



TRAINING & WORKSHOPS

At Capital EAP & Capital Counseling

2019 Edition

OVERVIEW

Capital Counseling provides professional training and education for both individuals and businesses. Our professional corporate trainers and teaching counselors can assist organizations looking to improve a variety of organizational and interpersonal skills.

WHAT TO EXPECT

Our focus is on in-person, skills development. Classes are small – typically no more than 35. Students are expected to participate in open discussion, interactive activities, role-plays and other skills development exercises so content is not simply delivered, but practiced and adopted.

- Your class will be delivered live and in-person at your facility
- Your instructor will provide training handouts to your employees to reference after the training has concluded
- Your team will leave the workshop equipped with the necessary tools to improve their skills
- Webinar-based workshops available upon request

SCHEDULING A TRAINING

Please send an email to Jamie Dunne jdunne@capitalcounseling.org, or call 518.465.3813 x117.

**Any cancellations or rescheduling will require a 48-hour notice*

THINGS TO NOTE

- Standard class size for all trainings is **35 people**
- Dependent on the training, exceptions can sometimes be made for an additional fee
- No classes may be recorded without prior authorization & require additional fees
- Workshop customization is available at an additional fee

FEES

EAP Clients: \$225/hour. (Discounts apply if purchasing in bulk)

Non-EAP Clients: \$300/hour.

**Custom trainings & recording/reuse licenses will require additional fees*

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MENTAL HEALTH & WELLNESS

<p>De-Stress for Work Success ⌚ Duration: 2 hours *Dependent on trainer’s schedule</p>	<p>This workshop will teach participants the effect of stress on the mind and the body, how to cope with stress using breathing techniques, and mindfulness to promote energy and concentration at work. This program also includes simple stretches that may be used at work. It will end with a short guided meditation to promote tension release and relaxation.</p>
<p>Intro to Mindfulness ⌚ Duration: 1 hour</p>	<p>This workshop will equip participants with mindfulness tools such as progressive muscle relaxation, grounding exercises, mindful eating, deep breathing, meditation, guided imagery, gratitude and much more. There are many benefits to practicing Mindfulness such as improving reasoning and memory, maintaining balance with work, school, relationships and responsibilities as well as increasing happiness and a sense of purpose while developing a healthier lifestyle.</p>
<p>Intro to Meditation ⌚ Duration: 1 hour</p>	<p>This workshop will teach participants the history of meditation, how to practice meditation, and how to overcome difficulties with meditation practice. Participants will become aware of how to use meditation to cope with stress, anxiety, depression and more. This class promotes relaxation, stress release, mind clarity and focus.</p>
<p>Seated Serenity ⌚ Duration: 1 hour *Dependent on trainer’s schedule</p>	<p>During this workshop participants will have the opportunity to learn breathing techniques, basic stretching and will be guided through a flow which includes using the combination of breathing and stretching poses while using the chair for support and balance. Participants will be left with the knowledge of how to promote a personal sense of calm for both mind and body.</p>
<p>Chair Massage ⌚ Duration: Varies</p>	<p>This is a massage for 10-15 minutes, done through the clothing and performed in a specially designed ergonomic massage chair. It will focus on key tension areas in the back, neck, shoulders and arms.</p>
<p>Nutrition 101 ⌚ Duration: 1 hour</p>	<p>Participants will learn nutrition principles that can be applied to any healthy eating plan. Topics discussed will include the USDA Dietary Guidelines, nutrition facts labels, and practical strategies for eating well.</p>
<p>Emotional Eating ⌚ Duration: 1 hour</p>	<p>This workshop will address the relationship between stress and diet. Participants will learn how to mindfully address signs of emotional eating. Tips and nutritional strategies for sleep, cravings and diet planning will be covered. The class will also include information relevant to those who suffer from sleep loss, stress, anxiety and/or depression.</p>
<p>Feeding Families Healthy Meals ⌚ Duration: 1 hour</p>	<p>Basic tips on how to eat healthy will be covered throughout this class, as well as strategies for grocery shopping, tips for parents and families, and some staple foods to keep in your pantry.</p>

<p>Weight Management ⌚ Duration: 1 hour</p>	<p>This presentation discusses the facts of weight management, energy balance, calorie needs per day, exercise, obstacles, portion distortion, mindless eating, meal and snack planning just to name a few things.</p>
<p>Healthy Lunchbox ⌚ Duration: 1 hour</p>	<p>Participants will leave with tips, ideas and recipes! This session is for those who skip meals, run out of time and ideas, or order take-out for lunch. But it's also appropriate for those with special dietary needs, such as hypertension, heart disease and diabetes that have resulted from unhealthy food choices.</p>
<p>Healthy Holiday Eating Habits ⌚ Duration: 1 hour</p>	<p>This nutrition-based workshop will focus on healthy ways to enjoy winter celebrations. Participants will uncover myths about holiday foods and learn healthy substitutions for traditional recipes. Tips and strategies for preventing unwanted weight gain while celebrating the season will be.</p>
<p>Eating Right on a Budget ⌚ Duration: 1 hour</p>	<p>During this training, attendees will learn about purchasing cost efficient nutritious foods. Examples of the advice offered are to plan, find discounts and coupons, make a list and follow it, prepare the correct servings to avoid food waste, choose frozen or in season produce, read food labels, buy in bulk when healthy items are on sale, cook at home, and creative ways to use leftovers. Together, let's stick to the budget!</p>
<p>Understanding Anger ⌚ Duration: 2 hours</p>	<p>This training will explore the root, masks, and risks of anger. The training will also focus on effective strategies for managing anger and creative alternatives to anger.</p>
<p>Understanding Depression & Mood Disorders ⌚ Duration: 2 hours</p>	<p>This overview of depression will consider its wide-ranging effects on an individual. Participants will engage in activities that allow them to learn to experience uncomfortable emotions and thoughts and continue to be in control of their day. Participants will benefit by understanding depression and learn tools to cope with the associated symptoms.</p>
<p>Understanding Personality Disorders ⌚ Duration: 2 hours</p>	<p>This session is ideal for anyone interested in the complexities of personality disorders including individuals seeking to explore their own symptoms, family members and friends who support someone with a personality disorder, or professionals seeking professional development and increased understanding in the area of personality disorders.</p>
<p>Mental Health Awareness & Assistance ⌚ Duration: 2 hours</p>	<p>This training explores how to recognize the signs that someone is in distress and take effective, caring steps to help. This session will discuss preventing distress, signs and symptoms of distress, how a person might behave when they are experiencing mood problems addictions and suicidal thoughts, and focus on building trust and establishing rapport, not on diagnosing.</p>

<p>No More Stinkin' Thinkin' ⌚ Duration: 2 hours</p>	<p>This is a stress management training that helps individuals change the way they view stress to help boost resiliency and improve work-life satisfaction. Participants will learn how to identify the signs and symptoms of stress by looking at their thoughts, feelings, physical sensations and behaviors.</p>
<p>Seasonal Affective Disorder (SAD) ⌚ Duration: 1 hour</p>	<p>Participants will learn the common symptoms of SAD, theories for why it happens, as well as treatments that can be effective. Anyone concerned that they may suffer from this type of seasonal depression will leave with a plan for improving their symptoms to help them feel better throughout the year.</p>
<p>Work-Life Balance: The Secrets to Living a Balanced Life ⌚ Duration: 2 hours</p>	<p>In this training, participants will explore beliefs and perspectives of the meaning of a balanced life, map a true picture of their current life and their ideal balanced life and walk away with applicable, practical strategies to create greater balance in their lives.</p>
<p>Strategies for Better Self-Care ⌚ Duration: 1 hour</p>	<p>Participants will learn what self-care is, and how a failure to take care of oneself in one area can affect them in another area. A Self-Care Assessment Tool will be given to you to help you identify self-care strategies in the following areas: physical, psychological, emotional, spiritual and professional.</p>
<p>Suicide Awareness & Prevention ⌚ Duration: 1 hour</p>	<p>This class will cover the basic principles of suicide risk, including who is at risk and how to identify signs of suicidality. Participants will also develop communication strategies to engage someone who may be at risk and where to go for help. For those interested in getting more involved in suicide prevention efforts, a list of community and national resources will be provided.</p>
<p>Caregiver Issues ⌚ Duration: 2 hours</p>	<p>Studies show that more than half of all caregivers suffer from depression, while a significant majority experience what is commonly referred to as "caregiver stress." This session will present an overview of the challenges facing caregivers, discuss common signs that stress may be affecting your physical and mental health, and guide you through new strategies for coping that may help during these difficult times.</p>
<p>Anxiety Free. Restructuring Thoughts to Eliminate Anxiety ⌚ Duration: 1 hour</p>	<p>Anxiety affects more Americans every year than any other mental health disorder, but is also the disorder that can be treated most effectively. This class will outline approaches to anxiety management and reduction proven to work. Participants will learn about the physiology of anxiety, and will have the opportunity to try out techniques in class such as identifying core beliefs, breathing and relaxation, and anxiety acceptance. Participants will leave with an understanding of tools that can be used to reduce anxiety and how the therapeutic process can be used to support this process.</p>

<p>Promoting Kindness and Compassion in the Workplace ⌚ Duration: 2 hours</p>	<p>This training is intended to create a kinder and more compassionate workplace. Participants will first learn about different types of workplace cultures, and gain a deeper understanding on how workplace culture can have a direct influence on workplace attitudes and how we treat each other within our workplace. Participants will also gain insights on ways to become a more compassionate employee and ways to inspire compassion in others</p>
<p>Understanding Stress & How to Stress Less ⌚ Duration: 1 hour</p>	<p>This class, facilitated by a professional therapist, introduces participants to the psychology and physiology of stress as a means for understanding and mitigating negative stress reactions. This session will demonstrate how variable levels of stress affect performance – positively and negatively. The class will discuss factors contributing to stress and how to minimize them, and offer insight into practical ways to manage stress when unavoidable. The session will also help participants gain an understanding of how our perception of an experience as “stressful” affects our reactions and ultimately, how to use that same process to alter our perceptions to reduce stress.</p>
<p>Understanding Substance Use Disorders ⌚ Duration: 1 hour</p>	<p>This training is designed to help its viewer understand the basics of Substance Use Disorder and break down some of the stigma that is associated with substance use. There is also a very brief overview of different types of substances and how they are typically administered. Different types of treatment for those living with a Substance Use Disorder are also explained, along with steps one can take to help a loved one or peer with a Substance Use Disorder.</p>
<p>Introduction to DBT ⌚ Duration: 3 hours</p>	<p>This training provides an introduction to Dialectical Behavior Therapy (DBT). DBT is a cognitive behavior therapy that emphasizes individual psychotherapy and group skills training classes to help individuals learn new skills and strategies to develop a life that they experience as worth living. DBT skills include skills for mindfulness, emotion regulation, distress tolerance, and interpersonal effectiveness. This training provides an overview of the components of DBT as well as a discussion of how this therapy can be used to treat a variety of client problems.</p>

COMPLIANCE

<p>Diversity & Cultural Competency  Duration: 2 hours</p>	<p>In this training, participants will gain an increased awareness of diversity as well as increase their ability to value diversity and inclusion in the workplace and our personal lives. Participants will learn how to...</p> <ul style="list-style-type: none"> -Define the current definition of diversity and inclusion -Understand changing viewpoints on diversity -Apply employee engagement practices -Handle conflict in the workplace as it relates to diversity issues -Explore the role of hidden bias and the current demographic trends that demonstrate the reality of diversity. <p>Discussion will also address sensitivity and awareness of gender issues to promote effective working relationships. We will look at the legal responsibilities for individuals and organizations as well as behaviors, which, while not specifically illegal can cause undue stress and harm.</p>
<p>Cultural Competency and Religious Diversity in the Schools  Duration: 2 hours</p>	<p>This training is specifically designed for the public schools. In this training, teachers, principals, and all school staff will gain an increased awareness of religious diversity in the school system and understand how to handle holidays and the December Dilemma. Improved knowledge of the difference between bias, discrimination, prejudice and other key terms will be reviewed. Participants will learn the primary and secondary dimensions of diversity and identify the communication skills needed in order to handle cross-cultural communication amongst students, families and within the school organization.</p>
<p>Sexual Harassment Prevention (Meets NYS Regulation Requirements)  Duration: 2 hours</p>	<p>Harassment includes repeated and intentional behaviors intended to degrade, humiliate, embarrass, or otherwise undermine an employee’s performance. It can come from colleagues, supervisors, or management. This session is an introduction to sexual harassment, including the definition of what constitutes sexual harassment, discrimination, the responsibilities of managers and supervisors in maintaining a harassment-free workplace, and a review of relevant organization policies and procedures.</p>
<p>Workplace Violence Awareness & Prevention  Duration: 2 hours</p>	<p>Training for managers and supervisors in promoting an understanding of workplace violence: its prevalence, its causes and ways to diffuse difficult situations before they escalate to violence; when to access outside help; preventative measures.</p>
<p>Reasonable Suspicion Training (Meets DOT Regulation Requirements)  Duration: 2 hours (Non-DOT) 3 hours (DOT)</p> <p>*Please indicate whether you require the DOT or Non-DOT version upon your inquiry.</p>	<p>This training delivers the necessary tools and skills to recognize and appropriately handle employees exhibiting signs of substance abuse. This training will prepare supervisors for determining whether or not reasonable suspicion exists and what to do when they suspect it. The course content meets DOT mandated 60/60 49 CFR Part 40 requirements, which requires that all persons designated to supervise drivers receive at least 60 minutes of training on alcohol misuse and an additional 60 minutes of training on controlled substances use. By the end you will be able to: 1-learn how to recognize the signs and symptoms of substance abuse in the workplace, 2- learn the proper testing protocols and documentation and 3-receive practical intervention instructions and tips for confronting the employee using scenarios requiring them to respond to sensitive situations.</p>

SUPERVISORY

<p>Decision Making & Delegating ⌚ Duration: 2 hours</p>	<p>Participants will learn successful decision-making strategies including a one-minute decision making process. They will also learn techniques for delegating responsibilities and examine rationalizations for not delegating.</p>
<p>Qualities of an Effective Supervisor ⌚ Duration: 2 hours</p>	<p>This training is designed for first time supervisors or supervisors who have not received training in supervision. It will concentrate on the roles and functions of a supervisor, emphasizing the communication process and how it relates to supervision.</p>
<p>Supervisory Challenges & Solutions ⌚ Duration: 2 hours</p>	<p>In this training, supervisors will learn how to recognize and identify a distressed employee, what their role is in helping that employee meet work performance standards, and how to effectively utilize EAP as a tool for successful intervention.</p>
<p>Leading Change ⌚ Duration: 2 hours</p>	<p>This training is designed for managers and supervisors managing staff during times of organizational change. Participants will learn the dynamics of organizational change, the stages of response to change, and specific strategies for helping employees move through the change process.</p>
<p>Managing Multiple Generations ⌚ Duration: 2 hours</p>	<p>Supervisors will learn about the five generations in the workplace today, understand what makes them different, recognize the keys to managing and working with multiple generations, realize the importance of values, collaboration and communication of each generation.</p>
<p>Leadership Style & Effectiveness ⌚ Duration: 1 hour</p>	<p>This training will take a theoretical and philosophical look at leadership. Recent contemporary leadership styles will be introduced, especially “transformational leadership”. This workshop will create a better understanding of personalizing leadership and choosing effective leadership behaviors.</p>
<p>Addressing Difficult Subjects ⌚ Duration: 2 hours</p>	<p>This training is designed for managers and supervisors who are looking for assistance on how to address difficult subjects with their employees. These subjects might include: issues related to performance, poor relationships with co-workers, hygiene, workplace gossip, inappropriate dress code, etc. Participants will learn steps to help provide constructive feedback to their employees, including how to approach the situation, selecting the right word choices, learning how to be direct in our feedback, reaching an agreement with the employee and making a plan to follow up.</p>

<p>Behavioral Based Interviewing ⌚ Duration: 2 hours</p>	<p>In this training, participants will learn what Behavioral-Based Interviewing is and why they should use it, how to plan the interview, conduct the interview, and evaluate the results. Participants will be given sample questions, including those questions you may or may not ask.</p>
<p>Best Hiring Practices ⌚ Duration: 2 hours</p>	<p>Supervisors will be taught helpful tips regarding resume review, interview tactics, and how to choose the best candidate for the job. This training will also discuss Equal Employment Opportunity and provide case studies on how to best ensure compliance with the law.</p>
<p>De-escalating Aggressive Student Behavior ⌚ Duration: 2 hours</p>	<p>The purpose of this training is to provide teachers with information regarding factors that contribute to student aggression in the classroom, and practical non-violent strategies for de-escalating the behavior of agitated and aggressive students. Understanding the aggression and agitation in the classroom will help teachers successfully implement classroom management techniques which will eliminate the need to use stressful and counterproductive methods. Utilizing relationship building skills will help to address power struggles in the classroom and allow teachers to successfully lower emotional tension, reduce and eliminate threat and re-establish and increase student's self-control.</p>
<p>Increasing Utilization ⌚ Duration: 2 hours</p>	<p>This training is designed to help companies increase their EAP utilization. This training would benefit Human Resources or anyone with management or supervisory responsibilities. Individuals will learn about their EAP benefits, and how to speak to their employees about the value of the benefits. This training will also review how to read the utilization report to better understand how employees utilizing their benefits. Individuals will also learn about effective ways to market EAP benefits to their employees, how to utilize your account manager and the importance of scheduling orientations and having EAP present at benefits fairs. Lastly, this training will have a strong focus on how to talk to employees about EAP in a way that doesn't seem punitive or stigmatizing. By the end of this training, individuals will have developed tools on ways to increase their agencies EAP utilization, therefore reducing employee turnover and increasing productivity.</p>

