



**30-60 minute workshops/in-services are eligible for five Healthy Reward Points (up to 30 points)**

## City of Milwaukee Employee Assistance Program (EAP) Workshops/In-services

Workshop Title: **Your Employee Assistance Program: *An introduction to Available Services***  
 Duration: 30 minutes  
 Audience: Either management or non-management  
 Learning Objectives:
 

- 1) Participants will understand the purpose and goals of the Employee Assistance Program.
- 2) Audience will learn scope of available assistance
- 3) Audience will learn how to access services

Workshop Title: **Conflict Resolution: *Not all Conflict is bad***  
 Duration: 1 hour  
 Audience: Either management or non-management  
 Learning Objectives:
 

- 1) Conflict is NOT inherently negative or to be avoided
- 2) Participants will learn that creative solutions are often spurred by conflict when positive interpersonal skills problem-solving are applied

Workshop Title: **Assertiveness Training: *A Guide to getting what you Want and Need.***  
 Duration: 1 hour  
 Audience: Either management or non-management  
 Learning Objectives:
 

- 1) Participants will identify their own interpersonal pattern as passive, assertive and/or aggressive
- 2) Participants will learn to differentiate between “passive”, “assertive” and “aggressive” interpersonal patterns
- 3) Participants will learn essential skills associated with assertiveness

Workshop Title: **Reflective Listening: *How to listen effectively***  
 Duration: 1 hour  
 Audience: Either management or non-management  
 Learning Objectives:
 

- 1) Participants will learn the effectiveness of “active listening” in ensuring accurate communication and report building
- 2) Verbal and non-verbal skills essential to “active listening”

Workshop Title: **Time Management: *Making the Best Use of It***  
 Duration: 1 hour  
 Audience: Either management or non-management  
 Learning Objectives:
 

- 1) Audience will learn procrastination busting tips
- 2) Participants will obtain prioritizing tools and
- 3) understand the importance of effective scheduling in best managing one’s time

Workshop Title: **My Budget: *Creating a Personal/Home Financial budget***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will learn the benefits of establishing a personal budget  
2) Audience will learn steps needed in creating a personal financial budget

Workshop Title: **Workplace negativity: *Addressing Poor Employee Morale***  
Duration: 1 hour  
Audience: **Management/Supervisors Only**  
Learning Objectives: 1) Participants will learn how employee's perception of *confidence, control* and sense of *community/team* impacts morale  
2) Participants will learn how to "spot" workplace negativity  
3) Identification of common causes that lead to workplace negativity  
4) Audience will learn tips on how to improve and prevent workplace negativity

Workshop Title: **Work stress: *Surviving a Stressful Job***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Audience will gauge their own degree of "job burn out" via a quiz  
2) Participants will learn common factors associated stressful jobs  
3) Participants will learn to how apply healthy self-care and problem solving in minimizing stress that is inherent to their job

Workshop Title: **Work Stress: *Coping with Organizational Changes***  
Duration: 45 minutes  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will understand negative consequences of stress on the "three B's" (Brain, Body, Behavior)  
2). Audience will obtain information regarding normal reactions and phases associated with adjusting to change  
3). Audience will obtain tips and self care strategies to mitigate negative stress

Workshop Title: **Depression: *In the Workplace***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will gain information on current Clinical Depression trends  
2) Audience will learn common signs and symptoms of Depression  
3) Audience will learn useful "antidepressant skills" to guard against Depression

Workshop Title: **Mental Health in the Workplace: *An Overview***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Audience will obtain information on most common mental health disorders and their impact in the workplace  
2) Audience will learn common mental health "red flags"  
3) Participants will learn about "protective factors" that maintain healthy mental health

Workshop Title: **Job Satisfaction: *How to Make Work More Personally Rewarding***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Audience will actively evaluate their personal life and job for overlapping areas of positive and negatives impacts  
2) Audience will be coached in maximizing positives in improving motivation that adds meaning to their work  
3) Participants will be challenged toward developing an action plan that leverages personal and job factors in improving overall job satisfaction

Workshop Title: **Customer Service: *Dealing with Difficult Customers***  
Duration: 1 hour  
Audience: Either management or non-management  
Learning Objectives: 1) Participants will identify key “Do’s” and “Don’ts” to customer service.  
2) Audience will be able to identify and learn how to avoid common pitfalls in dealing with particularly challenging customers/clients

