



work well

Employee Assistance Program

Training Institute List of Available Programs

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WorkWellWCG.org

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PROFESSIONAL DEVELOPMENT

* All trainings one hour unless otherwise noted

Accountability (2 hours)

Develop the steps involved to increase accountability on your team. Explore a variety of tools to support an accountability initiative. Understand the difference between accountability and blame in the workplace. Garner commitments from staff based on key principles of an environment of accountability.

Building Resiliency

Define and gain a better understanding of resiliency. Identify characteristics of resilient people. Utilize resiliency in the workplace and build internal resiliency.

Coping with Workplace Change

Identify the signs and symptoms of stress and the protective nature of the stress response. Customize a stress resistance plan and cope with the stress of change in the workplace.

Effective & Professional Communication

Apply emotional intelligence concepts. Improve workplace interactions. Enhance communication skills and utilize practical tips for maintaining professional relationships.

Emotional Intelligence in the Workplace

Define and gain a better understanding of emotional intelligence. Identify characteristics of emotionally intelligent people. Utilize emotional intelligence in the workplace.

Generational Differences in the Workplace

Understand how generational differences affect workplace relationships and productivity. Explore common characteristics found in generations, in addition to strengths and opportunities for growth presented through this diversity.

PROFESSIONAL DEVELOPMENT

* All trainings one hour unless otherwise noted

Healthy Relationships at Work

Apply emotional intelligence, improve work relationships, enhance communication skills, and utilize practical tips for getting along with others at work.

Helping the Helper

Apply emotional intelligence, improve work relationships, enhance communication skills and utilize practical tips for getting along with others at work.

Introduction to Business Etiquette

Discuss the importance of quality communication in the workplace. Understand the impact both attitude and demeanor have on our interactions and success.

Providing Exceptional Service

Define great customer/client service. Gain understanding of customer/client expectations. Enhance communication with customers/clients. Improve service for customers/clients who are angry or have unrealistic expectations.

The Assertive Employee

Identify the difference between passive, aggressive, and assertive behavior. Express more assertive behaviors in everyday interactions. Identify and accomplish professional goals through assertive behavior.

Time Management

Identify how your time is spent. Prioritize your time. Plan your day effectively and overcome time-stealers.

Workplace Professionalism & Teamwork

Explore the messages we send both verbally and non-verbally, the impact that attitude and demeanor have on our interactions and success, and the importance of teamwork.



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LEADERSHIP

* All trainings two hours

Conflict Resolution

Identify the impact of conflict in the workplace. Assess and understand various conflict management styles. Apply a specific process to effectively resolve conflicts.

Constructive Feedback

Identify the various types of feedback, deliver feedback effectively, and implement the steps of effective delegation.

Delegation - An Underused Skill

Understand the importance of delegation. Determine if delegation is appropriate. Avoid the pitfalls of delegation and implement steps for effective delegation.

Effective Presentations (Train the Trainer)

Use effective presentation skills. Engage your audience during a presentation. Create presentations that enhance learning. Follow-up after presentations.

Management vs. Leadership

Differentiate management techniques from leadership techniques. Identify the strengths and areas of opportunity for each style. Prepare employees for growth and success using both forms of supervision.

Problem Solving

Identify and determine the cause of the problem. Select a solution and create a plan to resolve a problem with a plan for follow-up and improvement.

Teamwork

Understand the importance of teamwork. Identify possible signs of trouble. Understand the characteristics of each work style and how to successfully interact with each type.

PERSONAL DEVELOPMENT

* All trainings one hour unless otherwise noted

Benefits of Diet & Exercise

Understand the benefits of diet and exercise. Focus on the positives of healthy lifestyle and how diet/exercise affect daily life.

Handling the Holidays

Increase the awareness of holiday eating patterns. Consider alternatives in gift giving. Control holiday expenditures and employ effective coping strategies.

Learning Optimism

Understand optimism and pessimism. Identify the benefits of optimism. Apply optimism to daily interactions. Overcome negativity in others.

