniques for surviving organizational change

### **Parenting Tips for All Ages**

Participants will learn:

- Parent-child connection, Ages, stages and needs, Four parenting styles
- What works & Tips for caregivers and parents

### **Pathological Gambling**

Participants will learn:

- Definition of problem and compulsive gambling
- Profile of the compulsive gambler
- Warning signs at home and work
- Action steps to take

### **Peaceful – Meditation**

Focusing the breath and mind on deep peace.

- <https://www.brainshark.com/uhc/PeacefulMeditation>



### **Planning for Professional Growth**

Participants will learn:

- Assess your strengths and skills, Form goals for your career
- Build a plan for career growth & Identify resources to strengthen your plan

### **Post-Traumatic Stress Disorder**

Participants will learn:

- Signs and symptoms of PTSD, Risk factors
- Common behaviors seen in the workplace
- Tips for survivors, coworkers and managers
- <https://www.brainshark.com/uhc/PTSD>



### **The Power of Positive Self Talk**

Participants will learn:

- Consequences of 'negativitis' & Benefits of positive thinking
- Signs of self-sabotage & Managing your self-talk

### **The Power of Vulnerability - Micro training**

Participants will learn:

- Don't bottle up your emotions, become self-aware
- Vulnerability takes courage
- Show up, face fear, and move forward
- Seek excellence, not perfection
- Dare to be yourself
- <https://www.brainshark.com/uhc/Vulnerability>



### **Practice Breath Work Daily - Micro training**

Participants will learn:

- Breath Awareness, Benefits
- Over Breathing & Exercises
- <https://www.brainshark.com/uhc/PracticeBreathWorkDaily>



### **Priority Management**

Participants will learn:

- The differences between time management and priority management
- Five power questions to help you determine your priorities
- Specific strategies for determining what to do and when to do it
- <https://www.brainshark.com/uhc/PriorityManagement>

### **Procrastination**

Participants will learn:

- Definitions and reasons for procrastination
- How to overcome procrastination – right now!

### **Professional Communication**

Participants will learn:

- The difference between passive, aggressive and assertive styles of communication
- Words that can create problems in communicating clearly
- Listening skills

### **The Psychology of Money (What Money Really Means)**

Participants will learn:

- A quick assessment tool to determine whether a compulsive spending/debt problem is present
- A more thorough understanding of the psychological and emotional needs
- A description of the signs and symptoms of compulsive spending/debt
- Recovery strategies and resources

### Put Yourself First with Self Care to Wellness

Participants will learn:

- Taking care of your overall self; mind, body, emotions and spirit
- Understanding your stressors and limitations
- Preservation of overall wellness and happiness
- Reduce stress and assist with coping
- Preventing Compassion Fatigue and Burnout
- <https://www.brainshark.com/uhc/PutYourselfFirstWellness>



### Resilience in the Workplace

Participants will learn:

- The definition of resilience, characteristics of people who are resilient
- The long term advantages of being resilient
- Your own level of resilience - take the 'Resilience Quiz'
- <https://www.brainshark.com/uhc/Resilience>



### Self-Care: Be a Wildflower

Participants will learn:

- The importance of connection with ourselves and others
- Techniques to help with anxiety
- How to stop negative thinking
- <https://www.brainshark.com/uhc/Wildflower> (12 min.)



### Self-Sabotage: Who Needs Enemies When You've Got Yourself?

Participants will learn:

- Belief systems that may trigger self-sabotage
- Consequences & Strategies to decrease self-sabotage
- <https://www.brainshark.com/uhc/ArtOfSelfSabotage> (20 min.)

### Sensitivity: Respecting Our Differences

Participants will learn:

- Definition of diversity, culture then define and demonstrate respect
- Two qualities of emotional intelligence (*empathy and self-awareness*)

### Set Your Intentions - Micro training

Participants will learn:

- What is an intention?
- What is the process of setting an intention?
- How to set an intention?
- Intentions
- <https://www.brainshark.com/uhc/SetanIntention> (13 min.)



### Sexual Harassment – What Every Manager Should Know

Participants will learn:

- Definition of harassment, Forms of harassment
- Intent vs. impact
- Establishing a respectful workplace

## Signs and Symptoms of Substance Use

Participants will learn:

- Examine the incidence and prevalence of chemical dependency in the workplace
- Cost to businesses
- Stages of progression
- Most commonly abused drugs
- <https://www.brainshark.com/uhc/SubstanceUse>



## Silent – Meditation

Focus on a mantra or image of your choosing for 15 minutes.

- <https://www.brainshark.com/uhc/SilentMeditation>



## Sole of the Feet Grounding Exercise – Meditation

A brief walking meditation that is a mindfulness grounding exercise.

- <https://www.brainshark.com/uhc/Soleofthefeet>



## Sound Baths *Las Vegas area only*

Participants will experience:

- The vibrational effects of all the cells on the body to reduce stress, align and balance the chakras, and harmonize mind, body and soul.
- The frequencies and overtones of the instruments as they wash over and through you stimulating the body's ability to heal.
- An improved mood and relaxed state.
- A limited number of yoga mats are available. We will be lying on the floor or sitting on a chair. Bring a blanket and your own mat if you would like. Eye masks will be provided.
- Sessions can be as short as 30 minutes or as long as 50 minutes.

