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When Employees Ask Difficult Questions... Have the Facts at Your Fingertips

GROUP 1



Editable Fact Sheets for Employees

MS Publisher '98 or newer



Group 1

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- ✓ Alcohol consumption
- ✓ Resolving coworker conflicts
- ✓ Coping with the blues
- ✓ Balancing work and family
- ✓ Anger management
- ✓ Assertiveness skills
- ✓ Dealing with trauma
- ✓ Couples counseling
- ✓ Understanding depression
- ...and much more.

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E-001 Balancing Work & Family
WHAT: This handout is a practical tool to help employees understand, gain awareness of, and practice tips to improve work and family balance. WHERE TO USE: EAP direct service, workshops, waiting rooms, EAP promotion.



E-002 Understanding Depression
WHAT: Helps employees understand depression: its causes, signs and symptoms; myths; and treatment options; and reducing stigma. WHERE TO USE: Depression screenings, EAP direct service, workshops, waiting room.



E-003 Managing Your Anger
WHAT: Helps employees understand anger, gain control, and diagnose problems. Includes a tool for practicing anger management. WHERE TO USE: EAP direct service, health fairs, waiting room, workshops.

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E-004 Dealing with Debt and Credit Problems WHAT: Helps employees determine whether debt trouble exists and how to take action; also tells about credit repair services and scams, and consumer laws. WHERE TO USE: EAP direct service, workshops, waiting room, promotional fairs.



E-005 Giving Couples Counseling a Try WHAT: How couples counseling works to help save a relationship. Types of couples problems. What to do when a spouse won't go. Motivation to try it. WHERE TO USE: Direct service with EAP clients, waiting room, workshops.



E-006 When You Experience a Traumatic Event WHAT: Understand trauma and how it affects the psyche. Traumatic stress symptoms, and dos and don'ts. About PTSD and more. WHERE TO USE: With CISM program, distribute after traumatic events.



E-007 Tips for Parenting Teens WHAT: Ten tips to help parents understand key issues such as identity, self-esteem, parental conflict, peer influence, emotions, and sex. WHERE TO USE: EAP direct service, workshops, health fairs, waiting room.



E-008 Assertiveness Skills WHAT: Defines assertiveness and why it's difficult. Benefits of being assertive. Assertiveness vs. aggression. Steps to being more assertive. WHERE TO USE: EAP direct service, health fairs, waiting room.



E-009 Resolving Coworker Conflicts WHAT: The nature of conflict and misconceptions. Intervention and prevention steps. How to keep relationships productive. WHERE TO USE: Conflict resolution clients, EAP direct service, workshops, EAP promotion.



E-010 Adult Attention Deficit/Hyperactivity Disorder WHAT: Definition and description. Signs, symptoms, motivating employees to get help. WHERE TO USE: EAP direct service, EAP promotional events, waiting room.



E-011 Violence in the Workplace WHAT: Defines different types of workplace violence, facts, risks, warning signs, and dos and don'ts with coworkers, and what to do if you are a victim. WHERE TO USE: Special workshops on violence in the workplace.



E-012 Thinking About Your Drinking WHAT: Definition of alcoholism, reducing stigma, understanding the disease, signs, symptoms, self-diagnosis, and understanding how denial works. WHERE TO USE: EAP direct service, workshops on substance abuse in the workplace.



E-013 Coping with the Blues WHAT: Distinguishes normal blues from depression. Cognitive intervention to limit frequency of the blues, and when to seek professional help. WHERE TO USE: EAP direct service, waiting room, EAP promotional events.



E-014 Thinking About Psychotherapy WHAT: Explains psychotherapy. Answers important questions: who, what, how, cost, managed care issues, and how to get the most from treatment. WHERE TO USE: EAP direct service, promotional events, waiting room.



E-015 Codependency: Caring Until It Hurts WHAT: A less confusing look at codependency signs, symptoms, misconceptions, and breaking free of dysfunctional relationship behaviors. WHERE TO USE: EAP direct service, promotional events, waiting room, special workshops.

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GROUP 2

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Fifteen more easy to use fact sheets for use in client sessions, health fairs, assessments, follow-ups and a variety of other situations. Topics include workplace injuries, compulsive eating, suicide, stress management and more.

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for Employees

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Group 2

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Mt. Pleasant, SC 29465
(813) 881-3632
www.dfa-publishing.com

Yes
You Can
Preview
These Too!



E-016 What to Do About a Negative Performance Review WHAT: Helps clients focus on the positive of a bad review, make changes, and get back to work energized and determined. WHERE TO USE: Client sessions, health fairs, EAP waiting areas, assessments.



E-017 Sticking with Your Recovery Program from Addictive Disease WHAT: Essentials that every recovering addict needs to know but may take years to hear or discover in recovery. WHERE TO USE: Client counseling sessions, follow-up meetings, post-discharge back-to-work interviews.



E-018 Caught in the Web of Internet Addiction WHAT: Awareness about the high risk of Internet addiction, with warning signs and more. WHERE TO USE: Health fairs, client counseling sessions, EAP waiting areas.

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E-019 Workplace Injuries: Stress and Recovery WHAT: After injury comes the risk of depression, conflict at home and with coworkers, and risk of further injury. WHERE TO USE: Mail to clients, provide in client sessions during follow-up after injuries to help reduce workers' compensation costs.



E-020 When There's Talk of Suicide WHAT: Understanding suicide facts, risks, and prevention. Dos and don'ts, taking action, helping a friend. WHERE TO USE: Counseling sessions, health fairs, waiting rooms.



E-021 Living Life as a Shift Worker WHAT: Special issues and stressors associated with shift work and how to tackle them. WHERE TO USE: Health fairs, counseling sessions, waiting rooms, stress management presentations to shift workers.



E-022 When You're a Victim of Domestic Violence WHAT: Defines domestic abuse, increases awareness, what to do. WHERE TO USE: Waiting rooms, health fairs, client sessions.



E-023 Facing and Stopping Compulsive Eating WHAT: Describes this serious health problem, symptoms, and hope for change. WHERE TO USE: Health fairs, client sessions, post-treatment follow-up.



E-024 Manage Stress Right Now WHAT: Ten practical tips anyone can use to manage stress and feel rejuvenated. WHERE TO USE: Client sessions, health fairs, waiting rooms.



E-025 Making Holidays More Positive WHAT: A handout for those who suffer in silence. Issues, tips, getting positive, coping effectively with the holiday experience. WHERE TO USE: Client sessions and presentations, brown-bag seminars.



E-026 Dealing with Workplace Negativity WHAT: One of the most requested subjects. Sources of negativity and how to head it off at the pass. Some rules, some tips, and a few tricks on reducing negativity and contagion. WHERE TO USE: brown-bag seminars, health fairs, group conflict intervention.



E-027 When Organizational Change Affects You WHAT: Understanding organizational change, preparing for downsizing, taking action steps, planning ahead. WHERE TO USE: Presentations, seminars, counseling sessions.



E-028 Preventing and Stopping Sexual Harassment WHAT: Sexual harassment defined, prevention steps, the importance of stopping inappropriate behavior, explaining of "no" means "no," what to do, where to go. WHERE TO USE: Presentations, client sessions, waiting rooms.



