



All courses are available in-person or virtually. Courses are scheduled for 60 minutes for virtual sessions and from 60-90 minutes for in-person.

Virtual sessions typically require 3-4 weeks lead time and on-site sessions typically require 6-8 weeks. Training sessions can be customized and, after submitting an on-line form to request training, the EAP will reach out and consult on the need to ensure the presentation will have maximum impact.

Training sessions can be requested through the following link:
[MIIA EAP Training Request Form](#)

Additional information about Training is on the MIIA EAP site:
allonehealth.com/miia-eap

EMPLOYEE FOCUSED TRAININGS *(Details start on page 3)*

- Anger Management: A Brain Science Approach
- Civility and Inclusion: Essential Ingredients for the Healthy Workplace
- Compassion Fatigue: Resiliency for Caregivers
- Cultural Awareness and Diversity
- Customer Service Excellence: Reaching Down Deep
- De-escalation Techniques for Municipal Employees
- Drawing a Line: Boundaries in the Workplace
- Emotional Intelligence at Work
- Expert Communication: Skills for Working Effectively with Others
- Gambling Challenges: Resources and Support
- Internal Customer Service: Building Stronger Workplace Connections
- Negotiating Workplace Conflict
- Preventing Burnout: Refreshing Your Perspective
- Riding the Waves of Workplace Uncertainty and Change
- Working in the Multigenerational Workplace
- Workplace Discrimination and Harassment Awareness
- Understanding Stress for Better Performance

MANAGEMENT FOCUSED TRAININGS *(Details start on page 6)*

- Anger Management: When Tempers Flare
- Bringing Out the Best in People: Positive Management Techniques
- Building Cohesion: Creating a Respectful Workplace
- Communicating So Employees Will Listen
- Crisis Management Awareness: Tips, Techniques, and Strategies
- Critical Incidents: Developing Your Crisis Management Skills
- Department of Transportation (DOT) Mandated Drug and Alcohol Training
- Diversity Awareness: Moving Toward a Bias Conscious Future
- Drug and Alcohol Awareness: What Managers Need to Know
- From Strategy to Execution
- Harassment Prevention: What Managers Need to Know
- Management Training for the New Manager
- Managing the Multigenerational Workforce
- Managing Challenges in the Workplace: From Problem to Productive
- Performance Discussions: Timely Feedback and Performance Appraisals
- Workplace Uncertainty: Managing Through Change

EMPLOYEE FOCUSED TRAININGS

Course Details

Anger Management: A Brain Science Approach

Anger is a natural human emotion. But when left unchecked, it can have a negative impact on our health and success and interfere with workplace productivity and employee morale. We'll explore constructive ways to manage angry feelings and behaviors to prevent them from impacting relationships or causing physical and emotional harm to ourselves and others.

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.

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 challenging customers, and tips for providing excellent service even when we don't feel like it.

Compassion Fatigue: Resiliency for Caregivers

Helping professionals are 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.

Cultural Awareness and Diversity

Why does cultural awareness 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.

De-escalation 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.

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.

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.

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.

Gambling Challenges: Resources and Support

Since Massachusetts legalized table gambling in 2011 and online gaming in 2023, there has been a noticeable increase in individuals facing challenges related to gambling. The MIIA EAP has seen a significant rise in municipal employees seeking support—either for themselves or for a family member—due to gambling addiction and the resulting financial strain. This session is focused on understanding the addiction of gambling and the EAP and other resources available.

Internal Customer Service: Building Stronger Workplace Connections

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 town or city, your colleagues, supervisors, subordinates? Are you doing everything you can to serve your internal customers with the same attention and attitude? This session focuses on skills that lead to better cohesion.

Preventing Burnout: Refreshing Your Perspective

Burnout is more than everyday stress—it’s a response to prolonged emotional, mental and physical strain that can leave you feeling depleted, disengaged, and overwhelmed. While stress and burnout may share similar symptoms, burnout often stems from feeling overextended, undervalued, or unable to recharge over time. During this 45-minute training, participants will learn to recognize burnout signs, understand the differences between stress and burnout, and build healthier coping and resilience strategies to refresh their perspective.

Understanding Stress for Better Performance

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.

Workplace Discrimination and Harassment Awareness

This session 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. Trainers are MCAD certified.

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.

Working in a 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.

MANAGEMENT FOCUSED TRAININGS

Course Details

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 productivity and compromised service to your customers.

Bringing Out the Best in People: Positive Management Techniques

Are you tired of managing weaknesses 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 a positive workplace contagion and how to engage others through positivity.

Building Cohesion: Creating a Respectful Workplace

It is generally understood in business that collaboration and teamwork create better outcomes, streamline systems, ensure best practices, and improve employee morale. This has never been truer for municipal operations. We are all responsible for creating and maintaining a positive and healthy work culture. In this training, we will cover strategies on collaboration and teamwork, ways we can make a positive impact on the work culture, best practices related to workplace conflict, and the importance of exceptional communication.

Communicating So Employees Will Listen

Effective 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.

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.

Crisis Management Awareness: Tips, Techniques, and Strategies

They say hope is not a plan but being ready is. This has never been truer than in today's unpredictable world. Effectively managing a crisis - whether a natural disaster, hacking incident, or global pandemic - requires effective communication, adaptability, relationship management and emotional intelligence. This session explores the leadership and team skills required for anticipating and managing municipal challenges through various resources including the EAP.

Department of Transportation (DOT) Mandated Drug and Alcohol Training

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.

From Strategy to Execution

Implementing plans and execution can often be challenging in any business. Studies show that 60-80% of plans fail - usually due to poor execution. This session teaches tangible strategies to stay on track with your plans, best practices to ensure goal attainment, and critical business steps in the execution of strategy process.

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 Challenges in the Workplace: From Problem to Productive

Challenges are increasingly affecting America's workforce. Statistics indicate that millions of people struggle with the symptoms of anxiety, depression, substance abuse, motivation, and other challenges that present issues in the workplace. This impacts the work environment, sometimes requiring managers to intervene. Managers often feel ill-prepared and anxious when dealing with these challenges. This seminar will help build the manager's competence and confidence as these situations arise.

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 challenges. Participants will leave with specific steps and skills for effective employee appraisal.

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.