Workshop Title: **Challenging Boss Survival Guide**  
Duration: 1 hour  
Audience: **Non-management Only**  
Learning Objectives: 1) Participants will be able to identify specific challenging boss "types."  
2) Participants will be challenged to identify the type of "currency" a specific boss type values and leverage this knowledge in the participant's work and encounters

Workshop Title: **Visual Brainstorming/Problem Solving: Use of Mind Mapping and Consequence Wheels**  
Duration: 1 hour  
Audience: Either Management or Non-management  
Learning Objectives: 1) Attendees will learn the use of visual brainstorming/problem solving  
2) Participants will learn how to create their own Mind Maps and Consequence Wheels to better problem solve and brainstorm

Workshop Title: **Stress Reduction: Mindfulness, Relaxation and Imagery**  
Duration: 1 hour  
Audience: Either Management or Non-management  
Learning Objectives: 1) Participants will learn about the mind-body connection as it relates to stress and overall wellbeing  
2) Audience will learn various stress reduction tools that include: Mindfulness, breath work, progressive muscle relaxation and imagery

Workshop Title: **Suicide Prevention: QPR Gatekeeper Training**  
Duration: 1 hour  
Audience: Either Management or Non-Management  
Learning Objectives: 1) Audience will become aware of suicide prevalence, risks and warning signs  
2) Audience will explore common myths associated with suicide  
3) Participants will learn how to **Question, Persuade and Refer** an at risk individual for help

Workshop Title: **Managing Through Organizational Change: Bridge Model**  
Duration: 1 hour  
Audience: **Management/Supervisors Only**  
Learning Objectives: 1) Audience will learn about the three “*Bridge*” stages of organizational change.  
2) Participants will learn about common behaviors and emotions related to each stage of the transition.  
3) Participants will learn interventions tips to better assist their direct reports through an organizational change successfully

Workshop Title: **Professionalism: Not Just a Title and a Tie**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn about professionalism as it applies to specific and key work behavior traits.  
2) Participants will discuss and identify a personal professional development plan

Workshop Title: **Compassion Fatigue: Building Resiliency**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will obtain a working definition of Compassion Fatigue  
2) Participants will learn of the “*Big Three*” symptoms of Compassion Fatigue.  
3) Participants will learn of the specific stages of Compassion Fatigue,  
4) Identify additional characteristics that place one at risk, and  
5) Learn healthy coping tips toward building *Resiliency*

Workshop Title: **Anger Management: Made easy**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn what “anger” is, what causes it, and when anger becomes a problem.  
2) Participants will learn how our thoughts impact anger, its impact on our feelings, and body  
3) Identify changes in behavior to better manage anger

Workshop Title: **Building Emotional Resiliency: Learning Through adversity**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn what “emotional resiliency” is.  
2) Participants will learn what the common characteristics of emotionally resilient people are.  
3) Participants will learn ingredients toward building emotional resiliency

Workshop Title: **Alcohol/Substance Misuse: In the Workplace**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Participants will learn facts about alcohol/substance misuse in the workplace  
2) Participants will learn when use becomes a problem and addiction  
3) Identify common myths related to alcohol/substance misuse  
4) Learn common “roadblocks” to seeking help  
5) Participants will learn about the addiction and recovery cycle

Workshop Title: **Mental Illness: Truths and Myths**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn truths about depression, anxiety, and psychosis  
2) Audience will discuss commonly held misperceptions on mental illness

Workshop Title: **P.E.R.M.A: The Secret Sauce Recipe for Lasting Happiness**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn the elements of P.E.R.M.A in creating happiness  
2) Audience will discuss how to actualize these ingredients toward maintaining lasting happiness

Workshop Title: **Introduction to Emotional Intelligence**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn the core pillars of Emotional Intelligence  
2) Participants will assess their own degree of Emotional Intelligence  
3) Participants will learn ways to improve their own Emotional Intelligence

Workshop Title: **Respect in the Workplace**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will discuss respectful communication  
2) Participants will discuss the value diversity brings to the workplace  
3) Participants will discuss how individual differences and commonalities strengthen work groups

Workshop Title: **Effective Work Teams: Group dynamics for success**  
Duration: 1 hour  
Audience: **Either Management or Non-management**  
Learning Objectives: 1) Audience will learn what differentiates teams from groups  
2) Participants will discuss stages of team formation  
3) Audience will learn the building blocks of successful teams  
4) Participants will learn key elements of effective teams

- **Please contact the EAP Coordinator at 414-286-3145 to schedule or inquire about available workshops that may not yet be listed. All workshops are sponsored by the EAP Department and facilitated by the EAP Coordinator**