E-029 Improving your Relationship with the Boss WHAT: A key stress-reduction strategy is to have an effective relationship with a supportive supervisor. Here's how to increase one's chances of that. WHERE TO USE: Client counseling sessions, presentations, seminars.



E-030 Military Deployment Stress WHAT: Helps clients deal with military-deployment stress, and provides tips on coping and remaining positive. WHERE TO USE: Health fairs, client sessions, waiting rooms.

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These Information-Packed Sheets Put “Manager Know-How” Directly Into the Hands of Supervisors

GROUP 3

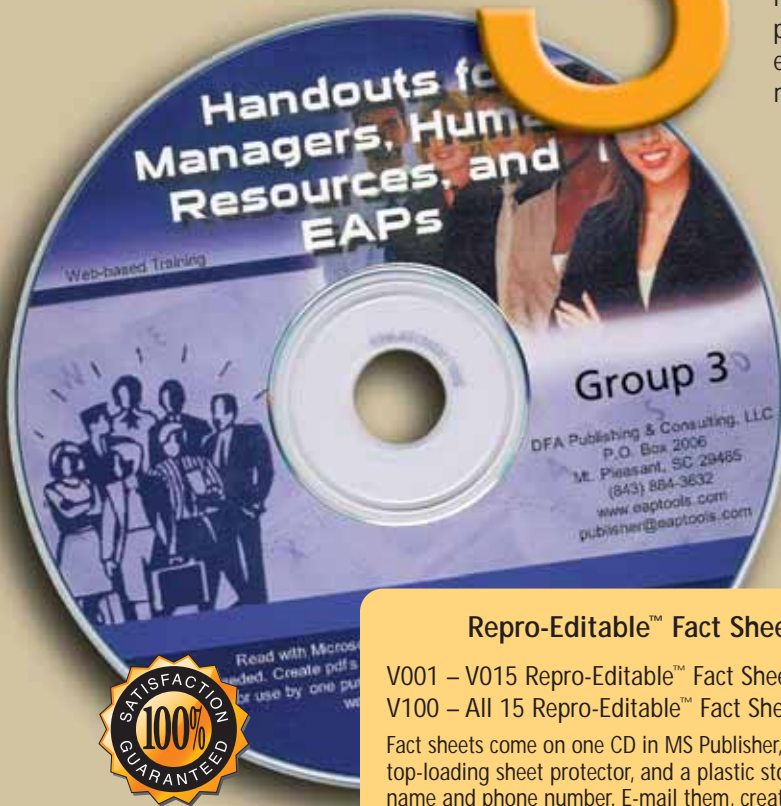
Employee Assistance and Manager Fact Sheet

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Repro-Editable™ Fact Sheets for EAP Management and Supervisors

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V-001 Drugs of Abuse Chart WHAT: Describes types of drugs (including alcohol), drug names, street names, methods of use, symptoms of use, and hazards of use. **WHEN TO USE:** Department of Transportation training, supervisor training, employee awareness, supervisor consults.



V-002 Progression and Recovery Curve of the Alcoholic WHAT: We spoke with dozens of treatment professionals, CEAPs, and recovering persons. Includes twice as much information as seen on similar charts. **WHEN TO USE:** Motivational interviewing, employee awareness, in-treatment interviewing.



V-003 Tracking Sheet for EAP: Recovering Client Follow-up WHAT: Proper follow-up means tracking any diminishing involvement in the recovery program and intervening earlier. Improves outcomes. Instructions included. **WHEN TO USE:** In-person client follow-up.

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V-004 Addictive Disease in the Workplace Progression Curve WHAT: Shows addictive disease symptoms, life-social symptoms, and performance symptoms chart. Definitely a first. **WHEN TO USE:** Supervisor training, EAP client education in EAP interviews or patient settings, supervisor consults.

V-005 Enabling in the Workplace WHAT: Describes examples of enabling behaviors of supervisors and coworkers. Also describes how organization policies, politics, and industry types enable addicts. **WHEN TO USE:** Supervisor training, employee education, management consults.

V-006 Five Classics Ways to Refer an Employee to the EAP WHAT: Describes and details five different ways a supervisor can influence EAP referrals. Encourages self-referral, supervisor referrals, and "firm-choice" interventions. **WHEN TO USE:** Supervisor training, supervisor consults.

V-007 60 Performance Signs & Symptoms Checklist WHAT: Forty-two lines and more than 60 performance problems on one sheet. Supervisors can use this handout as a memory jogger and menu when constructing documentation. **WHEN TO USE:** Supervisor training and supervisor consults.

V-008 How to Write a Corrective Letter WHAT: The "missing link" to effective supervision and change is the corrective letter. We wrote the best outline ever and included a follow-along example. **WHEN TO USE:** Supervisor training, supervisor consults.

V-009 Back-to-Work Conference Guidelines WHAT: Guidelines for employees returning to work after treatment for serious behavioral/medical illnesses should participate in a back-to-work conference. **WHEN TO USE:** Supervisor consults prior to the back-to-work conference.

V-010 Avoiding Armchair Diagnosis WHAT: EAP referrals slow when supervisors start diagnostic thinking. Here are 10 ways that supervisors unwittingly act or think as "armchair diagnosticians," with examples of what they say and do. **WHEN TO USE:** Supervisor training, supervisor consults.

V-011 25 Questions for the Person in a Relationship with an Addict WHAT: Awareness for the person in a relationship with an addict is the start of recovery and intervention. **WHEN TO USE:** Motivating clients to consider Alanon, family intervention, or other self-help measures.

V-012 10 Role Plays & EAP Referral Scenarios for Supervisors WHAT: Ten role plays and follow-up questions for discussion. Includes common and complex supervision scenarios, communication with the EAP, confrontation, and follow-up. **WHEN TO USE:** Supervisor training.

V-013 Best EAP Referral Tips for Supervisors WHAT: Supervisor referral experiences and "misfires." Helps supervisors motivate employees to accept a referral and reduces frustration with the referral process. **WHEN TO USE:** Supervisor training, supervisor consults.

V-014 Enabling: Definition, Impact, and Loss WHAT: Describes what enabling really is, how it emerges, and why some addicted employees die from "institutional" enabling. Advocates action before the "big one" hits. **WHEN TO USE:** Supervisor training, employee education and awareness.

V-015 Follow-up Tips for Supervisors WHAT: After EAP referral, what's next? List of easy dos and don'ts. Covers every point along the referral continuum, from beginning to end. Helps supervisors thwart manipulation. **WHEN TO USE:** Supervisor training, supervisor consults.

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Fifteen More Easy-to-read Fact Sheets Let You Finally Get Topics You've Been Searching For

GROUP

4

Repro-Editable™ Fact Sheets

Packed with the very latest thinking on important topics like coping with a mentally ill family member, becoming a star performer at work, facing down bullies and dealing with difficult coworkers, these editable fact sheets are priceless for client sessions, assessments, counseling and promotion.

