

Training Programs & Services



COMPSYCH®  
— The Guidance Resources Company® —

## Training Programs & Services

### **ABOUT THE DEPARTMENT**

A team of highly experienced training, organizational development and human resource professionals, the ComPsych® Training Department achieves best practice outcomes by evaluating customers' organizational needs and expectations before recommending and scheduling training sessions.

ComPsych workshops are used by our customers to increase program awareness and utilization and to enhance and develop employee and management performance. Workshops can be facilitated in formats including, face-to-face, live webcast and e-learning. All workshops are developed by our staff of training experts—specialists in adult education—to assure that our customers receive focused and effective training. The training department also offers fee-based seminars and consulting on a wide range of organizational issues including policy development and strategy, executive coaching and team building.

We suggest a minimum of 8 participants and 30 days' advance notice to schedule all training sessions. For additional information about ComPsych workshops, seminars and consulting services, contact Anita Madison, Vice-President, Training & Consulting, at 312.595.4007.

### **ABOUT THIS GUIDE**

The Training Programs & Services Guide contains three sections:

- 1. Training Workshops & Services (Pages 1-5)**
- 2. Training Workshops & Seminar Summaries (Pages 7-20)**
- 3. Training Workshops & Seminars by Subject (Pages 22-28)**

In each section, specific session titles are listed. The Workshops and Services section contains all training titles listed according to category. The Summaries section provides outlined objectives for each training title. The Subjects section is a cross-reference index that matches a training subject with associated training titles. You can request complete outlines for any of the titles listed in this guide by contacting the training department or your account manager.

Orientation sessions and personal development/work-life workshops are offered on a mix and match basis for which contract training credits can be used. Professional development seminars and consulting services are not included in contract fees and are billed separately.

**Section 1:  
Training Workshops & Services**

## Section 1: Training Workshops & Services

### **EMPLOYEE & SUPERVISORY ORIENTATION TRAINING**

Employee and supervisory orientations are an integral part of a ComPsych GuidanceResources® program start-up plan. Orientation sessions are generally included in your contract fees. Based upon your organizational needs, employee locations, and population concentration, along with Human Resource policies, ComPsych will help facilitate a smooth schedule for program roll-out.

The purpose of these orientations is to introduce the component services of your GuidanceResources program, stress the professional and confidential nature of the benefit and relate the methods of accessing help.

GuidanceResources Orientation for Employees  
*(approximately 30 minutes in length)*

Guidance Resources Orientation for Supervisors  
*(approximately 1 hour in length)*

### **PERSONAL DEVELOPMENT & WORK-LIFE WORKSHOPS**

Personal development and work-life workshops are generally included in our Employee Assistance Program fees. These workshops are used primarily, to promote employee well-being in all life areas; and secondarily to promote awareness and utilization of the ComPsych GuidanceResources benefit. These workshops are frequently offered as “Lunch and Learn” or “Brown Bag” sessions and are approximately one hour in length.

#### **Personal Development Workshops**

Becoming a Better Listener  
Becoming a Team Player  
College to Career: Making the Move  
Creating a Respectful Environment  
Dealing with Difficult People  
Effective Communication  
Effective Techniques for Dealing with Poor Customer Service  
Emotional Intelligence: Enhancing Balance in Emotional Functioning  
Enhancing Your Job Performance  
Friendly Persuasion: How to Get the Things You Want  
Getting It All Done: Managing Time, Priorities & Deadlines  
Getting Off the Dime: Steps to Overcoming Procrastination in Your Life  
Handling Conflict & Managing Anger  
How to Make a Habit of Success  
Improving Your Memory  
It's In the Attitude: Productivity Through Attitude  
Lifelong Learning for Professional Success & Personal Enjoyment  
Personal Ethics in the Workplace

## Section 1: Training Workshops & Services

Returning to College as a Working Adult  
Where Are You Going? Goal Setting for Personal Success at Work

### **Stress, Balance, Energy & Health Workshops**

Balancing Work & Life  
Diet & Exercise: Fact or Myth  
Eliminating the Burden of Guilt  
Emotional Impact of Disaster, The  
Enhancing Personal Safety  
From Smoker to Smoke-free  
Getting Beyond Living Paycheck to Paycheck  
Humor: A Serious Weapon in the Fight against Stress  
Life Stages & How to Get Through Them Gracefully  
Living With Change  
Managing Holiday Stress  
Moving Through Grief & Loss  
Opening the Door to a Positive Lifestyle  
Preventing Identity Theft  
Road Warrior's Survival Guide: Health & Safety Issues for Business Travelers, The  
Running on "E": Adding Energy & Fun to Your Workday  
Sailing On: A Guide for Transitioning Into Retirement  
Sleep: An Essential Component of Health and Well-being  
Strategies for Easing the Personal Morning Rush Hour  
Stress: A Way of Life or a Fact of Life

### **Family & Relationship Workshops**

Building Trust in a Relationship  
Care Giving Options for the Working Parent  
Communicating without Conflict with Your Significant Other  
Communication Skills for Families  
Emergency Preparedness for Home & Family  
Enjoying Your Empty Nest  
Impact of Substance Abuse on the Family, The  
Kids & Computers: How to Become Cyber-Savvy Parents  
Life after Divorce: Landing on Your Feet  
Media's Impact on Family, The  
Planning a Family Vacation  
School's Out: Getting Everyone Through the Summer  
Single After All These Years  
Sibling Rivalry  
Stepfamilies: Challenges & Solutions  
Understanding Adoption  
Understanding How Children Learn  
Violence in our Schools

