Humana 2020
One-hour seminars for employees

Use this catalog to search for seminars of interest to your workforce.

Select the links on the left to browse a wide selection of seminars in each topic area.

These non-insurance services are provided by Humana EAP and Work-Life Services.
Welcome to the 2020 Seminar Catalog for Employees. We are excited to announce that this catalog includes several new topics as well as our most well-received seminars from previous years.

Requesting a seminar

• You may request a seminar through your account manager. Please make your requests at least four weeks in advance and provide at least three alternate dates. This will help us secure the best possible facilitator for your topic. Please note that although many requests can be processed in less time, some may take longer.
• Please note: Some topics may not be available for on-site delivery in all geographic locations. In the event of such a situation, we will provide an outstanding subject matter expert to deliver the content through a webinar.
• The recommended group size for on-site seminars is 25 participants. Our seminars are designed to encourage interaction and are not as effective with large groups.
• Seminars are one hour in length.
• Seminars delivered under contract generally cannot be customized. However, customization as well as the development of new content is available on a fee-for-service basis.
• For on-site seminars, we will provide you with slides and handouts in electronic format one week prior to the seminar date.
• Cancellation within one week of the scheduled date is subject to a $100 administrative fee; cancellation within two business days of the scheduled date is subject to 50% of the quoted price for fee-for-service seminars and counted against contract hours for contract seminars.
• Hours must be used in the calendar year for which they were contracted.
Table of contents

New seminars

Select the bookmarks on the left to see seminar topics in each category

Enhancing personal effectiveness

- Individual growth and development ................................................................. 7
- Happiness ........................................................................................................ 9
- Resilience and stress management .................................................................. 10
- Mental health and emotional well-being ......................................................... 13
- Communication skills .................................................................................. 18

Enhancing health and wellness

- Skills for meeting health goals ....................................................................... 20
- Nutrition strategies ....................................................................................... 22
- Healthy habits ............................................................................................... 24

Enhancing workplace effectiveness

- The respectful workplace ........................................................................... 28
- Strategies for professional success ............................................................... 30
- Workplace communication and interpersonal relationships .................... 32

Enhancing financial well-being

- Strategies for planning and saving ............................................................... 35
- Financial foundations .................................................................................. 36

Enhancing parent effectiveness

- Parenting and child care ............................................................................ 38
- Child development ........................................................................................ 41
- Education and learning ............................................................................. 43

Enhancing caregiver effectiveness

- Planning for older adult care ..................................................................... 44
- Caregiving, housing options and senior health ......................................... 45
New seminars

The All-Abilities Workplace
(May be available only as a webinar in some locations.)

Disability may touch our lives at some point. For example, you may use a wheelchair or be visually or hearing impaired, or you may have friends, family members or co-workers who are differently-abled. Developing a deeper appreciation of each individual’s unique talents and contributions is important to creating inclusive and supportive workplaces and communities. This presentation can help us be more conscious of how we think and talk about disability, how we interact with people of all abilities and how we can improve access and inclusivity in the workplace.

Objectives: Following this seminar, participants will be better able to:
• Use respectful language/terms related to abilities
• Offer assistance in respectful ways
• Understand basic concepts of “universal design” to improve access

The Amazing Properties of Exercise

This presentation will shed light on the amazing benefits of exercise. Physical activity can improve the way we feel, help us function better, get better sleep and reduce the risk of a number of chronic health conditions. Find out why the former director of the National Institute on Aging, Robert N. Butler, M.D., said “If exercise could be packed in a pill, it would be the single most widely prescribed and beneficial medicine in the nation.”*

Objectives: Following this seminar, participants will be better able to:
• Think about physical activity in a new way
• Understand highlights from the Physical Activity Guidelines for Americans, 2nd Ed.
• Identify their “why”
• Increase movement throughout the day: even short bouts provide benefits

New seminars

Diabetes: Strategies for Healthy Living
(May be available only as a webinar in some locations.)
Diabetes is a common but potentially serious condition. According to the 2017 National Diabetes Statistics Report, 30.3 million people in the U.S., or 9.4% of the population, had diabetes in 2015.* Diabetes is manageable, and it's important to understand how it affects the body and steps you or your loved ones can take to live a healthy life with this condition.

**Objectives:** Following this seminar, participants will be better able to:
- Understand what diabetes is, how it affects blood sugar (glucose), the different types of diabetes and the tests used to diagnose diabetes
- Identify possible complications of diabetes
- Understand strategies to help manage the condition, including medications, eating right, physical activity and stress management


Managing Stress and Anxiety in Challenging Times
This seminar will help participants learn tips for managing anxiety and challenging emotions in a world that can sometimes seem divided, troubling and even traumatizing. We will focus on strategies to support well-being and resilience and reduce the negative impact of stressful events, distressing news and challenging conversations.

**Objectives:** Following this seminar, participants will be better able to:
- Understand and recognize secondary/vicarious trauma and how to reduce its effects
- Help children, teens and other loved ones talk about their concerns
- Focus on your and your family’s priorities and find ways to make a difference
- Identify strategies for handling stressful conversations
- Practice techniques for managing stress reactions and anxiety
- Reach out for help form resources including the EAP
Substance Abuse, Addiction and Those You Care About

In 2018, 19.3 million people age 18 and older had a substance use disorder. According to the recent National Survey on Drug Use and Health, alcohol continues to be the most abused substance in the U.S., marijuana use disorder among young people increased significantly, use of methamphetamine rose among adults, opioid abuse and overdose are still major threats in many communities nationwide and serious mental illness is rising among youth and adults, often coexisting with substance abuse problems.* With the physical and mental health dangers posed by substance use disorders, we need to understand what we can do to help our loved ones get the help they need to prevent or treat it.

Objectives: Following this seminar, participants will be better able to:
• Understand the range of substance use disorders, including addiction
• Recognize the signs and symptoms of substance abuse
• Identify the signs of enabling and how to break the cycle
• Understand what to do if someone you know might be struggling with substance abuse or addiction
• Identify resources that can help


Understanding and Counteracting Vicarious Trauma

Many professions involve working with and/or responding to troubling or traumatic situations. Vicarious or secondary trauma is the emotional residue from exposure to these situations. This exposure can lead to stress or trauma reactions, re-stimulation of past personal trauma, numbness, job burnout and other effects. This presentation will help participants understand vicarious trauma and identify strategies to support resilience and well-being.

Objectives: Following this seminar, participants will be better able to:
• Define vicarious or secondary trauma
• Identify the aspects of your profession that are potentially traumatizing
• Understand the effects of secondary trauma
• Describe protective factors
• Identify tips for surviving and thriving in a challenging role
Understanding and Preventing Suicide

With suicide rates in most U.S. states on the rise since 1999,* as well as high-profile suicides and the discomfort that many people feel around mental health issues, there is a growing need to talk frankly about suicide and mental health, including in the workplace. It’s important for everyone to recognize the signs that someone is struggling and might be considering or planning suicide, and to know how to start a conversation to show concern and help guide the person to support, professional counseling or perhaps immediate crisis intervention. This seminar will help participants understand suicide risk factors, recognize signs of possible suicidality and will provide actionable steps for guiding someone toward professional help, including assistance from the EAP and other national crisis response resources.

Objectives: Following this seminar, participants will be better able to:

• Understand suicidality: risk factors, prevalence and current trends
• Recognize signs of possible suicidality
• Know what to do if you, a loved one or a colleague is showing signs of emotional distress or possible suicidality, and how to get professional help, including crisis assistance, the EAP and other resources
• Access resources for coping with someone else’s suicide

Employee seminars

Enhancing personal effectiveness

Individual growth and development

Emotional Intelligence: Improving Your Professional and Personal Life

Emotional intelligence (EI) is the ability to effectively manage emotions in ourselves and in our relationships. Having a high emotional quotient (EQ) can help you be more effective at work, deal better with difficult situations and have more satisfying and fulfilling relationships.

Objectives: Following this seminar, participants will be better able to:
- Identify their EI strengths and weaknesses
- Increase their EI by improving self-awareness, self-discipline, persistence and empathy
- Acquire tools for dealing with difficult situations

Envisioning a Rewarding Retirement

More and more people lead very active lives well into their later years; so it’s important to start planning for the life you envision during retirement. This seminar will help participants consider what values, activities and goals they want to pursue—including the possibility of an “encore” career and other types of work. (Please note that this is not a financial seminar.)

Objectives: Following this seminar, participants will be better able to:
- Identify their hopes for and concerns about retirement
- Explore what it means to them to have a fulfilling life in retirement
- Consider post-retirement “encore” careers and work/volunteer options

Getting and Staying Organized

The ability to maintain order at home and at work is essential to productivity, efficiency and a sense of well-being and control. The benefits of being organized include experiencing less stress, being better able to manage time and creating an environment of peace and serenity.

