LifeMatters® Training Summary

LifeMatters offers a wide variety of training programs and educational seminars which target issues that affect employees and their families, as well as managers and supervisors.

Contact the LifeMatters training team for more information or to schedule a training at 1-800-634-6433.
Tackling the Challenges of Parenting

1 hour presentations for all staff

Family Routines
Family life is filled with positive and negative experiences, calm times and chaotic ones. Family routines help organize life, relieve stress, and create special family time. Geared toward families with younger children. Content includes:

- Impact of routines
- Developing routines
- Helping kids succeed
- Family traditions

Parenting
There is so much to learn when becoming a parent. Children experience so many changes between birth and adolescence. Learn the different stages of development. Content includes:

- What to expect – infants to adolescents
- Tips for traveling with children
- Setting and enforcing family rules
- Positive approaches to disciplining your child
- Taking care of yourself
- Teaching children about money
- How LifeMatters can help

Roots and Wings: Practical Strategies for Surviving the Teen Years
Parenting adolescents – helping them to learn and grow and move on into the world – can be challenging and rewarding. Content includes:

- The stages of adolescents
- Normal and “not so normal” teen behaviors
- Teen suicide – signs to watch for
- Competing against peer pressure
- Communicating with your teen
- Reinforcing values
- How LifeMatters can help
Safe Internet Use
With all the good material out there for educational and personal enrichment, there is also a dark side filled with inappropriate material. This brown bag for beginners provides information for parents on the potential dangers that kids may come across on the Internet and ways to keep kids safe. Content includes:
• Inappropriate material
• Chat room and general Internet safety
• Parental control tools
• Agreement for online safety

Successful Single Parenting
Families today look different from those most of us grew up with years ago. The number of households headed by single parents has increased more than three times faster than the number of married parent households. Content includes:
• Challenges and joys of solo parenting
• Common misconceptions
• Positive discipline
• Creative life balance
• Our children’s wisdom
• Taking action

Getting Organized at Work
1 hour presentations for all staff

Art of Decision Making
A key to being successful in both work and life is the ability to make solid decisions, but there are many barriers to this process. Learn to overcome these barriers. Content includes:
• Qualities of effective decision makers
• Overcoming indecision
• The decision making process
• Self-concept and decision making
• The importance of goals and values when making decisions

Business Etiquette
Basic knowledge and practice of etiquette is a valuable advantage in business. Your actions will be remembered as your company’s actions. Content includes:
• Practicing professionalism
• E-mail do’s and don’ts
• Proper meeting etiquette
• Dressing for work
• Socializing with clients or customers

© 2013: Empathia, Inc.
Conquering Time REVISEd!
When asked how we manage our time, many of us may reply, “Not well.” We know that we could be managing our time more effectively, but it can be difficult to identify the mistakes that we are making and to know how we can improve. Content includes:

- Accessing our personal energy cycle
- Prioritizing our to-do lists
- Managing common time wasters
- Creating new habits

Managing Multiple Priorities
How do you manage when you have a number of priorities that require your attention? Do you end the day feeling frustrated or overwhelmed because you were not able to complete your tasks? Content includes:

- Planning your day
- Prioritizing tasks
- Identifying time wasters
- Organization tips

Managing Life Outside of Work
1 hour presentations for all staff

Clutter Busters
People often note that feeling overwhelmed is the greatest obstacle standing in the way of getting organized. We may feel defeated by simply looking at the cluttered desk, unfinished projects, or the endless piles of paper. Content includes:

- Creating instant results
- Conquering “trouble zones”
- Maintaining an organized life

Elder Care: The Emotional Challenge for Caregivers
It is estimated that 80% of all care received by older Americans is provided by family members. This can be emotionally challenging for family members as they try to balance their work and children in addition to taking care of a loved one. Content includes:

- Common reactions
- How to involve other family members
- Active loving
- Caring for the caregiver
- How LifeMatters can help
Elder Care: Practical Tips & Resources for Caregivers
It is understandable that most older people want to live in their own homes for as long as possible. However, family members have concerns about their safety and security. There are practical tips and resources to make this transition more manageable. Content includes:
• Assessing the situation
• Strategies to adapt home environments
• Continuum of care options
• How LifeMatters can help

Getting the Most Out of Your Life
Often people get caught up in the hectic pace of life. What they really desire is a simpler, more meaningful life. Content includes:
• Assessing your values, commitments and time
• Simplifying your life
• Seven strategies for happiness

Going Green!
Since 1970, Earth Day has been held in April to increase awareness of environmental concerns. People across the world join in activities that promote clean water and air and a healthy future for our planet. Content includes:
• Reduce, reuse and recycle
• Conserving water
• Green cleaning

Identity Theft
Learn how to protect your personal information and the proper steps to take for recovery from identity theft. Content includes:
• Common practices for theft & typical outcomes
• Suggestions for protecting your personal information
• Credit protection and monitoring
• Recovery from identity theft to minimize damage

Living to Work or Working to Live: Finding Life Balance
We need to let go of the desire to achieve a perfect balance between work and family. In most cases, it is impossible and only causes more stress and guilt. However, there are things we can do to bridge the gap that exists between the two. Content includes:
• Achieving attainable goals
• Workplace time management tips
• Managing transition madness
• Time savers for the whole family
• Tips for stress reduction
**Transition to Retirement**
Many people only think of things like relaxation and financial planning when they think of retirement. There is an emotional aspect to retirement that is important to explore as well. Learn how to emotionally prepare for retirement through this brown bag. Content includes:
- The phases of retirement
- Mentally preparing for retirement
- Potential hazards
- Opportunities in retirement
- Reaching a rewarding retirement

---

**Stress**

*1 hour presentations for all staff*

**Art of Conscious Living**
Many of us are judged in life by how quickly we can get things done. Because of this, it is difficult to develop the mindset of slowing down, getting centered and getting focused. Content includes:
- Control vs. letting go
- The practice of mindfulness
- Conscious breathing
- Gentle stretching
- Guided relaxation

**First Aid Kit for the Mind**
Everyone at some time will be subject to emotional upsets. How do we know when emotional upsets can develop into something more significant or problematic? Content includes:
- The warning signs of mental illness
- Four common areas of emotional concerns
- Maintaining mental fitness
- How LifeMatters can help

**Happy (Affordable) Holidays**
Does your usual holiday celebration focus on those aspects of the celebration that you feel are most important? Content includes:
- Setting realistic expectations
- Developing a budget
- Involving kids
- Establishing traditions
- Creating gift ideas
- Staying healthy
**Holiday Stress**
Create a holiday season that is relaxed, fun and comfortable for you and your family. Learn to cope with the expectations, holiday blues and more. Content includes:
- Holiday planning inventory and tasks
- What kind of holiday do kids want?
- Time and money saving gift tips
- The loss of a loved one and the holidays
- Tips for managing holiday stress
- Holiday action plan

**Personal Resilience**
One factor influencing our stress level is how well we manage our energy. The concept of energy management is based on a new way of looking at self-discipline. It challenges the widely held view that time management is the key to work/life balance. Content includes:
- Paradigm shift
- Energy management principles
- Engaged vs. stressed vs. disengaged
- Developing positive rituals

**Stress Management**
Develop a general understanding of stress and learn ways to manage the stress that you encounter every day. Content includes:
- The stages and causes of stress
- Physical, behavioral and emotional symptoms which indicate that someone is experiencing stress
- Self-care, quick relaxation techniques and stress management resources

**Stress or Success: Thriving in a Chaotic World**
There is no magical cure for stress. However, this training can offer practical ideas on how to begin working to reduce stress right away as an overall lifestyle change. Content includes:
- Causes of stress
- The art of resiliency
- Mindset and attitudes
- Habits and actions
- Connections and relationships
- Using LifeMatters
The Stress-Sleep Correlation NEW!
Sleep is not optional – it is as important as food, water and breathing. Getting better sleep often requires making small changes to our daily routines. Content includes:
• Benefits of sleep
• Effects of sleep deprivation
• Common causes of poor sleep
• Developing healthy sleep habits

Improving Communication Skills
1 hour presentations for all staff

Assertive Communication
There is a fine line between communicating assertively and aggressively. Learn how to appropriately assert yourself when communicating with co-workers and others. Content includes:
• Three styles of interpersonal behavior
• Assertiveness assessment
• Steps to becoming more assertive
• Using “I” statements
• Tips for saying “no”

Co-Worker Communication
Effective communication is essential to building and maintaining important relationships. Good communication skills are central to handling disagreements and resolving conflicts with your co-workers. Content includes:
• Fair-fighting skills and rules
• Understanding conflict and resolution
• Practicing active listening
• How to use problem solving and negotiation

Couples Communication
Good communication skills are crucial to fighting fair and resolving conflict with your partner. Content includes:
• Assessing fair fighting skills and rules
• Understanding conflict resolution
• Active listening, problem solving and effective negotiation
• Guidelines for a time out
Effective Family Communication
When people complain of a lack of communication, they usually are complaining about unclear expectations. In most cases, they don’t need to communicate more, they need to express themselves more effectively. Content includes:

- Nonverbal communication and listening
- The two meanings of words
- Talking to kids as they grow
- Talking about tough subjects
- Creating family talk time and guidelines

Interpersonal Communication
Listening is one of the most important communication skills in the workplace and in our personal lives. Learn more effective ways of communicating – and listening. Content includes:

- Active listening skills that build rapport
- Barriers to effective listening
- Assertive communication

Managing Well-Being
1 hour presentations for all staff

Building Self Esteem Through Positive Self-Talk
Positive self-talk can help you in a number of ways, including building self esteem, managing conflict and handling criticism. Content includes:

- Power of self-talk
- Origin of thought patterns
- Replacing negative thinking
- How LifeMatters can help

Coping With Grief and Loss
Knowing and recognizing the symptoms of grief are the first steps toward feeling good again. Learn about grief, including common reactions and symptoms. Content includes:

- Coping with grief and loss
- The stages of grief
- Letting go and moving on
- Grief and the holidays
Depression
Depression is a serious illness which can significantly affect a person. Learn how to help family and friends cope with this illness. Content includes:
• Symptoms, self-help and treatment
• Guide to better sleep
• Supporting someone with depression
• How LifeMatters can help

Domestic Violence
Domestic abuse is the misuse of power in a relationship. It occurs in every economic class, gender and ethnic and racial group. Learn to help family and friends experiencing this difficult situation. Content includes:
• Myths, facts and statistics
• The cycle of violence
• Why someone stays in an abusive relationship
• Domestic violence in the workplace
• How LifeMatters can help

Eat Right, Live Well
Everywhere you look, someone is trying to sell you the secret to a better body. But is it really healthier? Find out the not-so-secret way to a healthier way of life. Content includes:
• Components of a healthy diet
• Meal planning strategies
• Exercise
• Healthy lifestyle

Emotional Eating NEW!
Many of us were raised to look to food as comfort for physical pain when we fell down or from the sadness we felt when our friends let us down. Using food to help us feel better has resulted in feeding our emotions rather than using food to fuel our bodies. Content includes:
• Signs of emotional eating
• Short and long-term effects
• Healthy patterns
• Tips to create change in lifestyle
Expressing Anger: Do’s and Don’ts
Anger in itself is not negative, but how we express it can be. Anger is a normal emotion – just like being happy, sad, scared, etc. What is important about anger is what you do with it. Like we tell kids, “It’s not what you say, but how you say it.” Content includes:
- Forces that can trigger anger
- Negative effects on poor anger management
- Three styles of expressing anger
- Confronting anger and addressing the situation
- Tips on reducing the amount of anger you feel

Gambling: When Rolling the Dice Becomes High Stakes
How much do you know about gambling? As a society our view of gambling has gone through an amazing metamorphosis during the last century. It is now promoted as another form of entertainment and is readily accessible to most of us. Content includes:
- Recreational vs. problem gambling
- Stages of gambling
- Warning signs at home and work
- How LifeMatters can help

How to Shake a Bad Mood
Many experts believe that our level of happiness is actually a learned skill, which means that you can learn to shake a bad mood or look at the world through more optimistic eyes. Content includes:
- Being in the present
- Monitoring the company you keep
- Changing negative thinking
- Staying active

Pathways to Healing – Coping with Compassion Fatigue
As caregivers, we focus on taking care of others. However, by doing this, we may minimize the importance of taking care of ourselves. Content includes:
- Explore paths of healing for those in a caregiver role
- Identify and discuss signs of caregiver pain
- Identify and discuss ways to care for oneself
- Understanding “future” vs. “present” hope and how this impacts our resiliency

© 2013: Empathia, Inc.
**Tobacco Cessation**

Making the decision to quit using tobacco products is a big step. Many people relapse because they didn’t plan ahead and prepare for withdrawal symptoms and high risk situations. Content includes:

- How did I get here?
- How motivated am I?
- Stages of change
- Am I really addicted?
- Planning to become tobacco free using the LifeMatters tobacco cessation program

**The Winter Blues**

Learn the causes and effects of the winter blues. Provides tips and suggestions on how to cope. Content includes:

- Do you get the winter blues?
- The “blues” vs. Seasonal Affective Disorder
- Recognizing symptoms
- Tips for yourself and your family
The Workplace Series

Interactive programs that focus on many of today's organizational needs

Developing Interpersonal Skills

_Time varies based on audience and topic_

**Communication Between the Generations**
For the first time in history there are four different generations in the workplace. Learn how to value the new ideas and embrace the change that each new generation brings. Content includes:
- Understanding generational differences
- Communicating across generations
- Closing the generation gap
- Expanding your management style
  _(manager version only)_
- Increasing retention of valued employees _(manager version only)_

**Communication Skills in the Workplace**
Clear communication is essential. Learn to communicate effectively by enhancing your interpersonal and assertive communication skills. Content includes:
- Barriers and common errors to effective listening
- Tips for better listening
- Steps to becoming a better communicator
- Nonverbal skills
- Three styles of communicating
- Tips for saying “no”

**Conflict Management Styles**
While everyone has conflict in their lives, many would just as soon avoid it. Take the step to better manage and grow from conflict situations. Content includes:
- Recognizing the most common types of workplace conflicts
- Assessing personal styles for conflict management
- Determining the best style for use in conflict situations
- Identifying chronic conflict situations
- How to listen and what to say to avoid conflict

© 2013: Empathia, Inc.
Customer Service
Providing good customer service is vital to any organization. Whether your “customer” is external or internal there are proven methods to providing service successfully. Content includes:

- The importance of quality customer service
- Dealing effectively with customers
- Appropriate ways to deal with upset customers
- Building customer service skills

Dealing with Difficult Personalities
The success of an organization is due in large part to the diversity of skills, talents and backgrounds of the people who come together to create a work group. This also means, of course, working with people who have different attitudes, habits and personalities which may be difficult to manage. Content includes:

- Examining your mindset and attitude
- Common personality types
- Strategies for dealing with these personalities

The Impact of Learning Styles in the Workplace
Our learning style impacts how we process information in most areas of our work. Knowing one’s particular learning style may prevent mistakes, increase productivity and reinforce self-confidence. Content includes:

- The three learning styles
- Characteristics of each
- Challenges of each
- Tips for maximizing learning

Problem Solving
Identifying what type of thinker you (and those around you) are can lead to quicker problem solving. Learn your thought process as well as:

- Steps in problem solving
- The difference between an immediate and long term problem
- How to develop possible solutions
- Learn to problem solve with direct reports (manager version)
- How to implement solutions (manager version)

Teambuilding
Teambuilding is the process used to create, maintain and enrich the development of a group of people into a cohesive work group. Content includes:

- The stages and challenges of teambuilding
- Analyzing the different personality and communication styles and their impact on the team
- Recognizing the common goals that the team is working toward
- Building unity with the other members in the group
- Minimum of two hours and 12 participants required
Workplace Change
Although change happens in an instant, our adaptation to it can be a slow process during which we go through many transitions. Content includes:
- Common reactions to workplace change
- The 4-stage transition process and what to expect
- Ways to become more adaptable and cope with the stresses of change
- Effectively responding to employee reactions to change (manager version only)
- Reasonable expectations and ways to motivate employees during periods of change (manager version only)

Defining Organizational Boundaries
Time varies based on audience and topic

Diversity: Vive la Difference
A diverse workforce does not automatically create an inclusive community. Diversity invites us to open our minds and learn about what resides on the “inside” of people. Content includes:
- Trends in workplace diversity
- Dangers of stereotyping
- How do we become inclusive?

Drug Free Workplace
Drug and alcohol abuse can have a significant impact on safety and productivity at the workplace. Managers and employees have important roles in preventing drug abuse. Learn current workplace trends, how to help someone dependent on drugs and more. Content includes:
- Recognizing signs, symptoms and patterns of behavior associated with substance abuse
- Understanding the LifeMatters role as a problem solving resource that can address substance abuse concerns
- Documenting and confronting “for cause” behaviors according to company policy (manager version only)

Harassment in the Workplace
Learn how to define, recognize and appropriately address various forms of harassment in the workplace. Content includes:
- Recognizing the types of behaviors that meet legal and company policy definitions of harassment
- Responding according to company policy when possible harassment in the workplace is experienced or observed
- Strategies for preventing harassment complaints
- Addressing employee harassment complaints according to company policy (manager version only)
Preventing Violence in the Workplace
Violent behavior does not “just happen.” The response to early warning signs by employees and managers may influence whether an incident will occur. Content includes:
• Behaviors that may indicate a potential for violence
• Reacting appropriately to threatening or aggressive behavior
• Implementing individual strategies and complying with organizational strategies to prevent violence
• Using the 3-stage crisis development model to identify and address high risk behaviors (manager version only)

Putting an End to Workplace Bullying NEW!
Bullying is something we hope we don’t have to deal with beyond childhood. Unfortunately, it is an increasing problem in the workplace. Content includes:
• What is it?
• Effects of bullying on individuals & organizations
• Personality traits of potential bullies
• Addressing & responding to concerns (manager version only)

Sexual Harassment in the Workplace
Sexual harassment in the workplace has a negative impact on individuals as well as the organization. Content includes:
• Recognizing the types of behaviors that meet legal and company policy definitions
• Recognizing the different forms of sexual harassment under the EEOC guidelines
• Responding according to company policy when possible harassment takes place
• Strategies for preventing sexual harassment

Respect in a Diverse Workplace
Creating a work environment that promotes mutual respect, affirmation of diversity, positive co-worker relationships and assertive confrontation of disrespectful behavior. Content includes:
• Trends in workplace diversity
• Promoting respect and appreciation for diversity
• Responding respectfully and assertively to disrespectful behavior
• Preventing disrespect and harassment
• Responding to complaints according to company policy (manager version only)

© 2013: Empathia, Inc.
Respect in the Workplace
A healthy work environment promotes mutual respect and positive co-worker relationships. Content includes:
• Recognizing characteristics of a respectful workplace
• Promoting respect in the workplace
• Responding appropriately to disrespectful behavior
• Distinguishing disrespect from harassment *(manager version only)*
• Addressing employee complaints effectively *(manager version only)*