## Section 1: Training Workshops & Services

### **Parenting Workshops**

Attention Deficit Disorders  
Becoming a “Perfect” Parent  
Child Safety Considerations  
Confident Child: Helping Children Develop Self Esteem, The  
Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex & Peer Pressure  
Dealing with Your Rebellious Teen  
Educational Choice: Private, Public or Home Schooling?  
Education for Children with Special Needs  
Emotionally Healthy Teenager: Dealing with Issues of Depression, Suicide & Eating Disorders  
Establishing Bedtime Routines that Work  
Extracurricular Activities: How Much Is Too Much?  
Grandparenting: My, How Times Have Changed!  
Helping Children Develop Strong Ethics & Values  
Helping Your Child Set Goals for the Future  
Helping Your Child Transition to a New School  
Homework: Help!  
Kids & Meals: It Doesn’t Have to Be a Battleground  
Natural Consequences: Discipline that Works  
Parenting Your College-Age “Kids”  
Planning for College  
Raising Children for a Diverse World  
Reading Techniques for You & Your Child  
Standing Tall: Handling Bullies  
Successful Single Parent, The  
Teaching Your Kids How to Manage Money  
Teaching Your Toddler through Play  
Warning Signs of Substance Abuse in Teenagers, The

### **Adult Care Workshops**

Aging Gracefully  
Caring from a Distance  
Communicating with the Elderly  
Dealing With Chronic Illness  
Dementia & Alzheimer’s Disease  
Diet & Fitness for Senior Citizens  
Living Arrangements & Financial Options for Senior Citizens  
Living Wills & Advanced Directives  
Sandwich Generation: Balancing Your Personal Life with the Needs of Your Elderly Parents, The  
Steps to Keep the Elderly Independent & Safe

## Section 1: Training Workshops & Services

### **PROFESSIONAL - MANAGEMENT DEVELOPMENT SEMINARS**

In addition to general business topics, we offer professional development seminars of one to three hours duration, depending on the seminar content and your organizational needs. All professional development seminars are highly interactive and include personalized action plans based on learning outcomes. They are further designed to incorporate all types of individual learning styles via our facilitation methods and delivery formats. These topics are offered on a fee-for-service basis.

#### **Professional Development Seminars**

- Accountability in the Workplace
- Calming the Angry Customer
- Delivering Customer Service Excellence
- Developing Emotional Intelligence
- Developing Your Creative Side
- Effective Business Writing
- Enhancing Professional Presence: Skill Building for Support Staff
- Facilitating Effective Meetings
- Interpersonal Skills in Business
- It's in the Attitude: Productivity through Attitude
- Negotiating a Win-Win Situation, The Art of
- Presentation Skill Building
- Problem Solving Just Got Easier
- Project Management Basics
- Resolving Conflicts in the Workplace
- Sharpening Your Competitive Edge through Lifelong Learning
- Telephone Skills: Projecting a Professional Image
- Electronic Office: Using E-mail Effectively, The
- Working Successfully in a Virtual Environment

#### **Management Development Seminars**

- Attributes of Workforce 2000
- Building Productive Work Teams
- Coaching Difficult Employee Performance
- Creating Corporate Culture
- Creating a Motivating Environment
- Delegating Effectively
- Developing Effective Coaching Skills
- Keeping a Cool Head: A Manager's Guide to Controlling Emotions Under Pressure
- Making Good Decisions
- Management & Leadership: The Fundamentals
- Managing Across Generations
- Managing Negativity in the Workplace
- Managing Your Off-site Employees

## Section 1: Training Workshops & Services

Performance Planning & Appraisal  
Positive Recognition, The Power of  
Successful Interviewing

### **Organizational Change Seminars**

Implementing Change: A Primer for Managers/Supervisors  
Managing Downsizing: A Supervisor's Guide  
Managing Staff through Change & Stress: A Supervisors Guide to Navigating Change  
in the Workplace  
Moving Forward: An Employee Guide to Navigating Change in the Workplace  
Now What? Life after Downsizing

### **Organizational Policy Seminars**

Combating Substance Abuse in the Workplace (A Supervisor's Guide) Substance  
Abuse in the Workplace, An Employee Overview of  
Crisis Management: Preventing, Preparing & Communicating  
Critical Response Training  
DOT Regulation Training  
Preventing & Investigating Workplace Harassment (A Supervisor's Guide)  
Understanding & Deterring Violence: An Employee Overview  
Understanding Harassment in the Workplace (An Employee Guide)  
Valuing Diversity in the Workplace  
Workplace Violence: A Prevention Guide for Supervisors & Managers

### **ORGANIZATIONAL CONSULTING SERVICES**

Our experienced human resource professionals and organizational development specialists remain informed, up-to-date and at the forefront of providing the most innovative solutions to issues that organizations face each day—from change management to violence in the workplace. Additional organizational issues include:

Conflict Intervention  
DOT Administration  
Employee Opinion Survey Design & Assessment  
HR Policy & Procedure Design & Strategy  
Management Audits  
Outplacement Services  
Senior Management Consulting  
Team Building

The above list is not comprehensive. For more information on the areas of consulting expertise, please call Anita Madison at 312.595.4007.

**Section 2:  
Seminar Summaries**

## Section 2: Seminar Summaries

**Accountability in the Workplace** - discuss/define accountability, acknowledge the relationship between accountability, responsibility, integrity and delegation, become aware of current personal level of accountability, understand the importance of accountability and how it relates to work

**Aging Gracefully** - examine your attitudes toward aging, identify major aspects of healthy aging, learn some “tips” on how to age gracefully

**Attention Deficit Disorders** - understand the symptoms, diagnosis and treatment for ADHD, identify strategies for parenting children who have been diagnosed with ADHD, recognize how ADHD can affect adult life if not treated properly

**Balancing Work & Life** - explore and define home responsibilities, career requirements and leisure activities, provide ideas for achieving greater balance in career, home and leisure

**Becoming a “Perfect” Parent** - discuss the myth of what a “perfect” parent should be, understand what affects your parenting style, identify positive communication skills and conflict resolution techniques, learn tips that will ease the parenting experience

**Becoming a Better Listener** - determine effectiveness as listeners, learn what it takes, physically and mentally, to listen carefully, discover practical ways to improve listening performance

**Becoming a Team Player** - components of teambuilding, natural stages of group development, create a plan for building a strong team

**Building Trust in a Relationship** - discuss why people have trouble developing trust in others, become aware of behavioral traits needed to develop trust, learn how to reflexively build trust