Objectives: Following this seminar, participants will be better able to:
- Recognize the benefits of being organized
- Apply basic organizational strategies for work and home
- Teach their children organizational skills
Introvert/Extrovert: Which One Are You?

Why do some employees consistently generate new ideas? Why do others frequently lead the discussion in meetings? The answers may lie within the unique qualities that distinguish introverts from extroverts. Both groups are valuable to an organization, yet their potential can be compromised by misconceptions. This seminar dispels the myths associated with each group and offers strategies for both to work together better.

**Objectives: Following this seminar, participants will be better able to:**
- Define introversion and extroversion
- Determine their type
- Identify strengths of both
- Work best with members of the opposite type

Finding Purpose: The Gateway to Well-being

Finding purpose in our personal and professional lives is something we all strive for. This seminar explores the impact of purpose on health and well-being, why it matters and strategies to help participants explore the things that give them a sense of purpose and how to tap into that purpose with intention.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the impact of purpose on well-being
- Identify ways to reinvigorate and deepen your sense of purpose

Reaching Your Personal and Professional Goals

Meeting goals requires not only motivation but also a concrete plan. The great news is that dreams can come true if you work toward achieving them, one step at a time.

**Objectives: Following this seminar, participants will be better able to:**
- Identify and prioritize their goals
- Examine any resistance they have to goal achievement
- Identify the steps necessary to achieve their goals
- Develop a plan to deal with obstacles and evaluate progress
Happiness

Happiness Boosters
Curious about natural ways to boost mood and happiness? This seminar will help participants learn some simple and effective ways to enhance their happiness through nutrition, outdoor activity, movement, laughter, hobbies, social connection, creativity and curiosity.

Objectives: Following this seminar, participants will be better able to:
• Understand factors that affect our moods
• Assess how current activities, habits and behaviors either fuel or suppress happiness
• Build “happiness boosters” into everyday life

Positive Psychology: Enhancing Your Happiness
Happiness is a surprising concept. Money doesn’t buy it. Making it a goal can chase it away. Yet if you adopt certain behaviors and attitudes, happiness can come to you. This seminar describes those behaviors and attitudes.

Objectives: Following this seminar, participants will be better able to:
• Identify behaviors that enhance happiness
• Make a game plan to enhance their happiness
• Put their game plan into action

Yes, You Can Learn to Be an Optimist
It isn’t surprising that people who can put an optimistic spin on negative events tend to be healthier and less stressed. What may be surprising is that optimism can be learned. This workshop demonstrates how to reframe your thinking to have a more positive attitude, alter self-defeating patterns of thought and utilize constructive self-feedback to reach your goals.

Objectives: Following this seminar, participants will be better able to:
• Identify their tendency toward optimistic or pessimistic framing of events
• Utilize techniques for reframing their interpretation of stressful situations
• Practice optimistic thinking
Resilience and stress management

Altering Your Response to Stressful Situations
Your boss gives you an emergency assignment late Friday afternoon. You find out that your loved one may need surgery. Your teenager says something hurtful to you. The temptation in each of these situations may be to respond without thinking, letting your emotions take control. But that’s often the worst thing to do. This seminar demonstrates effective ways to manage emotions even in the most stressful of situations.

Objectives: Following this seminar, participants will be better able to:
• Assess their current ability to effectively cope with stress
• Recognize some of the factors that contribute to susceptibility to strong negative reactions to stress
• Utilize techniques to develop “stress hardiness”

The Best Holiday Gift of All: Well-being
Major holidays sometimes don’t match our expectations of happy families and good times. As a result, people sometimes find holidays to be a challenge to their personal well-being. This seminar discusses effective strategies for reframing expectations and enhancing aspects of well-being related to purpose, belonging, security and health during the holidays.

Objectives: Following this seminar, participants will be better able to:
• Understand the sources and impact of holiday stress
• Reframe expectations
• Identify effective strategies for improving various aspects of well-being during the holiday season

Building Resilience: Your Best Weapon Against Stress
Resilience is not developed overnight; it’s the result of many factors and life experiences. This seminar includes a resilience self-assessment and reviews the components of resilience, why resilience is so important in today’s world and how to nurture your own resilience through wellness practices and other strategies.

Objectives: Following this seminar, participants will be better able to:
• Understand the importance of building resilience to prevent and fight stress
• Identify personal (internal) and environmental (external) factors that aid or interfere with resilience
• Utilize wellness strategies and identify resources to support and build personal resilience
Embracing Change

Change is normal, natural and inevitable. It’s also frequently unexpected, challenging and stressful. Dealing with unwanted change while having no control over the outcome is the biggest challenge of all. (Note: This seminar focuses on change in participants’ personal lives. For organizational change, see Navigating the Seas of Organizational Change under “Workplace Skills.”)

Objectives: Following this seminar, participants will be better able to:

• Understand why adapting to change can be so difficult
• Identify their own personal strengths and challenges in adapting to change
• Increase their ability to deal with unwanted change

Introduction to Meditation: Reduce Stress and Improve Performance

(Available as an on-site seminar in New York City, Boston, San Francisco, Los Angeles and Miami; available as a webinar in all locations. This one-hour seminar is offered through Journey Meditation and counts as two contracted seminar hours, or at an additional cost as a fee-for-service webinar/seminar.)

Now more than ever, people crave the tools to quiet their busy minds. In this seminar, participants will learn the basics of meditation and how to incorporate it into their lives. They will enjoy a simple, modern, approachable meditation and will leave with tools to help them reduce stress and improve performance. This seminar will also include information about the mental, physical and emotional benefits of meditation and the science that supports it.

Objectives: Following this seminar, participants will be better able to:

• Understand how meditation affects the mind and body
• Reduce their stress at work and beyond
• Improve their focus, concentration and performance

Managing Life’s Competing Demands

Most of us play multiple roles and have a variety of responsibilities both on and off the job. However, when the demands placed upon us conflict, the results are often stress and anger. Whether you’re in a relationship or not, have children or not, live alone or not, how can you achieve a reasonable balance between work responsibilities and outside demands? This seminar teaches ways to handle multiple roles, ease transitions and be more effective at work and at home.

Objectives: Following this seminar, participants will be better able to:

• Identify and prioritize major work and personal roles they juggle on a regular basis
• Recognize areas in which they experience role conflict
• Practice strategies for decreasing role conflict and reducing stress
Managing Stress and Anxiety in Challenging Times (New in 2020)

This seminar will help participants learn tips for managing anxiety and challenging emotions in a world that can sometimes seem divided, troubling and even traumatizing. We will focus on strategies to support well-being and resilience and reduce the negative impact of stressful events, distressing news and challenging conversations.

**Objectives:** Following this seminar, participants will be better able to:

- Understand and recognize secondary/vicarious trauma and how to reduce its effects
- Help children, teens and other loved ones talk about their concerns
- Focus on your and your family’s priorities and find ways to make a difference
- Identify strategies for handling stressful conversations
- Practice techniques for managing stress reactions and anxiety
- Reach out for help form resources including the EAP

Tension-Reduction Techniques

Someday, the 21st century may be known as “The Tense Century.” On top of deadlines, errands, rush-hour traffic and family obligations, we face endless concerning news in the media. How can we begin to deal with this tension? One effective way is to learn relaxation techniques. This interactive seminar teaches participants how to use these techniques to enhance health, mood and well-being.

**Objectives:** Following this seminar, participants will be better able to utilize the following techniques to increase resilience and reduce tension:

- Deep breathing
- Progressive muscle relaxation
- Stretching
- Visualization
- Meditation

Time Management: Putting First Things First

In our fast-moving society, rather than managing our time we may feel that time is managing us. This seminar offers tips and strategies to take control, improve efficiency, set priorities and maximize productivity.

**Objectives:** Following this seminar, participants will be better able to:

- Develop professional and personal mission statements to use as time management goals
- Set priorities
- Effectively utilize time management tools
Understanding and Overcoming Stress

While we can’t always control the amount of stress in our lives, we can lessen its impact. This seminar describes the signs and symptoms of stress, how to identify and what to do about personal stressors and ways to turn negative pressure into positive energy.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the nature of stress and its physical, behavioral and emotional impact
- Assess how their personal and work challenges affect their stress level and productivity
- Utilize effective mechanisms for coping with stress

Using Mindfulness to Combat Stress

You don’t have to go to a gym or on a retreat to get the benefits of mindfulness and relaxation. In fact, you don’t have to leave your workspace. This seminar features mindfulness and guided relaxation exercises to help you feel your best so you can do your best at work.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the value of mindfulness and how it is used today
- Practice mindfulness to reduce stress
- Incorporate stress-reducing techniques into daily life and at work

Workplace Yoga and Meditation

While it’s lovely to imagine a beautiful spa or a rolling green lawn to practice yoga or meditation, both are actually highly effective even in the midst of day-to-day pressures. This seminar provides exercises in both yoga and meditation that can be done at work to improve your outlook and your day.

