

Employee Assistance Program (EAP) workshops are free to City employees. Reserve space in an EAP workshop by calling (800) 795-2351.

## **Communicating Effectively to Prevent and Resolve Conflict**

Miscommunications and misunderstandings can get in the way of positive relationships, on and off the job. This workshop will focus on enhancing communication skills to produce positive, meaningful interactions; preventing and resolving conflicts; choosing words wisely and recognizing nonverbal elements that convey meaning, and active listening skills.

Facilitator: Jean Crossman-Miranda, MFT, CEAP

Time: Thursdays, 12 noon to 1:00PM

Dates: Session One: 4/7/11  
Session Two: 4/14/11  
Session Three: 4/21/11  
Session Four: 4/28/11

This is a four session workshop. Plan to attend all four sessions at 1145 Market Street, 2nd Floor.

## **Balancing Work and Family**

Balancing work and family is a needed, but often difficult, task. We work eight hours in the workplace then we work more hours at home. Come to this four-session workshop to learn what you can do to bring into better balance these two important areas of our life.

Facilitator: Jeff Lintner, MFT, CEAP

Time: Mondays, 12 noon to 1:00PM

Dates: Session One: 4/18/11  
Session Two: 4/25/11  
Session Three: 5/2/11  
Session Four: 5/9/11

This is a four session workshop. Plan to attend all four sessions at 1145 Market Street, 2nd Floor.

## **Downtime: Clinical Depression in the Workplace**

Employees with Clinical Depression are not productive employees. This illness affects a person's body, mood and thoughts; it also impacts the quality of one's work and working relationships. This is not the "blues" or the "blahs." Clinical Depression is serious business. Through sensitive and appropriate interaction, supervisors and co-workers can play an important role in helping a clinically depressed employee to handle their illness. Learn about this debilitating illness and how to deal with it in your workplace.

Facilitator: Jean Crossman-Miranda, MFT, CEAP

Time: Thursdays, 12 noon to 1:00PM

Dates: Session One: 5/12/11  
Session Two: 5/19/11  
Session Three: 5/26/11  
Session Four: 6/2/11

This is a four session workshop. Plan to attend all four sessions at 1145 Market Street, 2nd Floor.

## **Creating a Meaningful Retirement**

After working for the City – or any job – retirement can be a welcome but jarring experience. Retirement often brings financial, relationship and other personal changes. How will you use your time and energy in a way that helps to create meaning and value in your life? Come to this workshop and address your goals, and possible challenges, as you approach retirement. This workshop is for City employees expecting to retire within six months.

Facilitator: Jeff Lintner, MFT, CEAP

Time: Fridays, 12 noon to 1:00PM

Dates: Session One: 5/27/11  
Session Two: 6/3/11  
Session Three: 6/10/11  
Session Four: 6/17/11

This is a four session workshop. Plan to attend all four sessions at 1145 Market Street, 2nd Floor.

## **The Employee Assistance Program presents Nonviolent Crisis Intervention**

**A full-day training for any employee who may come into contact with a potentially violent member of the public**

Using proven techniques for the prevention and safe management of disruptive or assaultive behavior, this class is geared to increasing confidence and effectiveness in handling crisis situations with minimal anxiety and maximum security. The training provides specific skills and methods, and helps participants develop and practice intervention strategies tailored to their workplace and their customers, so they can intervene safely when behavior threatens to become dangerous. Through demonstration, group work and hands-on practice, participants learn to recognize early warning signs, defuse an explosive situation, use verbal and physical techniques to reduce risk of injury and potential liability, and increase their personal safety. This class is for employees who may deal with potentially dangerous clients, patients, co-workers, customers, or other members of the public.

### **When would this training be most useful?**

- When prevention, de-escalation and intervention are necessary to protect oneself and others from an acting-out individual
- When employees deal with potentially dangerous clients, patients, customers, employees, or other members of the public
- When personal safety is threatened

### **Goals of the training:**

- To increase confidence and effectiveness in handling dangerous situations
- To handle any violent episode with minimal anxiety and maximum security
- To reduce risk of injury and potential liability, and increase personal safety
- To learn and practice ways to defuse an explosive situation by recognizing early warning signs that allow for early intervention, through the use of verbal and physical techniques

### **After completing this training, you will be able to:**

- Use verbal and nonverbal techniques to prevent and de-fuse an escalating situation
- Identify warning signs of potential violence and take immediate, appropriate steps
- Name and describe the levels of disruptive behavior and ways to handle each level
- Describe the fear response, and identify ways to deal with fear and anxiety
- Describe the levels of the Defensive stage and how to intervene at each stage
- Name the do's and don'ts of verbal and physical intervention
- Provide effective care and welfare of bystanders and others in proximity to incident
- Work with others as a team to intervene and control an escalating situation
- Describe the COPING model of tension reduction after an intervention

## **The Employee Assistance Program presents Bullying in the Workplace**

Workplace bullying can be devastating to employees, workteams, working relationships, motivation and productivity. To avoid fostering a workplace culture of bullying and a climate of mistrust and fear, the problem needs to be taken seriously and proactively addressed and resolved. This class will explore the causes, effects and targets of bullying in the workplace, and effective ways to stop it in its tracks.

Workplace bullying is when one a person or group of people in a workplace single out another person for unreasonable, embarrassing, or intimidating treatment. Usually the bully is a person in a position in authority who feels threatened by the victim, but in some cases the bully is a co-worker who is insecure or immature. Workplace bullying can be the result of a single individual acting as a bully or of a workplace culture that allows or even encourages this kind of negative behavior.

In workplaces where there is a culture of workplace bullying, they may not purposefully support bullying, but they may develop a problem with it either through not taking workplace bullying seriously or by developing the habit of placing blame and fault finding instead of solving problems.

According to the Workplace Bullying Institute, up to a third of workers may be the victims of workplace bullying. About twenty percent of workplace bullying crosses the line into harassment

**Regardless of its source, workplace bullying can have serious negative effects on employees, such as:**

- Stress
- Absenteeism and low productivity
- Low morale, increased conflicts
- Lowered self-esteem and depression
- Anxiety
- Digestive upsets
- High blood pressure
- Insomnia
- Trouble with relationships due to stress over work
- Post traumatic stress disorder