**Care Giving Options for the Working Parent** - learn about current child care options available, discuss questions to ask of child care providers prior to making child care decisions

**Caring from a Distance** - understand that you are not alone in being far from an elder you care for, learn how to devise a care giving plan, learn about elder care service options which are available, recognize how to communicate more effectively with your elder relative, family and local care givers

**Child Safety Considerations** - identify potentially dangerous environmental situations in both physical and personnel contexts, provide preventative measures to maximize child safety when confronting hazards, enhance awareness of and response with preventative measures within all potentially hazardous environments

**College to Career: Making the Move** - recognize the differences between student lifestyle and working lifestyle, determine priorities for employment fit with career goals, learn job search methods

## Section 2: Seminar Summaries

**Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex & Peer Pressure** - explore healthy parent-teen relationships, discuss various approaches to communicating information about alcohol, drugs, and sex, learn from other parents by sharing positive experiences

**Communicating with the Elderly** - consider the challenges that affect people in advanced age, enhance sensitivity to the impact of the challenges of advanced age on communication with younger people, discuss tips and techniques to improve communication with elderly persons

**Communicating without Conflict with Your Significant Other** - discuss situations that impact communicating effectively in personal relationships, learn techniques to express anger and other feelings that otherwise impede good communication, learn conflict resolution techniques

**Communication Skills for Families** - learn techniques to communicate feelings, learn ways to resolve differences and find common ground, develop skills to communicate effectively within families

**Confident Child: Helping Children Develop Self-Esteem** - discuss the characteristics of self esteem, learn about self esteem at all stages of child development, learn to avoid behavior that negatively impacts on developing self esteem, learn and discuss tips on boosting a child's self esteem

**Creating a Respectful Environment** - respectful behavior helps create a respectful work environment, interpret the intent behind someone else's behavior, skills for communicating and listening

**Dealing with Chronic Illness** - understand the challenges of facing a chronic illness, identify the logistical and emotional aspects of caring for someone with a chronic illness, learn strategies to help you be an effective caregiver

**Dealing with Difficult People** - common difficult behaviors, understand strategies for coping with difficult behaviors, identify methods for resolving conflict during difficult interactions

**Dementia & Alzheimer's Disease** - examine common signs and symptoms of Alzheimer's disease vs. normal aging, learn about the impact on caregivers, learn tips on how to live with and/or support the family of a person with Alzheimer's

**Diet & Exercise: Fact or Myth** - educate on the importance of lifestyle changes in a fitness plan, provide information on the most effective exercise and diet plans- as well as trends that are unhealthy or dangerous, provide information on the value of positive attitude, the importance of goal setting and prioritizing behaviors

**Diet & Fitness for Senior Citizens** - explore ways to maintain the health and well-being of senior citizens, recognize the importance of exercise within a senior citizen's daily routine, look at alternative medicines that may aid senior health

## Section 2: Seminar Summaries

**Education for Children with Special Needs** - discuss experiences/ knowledge concerning special education children, define specific needs of children and explore choices for educational alternatives, learn the importance of taking a “caseworker” approach to providing and evaluating services, learn about public and private resources available to assist families with special needs children

**Educational Choice: Private, Public, or Home Schooling** - discuss experiences concerning each of the three types of educational choices, evaluate pros and cons of each specific type of educational paradigm, discover the array of choices contained within each of the three major types of educational environments

**Effective Communication** - assess your own level of interpersonal communication, learn the characteristics of effective communication, explore the importance of listening and using whole messages

**Effective Techniques for Dealing with Poor Customer Service** - learn techniques to maintain your composure when you are presented with poor customer service, improve your skill set as an informed consumer, identify agencies that you can contact to report poor service

**Eliminating the Burden of Guilt** - understand what guilt is and why it occurs, learn types of guilt and when they occur, identify ways to overcome guilt

**Emergency Preparedness for Home & Family** - prepare home and family for any emergency, prepare for and respond to a natural disaster

**Emotional Impact of Disaster** - become aware of the behavioral, emotional, and physical reactions and experiential stages following a disaster, learn coping techniques to use and behaviors to avoid following a disaster

**Emotional Intelligence: Enhancing Balance in Emotional Functioning** - learn about emotional intelligence, evaluate current effectiveness in handling emotionally charged situations, learn ways to enhance emotional intelligence

**Emotionally Healthy Teenager: Dealing with Issues of Depression, Suicide & Eating Disorders** - understand the incidence of depression, suicide and eating disorders during the teenage years of life, recognize symptoms and warning signs of these problems, encourage prevention and early detection of these problems and understand treatment options

**Enhancing Personal Safety** - identify potentially dangerous crime-likely environmental situations, provide preventative measures to maximize personal safety when exposed to hazards, enhance response to becoming and recovery from being a victim of crime

**Enhancing Your Job Performance** - factors that are important for job satisfaction, explore satisfaction with current situation, identify core tasks to ensure that enough time is spent on the important ones, learn skills needed for success in today’s business world, develop techniques to continuously enhance job performance

## Section 2: Seminar Summaries

**Enjoying Your Empty Nest** - examine the financial impact of an “empty nest”, prepare mentally and emotionally for transition through this life stage, look for ways to re-engage your time in the dual pursuits of quality relationships and individual personal interests

**Establishing Bedtime Routines that Work** - discuss the specifics involved in conflicts between children and parents regarding bedtimes, understand the importance of sleep, limits, predictability and consistency for young children, learn practical ways to get young children to establish bedtime patterns that create win-win situations for children and their parents

**Extracurricular Activities: How Much is Too Much?** - understand the positives and negatives of extracurricular activities, determine how to find the right extracurricular balance for your children, identify what symptoms to look for in an over-stressed child

**Friendly Persuasion: How to Get the Things You Want** - assess persuasive skills, learn ways to present ideas, identify & overcome barriers to gaining buy-in

**From Smoker to Smoke-free** - understand the negative effects of smoking, identify the benefits of quitting, learn different options/strategies for quitting