Relationship Building

Participants will be able to define characteristics of healthy and unhealthy relationships. Participants will be able to identify the benefits of healthy relationships, in addition to strategies for improving current relationships and developing new relationships.

Signs & Symptoms of Mental Illness (2 hours)

This presentation includes an introduction to mental illness with prevalence rates of mental illness, basic signs and symptoms of common disorders, and local resources that can help individuals in need.

Signs & Symptoms of Addiction (2 hours)

Learn potential drugs of abuse, observable signs and symptoms of abuse, and resources to help individuals find help.

PERSONAL DEVELOPMENT

* All trainings one hour unless otherwise noted

Stress Management

Define stress, determine the cause of stress, recognize stress signals, and develop stress management techniques.

Understanding Prescription Drug Abuse

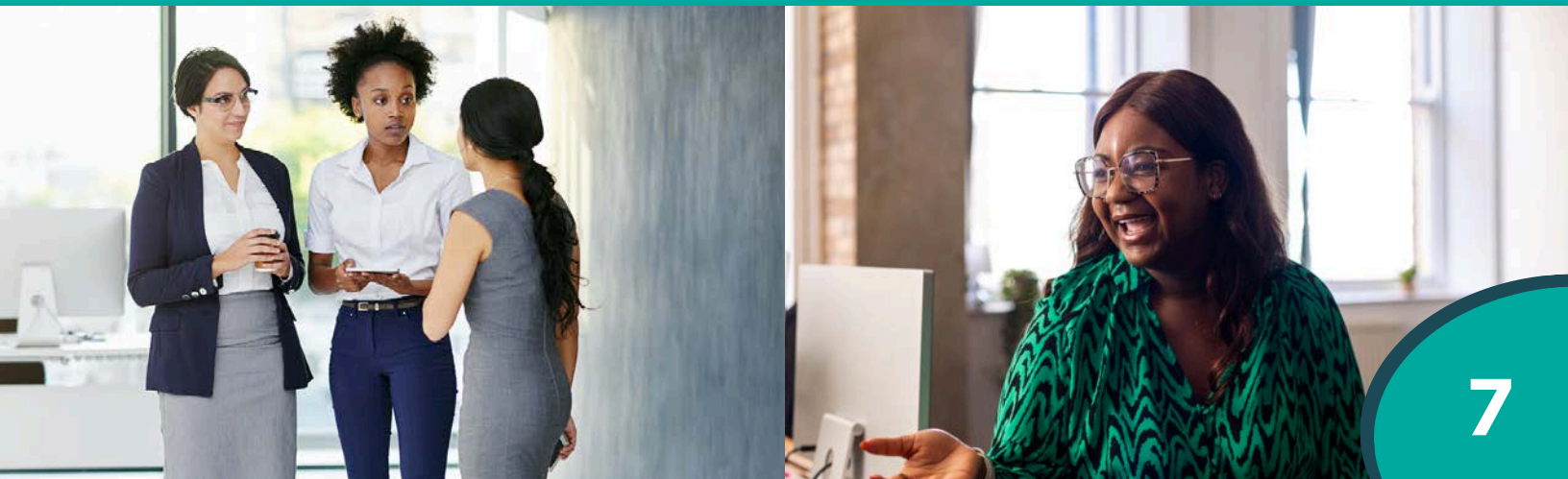
Learn prescription pills of potential abuse, physiological effects, psychological effects, and the Ohio epidemic.

Wellness in the Workplace

Understand the benefits of a healthy workforce. Create a “wellness culture” in the workplace. Build and manage an effective wellness team. Increase employee engagement in wellness programs.

Work-Life Balance

Identify and assess work-life balance. Apply proven techniques to improve work-life balance and reduce the negative impact of stress on employee health.



WORKPLACE COMPLIANCE

Cultural Humility (1 or 2 hours)

As we continue to build our collective understanding and awareness of the impact of culture on our interactions and ability to connect with others, it is important to move from awareness of culture to cultural humility. This training is focused on understanding what culture is and how it potentially impacts our interactions in both positive and negative ways, including addressing discrimination and microaggressions, and maintaining positive interactions in the workplace.