Empowering Managers —
1-2 hour presentations for managers

Boosting Staff Morale
From time to time, you might find your staff suffering low morale. Budget cuts, declining profits and layoffs are often the culprits, but reorganizations, canceled projects and extended work schedules can contribute to a poor attitude as well. This session will help managers recognize low morale and offer suggestions to keep employees motivated and engaged. Content includes:
• Signs of low morale
• The cost of low morale
• Causes of low morale
• Tips for improving morale

Depression in the Workplace
Develop skills necessary to recognize symptoms of depression, understand the impact it has and steps to take to support employees dealing with depression in the workplace. Content includes:
• What causes depression?
• Risk factors
• Creating a mentally healthy environment
• Why treatment is important
• Behavioral signs of depression in the workplace
• Coaching concerned co-workers

Developing Champions at Work
Developing champions in the workplace could be compared to successful athletes or scholars. Not everyone is ready to move into a new position at any given time. This session will assist managers with identifying qualities that may indicate potential leaders. Content includes:
• Valuing employees
• Sharing vision
• Building trust
• Delegating authority

© 2013: Empathia, Inc.
Effective Management Styles
A manager sets the tone for an organization through his or her management style. Explore effective approaches to managing employees. Content includes:
- Nature of the changing workforce
- Three approaches to managing employees – coaching, counseling and teaching
- Using our management consultation services

Effective Meeting Planning
Meetings continue to be an important part of conducting business. Research indicates that over 50% of meeting time is unproductive. Therefore, it is crucial to examine ways to improve their effectiveness. Content includes:
- Effect of unproductive meetings
- Why do we continue to have them?
- Effective meeting tips
- Effective meeting leaders
- Evaluate meetings
- Keeping on track

Emotional Intelligence
Emotional intelligence (EI) plays a significant role in being an effective manager or leader in an organization. Understanding EI may offer many benefits to becoming a stronger leader. Content includes:
- The role of EI in relationships
- Using EI in the world of work
- Growing your EI
- Addressing your challenges

Fundamental Management Skills
A work environment based on trust is key to improved performance and relationships. This workshop is ideal for new managers or as a refresher for seasoned managers. Content includes:
- How to gather information to better understand employees through personal observation and feedback
- Understanding the needs of employees and creating a climate of trust
- Steps to developing, measuring and evaluating performance
- Conducting a performance evaluation meeting
Motivate, Manage and Lead
On a daily basis managers are challenged to motivate and lead their workgroups. The key to managing successfully is building trusting and respectful relationships with employees. Content includes:
• Recognizing the challenges of leading people
• Using planning/motivation to maintain control
• Identifying how to approach performance issues
• Trust building techniques and the importance of relationships

Promoting Well-Being: Understanding and Preventing Suicide
While this is a topic that we wish didn’t ever need to be discussed, it is important that we educate ourselves so that we know how to help prevent suicide. Content includes:
• Suicide facts
• Causes of depression
• Warning signs
• Helping suicidal employees
• How LifeMatters can help
LifeMatters® Orientations

Interactive programs that familiarize staff with what LifeMatters has to offer

**Employees**

30-45 minute presentation

**LifeMatters Services Overview**
Learn what LifeMatters has to offer and how to access our services. Content includes:

- What LifeMatters provides
- How to access services
- Situations where LifeMatters may be of assistance
- Training may incorporate information on another topical issue (e.g., stress management, balancing work and family, etc.)

**Managers**

60-90 minute presentation

**LifeMatters Services Overview**
Learn what LifeMatters has to offer and how it can help supervisory personnel address performance issues. Content includes:

- What LifeMatters provides
- How to access services
- Situations where LifeMatters may be of assistance
- How to make a performance referral
- How supervisory consultation services may be of assistance
1-800-634-6433

LifeMatters® is available to employees live 24 hours a day, every day of the year. Managers and supervisors can also call this number to speak with a management consultation specialist. This number is toll-free in the United States, Canada, and Puerto Rico.

mylifematters.com

Educational materials, self assessments and links to many other Internet resources are available through the LifeMatters website.