**Getting Beyond Living Paycheck to Paycheck** - understand the importance of budgeting, recognize good credit habits, learn tips for saving and spending

**Getting It All Done: Managing Time, Priorities & Deadlines** - strategies for scheduling, planning and prioritizing, tips to manage papers and conquer procrastination, identify time wasters and how to avoid them

**Getting Off the Dime: Steps to Overcoming Procrastination in Your Life** - understand the effects of procrastination, identify the causes of procrastination, discuss strategies for overcoming procrastination

**Grandparenting: My, How Times Have Changed!** - explore the role in all contemporary dimensions, discuss ideas about “what” the grand parent’s role should be, discuss the balance point between expectations and necessity

**Handling Conflict & Managing Anger** - understand and deal more effectively with the anger of others, recognize how anger is perpetuated in a counterproductive manner and learn what to change to make it productive

**Helping Children Develop Strong Ethics & Values** - enhance understanding of morality and values, recognize how standards positively influence the actions of young people, practice talking with your children about ethics and values

**Helping Your Child Set Goals for the Future** - learn ways to help your child develop their interests, identify opportunities to expand your child’s exposure to activities that reflect their interests, discover ways to assist your child in linking their interests to future education and career decisions

## Section 2: Seminar Summaries

**Helping Your Child Transition to a New School** - learn ways to help your child more easily create new friendships, identify specific problems and issues that are relevant to relocating children into a new school environment, discover ways to assist your child in maintaining their focus on themselves and seeing their social relationships as secondary to the development of themselves

**Homework: Help!** - recognize how to best shape your role in helping your child with homework, identify different learning styles and the motivating factors associated with them, learn tips to make learning fun and well worth the effort

**How to Make a Habit of Success** - define personal meaning of success, identify personal values and discover ways to incorporate them into daily activities, become aware of habits that help enhance success in work and personal life

**Humor: A Serious Weapon in the Fight against Stress** - understand the positive effects of laughter and humor, learn techniques to add humor and fun into daily life, improve stress coping skills, have fun while learning something new

**Impact of Substance Abuse on the Family** - increase knowledge of the proliferation and impact of substance abuse in societies, learn about resources and support mechanisms available to families impacted, learn about enabling patterns within interpersonal relationships, learn about the benefits of emotional detachment within family relationships when substance abuse is a problem

**Improving Your Memory** - understand how memory function works, learn specific techniques to improve ability to remember, identify additional opportunities to continue to increase memory skill

**It's in the Attitude: Productivity through Attitude** - recognize the power of your mind, understand that a positive attitude determines success, explore the ripple effect of attitude on co-workers and teams

**Kids & Computers: How to Become Cyber-Savvy Parents** - appreciate the full value of computers, understand the drawbacks of too much computer use, identify ways to set limits while still utilizing the positive aspects of computers

**Kids & Meals: It Doesn't Have to be a Battleground** - evaluate the latest research findings on the topic, evaluate the impact of family dietary example upon children, understand the importance of a balanced approach to establishing healthy, lifelong eating habits in children, identify ways to maintain boundaries and limits through offering restricted choices

**Life after Divorce: Landing on Your Feet** - discuss stress effects associated with divorce, learn ways to bring closure to the relationship, identify self-esteem building techniques, learn ways to get organized and take charge of your life

**Life Stages & How to Get Through Them Gracefully** - understand developmental change, address the importance of each growth stage, learn approaches to handle each stage, discover current life stage

## Section 2: Seminar Summaries

**Lifelong Learning for Professional Success & Personal Enjoyment** - improve recognition and acceptance of lifelong learning as a “best practice” model for living, identify the learning style that will best assist individuals in achieving their personal, professional and academic goals

**Living Arrangements & Financial Options for Senior Citizens** - learn to broach the subject of moving with your elder, explore possible senior living arrangements, discuss types of financial options available

**Living Wills & Advanced Directives** - become aware of the differences among the various advanced directives, understand the legal implications of such documents, learn tips on how to communicate about your health care wishes

**Living With Change** - identify personal changes, examine ability to cope with change effectively, prepare an action plan to deal with current and future change

**Managing Holiday Stress** - understand what causes stress during the holidays, heighten awareness of emotions and expectations that create additional burden during the holidays, develop strategies to ease stress levels to ensure a pleasant holiday season

**Media’s Impact on Children & Families** - increase awareness of media influence as a variable in attitude and behavior development in children, develop greater insights into media and the motivation behind specific content presented, learn practical steps to help filter content and reduce exposure to content that is not clearly thoughtful and positive at age specific levels

**Moving Through Grief & Loss** - identify five stages that people experience while grieving, identify physical, behavioral and emotional symptoms associated with grieving, learn coping techniques to ease the mourning process

**Natural Consequences: Discipline that Works** - learn how and why to emphasize consequences in discipline, recognize common pitfalls parents fall into when disciplining children, learn about the two most powerful forms of discipline

**Opening the Door to a Positive Lifestyle** - explore the ripple effect of attitude on coworkers and teams, understand that a positive attitude can determine a positive lifestyle and a negative attitude can determine a negative lifestyle

**Parenting Your College-Age “Kids”** - identify the important areas of growth and development of “adult” children, recognize the importance of “letting go” to help your child function independently, learn ways to continue to support your child without “over-parenting”

**Personal Ethics in the Workplace** - overview of philosophy of ethics and application in the workplace, large and small group discussion of ethically challenging workplace scenarios/problems, enhanced understanding and confidence of our own guiding principles and consequent behavior

## Section 2: Seminar Summaries

**Planning a Family Vacation** - enhance knowledge of travel/vacation alternatives, learn ways to save money on many features of a vacation, rejuvenate our attitude regarding the meaning of vacations and the breakup of patterned behavior

**Planning for College** - discover ways to assist your child in linking their interests to future education and career decisions, assess educational goals and the financial requirements to pursue them, learn how to obtain information to begin application process