**Objectives: Following this seminar, participants will be better able to:**
- Reduce their stress and improve their outlook at work via yoga and meditation
- Practice these techniques on a daily basis

Mental health and emotional well-being

Avoiding and Dealing with Anxiety

Anxiety is a common but unpleasant feeling that can interfere with enjoyment of life and productivity at work. Fortunately, there are ways to minimize becoming anxious and there are some effective ways of managing anxiety when it does occur.
Current seminars

**Objectives: After completing this seminar, participants will be better able to:**
- Understand why anxiety occurs
- Learn ways to avoid or decrease feeling anxious in stressful situations
- Manage anxiety

**Being There: Supporting Those Dealing with Life Challenges**

We all want to be able to support friends, loved ones and colleagues during times of grief or hardship, but it can be challenging to know the “right” way to be there for someone you care about who is coping with a distressing situation. This seminar will help participants feel more comfortable supporting those in their lives and workplaces who may be dealing with loss, illness or other serious life challenges.

**Objectives: Following this seminar, participants will be better able to:**
- Identify ways to communicate compassionately—yet comfortably—with someone who is dealing with a challenge
- Help support others in ways that are appropriate to the relationship and the situation
- Understand and access well-being resources and benefits, including EAP and Work-Life

**Coping with Grief and Loss**

Coping with grief and loss is painful. Bereaved people may experience a wide range of feelings, and they may be astonished by how long the grieving process lasts. Bereaved people may also feel overwhelmed and find it difficult to go back to work or to carry out the usual tasks of everyday life. This seminar focuses on understanding and dealing with loss.

**Objectives: Following this seminar, participants will be better able to**
- Understand the process people go through when faced with a personal loss
- Identify normal grief reactions
- Find out when and how to get help dealing with loss
- Manage feelings that accompany loss
- Be supportive of loved ones who are coping with grief and loss

**In the Aftermath: Resiliency, Coping and Helping Others After Distressing Events**

From natural disasters to violence, different types of distressing events affect us at the individual, family, community and workplace levels. Whether events happen in our communities or at a distance, many people experience challenging emotions or have trouble coping in the aftermath of disasters or distressing situations. This seminar will help participants leverage strengths and support to cope, heal, adjust and help others.
Objectives: Following this seminar, participants will be better able to:
- Identify strengths and sources of resiliency and support to leverage after a distressing event
- Develop approaches to apply when helping others, including children
- Understand and access well-being resources and benefits, including EAP and Work-Life

Making Mental Health a Priority

With a rise in suicides in most states in the U.S.,* as well as recent high-profile suicides, there is a growing movement to make talking about mental health a priority, especially in the workplace. In order to promote an emotionally and psychologically healthy workplace, it’s important for everyone to recognize the signs that someone is struggling and know how to start a simple conversation to show concern and help guide the person to support, counseling or perhaps immediate intervention. This seminar will help participants recognize signs of emotional or psychological distress and possible suicidality, and will provide actionable steps for starting a conversation and guiding someone toward professional help, including assistance from the EAP.

Objectives: Following this seminar, participants will be better able to:
- Recognize signs of emotional or psychological distress, as well as possible suicidality
- Understand the basics of common mental health conditions, such as depression and anxiety, as well as suicidality
- Identify a simple plan of action for starting a conversation with and guiding a colleague or loved one to professional help, including the EAP and other resources


Managing Anger: Yours and Other People’s

Someone cuts you off while you’re driving. The elevator doors close just as you are rushing to an important appointment. Your project is delayed when a vendor misses a deadline. A co-worker says something you find insulting. It can be so easy to get angry when things go wrong, yet anger will rarely help you get your needs met.

Objectives: Following this seminar, participants will be better able to:
- Identify the signs of anger in themselves and others
- Recognize the negative effects of anger
- Manage their anger
- Deal with other people’s anger

Recognizing Depression

Everyone experiences the blues and the blahs occasionally. However, if you or someone you care about shows a consistent, lasting lack of interest in activities that used to be pleasurable, this could be a sign of depression. Depression is a treatable medical condition, but it’s essential to seek help.
Objectives: Following this seminar, participants will be better able to:

• Recognize clinical depression as a common, treatable disease
• Identify the major signs and symptoms of depression
• Obtain a general understanding of how depression is treated
• Understand what to do if they or someone they know is showing signs of depression

Substance Abuse, Addiction and Those You Care About (New in 2020)

In 2018, 19.3 million people age 18 and older had a substance use disorder. According to the recent National Survey on Drug Use and Health: alcohol continues to be the most abused substance in the U.S., marijuana use disorder among young people increased significantly, use of methamphetamine rose among adults, opioid abuse and overdose are still major threats in many communities nationwide and serious mental illness is rising among youth and adults, often coexisting with substance abuse problems.* With the physical and mental health dangers posed by substance use disorders, we need to understand what we can do to help our loved ones get the help they need to prevent or treat it.

Objectives: Following this seminar, participants will be better able to:

• Understand the range of substance use disorders, including addiction
• Recognize the signs and symptoms of substance abuse
• Identify the signs of enabling and how to break the cycle
• Understand what to do if someone you know might be struggling with substance abuse or addiction
• Identify resources that can help


Understanding Attention Deficit Hyperactivity Disorder (ADHD)

It’s estimated that up to 12% of children have attention deficit hyperactivity disorder (ADHD),* making it an important brain disorder for parents to understand. And since many U.S. adults have ADHD—an estimated 4.4%**—it’s also important to look at how the challenges presented by ADHD can be managed in day-to-day life, including in the workplace. Participants will explore recognizing signs, diagnosis, treatment options, educational issues in young children and adolescents and management strategies for adults.
Objectives: Following this seminar, participants will be better able to:

- Understand signs and impact of ADHD
- Explore tips to support success
- Review effective advocacy practices
- Explore effectiveness strategies for adults who may have ADHD


Understanding and Counteracting Vicarious Trauma (New in 2020)

Many professions involve working with and/or responding to troubling or traumatic situations. Vicarious or secondary trauma is the emotional residue from exposure to these situations. This exposure can lead to stress or trauma reactions, re-stimulation of past personal trauma, numbness, job burnout and other effects. This presentation will help participants understand vicarious trauma and identify strategies to support resilience and well-being.

Objectives: Following this seminar, participants will be better able to:

- Define vicarious or secondary trauma
- Identify the aspects of your profession that are potentially traumatizing
- Understand the effects of secondary trauma
- Describe protective factors
- Identify tips for surviving and thriving in a challenging role

Understanding and Preventing Suicide (New in 2020)

With suicide rates in most states in the U.S. on the rise since 1999,* as well as high-profile suicides and the discomfort that many people feel around mental health issues, there is a growing need to talk frankly about suicide and mental health, including in the workplace. It’s important for everyone to recognize the signs that someone is struggling and might be considering or planning suicide, and to know how to start a conversation to show concern and help guide the person to support, professional counseling, or perhaps immediate crisis intervention. This seminar will help participants understand suicide risk factors, recognize signs of possible suicidality, and will provide actionable steps for guiding someone toward professional help, including assistance from the EAP and other national crisis response resources.
Objectives: Following this seminar, participants will be better able to:

- Understand suicidality: risk factors, prevalence and current trends
- Recognize signs of possible suicidality
- Know what to do if you, a loved one, or a colleague is showing signs of emotional distress or possible suicidality, and how to get professional help, including crisis assistance, the EAP and other resources
- Access resources for coping with someone else's suicide


Understanding Substance Use Disorders and Opioid Abuse in the Law Professions

With drug overdoses among the leading cause of death in the U.S.* and data on substance abuse and other behavioral health issues among those in the law professions, it is more important than ever to discuss and understand substance use disorders, which affect 19.3 million Americans** and touch our lives, workplaces and communities.

Objectives: Following this seminar, participants will be better able to:

- Understand the range of substance use disorders, including addiction, and their effects on those in the law professions
- Recognize the signs of a substance use disorder
- Understand the deadly rise in opioid addiction
- Identify ways to access help

*How Americans die, in 5 charts, 1/16/19, https://www.advisory.com/daily-briefing/2019/01/16/deaths, accessed 10/25/19


Communication skills

Effective Approaches to Conflict Management

Few of us enjoy situations involving conflict, but conflict is inevitable and can even lead to personal and career growth. Also, people who can successfully manage conflict have a considerable advantage—they are viewed as assertive and win the respect of others. This seminar offers concrete strategies and tips that can be applied in and out of the workplace.

Objectives: Following this seminar, participants will be better able to:

- Accept the inevitability of conflict
- Develop a proactive approach to conflict management
- Focus on achieving win-win outcomes
- Utilize negotiation skills
“Listening” to Nonverbal Behavior

Research estimates that in some situations, more than half of communication is expressed nonverbally through body language.* This seminar will help participants to better understand unspoken communication—their own and others’—and how to use this knowledge to enhance communication in the workplace and beyond.