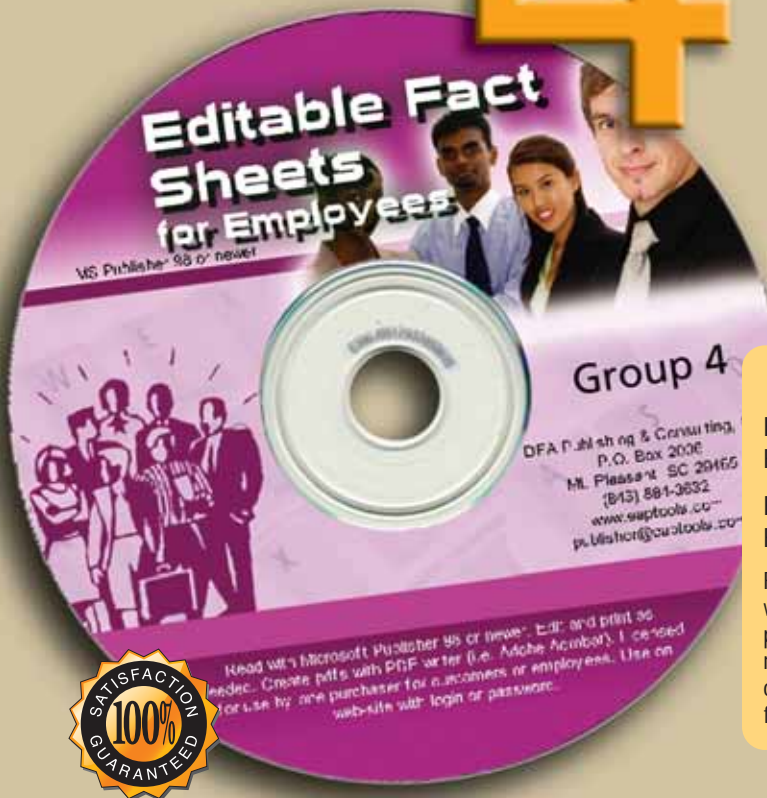
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Repro-Editable™ Fact Sheets for Employees

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E031 Alcoholism Is a Family Disease WHAT: Alcoholism and its impact on the family. What's wrong, guilt and enabling, myths, misconceptions, what to do, and "right thinking" about the disease. Add your input to create your ideal fact sheet for Clients. **WHERE TO USE:** Client sessions, health fairs, EAP waiting areas, assessments.



E032 Be a Star Performer at Work WHAT: Most employees want to do their best work. What are the commonalities among outstanding employees? Knowing these can inspire employees to achieve more, help them spot their shortcomings, and motivate them to improve. **WHEN TO USE:** Client sessions, promotion.



E033 Coping with a Mentally Ill Family Member WHAT: Guilt, confusion, and worry face family members of the mentally ill. This fact sheet gives them hope, support, and determination to accept the chronicity of mental illness and become empowered through knowledge, while seeking support. **WHERE TO USE:** Client counseling sessions. EAP waiting areas.

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E034 Could Group Therapy Be for You?
WHAT: Many clients resist the idea of group therapy, despite its power and effectiveness. It's also cheaper, than individual therapy. Tackles myths and motivates clients to say, "Yes, I will give group therapy a try."
WHERE TO USE: Counseling, waiting areas.



E035 Facing a Bully at Work **WHAT:** What is a bully? Why do they do it? What should the victim do? About getting proactive to help employees and to help employers who may face legal claims if bullying doesn't stop. **WHERE TO USE:** Counseling sessions, health fairs, waiting rooms.



E036 Dealing with Customer Service Stress **WHAT:** Customers are the lifeblood of business, but when they're treated badly by stressed employees, they walk away with their wallets. How to cope, what to do, "right thinking" about customers. **WHEN TO USE:** Training on stress.



E037 The Art of Detachment **WHAT:** One of the most important life skills. Letting go, ending enabling, getting past guilt, love versus control, why detachment just might be "the ticket" the employee's been searching for. **WHERE TO USE:** Clients sessions, waiting rooms, health fairs.



E038 Dealing with Difficult Coworkers **WHAT:** Who is a difficult coworker? Types of approaches to difficult coworkers. Are you one of them? Effective strategies for a more harmonious workplace. **WHERE TO USE:** Health fairs, client sessions, conflict resolution counseling (also for fun and a few laughs).



E039 Coworkers Facing Grief Together **WHAT:** "What do we do?" "What do we say?" These common coworker questions have commonsense answers. Provides support, clarifies, helps prevent the pain of loss from becoming confusion over the process. **WHERE TO USE:** Grief counseling, group work.



E040 Helping Someone Who Doesn't Want Help **WHAT:** What to say, how to say it, what to expect. Is it your role or someone else's? Do it now, or say it later? When to use a push strategy or a pull strategy, and when to "let nature take its course." **WHEN TO USE:** Client sessions, counseling.



E041 Communication Tips for a Happier the Workplace **WHAT:** Stop poor workplace communication that can create bad attitudes and thwart productivity. It's not what you say, it's how you say it -- and a lot more. **WHEN TO USE:** Brown-bag seminars, OD projects, group conflict intervention.



E042 Keeping Energized at Work **WHAT:** After lunch, it doesn't have to be all downhill. Here's how to stay perky for improving productivity, managing stress, and knowing what zaps your energy, plus other tips for fighting fatigue. **WHERE TO USE:** Waiting rooms, health fairs, client sessions.



E043 Valuing Diversity at Work **WHAT:** What is diversity in the workplace? Why is it important? What is the difference between tolerating, valuing, and celebrating diversity? How does valuing diversity contribute to the bottom line? **WHEN TO USE:** Presentations, group work, OD projects.



E044 Functional Alcoholism (Isn't!) **WHAT:** His (her) drinking doesn't affect me-- he's a "functional alcoholic"! All about the world's most enabling phrase. What it means and how this misnomer takes its toll on everyone, including the addict. **WHEN TO USE:** Presentations, A/D education.

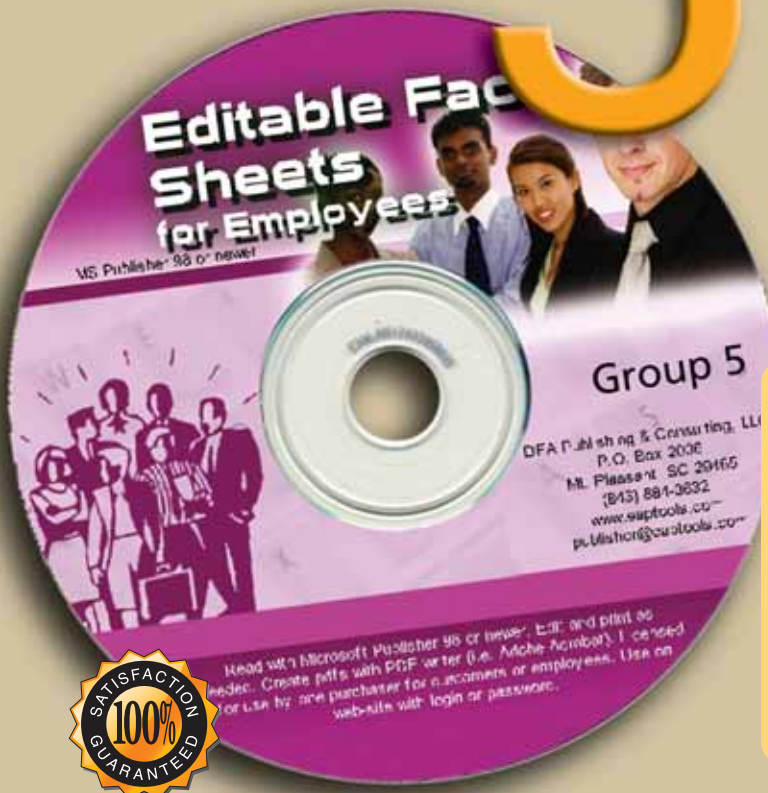


E045 It's Not to Late! Making 2009 Happy, Healthy, and Productive **WHAT:** It's not January, but that's the point. This fact sheet is for any month or year. It goes the next step to keep employees fired up. (And all fact sheets are editable!) **WHEN TO USE:** After January!