**Preventing Identity Theft** - obtain realistic assessment of the problem and the extent of its impact, understand the legalities of identity theft, learn tips on how to reduce your vulnerability to having your identity stolen or your credit resources commandeered, learn practical steps to take in the event your identity is stolen or your credit is used fraudulently

**Raising Children for a Diverse World** - enhance perspective regarding the importance of multicultural influences on children, discuss benefit of multicultural influences on children's development, discuss current globalization trends as compared to previous generations

**Reading Techniques for You & Your Child** - learn about the mechanics of acquiring good reading skills, learn techniques to enable children to more quickly acquire good skills, learn about additional resources to improve child literacy

**Returning to College as a Working Adult** - discuss reasons why working adults return to college, learn ways to balance home and career with educational goals, prepare an action plan for returning to college

**Road Warrior's Survival Guide: Health & Safety Issues for Business Travelers** - understand the effects of frequent travel, learn ways to reduce the stress of travel and remain safe and healthy, identify ways to keep connected with friends and family despite traveling

**Running on "E": Adding Energy & Fun to Your Workday** - understand the mind's power and influence on the subjective experience of living, become aware of personal energy level and learn ways to increase it, learn to put humor and fun into the workday

**Sailing On: A Guide for Transitioning Into Retirement** - identify issues faced during the transition into retirement, create an action plan for retirement planning

**Sandwich Generation: Balancing Your Personal Life with the Needs of Your Elderly Parents** - examine the role of "caregiver" and its impact on work and family life, discuss concerns about this role with participants

**School's Out: Getting Everyone through the Summer** - discuss opportunities and challenges that come with the summer time, identify fun, educational and relaxing summer time activities, learn practical tips to maintain family safety across the summer months

## Section 2: Seminar Summaries

**Sibling Rivalry** - enhance sensitivity to the role of physical and family-social environment on sibling relationships, learn how to encourage and manage healthy rivalry, develop insights into redirecting damaging rival sibling relationships

**Single After All These Years** - discuss the effects of stress associated with the loss of a partner, learn how to bring closure to the relationship, identify ways to enhance self-esteem, learn ways to get organized and take charge of your life

**Sleep: An Essential Component of Health and Well-being** - learn about the importance of sleep and consequent lifestyle changes to improve overall wellness, discuss the phenomenon of sleep, individual perceptions and experiences related to quality and quantity of sleep, examine data related to societal/cultural sleeping patterns and sleep-wake patterns of individuals

**Standing Tall: Handling Bullies** - explore the extent of bullying and school violence, identify the behaviors associated with bullying, recognize the warning signs of a child who is being bullied, learn strategies to address bullying

**Stepfamilies: Challenges & Solutions** - discuss the most common challenges facing stepfamilies, recognize stages of the adjustment process, explore strategies for building a strong family foundation, understand and manage stepfamily conflict

**Steps to Keep the Elderly Independent & Safe** - learn steps for safeguarding an elder living independently, recognize signs indicating the elder may no longer be able to live independently, identify possible options if the elder is unable to continue living independently

**Strategies for Easing the Personal Morning Rush Hour** - discuss obstacles that slow people down in the morning, learn techniques to help get everyone out the door on time

**Stress: A Way of Life or a Fact of Life** - understand the physical and emotional effects of stress, identify causes of stress—both negative and positive, learn short and long-term coping techniques to manage stress

**Successful Single Parent** - explore the myth of what a “perfect parent” should be, understand what affects your parenting style, identify positive communication skills and conflict resolution techniques, learn tips that will make parenting easier

**Teaching Your Kids How to Manage Money** - understand how financial skills can be improved via experience, learn how to present basic and simple financial concepts that build a young persons financial management skills, identify ways to encourage age appropriate money handling tasks

**Teaching Your Toddler through Play** - understand how play helps toddlers develop skills, learn how to encourage, not dominate your toddler’s playtime, identify ways to find safe toys and games

## Section 2: Seminar Summaries

**Understanding Adoption** - determine if adoption is the right choice for your family, understand the formal process of adopting children, appreciate the differences in adopting children at different ages in their life, identify some of the most common challenges facing adopted children

**Understanding How Children Learn** - understand how play helps children develop skills at all age levels, learn how formal educational goals can be supported via integration with play, identify ways to engage children in finding all learning enjoyable through their lives

**Violence in our Schools** - explore the true extent of violence in our schools and the influence mass media may exert on our perceptions of the pervasiveness, identify the warning signs of school violence, learn strategies to address violence in local schools

**Warning Signs of Substance Abuse in Teenagers** - educate participants about the trends in teen substance abuse, encourage participants to learn to spot the symptoms of a substance abuse problem, develop strategies for “inoculating teens” against peer pressure, understand the role of intervention and treatment

**Where Are You Going? Goal Setting for Personal Success at Work** - learn techniques to set goals and objectives effectively, learn ways to tie personal goals to organizational and departmental goals, become aware of development activities that help achieve goals

**Wild One: Dealing With Your Rebellious Teen** - discuss the dynamic of rebelliousness, discuss healthy parent-teen relationships, learn ways to improve relationships with teens and enhance cooperation, improve outlook by sharing positive and negative experiences with others

### PROFESSIONAL DEVELOPMENT SEMINAR TITLES

**Attributes of Workforce 2010** - analyze the anticipated attributes of Workforce 2010, examine the four attributes necessary for people working in tomorrow’s competitive marketplace, discuss how these attributes can be practiced today

**Building Offsite Teams** - identify and discuss the challenges of offsite teambuilding, identify three main components of offsite teambuilding, create a plan for building a strong offsite team

**Building Productive Work Teams** - understand why some relationships work better than others, recognize what can increase the likelihood of a relationship working better, explore how values are formed and how they impact relationships

**Calming the Angry Customer** - learn how to deal with personal feelings resulting from customer anger, develop skills that are vital to the organization to achieve and maintain good public relations

**Coaching Difficult Employee Performance** - identify characteristics of disaffected employees, provide techniques for documenting and working with difficult