Objectives: Following this seminar, participants will be better able to:

• Understand the basics of interpreting body language (nonverbal behavior)
• Strengthen skills in identifying others’ emotions through body language and facial expressions
• Strengthen skills in managing personal nonverbal language to send appropriate and consistent hard return to avoid separation

*Is Nonverbal Communication a Numbers Game?, Jeff Thompson, PhD, https://www.psychologytoday.com/blog/beyond-words/201109/is-nonverbal-communication-numbers-game

The Multigenerational Household

Perhaps your mother or father just moved in with you. Perhaps your adult child just came back home. Or maybe you moved in with your parents or children. However it happens, living in a multigenerational household can be both joyful and stressful. This seminar focuses on enhancing your relationships with your loved ones, allowing one another privacy and autonomy and caregiving.

Objectives: Following this seminar, participants will be better able to:

• Identify the potential challenges of living in a multigenerational household
• Navigate changing household dynamics and child-parent relationships
• Take care of their own needs

Strengthening Your Relationship with Your Spouse or Partner

People often say that relationships take work, but many of us don’t know the best way to do that work. Whether your relationship is smooth sailing or occasionally travels a rocky road, improved communication, reasonable expectations, shared values and thoughtful life planning toward common goals can help you strengthen your bond.

Objectives: Following this seminar, participants will be better able to:

• Have reasonable expectations of their spouse/partner
• Communicate to get their needs met
• Deal with conflict
Understanding Communication Styles and Personality Types

Communicating effectively and interacting with others involves far more than the words we use. There are multiple factors that contribute to our interactions at work and at home, including communication styles, body language, social context and emotions. The more we understand different personality types and communication styles, the better we can relate to colleagues, friends and family members.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize the variables influencing styles of communication
- Understand different personality types
- Apply interpersonal skills to interact successfully with different personality types

Using Assertive Communication to Get What You Need

Assertive communication does not mean being aggressive. Assertive communication does not mean being demanding or rude. What assertive communication does mean is getting one’s needs met while respecting the needs of others.

**Objectives: Following this seminar, participants will be better able to:**

- Recognize the differences among assertive, aggressive, passive and passive-aggressive communication
- Communicate respectfully and effectively
- Get their needs met

Enhancing health and wellness

Skills for meeting health goals

Choosing the Right Exercise Program

Supposedly, the secret of exercising is to “just do it.” But what’s “it”? The specific answer varies from individual to individual based on goals, health, age and preferences. You might prefer exercising alone or joining a team. You may discover that signing up for races makes you more likely to take your run each day. You may realize that exercising at home fits your busy schedule best. This seminar focuses on the options available and how to choose the one that is best for you.

**Objectives: Following this seminar, participants will be better able to:**

- Choose an exercise plan
- Stick to the exercise plan
- Adjust the plan as needed
Coping with Cravings

Many of us experience a craving now and then. However, in some cases, cravings lead to and fuel addictions. This seminar focuses on building coping mechanisms for cravings for things such as alcohol, tobacco, certain types of food, digital and other media, shopping and gaming.

**Objectives: Following this seminar, participants will be better able to:**
- Use coping strategies to manage cravings
- Practice methods to reduce specific types of cravings
- Identify and access support systems

Diabetes: Strategies for Healthy Living (New in 2020)

(May be available only as a webinar in some locations.)

Diabetes is a common but potentially serious condition: according to the 2017 National Diabetes Statistics Report, 30.3 million people in the U.S., or 9.4% of the population, had diabetes in 2015. Diabetes is manageable, and it’s important to understand how it affects the body and steps you or your loved ones can take to live a healthy life with this condition.

**Objectives: Following this seminar, participants will be better able to:**
- Understand what diabetes is, how it affects blood sugar (glucose), the different types of diabetes and the tests used to diagnose diabetes
- Identify possible complications of diabetes
- Understand strategies to help manage the condition, including medications, eating right, physical activity and stress management


Meeting Your Personal Wellness Goals

No one has ever suggested that making positive behavior change is easy, but most of us don’t understand why it can be so difficult. Our resistance is certainly not caused by lack of knowledge. For example, we all know we shouldn’t smoke or eat too much junk food. This seminar provides an overview of how people can change their habits and suggests ways to work toward wellness goals.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the nature of change
- Identify primary barriers to making healthy lifestyle changes
- Utilize tools that have proved useful to others
The Psychology of Behavior Change

If you have ever tried to make a change in your daily behavior, like eating better, exercising regularly or quitting smoking, you know it can be challenging. This seminar covers the psychology behind changing a behavior and provides strategies for replacing unhealthy habits with healthier ones.

**Objectives: Following this seminar, participants will be better able to:**
- Understand the psychology of behavior change
- Identify incremental changes and strategies for goal setting
- Identify strategies for staying on track and dealing with “slips”

Nutrition strategies

Health Myths and Facts

With all the conflicting reports in the media about how to stay healthy, it can be hard to know what to believe. How much exercise do you really need to be fit? Are all natural supplements good for you? What about carbs, fats and protein—how much of each should you eat? This helpful seminar addresses these questions and many others.

**Objectives: Following this seminar, participants will be better able to:**
- Separate health myths from health facts
- Make decisions about what to eat and how much to exercise
- Evaluate health information on the web and elsewhere

Eat Better: Stay Healthier

Skipping breakfast? Grabbing a fast-food lunch on the run? Since many health problems are caused or made worse by poor eating habits, a proper diet is critical in maintaining health and well-being. This seminar focuses on choosing healthy food; reading food labels; determining reasonable portions; eating well even when time is tight; and recognizing the benefits of eating a balanced diet.

**Objectives: Following this seminar, participants will be better able to:**
- Make smart food choices every day
- Get the most nutrition out of their calories
- Understand why diets often do not work
- Improve overall health and well-being
Eating Out and Eating Healthy

Whether you are on the road a lot, dining in restaurants regularly or buying meals out, you still want to maintain a balanced diet. This presentation will help you explore strategies to make healthier choices when dining out, even in the face of over-sized portions and lots of opportunities to “go astray.”

**Objectives: Following this seminar, participants will be better able to:**
- Identify strategies to make healthier selections at restaurants and when ordering take-out
- Get tips on eating healthy portion sizes and adding more fruits, vegetables, whole grains and lean proteins to their restaurant meals
- Cultivate awareness of mindful eating

Eating Right During the Holiday Season

It’s so easy to eat badly during the holidays. All the cooking and baking, the office parties and the social gatherings can really take their toll on your health and well-being. It’s not surprising that one of the most popular New Year’s resolutions is to lose weight! This seminar focuses on choosing healthy, delicious food; determining reasonable portions; eating well even during the social crush of the holidays; and the many benefits (feeling good, looking good, fighting disease) of exercise and eating a healthy, balanced diet.

**Objectives: Following this seminar, participants will be better able to:**
- Maintain good nutrition and physical activity during the holiday season
- Make smart food choices at parties and other events
- Control weight while eating a healthy, balanced diet

Strategies for Healthy Eating

Healthy eating starts with smart shopping and meal planning habits. This seminar will provide tips around simple ways to shop healthfully and cost-effectively, and to strategize easy, nutrition-packed meals to fuel your busy life.

**Objectives: Following this seminar, participants will be better able to:**
- Recognize how nutrition- and cost-conscious food shopping and meal planning help support healthy eating
- Outline food shopping and meal planning strategies
- Apply simple tips for healthy food preparation
Healthy habits

The Amazing Properties of Exercise (New in 2020)
This presentation will shed light on the amazing benefits of exercise. Physical activity can improve the way we feel, help us function better, get better sleep and reduce the risk of a number of chronic health conditions. Find out why the former director of the National Institute on Aging, Robert N. Butler, M.D., said “If exercise could be packed in a pill, it would be the single most widely prescribed and beneficial medicine in the nation.”


Objectives: Following this seminar, participants will be better able to:
- Think about physical activity in a new way
- Understand highlights from the Physical Activity Guidelines for Americans, 2nd Ed.
- Identify their “why”
- Increase movement throughout the day: even short bouts provide benefits

Emergency Preparedness for You and Your Family
We all hope that disasters never touch us and our loved ones, but sometimes they do. How can you make sure that these events cause as little damage as possible? Prepare!

Objectives: Following this seminar, participants will be better able to:
- Establish emergency plans for home, work and school
- Educate their families about how to respond to emergencies
- Set up “go bags”

Fitness with Your Family
(May be available only as a webinar in some locations.)
Quality time with family and friends can be even more fun and healthy when we include physical activity. This seminar will help participants learn new ideas for getting fitness into the picture while spending time with all the people they love, including those with different abilities, children, teens and older adults. The seminar will also explore partner exercises and activities with pets.