Drug and Alcohol Awareness (4 hours)

Understand the basics of the Drug and Alcohol Policy. Understand the impact of substance use in the workplace. Be able to describe the process/procedures for workplace drug testing. Understand facts about commonly abused drugs. Have a general understanding of substance abuse and addiction. Be prepared to identify and respond to signs and symptoms of substance abuse and know how to seek assistance and support.

Mental Health Awareness

We are all impacted by mental health concerns in our personal and professional lives. This training helps participants recognize signs and symptoms of mental health and substance use concerns, as well as understand how to communicate effectively with those experiencing mental health concerns to provide support and minimize stigma.

Mental Health Awareness, Verbal De-Escalation, and Self-Care (3 or 4 hours)

This training helps participants understand the prevalence of mental health concerns, recognize signs and symptoms of mental health and substance use concerns, and increase understanding of how to effectively communicate with those experiencing mental health concerns to provide support and minimize stigma. We will also address reasons interactions may escalate and how to effectively de-escalate oneself and the escalated person to resolve the issue before it becomes worse. In addition, we will address how to have difficult conversations as effectively and productively as possible. Given the difficult nature of supporting those experiencing mental health concerns, we will also address signs of burn-out and strategies for self-care.

WORKPLACE COMPLIANCE

Mental Health First Aid – Adult or Youth (6.5-7.5 content hours)

Adult MHFA is an evidenced-based, internationally recognized, skills-based training that teaches any adult how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge or crisis in adults ages 18 and over. Youth MHFA is a skills-based training that teaches parents, family members, caregivers, teachers, school staff, peers, neighbors and health and human services workers and any other adult how to identify, understand and respond to an adolescent (ages 12- 18) who may be experiencing a mental health or substance use challenge or crisis.

Sexual Harassment Prevention

Understand what defines sexual harassment, types of sexual harassment, how to prevent sexual harassment, and methods to address sexual harassment.

Substance Use Prevention and Recovery Program Education (Employee and Supervisor)

Learn the Drug-Free Safety Program Policy, facts about commonly abused substances, signs and symptoms of substance abuse and addiction, impact of substance abuse in the workplace, ways that people use alcohol and other drugs, and how to find assistance and support.

Verbal De-Escalation (1 or 2 hours)

When people become escalated it can be difficult to know how to effectively communicate. This training focuses on strategies for effectively calming oneself and the escalated person. We also focus on building empathy and understanding why people become escalated so we can be better equipped to effectively intervene and resolve issues before individuals become aggressive or out of control.

Workplace Violence Prevention

Identify warning signs and risk factors for individuals and work settings. Learn steps to prevent violence in the workplace and learn verbal de-escalation techniques to safely respond to threats or violence.



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FOR THE HELPING PROFESSIONAL

Addressing Suicidal Ideation and Self-Injury (3 hours)

Suicidal ideation and self-injury can be overwhelming topics to address for those in the helping professions. While these behaviors can look similar there are often very different motivations and intervention strategies for these concerning actions. This training will highlight the differences between these two mental health concerns and identify warning signs, assessment strategies, and effective intervention strategies helping professionals can use to maximize client safety.

An Overview of Trauma Informed Care for Mental Health Professionals (3 hours)

Trauma impacts individuals of every age, culture, and socioeconomic background. Those with experiences of trauma are more likely to experience mental health concerns. In this training, professionals will learn about how trauma impacts brain functioning and interpersonal relationships, fundamentally changing how traumatized people function in the world. We will also identify practical interventions to equip professionals with the tools to support the healing process and help traumatized individuals find a way to move past surviving and into thriving.

Assessment, Evaluation, and Remediation Within the Clinical Supervision Relationship (6 hours)

This training will cover topics of assessment and evaluation of a supervisee's overall knowledge, skills, and self-awareness. The course will include opportunities to practice using formal and informal evaluation tools to aid the supervisee in skill attainment and enhancement.