## Section 2: Seminar Summaries

employees, learn to generate win-win scenarios for both employee and manager

**Combating Substance Abuse in the Workplace (A Supervisor's Guide)** - understand the effects of drugs and alcohol, consider the organizational costs of substance abuse, learn and practice effective intervention strategies

**Creating a Motivating Environment** - learn what motivates others, recognize how to shape your workplace environment, identify how effective conflict management helps to increase motivation

**Creating Corporate Culture** - explore and discuss the concept of corporate culture (attributes, creation, sustenance), identify and critique current corporate culture, discover and create ideals within corporate culture, discuss strategies to implement and reinforce corporate culture

**Crisis Management: Preventing, Preparing & Communicating** - identify and assess your organization's crisis vulnerability, learn ways to prevent a crisis from occurring, learn how to communicate effectively during and after a crisis

**Critical Response Training** - review what needs to be in a good Critical Incident Plan, examine the root causes of pessimism, cynicism and negative attitudes, understand how to respond to employees with personal problems

**Delegating Effectively** - understand the importance of delegation in the supervisory role as well as the problems associated with a failure to delegate or with delegating poorly, learn to use delegation to improve productivity and improve employees' skills and job knowledge, develop procedures for tracking progress of delegated tasks

**Delivering Customer Service Excellence** - understand what goes into providing excellent service, recognize the need to interact with customers with dignity and respect, practice skills to increase customer service

**Developing Effective Coaching Skills** - recognize coaching opportunities, learn to create a favorable coaching environment, develop questioning and listening techniques to coach formally and informally

**Developing Your Creative Side** - identify what blocks creativity, gain an understanding of your thinking style, learn techniques to stretch your imagination and increase your creativity

**DOT Regulation Training (A Supervisor Guide)** - fulfill DOT requirements for supervisor training, recognize signs and symptoms of substance abuse, learn how to handle substance abuse and related performance problems at the work site

**DOT Regulation Training (An Employee Guide)** - fulfill the DOT requirements for employee education, discuss the dangers of alcohol misuse and drug use, understand the regulations, including testing rights and consequences

**Effective Business Writing** - understand some common writing problems, identify writing styles and how they relate to the appropriate style required for specific

## Section 2: Seminar Summaries

messages, improve writing skills in areas of clarity, conciseness, and organization, explore the unwritten codes to communicating via e-mail

**Electronic Office: Using E-mail Effectively, The** - improve allocation of time resources regarding the handling of e-mail, explore primary and secondary issues related to communication in this medium, explore motives, frustrations, stress and clarity of language in written forms

**Enhancing Professional Presence: Skill Building for Support Staff** - understand the positive effects of professional presence, learn to project an image of competence and credibility, learn how to gain personal recognition and a reputation for reliability

**Facilitating Effective Meetings** - learn to plan time-effective meetings with clear purposes and expected outcomes, understand how to increase participation and commitment to decisions, discuss organizing meeting information and planning for next steps

**Implementing Change: A Primer for Managers/Supervisors** - comprehend change and the anxiety it can cause employees, understand the importance of planning change carefully, while allowing employees time to provide input and adapt, learn how to assist your employees' adjustment to change, identify how to involve employees in the change process

**Interpersonal Skills in Business** - develop an understanding of the impact of interpersonal communication, examine personal perceptions, attitudes and belief systems, explore motives, frustrations, stress and clarity of language, recognize how power, status, politics and change affect relationships

**Keeping a Cool Head: A Manager's Guide to Controlling Emotions Under Pressure** - identify how you typically react to difficult emotions in yourself and others, learn ways to remain calm and objective in situations charged with emotion, learn to use appropriate techniques to diffuse emotional behavior in others

**Making Good Decisions** - understand the components of the decision-making process, identify your personal decision-making style, recognize the impact corporate culture has on decision-making, learn how to implement knowledge/skills upon returning to your department

**Management & Leadership: The Fundamentals** - learn to work with a team on a day-to-day basis in such a way as to maintain and enhance productivity and job satisfaction, understand the difference between coaching, counseling, disciplining and other forms of workplace learning, create awareness of a range of skills related to effective supervision, identify opportunities to increase use of relevant skills

**Managing Across Generations** - understand your generational influences, identify strengths and weaknesses of different generations, learn effective management techniques for multi-generational workplaces

## Section 2: Seminar Summaries

**Managing Downsizing: A Supervisor's Guide** - discuss fears and frustrations with the process, understand the necessity of grieving and its relevance to the organization, develop communication strategies, learn to consistently address workforce problems as they arise, learn to counteract the negative communications of post-downsizing and learn how to deal with rumors

**Managing Negativity in the Workplace** - examine the root causes of pessimism, cynicism and negative attitudes, learn how to distinguish between chronic negativity and realistic thinking, explore practical methods for turning around negative people and negative attitudes

**Managing Staff through Change & Stress: A Supervisors Guide to Navigating Change in the Workplace** - explore staff responses to change and stress, recognize how these reactions impact your ability to manage change and stress in your department, learn to provide information and skills to your staff during times of change and stress

**Managing Your Off-site Employees** - identify and discuss the challenges of managing an offsite work staff, identify three main components to achieve success in managing offsite employees, create a plan for building a strong offsite team

**Moving Forward: An Employee Guide to Navigating Change in the Workplace** - learn to acknowledge loss when the way we've operated changes, recognize personal characteristics which impede our ability to change, develop a personal action plan for "Moving Forward"

**Negotiating a Win-Win Situation, The Art of** - enhance negotiation skills, develop greater understanding of yourself as a negotiator, learn more ways to give people a chance to say "yes"

**Now What? Life After Downsizing** - understand the importance of grieving, learn to communicate feelings to peers and managers in a supportive environment, develop stronger team skills and group cohesiveness based on shared experiences, learn ways to counteract negative communications in post-downsizing scenarios, set goals and plan for the new work reality

**Performance Planning & Appraisal** - learn to create specific objectives to measure performance, recognize essential elements of a performance appraisal form and discussion, identify consistent and appropriate corrective counseling procedures to improve behavior and decrease likelihood of discrimination