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Clear, Well Written Answers to Some of Life's Biggest Problems to Help You Be the One People Turn to

GROUP 5



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Compelling and attractively designed, these editable fact sheets give people the information they need to deal with issues like aging, being a better parent, coping with divorce and more. And, whether you use them in counseling, waiting rooms, team building program, seminars or other settings, they position your workplace program as the go-to source for help.

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E046 Aging Gracefully WHAT: Embracing the present; accepting limitations without elimination; moderating versus giving up on things you love; being an optimist; new hobbies; taking care of yourself; tips on enjoying life; not looking back; much more. WHERE TO USE: Client sessions, brown-bag luncheons.



E047 The Art of Giving Feedback WHAT: The art of giving feedback to others; focusing on behavior, not personalities; what to say, how you say it; the sandwich technique; when others resist; when feedback doesn't fit; keeping egos out of feedback. WHEN TO USE: Team building, client sessions, off-site retreats, conflict resolution.



E048 Becoming an "Askable" Parent WHAT: Children who aren't getting answers from their parents will go somewhere else. What is an "askable parent"? Becoming receptive. Developing skills in honesty and directness. Arming yourself with information and understanding "TMI". WHEN TO USE: Client counseling sessions, EAP waiting areas, health fairs.

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E049 Before You Quit Your Job **WHAT:** Avoiding overreaction to conflict; the right reasons to quit; considering the consequences of quitting a job; being professional in letting go; not burning bridges; more. **WHERE TO USE:** Counseling and individual client sessions, waiting rooms.



E050 Respecting Generational Differences **WHAT:** "Ageism" and its cost; attitudes and values of different generations-- boomers, X, Y and beyond; why we can't get along, and how to start making it happen. **WHERE TO USE:** Conflict resolution, individual sessions, brown-bag seminars.



E051 Compulsive Gambling is a Bad Deal **WHAT:** What is compulsive gambling; why people become gamblers. Am I at risk? Self-diagnosis, signs and symptoms. Treatment and recovery of compulsive gambling addiction. **WHEN TO USE:** Individual counseling, health fairs, family counseling.



E052 Effective Time Management for Supervisors **WHAT:** Supervisors who manage time well win the management game. Loads of tips, "building in" time, prioritizing, delegating, setting goals, minimizing meetings, knowing when to take a break. **WHERE TO USE:** Clients sessions, training supervisors, small group work.



E053 Coming Back Home **WHAT:** Managing the emotional build-up of coming home from; transitions; expectations; getting back to normal life; Ten powerful tips for families and key issues of reuniting. **WHERE TO USE:** Family sessions, group work, health fairs, waiting rooms.



E054 Coping with a Crisis **WHAT:** Crisis versus trauma. Definition and "what works" in managing crises. Is it a crisis? Staying mobilized. Steps for coping. Managing disruption. Keeping structure in your life. Decision making. Signs that crisis is affecting you. **WHERE TO USE:** Counseling sessions. Groups.



E055 Coping with Divorce **WHAT:** Emotions and loss; legalities; avoiding unnecessary conflict; seeking support; taking care of yourself; refocusing your energy; avoiding unhealthy coping behaviors; forgiving yourself. Moving forward. **WHEN TO USE:** Client sessions, counseling, waiting rooms.



E056 When You've Been Disciplined at Work **WHAT:** Discipline isn't punishment; causes of employee discipline; what to do; how to respond; seeing an opportunity for change; why the employer isn't the "bad guy"; responding with the right attitude; using the EAP. **WHEN TO USE:** Individual counseling sessions



E057 Managing Caregiver Stress! **WHAT:** Caregivers are special, but have important needs. Types of stress; caregiver needs; avoiding denial of needs; support of caregivers; when you need help; what works!; what doesn't work!; counseling; tips. **HERE TO USE:** Counseling, waiting rooms.



E058 Taking Initiative On the Job **WHAT:** Why Initiative is powerful--and it's free! What is initiative; why you don't take initiative; proactive initiative vs. initiative out of fear. Spotting opportunities for initiative; the payoffs for everyone. **WHEN TO USE:** Waiting rooms; team building.



E059 Eldercare Across the Miles **WHAT:** Stressors faced by employees with long-distance eldercare responsibilities; tips for caregivers and family; mistakes and missteps of family members; what elderly persons should do; resources. **WHEN TO USE:** Counseling sessions, brownbag presentations.



E060 Preventing Identity Theft **WHAT:** Keeping personal information secure. Monitoring credit properly; shredding and protecting; guarding your SSN; responding to mail and e-mail solicitations; password problems; credit bureaus; responding to suspicious activity. **WHEN TO USE:** Waiting rooms, seminars.

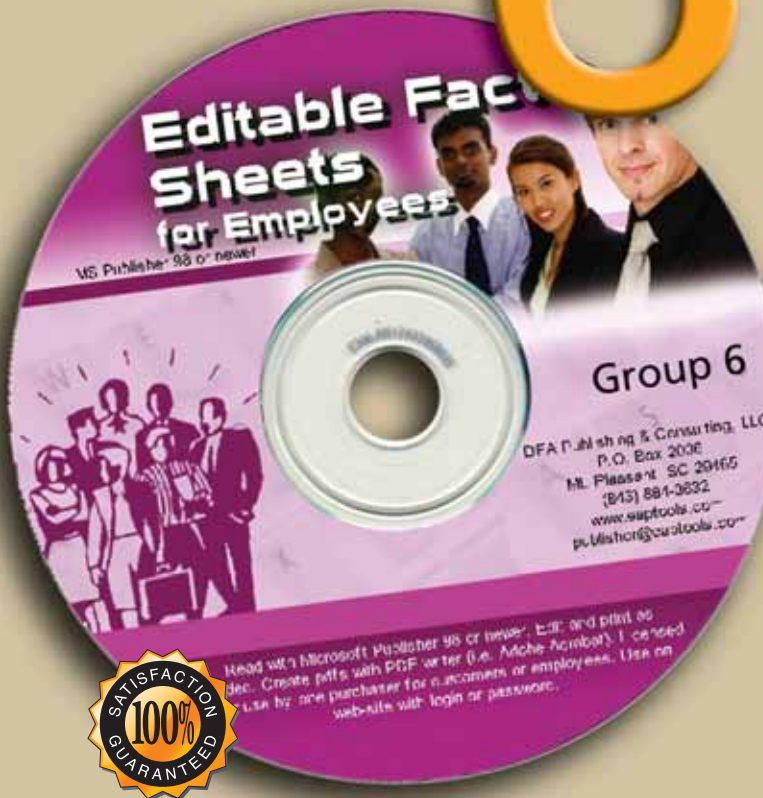
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Expand the Effectiveness of Your Program with Helpful Fact Sheets that Keep Them Coming Back For More

GROUP

6



Repro-Editable™ Fact Sheets

Become the resource people turn to again and again when they need help dealing with challenges like boosting morale, quitting smoking, team building or understanding panic disorder. Delivered as Word, Publisher and PDF files, as well as hard copy, these fact sheets help get the job done time after time.

