



ALLONE[®]
HEALTH

MIIA | Nonprofit
Locally based
Member driven
Serving Massachusetts communities since 1982

EMPLOYEE ASSISTANCE PROGRAM TRAINING CATALOG

Total Well-Being Through Education & Training

800-451-1834

myassistanceprogram.com/miia-eap/

INTRODUCTION

Whether you are looking to help your staff with their work/life balance or your managers with holding crucial conversations, AllOne Health training can help! Our trainings provide concrete skills, while inspiring personal and professional achievement. Our master's level trainers use adult learning theories and industry research to design and deliver engaging presentation. We are consistently rated to be "excellent" by our audiences and our human resource partners. Our trainings leave the audience motivated and ready to put learning into action.



The following catalog lists all trainings currently eligible for MIIA Rewards credit. Trainings are free of charge to all MIIA members and can be delivered either on-site or via webinar to maximize employee education. Training sessions generally run from 60 to 120 minutes and can be customized for every audience. We hope the following training descriptions pique your interest. We are eager to assist you with your training needs and look forward to meeting your managers and staff to provide solutions, strategies and inspiration for professional excellence.



SCHEDULING

To schedule a training, go to the Employee Assistance Program link at:

myassistanceprogram.com/miia-eap/request-training

Once at our webpage, the EAP Training Request Form can be accessed for electronic submission. For more information regarding a certain training for your employees or managers, contact your EAP consultant at **800-451-1834**. Your EAP consultant will help you select and provide more details about the trainings.

To help us accommodate your request, please allow a minimum of six weeks' lead time. We request 10 or more attendees whenever possible. We require at least one week's notice when canceling a training. Please note that not every training is available in every geographic area.



TABLE OF CONTENTS

TRENDING TRAININGS

I. EMPLOYEE TRAININGS | P6-P11

- *Adjusting Through COVID: A Moment in Time*
 - *Civility and Inclusion: Essential Ingredients for the Healthy Workplace*
- *Compassion Fatigue: Resiliency for Caregivers*
 - *The Continuous Growth Mindset*
- *Cultivating Mindfulness in Everyday Life*
 - *Cultural Awareness and Diversity*
 - *Customer Service Excellence: Reaching Down Deep*
 - *Dealing With Difficult People: Enhancing Your Interpersonal Skills*
- *Deescalation Techniques for Municipal Employees*
 - *Drawing a Line: Boundaries in the Workplace*
 - *Embracing Stress: The New Science of Stress*
- *Embracing the New Normal*
 - *Emotional Intelligence at Work*
 - *Expert Communication: Skills for Working Effectively with Others*
 - *From Private to Public Sector: Navigating the Transition*
 - *“I Pay Your Salary” Responding to Difficult Situations with the Public*
 - *Managing Driver Fatigue*
 - *Mental Health Awareness*
 - *Negotiating Workplace Conflict*
 - *The Opioid Epidemic : What Employees Need to Know*
 - *Overcoming Departmental Divisions*
 - *Riding the Waves of Workplace Uncertainty and Change*
 - *Social Media Awareness in the Workplace*
 - *Working in the Multigenerational Workplace*
 - *Workplace Discrimination and Harassment Awareness*

TABLE OF CONTENTS

TRENDING TRAININGS

II. MANAGEMENT TRAININGS | P12 - P17

- *Anger Management: When Tempers Flare*
- *Best Practices in Meeting Facilitation*
- *Bringing Out the Best in People: Positive Management Techniques*
- *Communicating So Employees Will Listen*
- *Creating the Respectful Workplace: Meeting Halfway*
- *Critical Incidents : Developing Your Crisis Management Skills*
- *Dealing with an Angry Public in a Post-Covid Environment: Best Practices for Municipalities*
- *Department of Transportation (DOT) Mandated Drug and Alcohol Training for Managers and Supervisors*
- *Diversity Awareness: Moving Towards a Bias Conscious Future*
- *Drug and Alcohol Awareness : What Managers Need to Know*
- *From Problem to Productive: Effective Management of Challenging Employee Situations*
- *Harassment Prevention: What Managers Need to Know*
- *Management Training for the New Manager*
- *Managing the Multigenerational Workforce*
- *Managing the Troubled Employee*
- *The Opioid Epidemic : What Managers Need to Know*
- *Performance Discussions: Timely Feedback and Performance Appraisals*
- *Psychological First Aid for Managers and Supervisors*
- *Solutions to the Challenges of Shift Work*
- *The Healthy Employee, The Healthy Employer*
- *Workplace Uncertainty: Managing Through Change*
- *Workplace Violence Prevention Awareness*