**Positive Recognition, The Power of** - discover the impact of recognition on individual and organizational success, identify opportunities to recognize employees, learn techniques to acknowledge results in meaningful and appropriate ways

**Presentation Skill Building** - understand the advantages and disadvantages of presentations, gain awareness of individual strengths and weaknesses in presenting, examine the importance of effective voice use and appropriate techniques, understand issues involved in working with an audience, develop ability to select and use visual aids successfully

## Section 2: Seminar Summaries

**Preventing & Investigating Workplace Harassment (A Supervisor's Guide)** - understand how different people view harassment, learn the laws that obligate employers to provide a harassment-free workplace, discuss what constitutes harassment, understand the organization's policy and procedures, learn the required investigation techniques

**Problem Solving Just Got Easier** - understand when a problem is a problem and not a symptom, see the effect behavior style has on ways people solve problems, experience how to solve problems easily

**Project Management Basics** - develop a better understanding of project management, learn steps to develop your own project plans, understand the manager's role

**Resolving Conflicts in the Workplace** - understand and deal more effectively with the anger of others, recognize the style in which you manage your anger, learn what you can do to resolve conflicts

**Sharpening Your Competitive Edge Through Lifelong Learning** - understand that challenges are an excellent opportunity for learning, recognize why lifelong learning is necessary in today's world, discover preferred learning style and tactics to play to that strength, define skills needed and develop an action plan to obtain them

**Substance Abuse in the Workplace, An Employee Overview of** - recognize the effects of drugs and alcohol in the workplace, understand the organization's Drug and Alcohol Policy

**Successful Interviewing** - develop the probing skills needed to predict on-the-job behavior, develop appropriate rationales for effective hiring decisions

**Telephone Skills: Projecting a Professional Image** - learn how to project a professional voice, practice active listening and obtaining accurate information, discuss the appropriate action placing callers on hold or transferring them

**Understanding & Deterring Violence: An Employee Overview** - explore the extent and variety of workplace violence, learn to identify behavior and situations that are potential warning signals, review appropriate and safe procedural responses, explore and handle the resulting feelings, review EAP assistance

**Understanding Harassment in the Workplace (An Employee Guide)** - understand how different people view harassment, learn the laws that obligate employers to provide a harassment-free workplace, discuss what constitutes harassment

**Valuing Diversity in the Workplace** - explain the difference among EEO/AA/Diversity, develop an awareness of your personal stereotypes and assumptions, recognize the impact of your assumptions your attitudes and behavior, discuss the impact of cultural and other differences on workplace relationships, develop strategies for self-development in the area of valuing diversity

## Section 2: Seminar Summaries

*Working Successfully in a Virtual Environment* - identify and discuss personal challenges of working in a virtual office, identify and discuss organizational challenges of working from home, develop strategies to overcome challenges and create win-win scenarios working in a virtual office setting

*Workplace Violence: A Prevention Guide for Supervisors & Managers* - explore the extent and variety of workplace violence, learn to identify behavior and situations that are warning signals, describe administrative and procedural techniques that may prevent "in-house" (worker-on-worker) violence, develop pre-incident preventative measures, develop post-incident trauma protocol

**Section 3:  
Seminars by Subject**

## Section 3: Seminars by Subject

<b>Subject</b>	<b>Workshop/Seminar Titles</b>
Accountability	Accountability in the Workplace
ADD/ADHD	Attention Deficit Disorders
Adoption	Understanding Adoption
Aging	Aging Gracefully
Alzheimer's Disease	Dementia & Alzheimer's
Anger	Handling Conflict & Managing Anger Calming the Angry Customer
Attitude	Opening the Door to a Positive Lifestyle It's in the Attitude: Productivity through Attitude
Balance	Balancing Work and Life
Business Travel	The Road Warrior's Survival Guide: Health & Safety Issues for Business Travelers
Business Writing	Effective Business Writing The Electronic Office: Using E-mail Effectively
Career	How to Make a Habit of Success College to Career: Making the Move
Care Giving	Caring from a Distance Care Giving Options for the Working Parent
Change	Living With Change Moving Forward: An Employee Guide to Navigating Change in the Workplace Managing Staff Through Change & Stress: A Supervisors Guide Implementing Change: A Primer for Managers & Supervisors
Children	Child Safety Considerations Helping Children Develop Strong Ethics & Values Homework: Help! Planning for College

## Section 3: Seminars by Subject

Coaching	Developing Effective Coaching Skills Coaching Difficult Employee Performance
College	Returning to College as a Working Adult Planning for College College to Career: Making the Move
Communication	Effective Communication Eliminating the Burden of Guilt Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex, & Peer Pressure Dealing With Your Rebellious Teen Communication Skills for Families Communicating with the Elderly
Computers	Kids & Computers: How to Become Cyber Savvy Parents
Conflict	Dealing With Difficult People Handling Conflict & Managing Anger Communicating without Conflict with Your Significant Other Resolving Conflicts in the Workplace
Creativity	Developing Your Creative Side
Crisis	Crisis Management: Preventing, Preparing, & Communicating
Culture	Creating Corporate Culture
Customer Service	Dealing with Difficult People Effective Techniques for Dealing with Poor Customer Service Delivering Customer Service Excellence
Delegating	Delegating Effectively
Diet	Diet and Exercise: Fact or Myth Diet & Fitness for Senior Citizens Kids & Meals: It Doesn't Have to Be a Battleground
Disaster	The Emotional Impact of Disaster Crisis Management: Preventing, Preparing & Communicating

## Section 3: Seminars by Subject

Diversity	Valuing Diversity in the Workplace
Divorce	Life After Divorce: Landing on Your Feet Single After All These Years
Decision Making	Making Good Decisions
Downsizing	Managing Downsizing: A Supervisor's Guide Now What? Life After Downsizing
DOT	DOT Regulation Training
Environment	Attributes of Workforce 2010 Creating a Motivating Environment Creating Corporate Culture Valuing Diversity in the Workplace
Ethics	Personal Ethics in the Workplace Helping Children Develop Strong Ethics & Values
E-mail	The Electronic Office: Using E-mail Effectively
Emotion	The Emotional Impact of Disaster Keeping a Cool Head: A Manager's Guide to Controlling Emotions Under Pressure Developing Emotional Intelligence
Energy	Running on "E": Adding Energy & Fun to your Workday
Facilitating	Facilitating Effective Meetings
Family	The Impact of Substance Abuse on the Family Stepfamilies: Challenges & Solutions Communication Skills for Families The Media's Impact on the Family
Finance	Getting Beyond Living Paycheck to Paycheck Teaching Your Kids How to Manage Money
Goal Setting	Where Are You Going? Goal Setting for Personal Success at Work Helping Your Child Set Goals for the Future
Grandparenting	Grandparenting: My How Times Have Changed!