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Repro-Editable™ Fact Sheets for Employees

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E061 Boosting Employee Morale WHAT: 11 great tips every supervisor should know—feedback, support, praise, control, creativity, perks, and more. WHERE TO USE: Supervisor training workshops and consultations with supervisors.



E062 Discover the Leader in You! WHAT: Help supervisors discover their ability to lead and act on it. Creating a vision, planning, self-awareness, being a role model, reaching out to others for help. WHEN TO USE: Supervisor training and consultation, client sessions.



E063 Letting Go of Your Control Issues WHAT: Insightful tips on avoiding domination and disrespect in relationships. Causes of controlling behavior. Self-awareness and self-intervention. Practicing healthier relationship behaviors and how to gain better cooperation with others. WHEN TO USE: Client counseling sessions, leadership workshops, consulting.

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E064 Managing Stress by Eating Right WHAT: Certain foods decrease stress because of the stress reducing vitamins and minerals they contain. Other foods contribute to stress—good to avoid if your trying to reduce stress. WHERE TO USE: Health fairs, counseling sessions, workshops.



E065 Addicted to Love? WHAT: Help clients understand relationship, love, sex addiction, and the cycle of excitement and loss of interest in the elusive search for intimacy. WHERE TO USE: Client counseling sessions.



E066 Quitting Tobacco: This Time for Good WHAT: Help clients do it now, this time for sure. The best and most difficult ways to quit smoking, and what works. Making the commitment to quit, and what research says works best. WHEN TO USE: Counseling, health fairs.



E067 Beating the Recession WHAT: Everybody's worried. Here is what to do. Here's tips for paying off debts, saving money, tracking spending, and reducing expenses—all with the goal of reducing worry! WHERE TO USE: Clients sessions, health fairs, workshops.



E068 Regaining the Ability to Trust WHAT: Trusting others is an anchor for positive mental health, but our past can damage our willingness to be vulnerable. Here's how to start the ball rolling toward more reciprocal and effective relationships. WHERE TO USE: Client sessions.



E069 Romance at Work WHAT: Is it any of their business? Yes. Conflict of interests, favoritism, productivity loss, morale, and sexual harassment risk. Companies are concerned. Here's common sense on what to do, and how to avoid problems. WHERE TO USE: Counseling sessions.



E070 Embrace Team Building WHAT: Here's the way to give employees the message about how and why they should be team players: Getting and keeping the right attitude about team building, how to be a team player. WHEN TO USE: Client sessions, workshops, team building.



E071 Teens Using Drugs WHAT: Risk and family history—what other fact sheets won't say. Forms of use and abuse. Behavioral signs and symptoms. Parental response. Includes tobacco, alcohol, pot, and prescription drug information—including methamphetamine. WHEN TO USE: Waiting rooms, counseling.

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E072 The Trouble with EMAIL WHAT: Email is a powerful tool, but abused or careless use of it can bring you down. What everyone should know about email hazards—writing, opening, sending, and thinking before you click. HERE TO USE: Waiting rooms, new employees.



E073 Understanding Panic Disorder WHAT: What is panic disorder. What causes it. What to do about it if it happens to you. What to do if it happens to someone else. WHEN TO USE: Waiting rooms, counseling sessions.



E074 Overcoming Workaholism WHAT: Characteristics of the workaholic, signs, symptoms, stopping the cycle, finding balance, tips for getting your life back—and the benefits of doing so. WHEN TO USE: Counseling sessions, brownbag presentations.

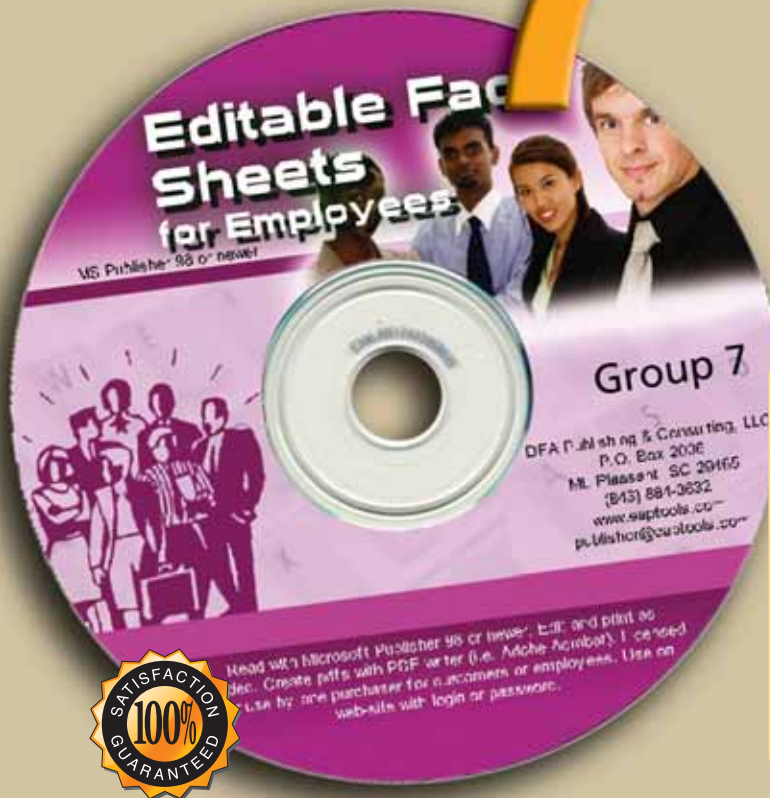


E075 End of Summer: Back to School Tips WHAT: Grade school, college, both! Here it is on one tip sheet. For families and students. Making the transition. Keeping it smooth. Making it a great year for everyone in the household! WHEN TO USE: Waiting rooms, seminars

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E076 Win with Completed Staff Work
WHAT: Age-old guidance to help employees to produce work that is thorough, detailed, professional, and that will sky-rocket their careers.
WHERE TO USE: Counseling sessions.



E077 Exceptional Customer Service
WHAT: How to deliver outstanding customer service using skills that make it happen while reducing personal stress. Anticipating needs, understanding expectations, being flexible, and demonstrating honesty. WHEN TO USE: Counseling sessions, waiting areas.



E078 Effective Parenting of Younger Children
WHAT: Short concise guidance for parents on understanding independence, respect, making friends and socialization, helping around the house, learning responsibility and patience, and helping kids manage their stress. WHEN TO USE: Counseling sessions.

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E079 Facing the Loss of a Loved One
WHAT: Stages of loss, working through loss, and guidelines for coping with grief. Accepting feelings, expressing emotions, sticking to a routine, taking care of yourself, finding meaning and spiritual insight in the healing process. **WHEN TO USE:** Counseling sessions.