I. EMPLOYEE TRAININGS

Adjusting Through COVID: A Moment in Time

We've certainly heard it many times now, but our present pandemic has banished us from our comfort zones in ways we could have never imagined. So much change and all at once; how we work, how we gather, what we wear, certainly how we feel. But, what are the internal forces we've needed to call upon to find our resilience? This session takes a holistic view of the pandemic journey; the logistical, operational, and psychological adjustments we've needed to make to brave through, but also the attitudinal shifts we've needed to make in how we choose to perceive the situation. Tips and strategies for surviving through and making the most of this unique time are offered in an engaging and inspiring manner.

Civility and Inclusion: Essential Ingredients for the Healthy Workplace

We all have experience conducting ourselves with a high level of professionalism, yet the need to be politically correct can create feelings of uncertainty. This training will explore ways to take our work experience to the next level by considering questions such as: How does today's municipal workplace foster greater employee cohesion? What steps can be taken to avoid morale-eroding behaviors? How do individuals seek distinction, but without sacrificing the common good? And, how do we learn to embrace differences, rather than merely "tolerate" diversity? Here, we will look to upgrade from working by the Golden Rule to working by the Platinum Rule.

Compassion Fatigue: Resiliency for Caregivers

Helping professionals are all at risk of experiencing compassion fatigue from the very work they do and love. Everyone feels stress, every day! While we can't eliminate all the pressures we face, we can be better prepared for the triggers and learn ways to decrease stress when it is still manageable. Why are some people able to withstand the increased pressure while others are not? This seminar explores helpful methods to counteract those risks and responses. Participants will be given specific strategies to prevent and/or treat symptoms leading to Compassion Fatigue.

Continuous Growth Mindset

Gone are the days of, 'If it isn't broke, don't fix it.' In today's competitive world, we always need to be looking at streamlining the way we get things done at work, whether it's around customer service, electronic communications or even our own organizational methods. Tom Brady said, "Better never stops." And never has this been truer. Join us as we look at how to step out of our comfort zones and embrace the new, for the benefit of our employers, customers, and personal growth.

Cultivating Mindfulness in Everyday Life

Mindfulness is the simple act of being aware. This is not always easy: We live in a culture that does not reward slowing down, watching a sunrise, taking a lunch break, or resting. Rather, our culture rewards bigger, better, faster, and more. When we chronically live in the fast lane, we can lose an essential intimate connection with ourselves, colleagues, and family members. This loss often results in depression, fatigue, disillusionment, and restlessness. This seminar will introduce you to mindfulness and invite you to experiment with various ways to cultivate it in your everyday life.

Cultural Awareness and Diversity

Why does cultural sensitivity matter to us today? The face of the world is changing, and we must identify and appreciate these changes in order to function effectively in a multicultural environment. This seminar will define cultural awareness and culture, offer compelling facts about today's changing cultural landscape, address the unique psychological challenges associated with building cultural awareness, and provide tools for participants to enhance their cultural awareness.

Customer Service Excellence: Reaching Down Deep

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to provide excellent service ourselves. Knowing how to provide such service in today's fast paced, highly stressed world can be difficult - today's customers don't always make it easy. Participants will learn skills for providing 5-star service in person and on the telephone, strategies for dealing with difficult customers, and tips for providing excellent service even when we don't feel like it.

Dealing with Difficult People: Enhancing Your Interpersonal Skills

From time to time, we all must deal with people and situations that we find challenging. What we want to say and what we should say are often two very different things. The challenge is to control our own response and utilize strategies that help defuse and resolve the situation. Participants in this seminar will learn and practice specific techniques for dealing with difficult people and situations.