Attending to Counselor Development Within the Clinical Supervision Relationship (6 hours)

This training will cover models of clinical supervision with a focus on counselor development. The course will include practice and application of supervision and learning models to enhance supervisee development.

Case Manager and Helping Professional Series (6 hours)

This series is designed for case managers and those newer to the helping profession. The series addresses the basic competencies for Qualified Behavioral Health Specialists. All attendees will receive a certificate of participation. The series includes: Professional Boundaries; Understanding Mental Health Signs and Symptoms; Professional Communication; Clinical Documentation and Medical Necessity; Treatment Resources and Coordinating with the Treatment Team and Multiple Systems; and Vicarious Trauma and Self-Care.

FOR THE HELPING PROFESSIONAL

Clinical Documentation and Medical Necessity

Documentation of the vital work helpers do with individuals with mental health concerns is necessary and important. Good documentation helps us keep track of movement in the treatment process as well as communicating to others progress individuals have made over time. This presentation will focus on the golden thread of documentation to clearly connect client needs to provider interventions. It will also address how to use language to show that the work we do is medically necessary and helpful to the clients we serve.

Cultural Humility and Social Determinants of Health (3 hours)

As we continue to build our collective understanding and awareness of the impact of culture on our interactions and ability to connect with others, it is important to move from awareness of culture to cultural humility. This training focuses on understanding what culture is and how it potentially impacts our interactions in both positive and negative ways, including addressing discrimination and microaggressions. It also explains how social determinants of health impact well-being and how culture influences people's ability to find the support they need for all health needs.

Dual Diagnosis Overview and Treatment (1 hour or 3 hours)

With substance use continuing to be a significant concern in the United States, there is another issue that is not always addressed. Many people struggling with addiction also experience mental health concerns. In this workshop, we will define dual diagnosis disorders, what makes them more complicated, and what treatment options exist.

Effectively Working with the LGBTQ+ Community (3 hours)

The LGBTQ+ population is becoming more visible, but many people have questions about LGBTQ+ people. This presentation will help attendees build cultural awareness and humility by understanding terminology, being exposed to LGBTQ+ culture, and assessing personal attitudes and how these attitudes impact work with this population. Attendees will gain awareness and insight into special issues specific to the LGBTQ+ population and appropriate treatment interventions, including creating a safe therapeutic space. No questions are off limits in this enlightening and eye-opening presentation.

Ethical Decision Making (1 hour)

Ethical decision making is a part of daily life for those in helping professions. We all face ethical dilemmas, large and small, in the course of our work. This training will review important concepts of ethical decision-making including autonomy, justice, beneficence, nonmaleficence, and fidelity. It will also educate participants on an ethical decision-making model and allow participants to practice ethical decision making.

FOR THE HELPING PROFESSIONAL

Ethics in the Helping Profession (3 hours)

Ethical practice is the responsibility of all who work in the helping professions. This training will review ethical principles as well as ethical decision-making processes. This knowledge will then be used to view and discuss video clips of a therapist facing ethical dilemmas in their practice. Participants will analyze these examples and discuss what they see and how they would respond.

Instilling Hope Throughout the Stages of Change (1 hour)

Relapse is a difficult but real part of change. It can be difficult for us in the helping profession to remain hopeful when clients take steps backwards. It can be even more difficult for clients to remain motivated when they struggle and relapse. In this workshop, we will review the stages of change and identify ways to remain hopeful and instill hope in clients throughout the different stages of change. Recovery is possible despite setbacks.

Integrated Assessment Practices (3 hours)

If the golden thread of documentation allows us to connect relevant information from one encounter to the next, an integrated intake assessment is the first stitch. Assessment often results in diagnoses which drive all further mental health and addiction treatment services. This presentation will focus on considerations, from a community perspective, for clinical providers completing these assessments. Strategies to assess substance use and gambling behaviors will also be included in this comprehensive discussion.

Legal, Ethical, and Professional Responsibilities of Clinical Supervision (6 hours)

This training includes a review of the legal and ethical issues associated with clinical supervision. Participants will have an opportunity to learn the rules, laws, and ethics associated with the responsibility of clinical supervision.