## Strategies for Stress Management – Booklet

Participants will learn:

- Signs of Excessive Stress & Strategies for Stress Control
- The Severity of Stress & Symptoms of Relaxation
- Relaxation Exercises
- Positive Suggestion to Help Lessen Your Stress
- <https://www.brainshark.com/uhc/StressManagementBooklet>



## Stress

Participants will learn:

- Identify what is stress, who is affected by stress
- What causes stress & Solutions to stress
- <https://www.brainshark.com/uhc/Stress>



## Stress Management – From Burnout to Balance

Participants will learn:

- Signs and symptoms of burnout
- Energy zappers
- Techniques and resources to reduce stress
- <https://www.brainshark.com/uhc/BurnouttoBalance>



### Stop Worrying!

Participants will learn:

- Symptoms of a worrier & Tools and tips to stop worrying
- Demonstration of “thought stopping” technique

### Social Media: Helping or Hurting?

Participants will learn:

- The positive and negative aspects of social media
- Research on the addictive nature of social media
- How to protect your mental health
- Ways to detach from social media

### Suicide Awareness and Emotional Health

Participants will learn:

- Suicide statistics
- Risk factors commonly associated with suicide for teenagers & adults
- How to assist someone who is suicidal
- 5 actions steps to help someone in emotional pain
- What you can do to help someone who is contemplating suicide
- Resources
- <https://www.brainshark.com/uhc/SuicideAwareness>



### Supporting Caregivers in the Workplace

Participants will learn:

- The challenges faced by working caregivers
- Resources available through the Employee Assistance Program
- Strategies to help balance work and caregiving responsibilities

### The Life-Changing Magic of Tidying Up - Micro training

Participants will learn:

- Why tidy? Tidying by category
- Focus on what to keep & Discard with gratitude
- Give everything a home
- <https://www.brainshark.com/uhc/TidyingUp>



### Time Management

Participants will learn:

- Telephone interruptions, Drop-in visitors
- Indecision and procrastination, ‘Scatter-shot’ activity
- Delegation
- Unclear objectives and priorities
- <https://www.brainshark.com/uhc/ManagingTimeStaff>



### Time Management for Managers

Participants will learn:

- Most common time-waisters for managers
- Time saving ideas for every worksite
- Tips for avoiding procrastination
- <https://www.brainshark.com/uhc/ManagingTimeSupervisors> (31 min.)



### Tips for Getting a Good Night's Sleep

Participants will learn:

- Typical sleep problems for adults
- Healthy habits for easier sleep
- Things to avoid for better sleep
- <https://www.brainshark.com/uhc/Sleep> (27 min.)



### Toxic Ideas: Are They Ruining Your Life?

Participants will learn:

- What makes a thought toxic
- Questions to ask yourself about toxic thoughts
- Examples of the most typical toxic thoughts and what to do about them

### Trauma: What Happens and How to Recover

Participants will learn:

- Common sources of trauma
- Signs and symptoms of a person experiencing trauma
- Short- and long-term effects of trauma
- Treatment and recovery options

### Trauma in Children: What Happens and How to Help

Participants will learn:

- Signs and symptoms for preschool, early childhood and adolescence
- Tips for helping each age group
- When to seek help

### The Trauma-Informed Workplace

Participants will learn:

- Trauma-informed care (TIC) model
- Impact of TIC on the workplace
- Identify specific changes to make on an individual and organizational level to implement trauma-informed care practices
- <https://www.brainshark.com/uhc/TraumaInformedWorkplace> (22 min)



### Understanding Addictions

Participants will learn:

- Definition of addiction, Stages of addiction, Profile of the 'hidden addict'
- Warning signs at home and work and Action steps to take



## Understanding and Supporting People with Mental Illness

Participants will learn:

- Major types of mental health issues
- How the media portrays mental illness
- Tips for talking with those who live with mental health issues
- How to support those who live with mental health issues
- 

## Using Your Emotional Intelligence in the Workplace

Participants will learn:

- Five pillars of emotional intelligence
- Techniques to become more emotionally intelligent
- Qualities of the emotionally intelligent person
- Setting examples of emotional intelligence at work
- 

## Violence in the Workplace

Participants will learn:

- The continuum of violence
- To identify signs and symptoms of the potentially violent employee
- About domestic violence and how it affects the workplace
- Strategic actions to take should a violent situation erupt
- 

## Warm Golden Light - Meditation

This gentle guided meditation invites the listener to sense or imagine a golden light moving through the body, promoting a sense of calm.

- <https://www.brainshark.com/uhc/WarmGoldenLight> (13 min.)



## Wellness and Resiliency – Micro training

- <https://www.brainshark.com/uhc/Wellness> (20 min.)

## Win a Little, Lose a Lot: The Problem Gambler

Participants will learn:

- Prevalence of gambling
- Potential warning signs of a gambling problem
- Help for the gambler and the family



## Who Moved My Cheese? A Story about Change

Participants will learn:

- Provide you with a positive way of looking at change so it works to your advantage
- Give you a new language and method of thinking that will accelerate your and your organization's ability to change
- Show you a reliable way to win by doing what works in changing times
- <https://www.brainshark.com/uhc/WhoMovedMyCheese> (26 min.)



## **National Mental and Behavioral Health Observances**

<b>January</b>	Mental Wellness Month
<b>February</b>	Eating Disorders Awareness Week
<b>March</b>	Self-harm Awareness Month
<b>April</b>	Alcohol Awareness Month
<b>May</b>	Mental Health Awareness Month
<b>June</b>	Post-Traumatic Stress Disorder Awareness Month
<b>July</b>	National Minority Mental Health Month
<b>August</b>	National Wellness Month
<b>September</b>	National Recovery Month World Suicide Prevention Day World Gratitude Day
<b>October</b>	National Depression Screening Month
<b>November</b>	International Stress Awareness Day
<b>December</b>	National Stress-free Family Holidays Month