E080 Getting More Excited About Your Job
WHAT: What to do when one feels trapped in a job; making a difference; finding meaning in your work; identifying your potential and applying it; widening your focus; formulating a plan to get the most out of life. **WHEN TO USE:** Counseling sessions.



E081 How to Turn Stress into De-Stress
WHAT: About stress and how to take charge of it; the three forms of stress and how to manage each kind; coping with physical stress; coping with emotional stress; coping with work stress. **WHEN TO USE:** Counseling sessions, health fairs, waiting rooms.



E082 Letting Go of Guilt
WHAT: Guilt is an appropriate human feeling, but persistence of guilt can rob you of health and happiness; approaches to letting go; means of examining the origin of guilt; justified guilt, power of apologies, remorse; personal growth and redemption. **WHEN TO USE:** Counseling sessions.



E083 Meditation Practice Tips
WHAT: History of meditation; what is meditation; why it works; how to meditate; gaining more proficiency; types of meditation; steps for meditation (two approaches); concentrated meditation and guided meditation. **WHEN TO USE:** Counseling sessions.



E084 Overcoming Single Parenting Challenges
WHAT: Single parenting can be overwhelming; developing a plan of approach to finding childcare, developing a support system; putting your children first; dealing with your "ex"-do's and don'ts; daycare, support, resources. **WHEN TO USE:** Counseling sessions; health fairs; waiting rooms.



E085 Shyness
WHAT: What is shyness; what causes shyness; when is treatment needed; what does treatment entail; examining and diagnosing your shyness pattern, what contributes to it, and what perpetuates the pattern. **WHEN:** Counseling sessions.



E086 Stalked on the Job: When You Feel Unsafe at Work
WHAT: Murder is the number one cause of death in the workplace for women with a stalker is involved in one of eight; challenge of dealing with stalkers; employer responsibility; what you should do; organization your protection; communication. **WHEN:** Groups, counseling.

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E087 Living Better as a Blended Family
WHAT: Why such a challenge. What is the "trick"? Steps to take. Keeping it simple. Exercise is the secret weapon. Making exercise fun—yes, it's possible. Changes you will see and feel. **WHEN:** Counseling, health fairs, work shops.



E088 Helping Employee Stay Healthy
WHAT: What employers can do: free resources; stopping smoking; support groups; group discounts; health fairs; EAPs and mental health counseling; establishing incentives to motivate employee lifestyle changes. **WHEN:** Management consultation; marketing presentations by EAP vendors.



E089 Getting and Keeping an Exercise Program
WHAT: Why is it a challenge. What is the "trick" to keeping a program active? Steps to take. Making exercise fun—yes, it's possible. Changes you will see and feel. **WHEN:** Counseling, health fairs, workshops.



E090 25 Ways to Beat Holiday Stress
WHAT: 25 cool ways of managing the mistletoe season that to help employees enjoy it more or be less troubled by the memories and issues that make it especially tough. **WHEN:** Counseling sessions; health fairs.

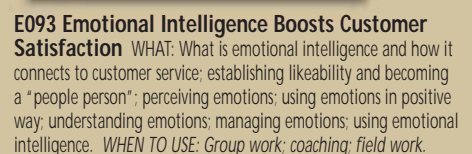
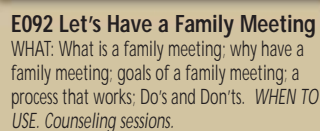
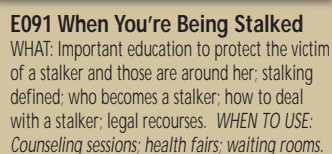
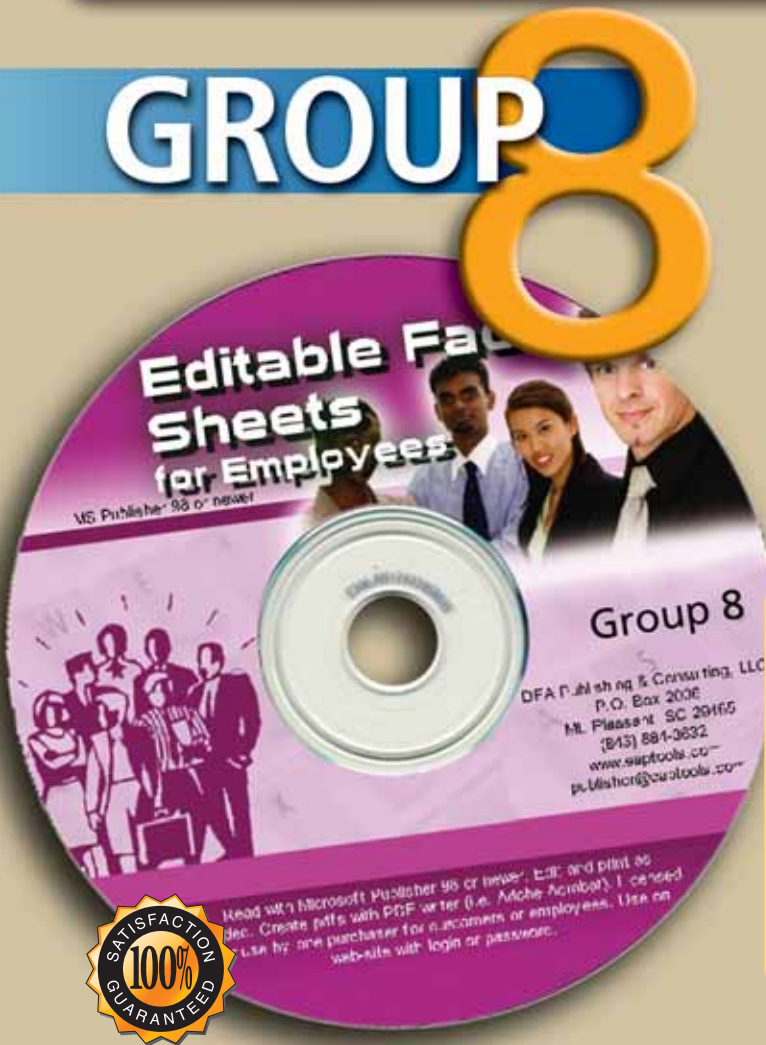
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E094 Workplace Tolerance and Bias Awareness (Supervisor) WHAT: Bias is a misunderstood term. We all have biases; awareness and tolerance; bias in the social interaction of the workplace; recognizing one's bias; walking in another's shoes. WHEN TO USE: Counseling sessions; waiting rooms.



E095 Coping with Change in the Workplace (Supervisor) WHAT: Ability to manage change is critical; facing unexpected change; avoiding fear and negativity; resisting snap judgments; see the big picture; managing expectations; remaining positive and professional, and the benefit of doing so. WHEN TO USE: Group work, counseling.



E096 Performance Management Tips (Supervisor) WHAT: Power of effective performance management; understanding and trusting the process; employee input; developing a process; feedback; removing barriers to acceptable performance; effective steps of a review. WHEN TO USE: Coaching supervisors, individual or group.



E097 Coaching Your Employees for Success (Supervisor) WHAT: Promoting talent from within is critical; it takes skills to do it; about the need to coach; what it entails; the promises of coaching; getting a coaching mindset. WHEN TO USE: Consultative use.