Objectives: Following this seminar, participants will be better able to:
- Adopt strategies to build more physical activity into their family time
- Identify activities to do with family members of different ages and abilities
- Practice partner exercises and activities with pets
Healthy Skin and Eyes All Year Long
(May be available only as a webinar in some locations.)
Since our skin and eyes are two of our most important assets for health and optimal functioning, it’s important we do all we can to protect them. This presentation covers preventive health and self-care to help maintain healthy skin and eyes while at home, in the workplace and outdoors.

_objectives:_ Following this seminar, participants will be better able to:
- Understand the role of prevention in maintaining healthy eyes and skin
- Take preventive measures to promote eye and skin health
- Adopt strategies to protect eyes and skin at home, work and outdoors all year round

How Your “Outside” Affects Your “Inside”: Shaping Your Surroundings for Greater Well-being
(May be available only as a webinar in some locations.)
Given the amount of time we spend in our regular environments, it’s important to look at how these surroundings affect our well-being. This seminar will discuss how our environments can influence our mental and physical health and well-being, and provide tips for making our day-to-day surroundings more healthful.

_objectives:_ Following this seminar, participants will be better able to:
- Understand the relationship between their environments and their health
- Identify aspects of their surroundings that affect health and well-being
- Develop strategies to alter their physical spaces to improve overall well-being

Living Well with Diabetes: Getting the Emotional Support You Need
(May be available only as a webinar in some locations.)
If you have diabetes, you’re not alone. More than 100 million U.S. adults are now living with diabetes or prediabetes, according to a 2017 report from the Centers for Disease Control and Prevention (CDC).*
Diabetes is a serious condition that can lead to big health problems when it isn’t well managed. But when you take charge, you can help yourself live a much healthier life. Getting emotional support will help you reach your goals.

_objectives:_ Following this seminar, participants will be better able to:
- Recognize the emotional challenges of living with diabetes
- Apply tips for reducing stress related to managing diabetes
- Recognize and utilize emotional support for making healthy lifestyle changes and effective diabetes self-management

The Rest of Your Life
(May be available only as a webinar in some locations.)
This seminar will help participants understand the physical, mental, psychological and spiritual importance of rest in all its forms: sleep, “downtime” and wellness practices such as mindfulness and meditation. Participants will explore the benefits of rest including creativity, focus, calm, resilience and better health, and learn strategies for enhancing sleep and restful downtime.

**Objectives:** Following this seminar, participants will be better able to:
- Recognize the various mental and physical benefits of different types of rest
- Develop and use strategies for enhancing sleep and maximizing restful downtime

Reducing Stress to Stay Tobacco-free
Stress is one of the main reasons people waver in their efforts to successfully quit tobacco products. This presentation focuses on stress management strategies that can support efforts to become and/or remain tobacco-free.

**Objectives:** Following this seminar, participants will be better able to:
- Define how stress and tobacco affect the body and brain
- Identify personal stress triggers
- Develop strategies for stress management and ways to cope with tobacco cravings

Staying Younger Longer
You can’t stop the years from going by, but there are things you can do to lessen the effects of aging. Through diet, exercise, keeping your mind active and staying involved in the world, you can enhance your chances of living energetically, contentedly and possibly longer.

**Objectives:** Following this seminar, participants will be better able to:
- Choose foods to enhance their energy and fight disease
- Integrate exercise into their daily lives
- Make healthy lifestyle choices

Tips for a Good Night’s Sleep
(May be available only as a webinar in some locations.)
If you have trouble sleeping, you may feel like there's little you can do. However, by following certain recommendations, known as “sleep hygiene,” you may be able to get the rest you need.
Objectives: After completing this seminar, participants will be better able to:

- Understand the roots of sleep problems
- Identify ways to improve their ability to fall asleep and stay asleep
- Change their habits to improve their sleep

Using Exercise to Combat Stress

Have you ever noticed how much better you feel, both mentally and physically, after a good workout? That's because exercise has been shown to enhance mood, improve self-confidence, reduce stress and support better sleep. This seminar highlights the difference between casual physical activity and regular exercise, and shows how exercise can ease stress levels and help you feel more in command of your body and life.

Objectives: Following this seminar, participants will be better able to:

- Identify the difference between physical activity and exercise
- Understand the recommended amounts of different types of weekly exercise
- Define the relationship between exercise and stress management

Workstation Ergonomics

(May be available only as a webinar in some locations.)

How we sit and stand at work can affect our overall health. This seminar will help participants learn about workstation ergonomics and identify ways to improve their work habits to have a positive impact on their health and well-being.

Objectives: Following this seminar, participants will be better able to:

- Learn about proper workstation ergonomics and effects on overall health and well-being
- Develop simple strategies to improve workstation ergonomics

You Know Your Numbers ... Now What?

(May be available only as a webinar in some locations.)

This seminar is a great follow-up to a biometric screening event. Participants will learn what the numbers and healthy ranges mean, pros and cons of medications, as well as natural treatments and lifestyle changes that can help them improve their numbers over time.

Objectives: Following this seminar, participants will be better able to:

- Understand what types of health tests typically take place in the worksite
- Understand what normal, healthy ranges should be
- Identify lifestyle changes that may improve overall health and well-being
Enhancing workplace effectiveness

The respectful workplace

The All-Abilities Workplace (New in 2020)

(May be available only as a webinar in some locations.)
Disability may touch our lives at some point: for example, you may use a wheelchair or be visually or hearing impaired, or you may have friends, family members or co-workers who are differently-abled. Developing a deeper appreciation of each individual’s unique talents and contributions is important to creating inclusive and supportive workplaces and communities. This presentation can help us be more conscious of how we think and talk about disability, how we interact with people of all abilities and how we can improve access and inclusivity in the workplace.

Objectives: Following this seminar, participants will be better able to:
- Use respectful language/terms related to abilities
- Offer assistance in respectful ways
- Understand basic concepts of Universal Design to improve access

Being Part of an LGBT-Inclusive Workplace

(May be available only as a webinar in some locations.)
A workplace environment that is respectful of gender identity and sexual orientation supports diversity and inclusion for all employees. This presentation will enhance participants’ understanding of the diversity of gender identity and sexual orientation and will focus on supporting a safe, inclusive and respectful workplace.

Objectives: Following this seminar, participants will be better able to:
- Understand gender identity and sexual orientation diversity as the foundations of respecting LGB (lesbian, gay and bisexual) and TGNC and (transgender and gender nonconforming) colleagues
- Help promote a respectful and inclusive workplace

Fighting Bullying in the Workplace

Bullying is not uncommon in the workplace. You may have experienced it yourself or you may be experiencing it now. Workplace bullying is not schoolyard teasing. It consists of serious behaviors that can be emotionally and physically destructive and that may also be illegal. This seminar focuses on dealing with being bullied and on helping someone else who is being bullied.
Current seminars

Objectives: Following this seminar, participants will be better able to:
• Understand what bullying is
• Recognize bullying if it occurs
• Access help for themselves or someone else who is being bullied
• Review their own behavior for any bullying tendencies

Preventing Sexual Harassment
(May be available only as a webinar or teleconference in some locations; maximum class size of 25 participants for on-site seminar. Please note that the time allotted for this seminar can be extended to meet state-specific requirements.)
Sexual harassment is not only illegal but also contributes to poor morale and low productivity. This seminar reviews definitions and descriptions of sexual harassment, how to respond if you are being sexually harassed, how to avoid sexually harassing others and how to seek help.

Objectives: Following this seminar, participants will be better able to:
• Define sexual harassment
• Effectively respond in uncomfortable situations
• Avoid behaviors that may be perceived by others as sexual harassment
• Know when and how to seek help within their organization

R-E-S-P-E-C-T: Find Out What It Means to Your Workplace
Respect is a key—but often neglected—business asset. And, in order to be the most effective, respect must operate up (from employee to management), down (from management to employee) and sideways (from peer to peer).

Objectives: After participating in this seminar, participants will be better able to:
• Understand the importance of demonstrating respect for colleagues
• Utilize communication skills that demonstrate respect for others
• Give feedback to others when they feel disrespected

Valuing Differences
As the U.S. workforce becomes increasingly diverse, it is more and more important to understand and value differences. This interactive seminar promotes understanding of others and demonstrates ways to treat co-workers with differing backgrounds and experiences with respect.
Objectives: Following this seminar, participants will be better able to:

• Learn more about co-workers’ backgrounds in order to strengthen relationships at work
• Understand the potential impact of employee diversity on workplace interactions
• Identify causes of “cultural collisions” and practice appropriate responses
• Improve their ability to see the world through other people’s eyes

Workplace Etiquette

We spend hours every day with our co-workers, so occasionally we come up against interpersonal challenges. How can you address co-workers’ annoying behaviors, from talking too loud near your cubicle to leaving food to spoil in the refrigerator? How can you politely change the subject if a co-worker’s conversation is upsetting you? On the other hand, how can you be a good neighbor? This seminar answers these questions and more.