Maintaining Ethical Boundaries (1 hour)

While maintaining ethical boundaries is one of the most often talked about topics when considering ethical dilemmas in helping professions, it remains one of the most difficult dilemmas to navigate. This training will review ethical guidelines regarding boundaries, dual relationships, and confidentiality. Participants will be able to review scenarios and determine the most appropriate ethical boundaries to maintain and how to effectively communicate those boundaries while maintaining an effective working relationship.

FOR THE HELPING PROFESSIONAL

Management and Administrative Aspects of Clinical Supervision (6 hours)

This training will aid in developing appropriate processes and procedures related to management and administrative aspects of clinical supervision. Participants will practice appropriate documentation, reporting processes, and supervision skills that will enhance their ability to engage as a clinical supervisor.

Mental Health in the Geriatric Population (1 hour)

As people live longer, a natural side effect is a growing number of elderly people with mental health concerns. In this workshop, we will identify common mental health concerns in the aging population, the connection between mental health and physical health, and treatment considerations for working with the geriatric population.

Motivational Interviewing (3 hours)

Change is hard. Many of the people who need help are reluctant to change due to negative experiences with being told what to do and not being heard. Motivational Interviewing provides an alternative way to interact with clients. This collaborative, person-centered approach is intended to increase internal motivation while exploring and resolving ambivalence. This training will review the principles of Motivational Interviewing and the stages of change while also providing practical strategies for promoting movement in the stages of change.

Practicing Gratitude (1 hour)

In a world that encourages us to consistently see what is wrong and what we do not have, it is important to remember what we do have in our lives. This presentation will define gratitude and explain the potential benefits of practicing gratitude. We will also engage in activities to practice gratitude to provide participants an experience of how gratitude impacts thoughts and attitude.

Professional Boundaries (1 hour)

Our professional lives are separate from our personal lives and it is important to have boundaries appropriate for our profession. This presentation explains the concept of boundaries and why they are necessary for our personal and professional well-being. We will focus on boundaries both with those we work with and our colleagues to support our overall well-being.

FOR THE HELPING PROFESSIONAL

Professional Ethical Responsibilities (1 hour)

As professionals in the helping profession, there are various ethical responsibilities we are responsible to uphold. In this training, we will review ethical responsibilities related to topics that include values, scope of practice, billing practices, and professional impairment. Participants will have the opportunity to consider these topics and the best way to maintain ethical practice by exploring scenarios related to these topics and evaluating choices from an ethical perspective.

Self-Care (1 hour)

Life can be overwhelming to us all. In this presentation, we will identify signs and symptoms of burn-out and what makes us more vulnerable to burn-out. We will also identify and practice various self-care strategies to prevent and recover from burn-out.

Supervision in the Helping Profession (3 hours)

Supervisors in the helping professions wear many hats. This training will provide an overview of the various responsibilities for supervisors including assessment, setting supervision goals, monitoring, remediation, and evaluation of supervisees. We will also review professional boundaries and decision making from a supervisory standpoint.

Treating Anxiety Disorders (1 or 3 hours)

Anxiety disorders are some of the most common mental health diagnoses in the United States. In this training, participants will become more familiar with the signs and symptoms as well as effective treatment options for various anxiety-related disorders.

Treatment Resources and Coordinating with the Treatment Team and Multiple Systems (1 hour)

People with mental health concerns have a variety of treatment options and may be involved in multiple systems due to their mental health concerns. This presentation will review various treatment options so helping professionals can be a positive resource to ensure clients have the help they need without overwhelming individuals with too many services. We will also address strategies for effectively coordinating with systems such as medical, mental health, court, and children's services for clients who are involved with multiple systems for their multiple needs.

FOR THE HELPING PROFESSIONAL

Understanding Emergency Hospitalization & the Probate Process (3 hours)

Understanding and navigating processes related to hospitalization for mental health concerns can be complex. In this training, attendees will learn how involuntary treatment for mental illness may be initiated and delivered in the state of Ohio.