E098 Preventing Injury at Work WHAT: Preventing back injury; reminders and awareness; education of carpal tunnel syndrome; thwarting eye-injuries; avoiding burns and electrocution. WHEN TO USE: Safety training, health fairs, waiting areas.



E099 Creating Job Satisfaction for Employees (Supervisor) WHAT: Helping employees enjoy their jobs more; supervisor simple steps; responding to teams to stimulate excitement; eliminating monotony; encourage work-life balance. WHEN TO USE: Training, coaching.



E100 Relax about Retirement Planning WHAT: Ten tips for retirement planning; never too late to start; analyzing needs; how to invest; diversification; monitoring; reviewing and revising a plan. WHEN TO USE: Waiting rooms; counseling; workshops.



E101 Shared Space: Avoiding Conflict, Seeking Harmony WHAT: Most employees share space and the conflicts as a result are legion—and legendary! Here are the harmony tips: odors, breath, loud conversations, cleanliness, storage, conflict management, music volume, temperature, and stress! WHEN TO USE: Conflict management, counseling sessions.



E102 About Employee Privacy and Improper Disclosure (Supervisor) WHAT: Privacy is key to EAPs and supervisor must cooperate. Covers types of information, management, abuse of information, areas of privacy, Do's and Don'ts; respect for privacy; avoiding gossip. WHEN TO USE: Supervisor training and consultation.



E103 Becoming a Successful Leader (Supervisor) WHAT: Traits and skills of a leader, and how to acquire them; having a vision; people skills; commitment; business acumen; building coalitions; communication; becoming a great boss. WHEN TO USE: Consulting; supervisor training.



E104 News Overload! Media Mash and Mental Health WHAT: News can drive you nuts; why news is mostly bad; how to respond to it and avoid it; how to manage your mood in response to news; how to make a difference in the quality of news. WHEN TO USE: Waiting areas; brown baggers.



E105 Performance Evaluation Anchors Tool (Supervisor) WHAT: Facing the madhouse. Ten tips for a less stressful commute. Starting early, keeping your car repaired, keep a half tank minimum, find safe audio entertainment, changing the scenery, getting comfortable, using time wisely. WHEN TO USE: Workshops, counseling.

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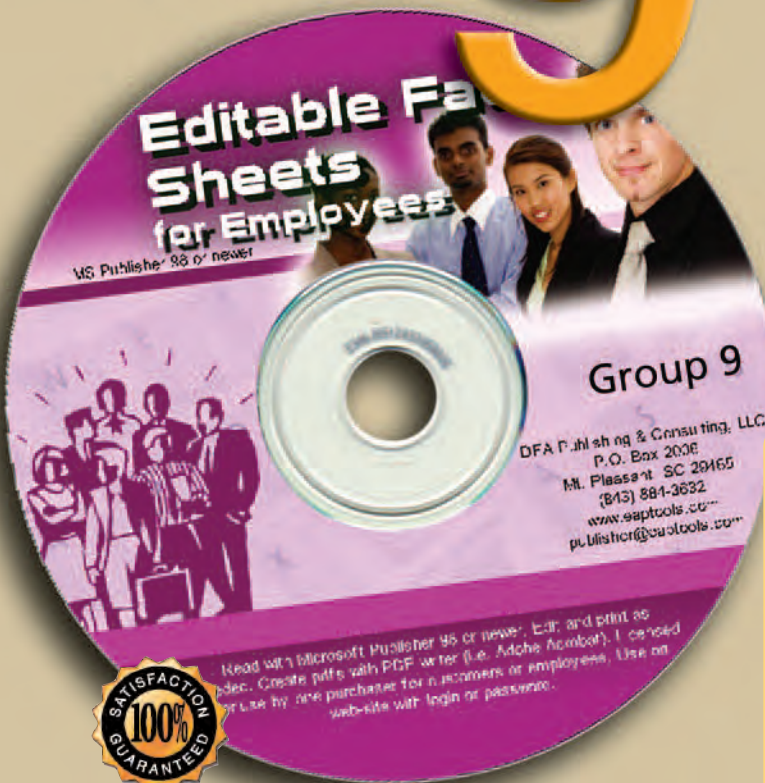
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E106 What to Do about Compassion Fatigue WHAT: What is compassion fatigue; What is the cause of compassion fatigue; Overcoming and recovering from compassion fatigue; tips, do's and don'ts; putting yourself first in a healthy way. WHERE: counseling sessions; health fairs; waiting rooms, brown-bag luncheons



E107 Protecting Your Kids from Stealth Marketing WHAT: Children are unwitting targets of corporate marketing. Here's some awareness to help parents be more aware and be in more control. WHEN TO USE: brown bag luncheons, health unit lobby distribution, general education.



E108 Stopping Intimate Partner Violence WHAT: What is intimate partner violence, who are the victims, why victims stay, and how to empower yourself to act, take a stand, and protecting yourself. WHEN TO USE: counseling sessions, health unit, special seminars.

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Using Email Appropriately at Work



Why use email? Email is a fast and efficient way to communicate. It allows you to send messages to multiple people at once, and it's easy to keep a record of what you've sent and received.

When to use email: Use email for routine tasks, such as scheduling meetings, sending reports, and answering questions. It's also a good way to share information with a large group of people.

When not to use email: Don't use email for sensitive information, such as financial data or confidential information. Also, don't use email for urgent matters that require a quick response.

Best practices: Use a clear subject line, keep messages concise, and use appropriate language. Don't use all caps or excessive punctuation. Also, don't send large attachments unless necessary.

Follow Proper Email Etiquette: Don't use email for social purposes, such as sending jokes or memes. Also, don't use email to vent your frustrations or to engage in arguments.

Distressed Driving and You!



What is distressed driving? Distressed driving is a state of mind where a driver is unable to focus on the road and make safe decisions. It can be caused by many factors, including fatigue, distraction, and impaired judgment.

Causes of distressed driving: Common causes include lack of sleep, stress, alcohol consumption, and medication side effects. It can also be caused by a sudden change in driving conditions or a loss of control.

Consequences of distressed driving: Distressed driving can lead to accidents, injuries, and even fatalities. It can also result in legal consequences, such as fines and license suspension.

How to avoid distressed driving: To avoid distressed driving, get enough sleep, avoid alcohol and medication, and stay focused on the road. If you feel tired or stressed, take a break from driving.

The Sleepy Employee



Why sleep matters: Sleep is essential for your health and productivity. It helps you stay alert, focused, and able to make good decisions. Lack of sleep can lead to fatigue, irritability, and poor performance.

Signs of sleep deprivation: Signs of sleep deprivation include yawning, difficulty concentrating, and feeling tired. You may also experience mood swings and a decrease in motivation.

How to improve sleep: To improve your sleep, establish a regular sleep schedule, avoid caffeine and alcohol before bed, and create a relaxing bedtime routine. Also, make sure your bedroom is dark and quiet.

Benefits of good sleep: Good sleep can improve your mood, increase your energy, and help you perform better at work. It can also reduce the risk of chronic diseases, such as heart disease and diabetes.

When You Face Personal Change



Why change is necessary: Change is a natural part of life, and it's often necessary for personal growth and success. It can help you overcome challenges and achieve your goals.

