

## 2020 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

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| <input type="checkbox"/> Civility and Inclusion: Essential Ingredients for the Healthy Workplace   | <input type="checkbox"/> "I Pay Your Salary": Responding to Difficult Situations with the Public |
| <input type="checkbox"/> Creating the Respectful Workplace: Meeting Halfway                        | <input type="checkbox"/> Negotiating Workplace Conflict  |
| <input type="checkbox"/> Cultural Awareness and Diversity  | <input type="checkbox"/> Managing Driver Fatigue   |
| <input type="checkbox"/> Customer Service Excellence: Reaching Down Deep                           | <input type="checkbox"/> Managing Job-Related Fatigue  |
| <input type="checkbox"/> Dealing with Difficult People: Enhancing Your Interpersonal Skills        | <input type="checkbox"/> Overcoming Departmental Divisions                                       |
| <input type="checkbox"/> Department of Transportation (DOT) Drug & Alcohol Education for Employees | <input type="checkbox"/> Riding the Waves of Workplace Uncertainty and Change                    |
| <input type="checkbox"/> Drawing A Line: Boundaries in the Workplace                               | <input type="checkbox"/> Social Media Awareness in the Workplace                                 |
| <input type="checkbox"/> Embracing Stress: The New Science of Stress                               | <input type="checkbox"/> The Continuous Growth Mindset   |
| <input type="checkbox"/> Emotional Intelligence at Work  | <input type="checkbox"/> The Opioid Epidemic: What Employees Need To Know                        |
| <input type="checkbox"/> Expert Communication: Skills for Working Effectively with Others          | <input type="checkbox"/> Working in the Multigenerational Workplace                              |
| <input type="checkbox"/> From Private to Public Sector: Navigating the Transition                  | <input type="checkbox"/> Workplace Discrimination and Harassment Awareness                       |

### MANAGEMENT TRAININGS

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| <input type="checkbox"/> Anger Management: When Tempers Flare                                | <input type="checkbox"/> Management Training for the New Manager                             |
| <input type="checkbox"/> Best Practices in Meeting Facilitation                              | <input type="checkbox"/> Managing the Multigenerational Workforce                            |
| <input type="checkbox"/> Bring Out the Best in People: Positive Management Techniques        | <input type="checkbox"/> Managing the Troubled Employee                                      |
| <input type="checkbox"/> Communicating So Employees Will Listen                              | <input type="checkbox"/> Mental Health Awareness   |
| <input type="checkbox"/> Creating the Respectful Workplace: Meeting Halfway                  | <input type="checkbox"/> Performance Discussions: Timely Feedback and Performance Appraisals |
| <input type="checkbox"/> Critical Incidents: Developing Your Crisis Management Skills        | <input type="checkbox"/> Problem to Productive: Effectively Managing Challenging Employees   |
| <input type="checkbox"/> Drug and Alcohol Awareness: What Managers Need To Know              | <input type="checkbox"/> Psychological First Aid for Managers and Supervisors                |
| <input type="checkbox"/> DOT Mandated Drug and Alcohol Training for Managers and Supervisors | <input type="checkbox"/> Solutions to the Challenges of Shift Work                           |
| <input type="checkbox"/> Harassment Prevention Awareness: What Managers Need To Know         | <input type="checkbox"/> The Healthy Employee, The Healthy Employer                          |
|  | <input type="checkbox"/> The Opioid Epidemic: What Managers Need To Know                     |
|  | <input type="checkbox"/> Workplace Uncertainty: Managing Through Change                      |
|  | <input type="checkbox"/> Workplace Violence Prevention Awareness                             |