Objectives: Following this seminar, participants will be better able to:

• Understand the importance of creating a positive work environment
• Identify behaviors and attitudes that are important for maintaining workplace harmony
• Utilize communication skills to address co-workers’ problematic behavior

Strategies for professional success

Avoiding Job Burnout

Particularly in an uncertain economy, where employees may have more work to do and fewer options, it’s important for them to be aware of how to avoid burnout. This seminar focuses on recognizing the signs of burnout, avoiding burnout by dealing with stress, developing a support system, setting goals and maintaining a positive attitude.

Objectives: Following this seminar, participants will be better able to:

• Recognize the signs of burnout
• Deal with work-related stress
• Manage their emotions to achieve success

How to Hold Successful and Productive Meetings

This seminar explains how to maximize meeting productivity by having defined goals, a clear agenda and a disciplined focus. Successful, well-planned meetings save time and boost productivity.
Objectives: After participating in this seminar, participants will be better able to:

• Create goals and an agenda for a meeting
• Conduct a successful meeting
• Overcome common challenges to meeting effectiveness

Navigating the Seas of Organizational Change

Mergers, restructuring, downsizing—organizational changes are both inevitable and stressful. To avoid floundering in the seas of change, you need to practice stress-reduction techniques, learn effective problem-solving skills and develop internal and external support networks. This seminar will teach you how to become the captain of your own professional ship.

Objectives: Following this seminar, participants will be better able to:

• Understand the stages of change
• Utilize effective coping mechanisms for dealing with change
• Approach change with a positive and proactive attitude

Taking Charge of Your Career

Organizational needs are constantly evolving—and if employees don’t evolve as well, including taking greater responsibility for their own career, they may find themselves left behind. This seminar focuses on developing the knowledge, attitudes, skills and political savvy necessary to manage your career and increase job satisfaction.

Objectives: Following this seminar, participants will be better able to:

• Identify workplace changes and their potential impact
• Pinpoint skill areas that contribute to career advancement
• Create a plan for effective career management

Well-being and Engagement Strategies for Work-at-Home Employees (webinar only)

Being a work-at-home employee has its benefits as well as its challenges. From building and maintaining professional relationships, to defining boundaries between work and home, to establishing a healthful work environment, innovation and creativity are essential. This webinar helps work-at-home employees maintain relationships, engagement and well-being at work.

Objectives: Following this seminar, participants will be better able to:

• Understand the importance of engagement and self-care
• Develop strategies for connectedness and productivity
• Learn tips to build wellness habits into the day
Workplace communication and interpersonal relationships

Business Email: When, What, How and Why

It’s important to write effective and appropriate business email messages. When should you use a salutation? When should you use (or avoid) caps? Smiley faces? How important is grammar? Is it appropriate to use abbreviations and simplified spellings? Is it acceptable to email jokes? This seminar tackles these questions and many more.

**Objectives:** Following this seminar, participants will be better able to:
- Write effective business emails
- Follow the basic guidelines of email etiquette
- Understand when to use email—and when not to

Effective Workplace Communication

This highly interactive and enjoyable seminar teaches effective communication techniques including two-way communication, identifying nonverbal signals and active listening. Plenty of opportunity for practice is provided.

**Objectives:** Following this seminar, participants will be better able to:
- Recognize and remove barriers to effective communication
- Understand the value of two-way communication
- Focus on process as well as content

Networking on the Job: An Interactive Workshop

Networking within an organization is a powerful activity that allows employees to share information, contribute to projects and move ahead in their careers. This hands-on workshop provides practical tips for becoming more comfortable, more memorable and more effective in a variety of settings. The workshop includes role-playing and a survey of social skills for the business environment.

**Objectives:** Following this seminar, participants will be better able to:
- Understand the value of networking
- Make initial contacts
- Establish relationships
- Plan follow-ups
The Open-Plan Office: Challenges and Opportunities

Many companies have embraced the open-plan office, which is cost-effective, allows increased collaboration and helps different departments to meld into one community. However, adapting to an open-plan office can be challenging due to factors such as increased noise and decreased privacy. This seminar focuses on communication and collaboration skills, being a considerate co-worker and practical tips for making the best of the open-space office.

*Objectives: Following this seminar, participants will be better able to:*
- Collaborate well across departments
- Be a considerate co-worker
- Fully utilize the advantages of the open-plan office

Partnering with Your Manager

Discover why it’s up to you to be a partner to your manager and how you can make this important relationship work for you. Find out how to build trust, demonstrate your ability and gain influence in the workplace. Learn also how to manage difficult situations and conversations.

*Objectives: Following this seminar, participants will be better able to:*
- Identify the current way they communicate with their manager and make changes, as needed
- More accurately identify their manager’s needs
- Communicate more effectively with their manager to solve problems and reach organizational goals

Strategies for Successful Customer Service

Customer service is one of the most challenging aspects of any organization. When clients—whether external or internal—are angry, frustrated and dissatisfied, it’s easy for the people dealing with them to become angry, frustrated and dissatisfied as well. But there are ways to remain calm in demanding situations and to successfully deal with even the most difficult clients. This seminar will teach you how.

*Objectives: Following this seminar, participants will be better able to:*
- Understand customers’ needs
- Manage anger—theirs and their customers’
- Partner with customers to solve problems
There Is an “I” in Teamwork

While the point of being on a team is to collaborate on achieving a shared goal, being on a team is also good for the individual member. Team membership provides excellent opportunities to learn from other people, try out new skills and take on different roles.

**Objectives:** Following this seminar, participants will be better able to:
- Explore their roles as team members
- Maximize team participation for career advancement
- Advocate for the opportunity to learn new skills and try different roles
- Identify opportunities for team-building

Working on Intergenerational Teams

Does a 21-year-old right out of college have a lot in common with a 45-year-old middle manager and a 60-year-old who’s been in the field for 35 years? Do they use the same language? Do they make the same assumptions? Can they work together smoothly? The short answers? No, no, no, YES. This training, aimed at workers of all ages, introduces the generations to each other and teaches them about the different ways their co-workers may see the world. Practice sessions allow participants to learn how to interact effectively with people from other generations.

**Objectives:** Following this seminar, participants will be better able to:
- Understand generational differences
- Identify the major issues created by intergenerational differences
- Utilize communication strategies to promote effective intergenerational teamwork

Working with Difficult People

We may not be able to change other people, but we can change how we respond to them. This seminar teaches coping strategies for dealing with difficult people in the workplace.

**Objectives:** Following this seminar, participants will be better able to:
- Identify the types of difficult behavior they find most challenging
- Utilize appropriate communication skills for coping with difficult behavior
- Learn to alter their responses to the behavior of the difficult person
Enhancing financial well-being

Strategies for planning and saving

Introduction to IRAs: Traditional and Roth (or, everything you’ve always needed to know about IRAs—but didn’t know you needed to know)

(May be available only as a webinar in some locations.)
IRAs, or individual retirement accounts, provide a way to invest in mutual funds, stocks and bonds. Investments in IRAs often have tax benefits, depending on how much money you make. What are the reasons to invest in IRAs? Are IRAs useful if you already have a 401(k), 403(b) or pension? What are the differences between traditional and Roth IRAs? How do you set up an IRA? This seminar answers these and other important questions.

Objectives: Following this seminar, participants will be better able to:
- Understand the basics of IRAs
- Recognize the differences between traditional and Roth IRAs
- Decide if there is a role for an IRA in their retirement planning strategy

It’s Never Too Early to Start Planning for the Future

(May be available only as a webinar in some locations.)
When you’re in your 20s or 30s, it’s easy to think “I can start planning for my retirement next year—or in ten years.” However, starting right now allows you to make the most of your greatest asset: time. This seminar includes an introduction to 401(k)s and other retirement options.

Objectives: Following this seminar, participants will be better able to:
- Understand the importance of planning for the future
- Develop a retirement plan appropriate to their life situation and goals
- Monitor and adjust their plans as their life situations and goals change

Managing Your Finances in Uncertain Times

(May be available only as a webinar in some locations.)
When times are uncertain, it’s a good idea to review your finances and how you manage them. You may want to reassess your tolerance for risk, reexamine your goals and change your savings and retirement plans. This seminar discusses the foundations of a good financial plan and what adjustments you might want to make in uncertain times.
Objectives: Following this seminar, participants will be better able to:
- Recognize their tolerance for risk and how it affects their financial decisions
- Understand their savings, investment and retirement options
- Develop a new personal financial plan—or adjust their existing financial plan—to meet their current needs

Strategies for Retirement Planning
(May be available only as a webinar in some locations.)
It’s more important than ever for employees to plan for their own financial futures. This seminar, which does not include financial advice, discusses 401(k)s, IRAs, mutual funds, risk, diversification, rebalancing and other important concepts.