How to handle change: To handle change, stay positive and open-minded. Embrace the opportunity for growth and learning. Take small steps and seek support from others.

Benefits of change: Change can lead to new opportunities, personal growth, and a better quality of life. It can help you break free from old habits and start fresh.


E109 Using E-mail Appropriately at Work WHAT: Giving thought to e-mail use, impact of inappropriate communications, impact on employees, communicating with clarity, and etiquette; avoiding career-killing bad behaviors. **WHEN TO USE:** policy discussions, general education, internal circulation, HR presentations.

E110 Distracted Driving and You WHAT: The problem of distracted driving, deadly cell phone habits, other devices that distract, driving responsibly, do's and don'ts behind the wheel. **WHEN TO USE:** general education, health displays

E111 The Sleepy Employee WHAT: Why sleep matters, impact of sleeplessness, sleep and your health, how much sleep do you need, getting a better night's rest, habits that support and don't support restful sleep. **WHEN TO USE:** general education, counseling sessions, health lobby displays.

E112 When You Face Personal Change WHAT: It's human nature to resist change; start by examining fears; the nature of change, how to reprogram your thinking about change, looking for the opportunity in change, targeting goals, tips for moving forward, and more. **WHEN TO USE:** consultative use, downsizing, displays.

Commonsense Communication at Work



Be Tactful at Work, Too: Communication is a key skill in the workplace. It's important to be tactful and considerate when communicating with others. Avoid using harsh language or making personal attacks.

Active Listening: Active listening is a technique for listening to others and understanding their perspective. It involves paying full attention to the speaker and asking clarifying questions.

Conflict Resolution: Conflict is a natural part of work, but it can be resolved through effective communication. Use active listening and problem-solving skills to find a mutually beneficial solution.

Teamwork: Teamwork is essential for success in the workplace. Communicate clearly and effectively with your team members to ensure everyone is on the same page.

Teaching Your Kids to Save Money



Why teach kids to save money: Teaching kids to save money is an important life skill. It helps them understand the value of money and the importance of financial planning.

How to teach kids to save money: Start by setting a goal for your child. Show them how to budget and make smart choices when spending. Encourage them to save a portion of their allowance.

Benefits of saving money: Saving money can help kids learn to be responsible and disciplined. It can also help them achieve their goals and build a strong financial foundation.

Saying "NO" to Your Child



Why say "no" to your child: Saying "no" to your child is an important part of parenting. It helps them learn boundaries and understand the consequences of their actions.

How to say "no" effectively: Be firm and consistent when saying "no." Explain the reasons behind your decision and set clear consequences for disobedience.

Benefits of saying "no": Saying "no" can help your child develop self-discipline and respect for others. It can also help them learn to make good choices.

Do You Know About Your Teenager's Friends?



Why know about your teen's friends: Knowing about your teenager's friends is important for their safety and well-being. It helps you understand their social life and any potential risks.

How to find out about your teen's friends: Talk to your teen and ask them about their friends. Observe their behavior and interactions with their friends.

Benefits of knowing about your teen's friends: Knowing about your teen's friends can help you provide guidance and support. It can also help you identify any potential problems or dangers.

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E113 Common Sense Communication at Work WHAT: Help employees protect themselves and the company; out of bounds topics to avoid, how to be a change agent and take proper steps to maintain a positive work culture. **WHEN TO USE:** health unit displays, seminars, brown-bag sessions, general education.

E114 Teaching Your Kids to Save Money WHAT: Help children start early to appreciate money, manage spending, and save. How to teach, short-term actions to take, building excitement and proper motivation. **WHEN TO USE:** parenting classes, seminars, health lobby literature displays.

E115 Saying "No" to Your Child WHAT: Learn how to say no to prevent a lifetime problems; understanding "no" and effectiveness with child communication; techniques for getting cooperation. **WHEN TO USE:** brown bag lunches, waiting rooms, gen. education, counseling.

E116 Do You Know About Your Teenager's Friends WHAT: Why you need to know who your teen's friends are, how to find out, not be a control freak; meeting friend's parents, entertaining friends; when to act, evaluating friends, how to talk about their friends. **WHEN TO USE:** brown bag sessions, lobby displays, counseling sessions.

Using Emotional Intelligence to Boost Customer Satisfaction



What is Emotional Intelligence (EI)? Emotional Intelligence is the ability to understand and manage your own emotions and the emotions of others. It's a key skill for success in the workplace.

How to use EI to boost customer satisfaction: Use EI to understand your customer's needs and emotions. Show empathy and listen actively. Provide excellent customer service and follow up on promises.

Benefits of using EI: Using EI can help you build strong relationships with your customers. It can also help you resolve conflicts and improve your overall performance.

Holiday Eating Tips You Can Bite Into!



How to enjoy the holidays without overeating: Set realistic goals for your holiday eating. Practice moderation and portion control. Choose healthy options and avoid overindulging.

Healthy holiday eating tips: Eat a balanced meal before the holidays. Stay hydrated and avoid sugary drinks. Take breaks from eating and enjoy the company of others.

Benefits of healthy holiday eating: Healthy eating can help you maintain your weight and energy during the holidays. It can also help you enjoy the season to the fullest.

Creating a Welcoming Workplace for Disabled Workers




Why create a welcoming workplace: Creating a welcoming workplace for disabled workers is important for diversity and inclusion. It helps disabled workers feel valued and supported.

How to create a welcoming workplace: Provide reasonable accommodations and remove barriers. Foster a culture of respect and acceptance. Encourage open communication and feedback.

Benefits of a welcoming workplace: A welcoming workplace can improve productivity and morale. It can also help attract and retain top talent.

Workplace Survivor Syndrome



What is Workplace Survivor Syndrome? Workplace Survivor Syndrome is a condition where employees feel overwhelmed and stressed due to workplace changes or challenges.

How to overcome Workplace Survivor Syndrome: Take a break from work and spend time with loved ones. Practice stress management techniques like deep breathing and meditation. Seek support from colleagues and supervisors.

Benefits of overcoming Workplace Survivor Syndrome: Overcoming this syndrome can help you regain your focus and energy. It can also improve your overall well-being and job satisfaction.

E117 Using Emotional Intelligence to Boost Customer Satisfaction WHAT: Help yourself, help your company, enjoy your job more with tips on EI and how to use it on the job; what is EI, how does EI apply to customer relationships...frankly, how to be liked! **WHEN TO USE:** customer relationship management training.

E118 Holiday Eating Tips You Can Bite Into WHAT: Dealing with the temptations! Realistic goals, food preparation, eating strategies, understanding moderation, tips and tricks for winning the holiday food battle. **WHEN TO USE:** general education, health unit displays, brown baggers.

E119 Creating a Welcoming Workplace for Disabled Workers WHAT: How to positively respond to disabled workers; what to say and how to say it when faced with uncomfortable situations; seeing the individual, not the disability, changing your behavior/attitude. **WHEN TO USE:** general education.

E120 Workplace Survivor Syndrome WHAT: What is workplace survivor syndrome; coping with loss at work, managing guilt and anger, steps to take to experience healing and how to adopt a renewed positive attitude about the future. **WHEN TO USE:** post-downsizing, counseling sessions

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