## Section 3: Seminars by Subject

Grief	Moving Through Grief & Loss
Harassment	Preventing and Investigating Workplace Harassment (A Supervisors Guide) Understanding Harassment in the Workplace (An Employee Guide)
Health	The Road Warrior's Survival Guide: Health & Safety Issues for Business Travelers
Identity Theft	Preventing Identity Theft
Illness	Dealing with Chronic Illness
Internet	Kids & Computers: How to Become Cyber Savvy Parents
Interviewing	Successful Interviewing
Learning	Lifelong Learning for Professional Success & Personal Enjoyment Understanding How Children Learn Sharpening Your Competitive Edge through Lifelong Learning
Legal	Preventing Identity Theft Living Wills and Advanced Directives Preventing and Investigating Workplace Harassment (A Supervisors Guide) Understanding Harassment in the Workplace (An Employee Guide)
Life Stages	Life's Stages & Getting through Them Gracefully
Lifestyle	Opening the Door to a Positive Lifestyle Single after All These Years Enjoying Your Empty Nest The Sandwich Generation: Balancing Your Personal Life With the Needs of Your Elderly Parents
Listening	Becoming a Better Listener
Management	Management & Leadership: The Fundamentals Managing Across Generations Managing Negativity in the Workplace

## Section 3: Seminars by Subject

Management (continued)	Facilitating Effective Meetings The Power of Positive Recognition Managing Your Off-site Employees
Meetings	Facilitating Effective Meetings
Memory	Improving Your Memory
Motivation	Creating a Motivating Environment The Power of Positive Recognition
Negotiation	The Art of Negotiating a Win-Win Situation
Parenting	Raising Children for a Diverse World Parenting Your College-age “Kids” The Successful Single Parent Homework: Help! Becoming a “Perfect” Parent Helping Your Child Set Goals for the Future Establishing Bedtime Routines that Work Extracurricular Activities: How Much is Too Much? Natural Consequences: Discipline that Works Sibling Rivalry
Performance	Enhancing Your Job Performance Coaching Difficult Employee Performance Performance Planning & Appraisal
Persuasion	Friendly Persuasion: How to Get the Things You Want The Art of Negotiating a Win-Win Situation
Planning	Planning for College Performance Planning & Appraisal
Presence	Enhancing Professional Presence: Skill Building for Support Staff
Presenting Skills	Friendly Persuasion: How to Get the Things You Want Presentation Skill Building
Problem Solving	Problem Solving Just Got Easier Resolving Conflicts in the Workplace

## Section 3: Seminars by Subject

Procrastination	Getting Off the Dime: Steps to Overcoming Procrastination in Your Life
Productivity	It's in the Attitude: Productivity Through Attitude
Professional Skills	How to Make a Habit of Success Enhancing Your Job Performance Attributes of Workforce 2010 Developing Your Creative Side Enhancing Professional Presence Interpersonal Skills in Business
Project Management	Project Management Basics
Reading	Reading Techniques for You and Your Child
Relationships	Building Trust in a Relationship Sibling Rivalry Stepfamilies: Challenges & Solutions
Respect	Creating a Respectful Environment
Retirement	Sailing On: A Guide for Transitioning Into Retirement
Safety	Child Safety Considerations Enhancing Personal Safety The Road Warrior's Survival Guide: Health & Safety Issues for Business Travelers Steps to Keep the Elderly Independent & Safe
Self-esteem	The Confident Child: Helping Children Develop Self Esteem Standing Tall: Handling Bullies
Senior Citizen	Living Arrangements & Financial Options for Senior Citizens
Schooling	Educational Choice: Private, Public or Home Schooling? Helping Your Child Transition to a New School School's Out: Getting Everyone through the Summer Education for Children with Special Needs
Sleep	Sleep: An Essential Component of Health and Well-being
Smoking	From Smoker to Smoke-Free

## Section 3: Seminars by Subject

Substance Abuse	The Impact of Substance Abuse on the Family The Warning Signs of Substance Abuse in Teenagers An Employee Overview of Substance Abuse in the Workplace Combating Substance Abuse in the Workplace (A Supervisor's Guide)
School Violence	Violence in our Schools
Stress	Stress: A Way of Life or A Fact of Life? Managing Holiday Stress Humor: A Serious Weapon in the Fight Against Stress Running on "E": Adding Energy & Fun to Your Workday Strategies for Easing the Personal Morning Rush Hour
Teaching	Teaching Your Kids How to Manage Money Teaching Your Toddler through Play
Telephone Skills	Telephone Skills: Projecting a Professional Image
Team Building	Becoming a Team Player Building Productive Work Teams
Time Management	Getting It All Done: Managing Time, Priorities & Deadlines Getting Off the Dime: Steps to Overcoming Procrastination in Your Life
Transition	Helping Your Child Transition to a New School Returning to College as a Working Adult College to Career: Making the Move
Vacation	Planning a Family Vacation
Wills	Living Wills and Advanced Directives
Work-at-home	Managing Your Off-site Employees Working Successfully in a Virtual Environment
Workplace Violence	Workplace Violence: A Prevention Guide for Supervisors & Managers Understanding & Deterring Violence: An Employee Overview



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