

EMPLOYEE ASSISTANCE PROGRAM

FY 2018 MIIA REWARDS TRAINING LIST

You may request seminars and trainings for employees and/or supervisors. They are typically 1 to 2 hours in length and can be adapted to meet your specific needs.

Please call the EAP at 800-451-1834 to request any of the trainings on this list.

EMPLOYEE TRAININGS

- Civility and Inclusion: Essential Ingredients for the Healthy Workplace
- Creating the Respectful Workplace: Meeting Halfway
- Cultural Awareness and Diversity
- Customer Service Excellence: Reaching Down Deep
- Dealing with Difficult People: Enhancing Your Interpersonal Skills
- Department of Transportation (DOT) Drug and Alcohol Education for Employees
- Embracing Stress: The New Science of Stress
- Expert Communication: Communication Skills for Working Effectively with Others
- "I Pay Your Salary": Responding to Difficult Situations with Residents, Patrons and Customers
- Let's Face It: Negotiating Workplace Conflict
- Managing Driver Fatigue
- Managing Job-Related Fatigue
- Overcoming Departmental Divisions: Repairing Relations and Communication Between Departments
- Preventing Workplace Harassment and Discrimination
- Riding the Waves of Workplace Uncertainty and Change
- Social Media @UR Workplace
- Working in the Multigenerational Workplace

MANAGEMENT TRAININGS

- Anger Management 101: Tips for Managers When Tempers Flare
- Ask, Don't Tell, and Other Successful Communication Strategies for Managers
- Best Practices to Facilitate Meetings
- Bring Out the Best in People: Positive Management Techniques
- Creating the Respectful Workplace: Meeting Halfway
- Critical Incidents: Developing Your Crisis Management Skills
- Decreasing Danger in the Workplace: Drug and Alcohol Awareness
- DOT Mandated Drug and Alcohol Training for Managers and Supervisors
- From Problem to Productive: Effective Management of Challenging Employee Situations
- Harassment Prevention: What Managers Need to Know
- Management 101: Management Training for the Newer Manager
- Managing the Multigenerational Workforce
- Managing the Troubled Employee
- Performance Discussions: Timely Feedback and Performance Appraisals
- Riding the Waves of Workplace Uncertainty and Change: Managing Through Change
- Solutions to the Challenges of Shift Work
- Workplace Violence Prevention

Call 800-451-1834 or go to
<http://www.allonehealth.com/miiaeap.htm>
to request a training