Objectives: Following this seminar, participants will be better able to:
- Understand concepts such as risk, diversification, rebalancing and pretax versus post-tax investing
- Develop a retirement plan
- Monitor and maintain that plan

Financial foundations

Borrowing Basics
(May be available only as a webinar in some locations.)
Used appropriately, credit can be a positive financial tool. This seminar focuses on the pros and cons of borrowing money, and most importantly, how to do it wisely. Participants will be given tips on deciding when to use credit and avoiding credit problems.

Objectives: Following this seminar, participants will be better able to:
- Recognize the value as well as the risks of borrowing
- Identify the different types of loans
- Understand the requirements for getting approved for a loan or credit
Current seminars

Introduction to Credit Cards and Other Forms of Credit
(May be available only as a webinar in some locations.)
What’s the difference between a charge card and a credit card? What’s the highest interest rate a lender can charge? When is it a bad idea to use credit? How can you maintain a good credit rating? This seminar answers these and many other important credit-related questions.

Objectives: Following this seminar, participants will be better able to:
• Decide when to use and not to use a credit card
• Understand the difference between secured and unsecured credit
• Evaluate car loans, mortgages and other forms of credit
• Know how to check and maintain a good credit rating

Protecting Your Money from Cons, Frauds and ID Theft
(May be available only as a webinar in some locations.)
People from all walks of life—students, doctors, lawyers, retirees and homemakers—get swindled or have their identities stolen. This seminar focuses on how to prevent being conned and how to keep your identity safe.

Objectives: Following this seminar, participants will be better able to:
• Protect themselves against identity theft
• Recognize and avoid cons and fraud
• Take steps to minimize the damage should they fall victim to cons fraud and/or identity theft

Your Money and Your Life
(May be available only as a webinar in some locations.)
Saving money is an important part of building your financial future. This seminar presents tips on how to get started and discusses how interest, saving accounts and money market accounts work.

Objectives: Following this seminar, participants will be better able to:
• Understand investment and savings accounts
• Assess where their money goes
• Plan ways to save money
• Invest the money they save
Enhancing parent effectiveness

Parenting and child care

Adolescents and Drugs: A Guide for Families

Adolescence is a time for discovery, curiosity and fun. It’s also a time of rapid physical and emotional change, friction with parents, peer pressure and stress—all factors that can contribute to adolescent drug use. This seminar guides parents on how to prevent drug use and how to respond if substance abuse is suspected.

Objectives: Following this seminar, participants will be better able to:

- Discuss drug and alcohol use with their adolescent children
- Utilize listening skills that increase the chance that their children will confide in them
- Recognize the signs of substance abuse
- Learn about resources to address their concerns

Fostering Your Child’s Independence

As parents, we hope to bring up children who will develop into emotionally and physically healthy adults. Successful parenting rests on enabling children to develop confidence and independence, and is a long and sometimes challenging journey. This presentation will offer some concrete ways you can encourage independence at different ages and stages of your child’s development.

Objectives: Following this seminar, participants will be better able to:

- Understand the importance of early preparation for their child’s independence
- Recognize the importance of a child’s stage of development when introducing activities that encourage independence
- Plan ways to foster their child’s independence

Help Your Children Develop Healthy Habits: Nutrition and Exercise

Today’s children have frequent, easy access to unhealthy food, and many of them spend their free time on sedentary activities such as watching TV and playing computer games. Unfortunately, this is a recipe for unhealthy weight gain, along with an increased risk of diabetes and heart disease. Helping children to develop healthy habits now can save them from serious health problems later.

Objectives: Following this seminar, participants will be better able to:

- Identify the healthy habits they want their children to learn
- Recognize obstacles they and their children face in developing healthy habits
- Make a change plan
- Start through small steps to help their children improve their eating and exercising habits
Helping Kids and Teens Become Financially Responsible Adults
(May be available only as a webinar in some locations.)

Parenting involves shaping our kids’ understanding of life’s essentials, including the importance of money management. This presentation focuses on strategies to help children and teens develop sound financial habits.

Objectives: Following this seminar, participants will be better able to:
- Communicate with their child or teen about money
- Develop strategies to help their child or teen learn about money management

How to Select Child Care

Choosing an appropriate child care arrangement is one of the most critical childrearing decisions for working parents. This seminar covers the types of care available, how to choose the right care arrangement and what to look for when visiting or interviewing a provider.

Objectives: Following this seminar, participants will be better able to:
- Understand the differences between child care centers, family day care, nannies, babysitters and other options
- Evaluate child care centers and family day care providers
- Choose the appropriate care arrangement for their child
- Maintain an effective working relationship with their child care provider

How to Survive Work/Life Conflicts

Many working parents feel pulled in 20 directions from the moment they wake up to the moment they go to sleep. Fortunately, there are ways to make the work-family balancing act less stressful.

Objectives: Following this seminar, participants will be better able to:
- Set priorities
- Identify areas of conflict
- Improve their problem-solving and negotiating skills
- Manage their time

Love and Limits: Positive Approaches to Disciplining Children

Let’s face it: Raising a child is challenging! You want your child to be self-confident, well-behaved, safe and happy, but it’s not always easy to turn those goals into action when your child is having a major tantrum.

Note: The content in this seminar is most appropriate for toddlers through early elementary school.
Objectives: Following this seminar, participants will be better able to:

- Adopt a positive approach to discipline
- Set age-appropriate limits in a firm but loving manner
- Maintain a respectful household

Meeting the Challenges of Single Parenting

Whether you are divorced, widowed or single by choice, this seminar will help you meet the challenges of single parenting.

Objectives: Following this seminar, participants will be better able to:

- Utilize practical strategies to successfully navigate between home and work as a single parent
- Access useful resources
- Set priorities

Practical Parenting: Getting the Facts

In 1597, Sir Francis Bacon said that “Knowledge is power,” and it’s still true. The more you know about childhood and developmental stages, the better you’ll be able to parent your child.

Objectives: Following this seminar, participants will be better able to:

- Understand the critical factors for a child’s success in life
- Recognize the developmental stages of childhood
- Utilize age-specific strategies for interacting with their children

Steps to a Successful Adoption

(May be available only as a webinar in some locations.)
The adoption process can seem overwhelming and confusing. This seminar walks prospective adoptive parents through the steps of the adoption process and provides the knowledge necessary to ensure a positive adoption experience.

Objectives: Following this seminar, participants will be better able to:

- Understand the steps involved in adopting a child
- Compare different adoption options
- Begin the process of adoption
Summer Activities and Options for Your Child

It’s never too early to start planning for summer childcare. This seminar discusses options and alternatives, how to prioritize the family’s needs, what to consider when looking for summer care and activities and how to find programs that fit a particular child’s needs (and your family’s budget!).

Objectives: Following this seminar, participants will be better able to:
- Identify summer child care options and activities
- Understand the advantages and disadvantages of day camps versus sleep-away camps.
- Choose the appropriate program for their child

Teaching Children How to Manage Conflict

Conflict management is a powerful skill to have at any age. This seminar explores ways to help children learn the art of conflict management, including accepting anger as valid, learning how to diffuse and manage anger, developing problem-solving skills and finding win-win solutions to everyday problems.

Objectives: Following this seminar, participants will be better able to:
- Teach their children problem-solving skills
- Model positive conflict resolution
- Guide their children toward finding win-win solutions
- Identify bullies and bullying

Child development

The Early Years: From Birth to Age 6

Parenthood can be less daunting with an understanding of age-appropriate needs and normal milestones. This seminar provides comprehensive information on what to expect during the exciting period from birth to age 6, including how to make the home an optimum environment for learning.

Objectives: Following this seminar, participants will be better able to:
- Understand age-appropriate needs and normal milestones
- Have reasonable expectations for children within this age range
- Make the home an optimum environment for learning
- Identify the components of age-appropriate child care
Spotting Emotional Warning Signs in School-Age Children (5 to 12 Years Old)
How can you tell if a school-aged child is disturbed or in serious trouble? Which behaviors are developmentally appropriate at one age but signs of distress in another? This seminar presents important information on how to spot the differences between normal behavior and behavior that may warrant intervention.

Objectives: Following this seminar, participants will be better able to:
• Understand developmentally appropriate behavior for this age group
• Recognize the signs of emotional distress in school-age children
• Learn about resources for addressing specific concerns

Spotting Emotional Warning Signs in Adolescents and Teens
How can you tell if an adolescent or teen is disturbed or in serious trouble? Which behaviors are developmentally appropriate at one age but signs of distress in another? This seminar presents important information on how to spot the differences between normal behavior and behavior that may warrant intervention.

Objectives: Following this seminar, participants will be better able to:
• Understand developmentally appropriate behavior for this age group
• Recognize the signs of emotional distress in adolescents and teens
• Learn about resources for addressing specific concerns

Understanding Your Adolescent/Teen
Adolescence can be a confusing and stressful time for both parents and teens. As adolescents mature, sometimes taking one step forward and two back, the parent-child relationship must also evolve. Having a better understanding of the behavior and needs of this age group can help.