Understanding Trauma (1 or 2 hours)

Trauma impacts everyone in some way or another. This presentation defines trauma and how it can impact the thoughts, feelings, behaviors, and interactions of those who have experienced trauma. It will also address how the brain changes because of trauma and how to effectively interact and support those impacted by trauma.

Understanding Mindfulness (1 hour)

Mindfulness is something many people have heard of but few people understand. In this workshop, you will learn about what mindfulness really is and the possible benefits for you as well as the clients you work with. We will also participate in a few mindfulness practices and help you identify a plan to begin using mindfulness in your everyday life and client work.

Vicarious Trauma and Self-Care (2 or 3 hours)

As helping professionals, we often place the well-being of others ahead of our own well-being. However, far too often we do not consider the personal cost of pushing ourselves to be as helpful as possible for clients with serious mental health issues. In this presentation, attendees will learn about the concepts of: compassion fatigue, vicarious traumatization, and burn-out as well as a clinician's ethical responsibilities when they recognize professional impairment in themselves or others. The presentation also focuses on increasing understanding of how various risk factors contribute to the potential of developing compassion fatigue and burnout. Attendees will gain an understanding of and practice wellness strategies as well as develop their own personal self-care plan.



WELLNESS WORKSHOPS

* All Sessions 30 minutes

Beginning in Breathwork

For thousands of years, breathing practices have been used to calm the mind, body, and soul. We will learn breathwork basics and benefits to reduce stress and promote a sense of peace from within.

Being SMART About Goal-Setting

Would you like to be intentional about creating healthy habits? SMART goals may help. If you would like to learn more about this strategy for setting wellness goals, let's chat!

Dimensions of Wellness

This session will explore 8 interconnected dimensions of wellness: physical, intellectual, emotional, social, spiritual, vocational, financial, and environmental. We will reflect on these dimensions that together create a balanced, fulfilling life.

Flower Power

It has been said, "April showers bring May flowers." In this session, we will explore the wellness benefits of flowers and plants.

Functional Food

It has been said "you are what you eat." In this session, we will look at the relationship between food and mood to satisfy our craving for wellness.

The Gratitude Attitude

A wise person once said, "Yesterday is history, tomorrow is a mystery, today is a gift. That's why they call it the present." Gratitude, gratefulness, or thankfulness all capture the spirit of changing one's perspective to appreciate life's daily gifts. Together, we will learn more about embracing this mindset.

H2O Health

Are you dehydrated? Dehydration can create brain fog, making it difficult to concentrate. For this session, we will commit to drinking our eight glasses and discuss ways to make this easier.

How to Hygge

Hygge is a Danish concept embracing all that is cozy. In this session, we will talk about how to implement elements of hygge into your work setting, which could lead to better productivity and job satisfaction.

WELLNESS WORKSHOPS

* All Sessions 30 minutes

A Mindful Moment

Mind full or mindful? Mindfulness is a kind of meditation in which you focus on what you are sensing and feeling in the moment, without judgment. Join for a conversation about how we can live more presently through the exercise of mindfulness.

Oh, Sugar

Love sweets? In this session, we will talk about the effects of sugar and sugar substitutes on our bodies and how a sugar-fast may help reset cravings.

Pet People

Being a pet parent has the potential for many health benefits. For this topic, we will explore "the pet effect" and attendees are encouraged to share any special furry or scaly friends in their lives.

A Purposeful Pause

Together, we will take a purposeful pause by incorporating breathing exercises and gentle stretches into our day.

Spilling the Tea

Grab a cup as we spill the tea... on tea! We will learn why this soothing beverage has been boosting our health for centuries.

Spring Cleaning Edition

A cluttered environment can make for a cluttered mind. If you would like tips to organize your space whether at work or home, join our chat!

Sweat it Out

Thomas Edison once said, "Genius is 1% inspiration and 99% perspiration." Working up a good sweat is a way to detox, protect heart health, and more. This session will focus on that 99%.

Sweet Dreams are Made of This

Getting sufficient shuteye is critical to our functioning, not to mention our wellness. In this session, we will explore strategies for better sleep and facts that may surprise you.

Unplugged

Need a digital detox? While technology makes us more productive, sometimes it can feel like we are chained to our devices. In this session, we will explore tips for limiting screen time.

What's for Lunch

In this session, we will discuss ideas to optimize our lunch breaks. From dining al fresco to napping, we hope you can enjoy something yummy while tuning in.

TRAUMA INFORMED COMMUNITY PROGRAM

The National Council for Mental Wellbeing has identified 7 domains of Trauma-Informed Care:

- Early Screening and Comprehensive Assessment of Trauma
- Consumer Driven Care and Services
- Trauma-Informed, Educated, and Responsive Workforce
- Provision of Trauma-Informed, Evidence-Based and Emerging Best Practices
- Creating a Safe and Secure Environment
- Engaging in Community Outreach and Partnership Building
- Ongoing Performance Improvement

Training to support a Trauma-Informed Community, provided by Work Well, is based on these 7 domains, as well as the work of Dr. Bruce Perry and Dr. Bessel Van Der Kolk. The focus is creating a trauma-informed, educated, and responsive workforce through training and support opportunities like reinforcing conversations, consultation, wellness activities, and incident debriefing.

The goals of this program include:

- Developing a workforce that recognizes what trauma is and how trauma impacts people
- Building resiliency in the community
- Increasing retention and job satisfaction for first responders and other helping professionals
- Connecting community members to services to prevent future crises
- Data Collection

The following is a menu of available training and support opportunities:



TRAUMA INFORMED COMMUNITY PROGRAM

Training:

In-person training in specific content areas related to trauma as well as training discussions to focus on practical applications of information learned in trainings.

The focus of training includes topics such as:

- Defining trauma
- How trauma impacts the brain and body
- The fight, flight, freeze, and fawn response
- How trauma impacts interpersonal relationships and communication
- Adverse childhood experiences
- Self-care

Reinforcing Conversations:

While training will give participants the information they need to see their work through the lens of trauma-informed care, it will only become a part of the culture with ongoing discussion. Reinforcing conversations will occur after the initial training is complete and will provide participants with an opportunity to share examples of how their work has been impacted by areas introduced in the training. This will allow participants to give and receive feedback about approaching work situations in a trauma-informed manner.

Consultation:

To address various support needs as they arise, it is advised that on-going consultation be part of the process of becoming a trauma informed community. This will include initial planning meetings and additional meetings as scheduled and as needed to support the entire process. In addition, consultation could be helpful in identifying planful and meaningful communication with the community and various other stakeholders who will benefit and be involved in a trauma-informed community. Consultation can support thoughtful language and messaging to promote buy-in and understanding of the reason for a trauma-informed community, the benefits for everyone, and the outcome data that proves the impact of this important shift.



TRAUMA INFORMED COMMUNITY PROGRAM

In-Person Wellness Activities and Incident Debriefing:

Self-care is a very important part of any trauma informed community, and first responders should be a priority when it comes to self-care opportunities. The intent would be for staff to engage in a variety of self-care activities when they are available and willing so they can support their on-going well being. Participation in planned and impromptu services to practice coping or support self-care strategies would be voluntary but supported and encouraged by community administration and Work Well staff to promote prevention of burn-out as well as support recovering from stressful incidents.

Community Debriefing for Major Incidents Impacting the Community:

When tragic events occur, the community looks to first responders for answers. To be a trauma-informed community it is important to offer support during times they are most vulnerable. After any major event that impacts a part of the community such as fire, homicide, child abduction, or other similar events, it is vital to provide an opportunity to support those impacted. Community debriefing would involve Work Well clinical staff coordinating a collaborative response that offers support, information, and a chance to ask questions for the community. The opportunity to debrief would be initiated by the community in collaboration with Work Well based on the situation and impact on the community. Work Well would coordinate bringing in professionals, members of the clergy, city officials, and others upon request who would be able to provide a sense of safety for members of the community.