Deescalation Techniques for Municipal Employees

This session offers a skill-based approach to conflict resolution within today's municipal environment by focusing on learning ways to keep conversations from becoming unhinged, knowing how to control one's self in the face of risky situations, practicing safe options when managing agitated people, the role of the breath in helping restore calm, the benefit of shifting environments to help settle things back down, the role of non-verbal communication in challenging interactions, and other practical tips for de-escalation. All with an eye towards safety, professionalism, and self-care. 60-90 minutes.

Drawing a Line: Boundaries in the Workplace

There are different kinds of boundaries – physical, emotional, verbal. And they play as much of a role in the workplace as they do in our personal lives. Do you have a boss who speaks to you disrespectfully; a co-worker who stands too close to you when talking; a client who texts you at 9pm? Or, do you sometimes lose sight of boundaries when interacting with colleagues? Here we'll look at the importance of boundaries in helping ensure safety and productivity, the guidelines and structures that help regulate appropriate boundaries; what to do/say if you feel like a boundary has been crossed, the importance of our 'filters' and related questions.

Embracing Stress: The New Science of Stress

You can't open a newspaper, magazine or web page without seeing messages that stress is bad for your health. It's accused of causing heart disease, cancer, and even Alzheimer's. But what if that is not the case? What if stress makes you smarter, stronger, happier, and more resilient? What if stress is just like a muscle and the more you use it, the better it becomes? The latest science finds that it is not the stressor we experience that makes us sick, but our stress mindset. Rather than trying to reduce, avoid or escape our stress, understanding and embracing it may be the secret to resilience and longevity. Attend this seminar to learn about the latest science and strategies regarding stress.

Embracing the New Normal

Is COVID-19 something we want to 'embrace'? Well, perhaps what we want to embrace -- accept -- is that this is our reality right now. Psychologists have long suggested that, the more we resist, the less happy we are. There are clearly things about the pandemic not to be celebrating, but there are also opportunities for growth, reflection and self-development. This session focuses on ways to navigate these contours of change and challenge: recognizing and leveraging strengths, reinforcing social connection, developing mindfulness and remembering what we're grateful for, all as ways of leaning into our present reality.

Emotional Intelligence at Work

Today's most successful organizations and effective leaders draw not merely from their cognitive banks, but from their relational skills. Back in the day, we might have called these assets "people skills." But we know today that emotional intelligence is about much more: self-awareness, self-management, social skills and relationship management. This session will explore how to harness these characteristics in service of our professional, organizational and personal growth. Because today getting along in the workplace is our other bottom line.

Expert Communication: Skills for Working Effectively with Others

Expert communicators are influential, productive, resourced, and get more of what they want and need. Sounds good, doesn't it? Attend this training to increase your communication competence. This seminar explores the three parts of sending a message, the three components of active listening, positive statements, persuasion, inserting safety into difficult conversations and how to avoid avoidance.

From Private to Public Sector: Navigating the Transition

The private and public sector are very different types of environments, each with their own set of financial considerations, norms, expectations and internal processes. Many times, employees are not clear on what to expect in making this shift. This session will explore the distinct characteristics of these unique environments, the importance of identifying transferable skills, and the value of understanding the change process itself.

“I Pay Your Salary”: Responding to Difficult Situations with The Public

From time to time, we all must deal with people and situations that we find challenging; public service employees certainly face their fair share. While getting the job done efficiently and safely, the public service employee is expected to retain a positive public image for their department and municipality. When confronted with a resident's disappointment, anger or entitlement, what one wants to say and what one should say are often two very different things. Participants in this seminar will learn specific techniques for defusing and resolving difficult situations with residents.

Managing Driver Fatigue

Taking to the road at all hours is part of the call to duty, but around-the-clock shifts can create health and social struggles for employees, and a unique set of challenges for managers. This practical seminar will offer tried and true suggestions on how to manage fatigue and other common problems associated with working multiple shifts. This seminar will also address techniques to manage emotions and reduce stress, help expand attendees' emotional vocabulary, and demonstrate ways to effectively express ourselves before reaching our emotional boiling point.

Mental Health Awareness

According to the Center for Disease Control, in the United States, almost half of adults will experience a mental illness during their lifetime. The more we understand about psychological disorders – the mind – the better equipped we are to address concerns and get support. In this session, we'll explore signs and symptoms of the more prevalent conditions, how to address someone you may be concerned about, and the landscape of treatment resources. All with an eye towards overcoming the mental health stigma and normalizing this growing conversation.

Negotiating Workplace Conflict

Conflict is a part of everyday work life that most of us would like to avoid. Conflict, however, can often be productive. This seminar re-frames conflict as an opportunity for understanding and growth. Participants will discover their own blocks to resolving conflict, understand their conflict negotiation style, and learn keys to successful conflict resolution.

The Opioid Epidemic: What Employees Need to Know

Today's opioid crisis is impacting today's workplace like never before. This isn't a surprise, since employees often bring their personal issues into the workplace with them. We need to ask ourselves, what are the signs of addiction; how does one know if they're developing a dependence on a substance? How does opiate use impact one's family? What are the various treatment resources available today? These are some of the questions we'll be exploring here, as we look to empower attendees with valuable information on this pressing topic.



Overcoming Departmental Divisions

When most people think of “customer service,” they think of customers, clients, and people they serve outside their organization. But what about the customers you serve within your organization— your co-workers, bosses, subordinates? Are you doing everything you can to serve your internal customers with the same attention and attitude?

Riding the Waves of Workplace Uncertainty and Change

In today’s fast-paced work environment, employees face frequent and often unpredictable changes. These changes can produce stress at work and at home. This workshop will explain normal reactions to change and uncertainty at work and provide techniques that help decrease the negative impact of stress caused by workplace uncertainty and change.

Social Media Awareness in the Workplace

This interactive discussion explores the blurring of our social and professional worlds due to technology. How do we effectively use social media for personal means and professional purposes yet maintain high standards of professionalism even after we've punched out? In this discussion, we will explore the concept of what good can come of using the internet in the workplace, minding your manners when using it, and concepts around policy development and enforcement.

Working in the Multigenerational Workplace

When considering workplace diversity, most people think of race, religion, and ethnicity. However, today’s workplace is perhaps most diverse with regards to age. Each generation complains about the others - this is NOT new. What is new is the magnitude of the differences. Today’s four generations have unique backgrounds and distinctive talents they bring to the workplace. This seminar will help individuals better understand themselves and the diverse group within which they work.

Workplace Discrimination and Harassment Awareness

This seminar heightens participants’ awareness of harassment in the workplace. Federal laws, State laws and company policies that protect workers from harassment are discussed. Participants are encouraged to examine their own attitudes and behavior, as well as the impact of their behavior on co-workers. Discussion will include review of recent court rulings and policy recommendations.



II. MANAGEMENT

Anger Management: When Tempers Flare

It's not good for business when employees are aggressive with co-workers, management or customers. Both managers and HR professionals are spending more time addressing the issue of employee outbursts. A recent survey indicated that up to 42% of employee time is spent engaging in or trying to resolve conflict. Not only is this a considerable amount of time to waste, but it also causes stress, lowers morale, and hampers performance. This ultimately leads to reduced profits to your business and compromised service to your customers. Attend this seminar to learn strategies to help your employees express themselves more appropriately.

Best Practices in Meeting Facilitation

Communicating effectively is a skill that requires a lifelong commitment to self-awareness, practice, and heeding feedback from others. When we feel we could have made our point clearer or were misunderstood, we have an opportunity to learn new skills to improve our professional and personal relationships. As a meeting facilitator, your role is to create a forum where communication is lively, engaging, and on topic. This seminar will address the question: Why are some meetings engaging and fun? We will explore the value of meetings, your role as facilitator or meeting member, and what you can do to keep energy up.

Bringing Out the Best in People: Positive Management Techniques

Are you tired of managing weakness and focusing on performance deficits? Would you like a more positive team atmosphere? This seminar will provide managers with tools for identifying and focusing on their employees' talents and strengths. The ratio of positive to negative feedback will be examined as a motivator vs. de-motivator. Additionally, managers will explore how to be the positive workplace contagion and how to engage others through positivity.

Communicating So Employees Will Listen

Great managers know that their success is directly related to their ability to influence others. The more influence one wields, the more others will want to work with and for that person. Yet influence is not determined by position, title or place on the organizational chart. It is gained intentionally over time. Managers attending this seminar will learn deliberate communication strategies to increase their sphere of influence. Topics to be covered include effectively sending and receiving messages, delivering feedback without resistance, motivating others to adapt and creating a respectful workplace.

Creating the Respectful Workplace: Meeting Halfway

Each of us would like to be thought of as an employee who positively contributes not only to the bottom dollar, but also to the over-all workplace culture. This seminar will focus on respectful communication: the things we can do to create and perpetuate a respectful work environment. We will also examine behavior that detracts from the desired workplace environment.

Critical Incidents: Developing Your Crisis Management Skills

Seventy percent of adults in the U.S. will experience at least one traumatic event in their lives. We go to work each day expecting to be safe. When a trauma occurs in the workplace, our sense of safety can be shattered. In the aftermath, employees need supportive leadership. This seminar will provide managers with tools for navigating the workplace after a traumatic event, and techniques for handling their own feelings and emotions.



Dealing with an Angry Public in a Post-Covid Environment: Best Practices for Municipalities

In today's world, where stress is at an all-time high, people (e.g. patrons, visitors) can take their frustrations out on the municipal employees who are trying to meet their needs. This can be distressing and impact one's mental health. This session will consider how today's unique pressures have thrown many into a perpetual Fight or Flight Response and what that challenge means for employees. We'll look at how the Escalation Process itself works, the importance of boundary and limit setting, the value of word choice and tone awareness, cultivating a mindset that focuses on the problem, not the 'personality', the art of active listening and other strategies to help maintain safety, professionalism, self-care, and a collaborative outcome. 60-90 minutes.

Department of Transportation (DOT) Mandated Drug and Alcohol Training for Managers and Supervisors

The purpose of the DOT regulations is "to prevent, through deterrence and detection, alcohol and controlled substance users from performing safety-sensitive functions." Managers and supervisors must be keen observers and use constructive confrontation to deal with this volatile issue and comply with DOT regulations. Participants in this seminar will learn how to recognize signs of substance abuse as job and performance problems and DOT violations, constructively address these problems with employees, identify employee appearance and behaviors that trigger reasonable suspicion drug tests, and implement the organization's substance abuse policies.

Diversity Awareness: Moving Toward a Bias Conscious Future

It is no secret that we live in an increasingly diverse world and society. It is also no secret that human beings often struggle with change and with embracing differences. Today's national unrest tells us just how unfinished we are around understanding diversity and talking about our differences. The tension surrounding the topic of race has made it increasingly hard for people to engage in the productive dialog that we need. This session explores the many dimensions of cultural awareness, the importance of implicit and explicit bias and how to begin thinking about race, privilege and social justice in a way that brings us together rather than polarizes us.

Drug and Alcohol Awareness: What Managers Need to Know

Addiction among employees is one of the most difficult issues that employers encounter. More money is lost in American industry from untreated addiction than from any other single source. This seminar will provide participants with knowledge about the disease of addiction, signs and symptoms of substance abuse in the workplace, and information about treatment options.

Harassment Prevention: What Managers Need to Know

Managers and supervisors have special responsibilities and liabilities with respect to sexual harassment in the workplace. By understanding recent court rulings and becoming aware of the impact of their behavior, managers and supervisors will learn how to increase their effectiveness with their employees. This awareness will decrease the likelihood of sexual harassment becoming a problem in their department.

Management Training for the New Manager

This program will address the basic elements of management for the new manager. Topics to be addressed include transitioning to the managerial role, communication skills for managers, and supervising troubled employees. Each component of the program will provide managers with specific skills, theoretical background on managerial styles and strategies, and exercises to practice skills.

Managing the Multigenerational Workforce

When considering workplace diversity, most people think of race, religion and ethnicity. However, today's workplace is perhaps most diverse with regards to age. Each generation complains about the other – this is NOT new. What is new is the magnitude of the differences. Today's four separate generations have unique backgrounds and distinctive talents that they bring to the workplace. This seminar will help managers to capitalize on the strengths of employees of varied ages and merge the generations into an effective work team.

Managing the Troubled Employee

Mental health issues are increasingly affecting America's workforce. Statistics indicate that millions of people struggle with the symptoms of anxiety, depression, and substance abuse. These symptoms, whether treated or untreated, often enter the work environment, sometimes requiring managers to intervene. Managers often feel ill-prepared and anxious when dealing with the troubled employee. This seminar will help build the manager's competence and confidence when faced with a troubled employee. Additionally, managers will leave the seminar with a clear understanding of when and how to intervene.

The Opioid Epidemic: What Managers Need to Know

We know that employees can bring their personal problems to work with them. Addiction is no exception. The fact is you likely have employees who are misusing or are addicted to substances. As a manager, what's your responsibility around identifying employees who may be at risk? What are the danger signs, the recovery resources? Particular attention will be paid to how managers can support employees who may be exhibiting signs and symptoms. Many supervisors feel unsure about whether or how to intervene with an employee. This session will illuminate the best steps to take. Join us as we explore what you can do to help combat the opioid epidemic in the workplace and your community.

Performance Discussions: Timely Feedback and Performance Appraisals

A key ingredient to effective management is honest, direct communication about an employee's performance. Easier said than done! This session will address the entire process of employee appraisal, including writing and setting goals with employees, evaluating employees' performance, and strategies for communicating bad news. Participants will leave with specific steps and skills for effective employee appraisal.

Psychological First Aid for Managers and Supervisors

It's common knowledge among leaders that knowing your employees is a good idea. In today's world, where mental health issues have become increasingly pervasive, this best practice is doubly important. What are the signs of mental health issues or distress? How does a manager approach an employee who's struggling? This session looks at several psychological disorders and their associated symptoms, and the key role managers play in pointing employees to the right resources for the benefit of all.

Solutions to the Challenges of Shift Work

Twenty million Americans work hours other than 9 to 5. These evening and night shifts create health and social struggles for the employees, and a unique set of challenges for managers. This practical seminar will offer some tried and true suggestions for both managers and employees on how to handle common problems associated with shift work.

The Healthy Employee, The Healthy Employer

We all know just how important health is. But, how often do we consider its key role in today's workplace? Employees benefit when they feel better - physically, emotionally - and employers reap the harvest of an engaged workforce. In this session we'll look at how organizations can create a culture of wellness, from offering healthy food options to ensuring that there's effective workplace communication. We'll consider how to get employee buy-in with health initiatives and look to make help wellness fun and exciting for all.

Workplace Uncertainty: Managing Through Change

Change in the workplace has become a way of life. Managers and supervisors are challenged to maintain performance under sometimes chaotic conditions. Employees may be confused, demoralized and/or resistant. This program will discuss strategies for building and maintaining a motivated and productive workforce during times of change.

Workplace Violence Prevention Awareness

Managers play a significant role in keeping their workplace safe from violence. Research has shown that roughly 85% of workplace violence incidents had clear warning signs. By recognizing and acting on these signs' managers can help their organization significantly reduce their risk for workplace violence. This program will provide managers with the information and tools necessary for intervention.



WHAT PARTICIPANTS SAY ABOUT OUR TRAININGS...



Dealing With Difficult People: Enhancing Your Interpersonal Skills

“Very informative. Will implement immediately.”
“Totally awesome.”
“It was a stressful subject made fun!”

Workplace Discrimination and Harassment Awareness

“Great examples.”
“Clear and concise.”
“Took a difficult, dry topic and made it interesting.” “This presentation was very informative, helping us examine our attitudes and behaviors as well as our impact on co-workers.”

Management Training for the New Manager

“This seminar made me think.”
“Topics were broken down effectively.”
“Excellent class. Thanks.”

Managing the Multigenerational Workforce

“I found the presentation to be interesting and enjoyable.”
“Will use the tips in dealing with each generation class.”

Communicating So Employees Listen

“I will process what someone is saying with more empathy, placing myself in their shoes. I will recognize the emotion of the subject and ask more open-ended questions. I will multitask less and converse more”

Best Practices in Meeting Facilitation

“Very helpful tools for facilitating or attending meetings.”
“I definitely took away skills that I will use anywhere I work.”

Creating the Respectful Workplace: Meeting Halfway

“It was extremely helpful. I feel I can use it at both work and home.”
“Re-motivated me to be self-aware of my behaviors. I will try to be less avoidant.”

Customer Service Excellence: Reaching Down Deep

“It was excellent, I can handle anyone now!”
“Very enjoyable and informative.”



MIIA REWARDS TRAINING LIST

You may request seminars and trainings for employees and/or supervisors. They are typically 60-90 minutes in length and can be adapted to meet your specific needs.