Objectives: Following this seminar, participants will be better able to:
• Understand the physical, intellectual and emotional changes of adolescence
• Learn communication strategies for building a trusting relationship with their teen
• Effectively parent this often challenging age group

What to Expect from Your 6- to 12-Year-Old
Children between the ages of 6 and 12 present special challenges for parents. This seminar focuses on what to expect at various developmental stages, with suggestions on how to bring up well-adjusted, happy children.
Objectives: Following this seminar, participants will be better able to:
- Understand age-appropriate needs and normal behaviors for children in this age range
- Develop strategies for positive discipline
- Identify ways to increase a child’s self-esteem and motivation

Education and learning

Facilitating a Successful School Experience for Your Child

There is much that you can do to help your child succeed at school, from communicating with your child’s teachers to helping your child develop good study habits. This seminar focuses on the benefits, barriers and opportunities you will likely encounter when getting involved in your child’s education.

Objectives: Following this seminar, participants will be better able to:
- Learn effective techniques for communicating with teachers and other school personnel
- Help their child develop good homework habits
- Reinforce education outside of the classroom
- Help their child overcome academic and social challenges

It’s Never Too Soon to Prepare for Your Child’s College Education

In this competitive 21st-century world, it’s useful to start planning for children’s higher education even when they are quite young. This seminar reviews major preparation strategies (educational and extracurricular) to ensure a head start in the sometimes challenging arena of getting into college. (Note: This seminar does not cover financial aid.)

Objectives: Following this seminar, participants will be better able to:
- Understand the types of schools, degrees and special programs available
- Develop a plan to conduct college research and explore appropriate choices
- Identify resources and opportunities to heighten awareness of college life in younger children

Navigating the Educational System for Parents of Children with Special Needs

(May be available only as a webinar in some locations.)
If your child has special needs, you may be concerned about how his or her education will meet those needs. What if he needs sign language interpretation? What if she needs specialized tutoring for a learning disorder? There are dozens of ways in which children can be special, and each child may need different services and accommodations.
Objectives: Following this seminar, participants will be better able to:

- Participate in the development of their child’s Individualized Education Program (IEP)
- Advocate for their child
- Understand such programs and concepts as Free Appropriate Public Education, specially designed instruction, program modifications, classroom accommodations and related services

Understanding Learning Disabilities
(May be available only as a webinar in some locations.)
Due to lack of information among parents and teachers, learning disabilities may be both underdiagnosed and overdiagnosed. Yet an untreated or misdiagnosed learning disability can interfere with a child’s education and damage his or her self-esteem.

Objectives: Following this seminar, participants will be better able to:

- Identify the different types of learning disorders
- Understand how learning disorders are diagnosed
- Be aware of how learning disorders affect a child’s education
- Assess whether their child needs an evaluation (or a further evaluation) for a learning disability

Enhancing caregiver effectiveness
Planning for older adult care

Introduction to Medicare
(May be available only as a webinar in some locations.)
This seminar focuses on understanding Medicare and what it provides. Topics include basic terms, documentation, eligibility criteria, enrollment procedures, deductibles, coinsurance and copayments, private contracts, administrative appeals and more.

Objectives: Following this seminar, participants will be better able to:

- Understand the major components of Medicare
- Assess which program(s) are appropriate for them or older loved ones
- Apply to the appropriate program(s)
- Get the most out of the program(s) they utilize
Retaining Legal Control over Important Life Decisions

(This presentation is delivered by carefully selected elder law attorneys and is available only as a webinar in many locations.)

If one of your older loved ones was ill, would you know his or her treatment preferences? Do you know if any of your relatives believe in organ donation? Does your family know your wishes if you were ever unable to advocate for yourself legally or medically? These important questions are literally about life and death. The best ways to make sure that your wishes (and your loved ones’ wishes) are followed are through heart-to-heart conversations and having the appropriate legal documents in order.

**Objectives: Following this seminar, participants will be better able to:**

- Understand the legal tools available
- Discuss these legal matters with their loved ones
- Access information on relevant local and state laws

Talking to Your Aging Relatives About the Future

Postponing difficult conversations with aging parents and other loved ones about the future only increases the difficulty of decision-making at a later date. This seminar discusses—and provides role-playing practice in—effectively communicating about long-term planning around financial, legal, healthcare and social issues.

**Objectives: Following this seminar, participants will be better able to:**

- Choose the best time to speak with their older loved ones
- Know when to involve other family members
- Decide what to discuss
- Utilize simple but powerful communication tools to make the conversation easier

Caregiving, housing options and senior health

Alzheimer’s/Dementia

A diagnosis of Alzheimer’s disease or another form of dementia is frightening for you or for someone you love. You may feel as though your whole world has turned upside down, and in some ways, it has. This seminar provides concrete information on dealing with dementia.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what dementia is
- Deal with the emotional stress of the dementia diagnosis
- Start planning for the inevitable life changes
- Utilize the internet and your Work-Life Program to find information and services
Caring for Aging Relatives: Resources and Strategies

Caring for aging family members can be a challenging and stressful responsibility. You need to know what resources are available and how to access them, how to find both in-home and community help, how to navigate different bureaucracies and how to make the home environment safe.

**Objectives: Following this seminar, participants will be better able to:**

- Cope with long-distance caregiving responsibilities
- Plan for long-term needs
- Identify sources of assistance
- Screen, hire and supervise in-home help

The Geriatric Care Manager

(May be available only as a webinar in some locations.)
The geriatric care manager (GCM) is a trained professional who specializes in helping older adults and their caretakers optimize treatment, choose appropriate healthcare providers and assess out-of-home care facilities. This seminar focuses on how a GCM can help and how to find the right one for your family.

**Objectives: Following this seminar, participants will be better able to:**

- Understand what a GCM does
- Discuss with their loved ones whether to hire a GCM
- Choose and work with a GCM

Housing Options for Older Adults

How can a senior live independently as long as possible? When is it time for someone to have in-home help? What are the differences between nursing homes, retirement communities and assisted living facilities? This seminar answers these questions and many others.

**Objectives: Following this seminar, participants will be better able to:**

- Assess an older adult’s ability to live independently
- Evaluate various housing options
- Deal with the emotional upheaval when a loved one can no longer live at home
Identifying and Coping with Depression in the Elderly

Symptoms of depression in the elderly often go unrecognized and untreated because family members and physicians assume that “feeling down” is just a natural part of getting old. But depression is a treatable medical condition, and treatment can greatly improve the quality of an older adult’s life.

**Objectives:** Following this seminar, participants will be better able to:
- Understand what depression is
- Recognize its symptoms
- Identify the ways it can be successfully treated

Managing Stress as a Caregiver

If you are one of the nearly 40 million Americans providing care to an older adult,* you know that caregiving usually involves juggling many responsibilities. Although caring for loved ones can be very fulfilling, the time and energy involved can also be draining. In this seminar, participants will learn tips to help make caregiving less stressful.

**Objectives:** Following this seminar, participants will be better able to:
- Identify caregiving rewards and challenges
- Recognize stress signs and symptoms
- Manage and reduce caregiver stress


So You’re a Caregiver ... Now What? (provided by Humana At Home, a private-pay service not included with EAP and Work-Life Services)

(May be available only as a webinar in some locations.)
As a family member or friend caring for an aging loved one, you are likely to face a host of new responsibilities, many of which are unfamiliar or even intimidating. But despite its challenges, caregiving can also be rewarding. There are a lot of things you can do to make the caregiving processes easier and more pleasurable for yourself and for your loved one.

**Objectives:** Following this seminar, participants will be better able to:
- Describe what to expect as a caregiver: common challenges, perceptions, surprises
- Understand what to expect during and after your loved one is in the hospital
- Differentiate among resources available to pay for common services
Understanding and Preventing Caregiver Burnout (provided by Humana At Home, a private-pay service not included with EAP and Work-Life Services)

(May be available only as a webinar in some locations.)
When caregivers try to do more than they able—either physically or financially—and/or lack the resources and skills to effectively plan, manage and organize their loved one’s care, they put themselves and their loved one at risk of considerable harm. Yet many caregivers feel guilty if they spend time on themselves rather than on a loved one. Educating yourself about resources as a caregiver will help you stay on top of your own well-being as well as your loved one's.

Objectives: Following this seminar, participants will be better able to:
• Examine the importance of caregiving
• Identify warning signs of caregiver burnout
• Identify resources for caring for aging adults

This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.
At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
  Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
  If you need help filing a grievance, call 1-866-440-6556 or if you use a TTY, call 711.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).


Auxiliary aids and services, free of charge, are available to you.
1-866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you.
1-866-440-6556 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resvwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d’aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi): برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wó dahí bée dii bee hani’í bee wolta’íjii bich’íí hódiílnih éí bee t’áá jiik’eh saad bee áká’ánída’áwo’déé niká’adoowól.

العربية (Arabic): الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة.