

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.

BHO EAP offers professional and personal 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 have 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 course and believes you deserve nothing but the best presentation possible through BHO EAP. All BHO EAP training courses 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 the training 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 training courses 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 on 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:

Wilda.Cielo1@uhc.com

Virginia.Rodriguez-Serrato@uhc.com

Rebecca.Sultan@uhc.com

Or your Account Managers:

Belinda.Marchoud@uhc.com

Nukinda.Beets@uhc.com

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 training courses 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 training courses can be purchased separately.

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

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 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 training courses for all staff may be tailored for supervisors and managers.

- 7 Types of Anxiety and Depression (37 min.)
- Anger Management: Taming the Tiger Within (19 min.)
- Balancing Work and Family (25 min.)
- Break Bad Habits and Create New Positive Ones (32 min.)
- Breathwork (16 min.)
- Budgeting 101 (34 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.)
- Defusing Angry Customers (28 min.)
- Earthing (43 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.)
- Healthy Habits (24 min.)
- Holiday Stress (22 min.)
- How to Say No and Still be Successful (50 min.)
- Negativity in the Workplace (25 min.)
- Resilience (22 min.)
- Self-Care: Be A Wildflower (26 min.)

- Stress (28 min.)
- Suicide Awareness
- Supervisory Training Dealing with Difficult Workplace Behaviors (25 min.)
- Who Moved My Cheese? A Story about Change (26 min.)

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.)*
- Business Etiquette *(8 min.)*
- Care for Caregivers *(20 min.)*
- 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

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.)

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

Participants will learn:

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

**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.)

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.)



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.)



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.)

**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 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>

**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>

**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.)



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>



Digestion – Meditation

27-minute digestion meditation to relax the digestive system

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



Earthing or Grounding

Participants will learn:

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



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>



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 - Booklet

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**

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>

**Grateful Meditation**

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

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

**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 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 and 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 Kriya - Meditation**

19-minute training with a 12-minute meditation

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

**Loving Kindness – Meditation**

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

**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>

**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>

**Peaceful – Meditation**

Focusing the breath and mind on deep peace.

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

**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>



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.)



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.)



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>



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>

-



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.

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>



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>



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.)



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.)