CLICK HERE to submit an Employee Assistance Program training request form.

EMPLOYEE TRAININGS

- | | |
|--|--|
| <input type="checkbox"/> Adjusting Through COVID: A Moment in Time | <input type="checkbox"/> Emotional Intelligence at Work |
| <input type="checkbox"/> Civility and Inclusion: Essential Ingredients for the Healthy Workplace | <input type="checkbox"/> Expert Communication: Skills for Working Effectively with Others |
| <input type="checkbox"/> Compassion Fatigue: Resiliency for Caregivers | <input type="checkbox"/> From Private to Public Sector: Navigating the Transition |
| <input type="checkbox"/> Continuous Growth Mindset | <input type="checkbox"/> "I Pay Your Salary": Responding to Difficult Situations with the Public |
| <input type="checkbox"/> Cultivating Mindfulness in Everyday Life | <input type="checkbox"/> Managing Driver Fatigue |
| <input type="checkbox"/> Cultural Awareness and Diversity | <input type="checkbox"/> Mental Health Awareness |
| <input type="checkbox"/> Customer Service Excellence: Reaching Down Deep | <input type="checkbox"/> Negotiating Workplace Conflict |
| <input type="checkbox"/> Dealing with Difficult People: Enhancing Your Interpersonal Skills | <input type="checkbox"/> The Opioid Epidemic: What Employees Need To Know |
| <input type="checkbox"/> Deescalation Techniques for Municipal Employees | <input type="checkbox"/> Overcoming Departmental Divisions |
| <input type="checkbox"/> Drawing A Line: Boundaries in the Workplace | <input type="checkbox"/> Riding the Waves of Workplace Uncertainty and Change |
| <input type="checkbox"/> Embracing Stress: The New Science of Stress | <input type="checkbox"/> Social Media Awareness in the Workplace |
| <input type="checkbox"/> Embracing the New Normal | <input type="checkbox"/> Working in the Multigenerational Workplace |
| | <input type="checkbox"/> Workplace Discrimination and Harassment Awareness |



MIIA REWARDS TRAINING LIST

You may request seminars and trainings for employees and/or supervisors. They are typically 60-90 minutes in length and can be adapted to meet your specific needs.

CLICK HERE to submit an Employee Assistance Program training request form.

MANAGEMENT TRAININGS

- | | |
|---|--|
| <input type="checkbox"/> Anger Management: When Tempers Flare | <input type="checkbox"/> From Problem to Productive: Effective Management of Challenging Employee Situations |
| <input type="checkbox"/> Best Practices in Meeting Facilitation | <input type="checkbox"/> Harassment Prevention Awareness: What Managers Need to Know |
| <input type="checkbox"/> Bring Out the Best in People: Positive Management Techniques | <input type="checkbox"/> Management Training for the New Manager |
| <input type="checkbox"/> Communicating So Employees Will Listen | <input type="checkbox"/> Managing the Multigenerational Workforce |
| <input type="checkbox"/> Creating the Respectful Workplace: Meeting Halfway | <input type="checkbox"/> Managing the Troubled Employee |
| <input type="checkbox"/> Critical Incidents: Developing Your Crisis Management Skills | <input type="checkbox"/> The Opioid Epidemic: What Managers Need To Know |
| <input type="checkbox"/> Dealing with an Angry Public in a Post-Covid Environment: Best Practices for Municipalities | <input type="checkbox"/> Performance Discussions: Timely Feedback and Performance Appraisals |
| <input type="checkbox"/> Department of Transportation (DOT) Mandated Drug and Alcohol Training for Managers and Supervisors | <input type="checkbox"/> Psychological First Aid for Managers and Supervisors |
| <input type="checkbox"/> Diversity Awareness: Moving Towards a Bias Conscious Future | <input type="checkbox"/> Solutions to the Challenges of Shift Work |
| <input type="checkbox"/> Drug and Alcohol Awareness: What Managers Need To Know | <input type="checkbox"/> The Healthy Employee, The Healthy Employer |
| | <input type="checkbox"/> Workplace Uncertainty: Managing Through Change |
| | <input type="checkbox"/> Workplace Violence Prevention Awareness |

