

# MIIA EAP Training Catalog



## Catalog

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

All courses have been updated in 2025, and new content areas are **bolded** below. To request a training, please visit the MIIA EAP webpage: <https://allonehealth.com/miia-eap/>

Training sessions can be requested on the MIIA EAP page or through this link: [MIIA EAP Training Request Form](#)

## **I. EMPLOYEE FOCUSED TRAININGS**

Civility and Inclusion: Essential Ingredients for the Healthy Workplace

**Creating a Culture of Caring and Community in the Workplace**

**Crisis Management Awareness: Tips, Techniques, and Strategies**

Compassion Fatigue: Resiliency for Caregivers

Continuous Growth Mindset

Cultivating Mindfulness in Everyday Life

Cultural Awareness and Diversity

Customer Service Excellence: Reaching Down Deep

De-escalation Techniques for Municipal Employees

Drawing a Line: Boundaries in the Workplace

**Embracing Stress: The New Science of Stress**

Emotional Intelligence at Work

Expert Communication: Skills for Working Effectively with Others

From Private to Public Sector: Navigating the Transition

**Gambling Challenges: Resources and Support**

**Managing Challenging Situations**

Managing Driver Fatigue

**Mental Health Awareness – Busting the Myths**

Negotiating Workplace Conflict

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

## **II. MANAGEMENT FOCUSED TRAININGS**

Anger Management: When Tempers Flare

**Best Practices in Meeting Facilitation**

Bringing Out the Best in People: Positive Management Techniques

**Building Cohesion: Creating the Respectful Workplace**

Communicating So Employees Will Listen

Critical Incidents: Developing Your Crisis Management Skills

Department of Transportation (DOT) Mandated Drug and Alcohol Training

**Diversity Awareness: Essential Skills for the Workplace**

Drug and Alcohol Awareness: What Managers Need to Know

**Executing Strategy**

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**

Opioid Epidemic: What Managers Need to Know

Performance Discussions: Timely Feedback and Performance Appraisals

Psychological First Aid for Managers

The Healthy Employee, The Healthy Employer

Workplace Uncertainty: Managing Through Change

Workplace Violence Prevention Awareness

**Course Details**

**EMPLOYEE FOCUSED TRAINING**

**Civility and Inclusion: Essential Ingredients for the Healthy Workplace**

**Tags:** civility, inclusion, cohesion, healthy-workplace

**Overview:** 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

**Tags:** caregivers, compassion, fatigue

**Overview:** 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

**Tags:** mindset, growth, development

**Overview:** 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.

## Creating a Culture of Caring and Community in the Workplace

**Tags:** caring, community, cohesion, harmony

**Overview:** How we feel at work, and about work, has a lot to do with organizational culture. Research says that our real workplace currency today is relationships. How colleagues interact with one another impacts retention, team chemistry, productivity, and morale. The difference between a psychologically healthy and unhealthy workplace is palpable. This seminar builds upon the respectful workplace and explores strategies that everyone can put into practice: defining core values, fostering connection, leading with empathy, and promoting work life balance.

## Crisis Management Awareness: Tips, Techniques, and Strategies

**Tags:** crisis, emergency, prevention

**Overview:** 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.

## Cultivating Mindfulness in Everyday Life

**Tags:** mindfulness, work-life, stress

**Overview:** 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**

**Tags:** diversity, awareness, sensitivity

**Overview:** 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.

## **Customer Service Excellence: Reaching Down Deep**

**Tags:** service, customers, excellence

**Overview:** 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.

## **De-escalation Techniques for Municipal Employees**

**Tags:** de-escalation, mindset, safety, professionalism

**Overview:** 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**

**Tags:** boundaries, self-care, work-life, balance

**Overview:** 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**

**Tags:** science, stress, growth

**Overview:** 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.

## **Emotional Intelligence at Work**

**Tags:** EI, self-awareness, growth

**Overview:** 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**

**Tags:** communication, active-listening, professionalism

**Overview:** 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**

**Tags:** transition, public, skillset

**Overview:** 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.

## **Gambling Challenges: Support and Resources Available**

**Tags:** gambling, financial stress, addiction

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.

## **Managing Challenging Situations**

**Tags:** challenges, navigation, de-escalation, communication

**Overview:** 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**

**Tags:** drivers, fatigue, safety

**Overview:** 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 – Busting the Myths**

**Tags:** mental-health, updated-information, self-care

**Overview:** 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**

**Tags:** conflict, resolution, growth

**Overview:** 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**

**Tags:** opioids, safety, resources, addiction

**Overview:** 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**

**Tags:** division, cohesion, solutions, customer-service

**Overview:** 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.

## **Riding the Waves of Workplace Uncertainty and Change**

**Tags:** uncertainty, change, stress, work-life, balance

**Overview:** 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**

**Tags:** social-media, professionalism, posting

**Overview:** 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**

**Tags:** multigenerational, change, diversity

**Overview:** 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**

**Tags:** discrimination, harassment, professionalism

**Overview:** 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.

# MANAGEMENT FOCUSED TRAINING

## Anger Management: When Tempers Flare

**Tags:** anger, de-escalation, conflict, resolution

**Overview:** 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.

## Best Practices in Meeting Facilitation

**Tags:** meetings, facilitation, effectiveness

**Overview:** 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

**Tags:** management, development, mindset

**Overview:** 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.

## Building Cohesion: Creating the Respectful Workplace

**Tags:** respect, cohesion, conflict, ideal-workplace

**Overview:** It is generally understood in business that collaboration and teamwork create better outcomes, streamlines systems, ensures best practices, and improves employee morale. This has never been truer for municipal operations. We are all responsible for creating, fostering, and maintaining a positive and healthy work culture. In this training session, we will cover specific strategies on collaboration and teamwork, ways we can make a positive impact on the work culture (individually and collaboratively), best practices related to workplace conflict, and the importance of exceptional communication.

## Communicating So Employees Will Listen

**Tags:** communication, active-listening, strategy

**Overview:** 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.

## **Critical Incidents: Developing Your Crisis Management Skills**

**Tags:** crisis, skill-building, traumatic-events

**Overview:** 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.

## **Department of Transportation (DOT) Mandated Drug and Alcohol Training**

**Tags:** DOT, substance-abuse, positive-tests, EAP-assistance

**Overview:** 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**

**Tags:** bias, diversity, cultural-awareness, professionalism

**Overview:** 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**

**Tags:** substance-abuse, safety, drugs-alcohol, addiction

**Overview:** 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.

## Executing Strategy

**Tags:** planning, execution, goals-objectives

**Overview:** 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

**Tags:** prevention, harassment, management, safety

**Overview:** 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

**Tags:** new-manager, transition, skill-building

**Overview:** 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

**Tags:** cohesion, new-workforce, multigenerational

**Overview:** 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

**Tags:** challenges, employees, stress, mental health

**Overview:** 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.

## The Opioid Epidemic: What Managers Need to Know

**Tags:** opioids, safety, drugs

**Overview:** 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

**Tags:** performance, development, appraisals

**Overview:** 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.

## Psychological First Aid for Managers

**Tags:** safety, psychological-safety, mental-health

**Overview:** 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.

## The Healthy Employee, The Healthy Employer

**Tags:** health, mental-health, culture

**Overview:** 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

**Tags:** change, uncertainty, productivity, motivation

**Overview:** 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**

**Tags:** violence, safety, prevention

**Overview:** 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.