PROFESSIONAL SKILLS DEVELOPMENT

<p>Assertive Communication Strategies ⌚ Duration: 2 hours</p>	<p>This training is designed to help people become more assertive. Clear communication skills as well as practical applications are emphasized to empower participants with the ability to create “win/win” situations in their lives.</p>
<p>Conflict Resolution ⌚ Duration: 2 hours</p>	<p>In this training participants will learn how to more effectively set a positive communication climate with others, reverse a negative communication climate, avoid conflict generating statement & actions, take responsibility for managing conflict, pinpoint the seven cause of conflict, utilize all five conflict management styles and self-mediate a conflict.</p>
<p>Dealing with Difficult People ⌚ Duration: 2 hours</p>	<p>This training offers the insight needed to understand the difficult people in our lives. It includes an introduction to the behavioral dynamics and essential communication strategies designed to diffuse difficult encounters and move beyond conflict to problem resolution.</p>
<p>Effective Listening ⌚ Duration: 2 hours</p>	<p>This training will heighten awareness of the way that people use their listening skills. It will introduce participants to various types of listening, the anatomy of effective listening, and increase awareness of their own unique style of listening.</p>
<p>Public Speaking ⌚ Duration: 2 hours</p>	<p>This engaging training will teach the components of effective public speaking and will address communication styles. Strategies and elements of the presentation will be discussed, including proper planning for the presentation, information within the limits, effective introductions and conclusions, as well as outlining.</p>
<p>Time Management ⌚ Duration: 2 hours</p>	<p>Attendees will add the following tools to their professional tool kit: key concepts about time management, positive affirmations, the 3-Tests of Time, short and long-term planning aids, how to organize and pros and cons of technology & multi-tasking.</p>
<p>Team Building ⌚ Duration: 2 hours</p>	<p>This training is designed to maximize team productivity and growth. Tools are integrated to recognize individual needs and maximize individual strengths to benefit the entire team. Teams will be taught conflict resolution skills to maximize peak performance.</p>
<p>Successful Communication ⌚ Duration: 2 hours</p>	<p>This training will heighten awareness of the ways we communicate with our co-workers. Participants will identify communication strategies to overcome resistance and conflict. Also included will be an overview of common communication pitfalls, the use of non-verbal skills for greater impact, assertiveness skills, and specific techniques for managing difficult interactions.</p>

Skillful Customer Service

🕒 Duration: 2 hours

In this training, participants will be able to state three customer service expectations, list the steps in the customer contact sequence, and identify behaviors that may cause hostility, develop strategies for handling difficult customers, and identify positive communication techniques to use with customers.

FIRST RESPONDERS

<p>First Responder Program Introduction and Overview ⌚ Duration: 2 hours</p>	<p>This presentation will explain the First Responder services available at Capital EAP as well as the standards and protocol set by Initiative 13. This training will provide education and explanation for how to effectively implement these evidence based strategies, such as After Action Review, into your department.</p>
<p>Behavioral Health Conditions and First Responders ⌚ Duration: 1 hour</p>	<p>This training will provide participants with the understanding of various behavioral health concerns that affect First Responders, including a detailed look at Depression, PTSD, Acute Stress Disorder, Compassion Fatigue and Burnout and Substance Use. This training will also provide the tools necessary to identify the signs and symptoms of suicidal ideations and to understand the statistics around First Responders and suicidal attempts. This training will also look at barriers that First Responders face when trying to access care as well as how to identify and develop coping and self-care strategies.</p>
<p>First Responders and the Effects of Post-Traumatic Stress Disorder ⌚ Duration: 1 hour</p>	<p>This training is designed specifically to the first responder population and how they are affected by daily exposure to traumatic events through their work. It will identify the differences between PTSD within the civilian population vs. the population for first responders, the warning signs and symptoms of this disorder, maladaptive reactionary behaviors, and resources for treatment to prevent the impact of PTSD leading to further dysfunction.</p>
<p>The Impact of Workplace Violence on First Responders ⌚ Duration: 1 hour</p>	<p>In this training, participants will learn how to identify factors that can lead to conflict with citizens, as well as identifying natural reactions that can fuel conflict. This training will provide First Responders with communication strategies to reduce conflict and hostility as well as provide an understanding of anger and de-escalation strategies.</p>
<p>Suicide Risks, Prevention and Intervention for First Responders ⌚ Duration: 1 hour</p>	<p>This training is designed for First Responders to bring awareness to the misconceptions surrounding suicide and the protective measures that can be put in place to help prevent suicide. This training will also address how to identify the common signs of suicidality, some of the reasons for suicidality, and the steps one can take if a suicidal crisis does occur.</p>



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