



NEW DIRECTIONS®



# Grow your employees. Grow your business.

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Employee Assistance Program  
2023 Organizational Training

Whether your business already has training in place or needs to start from scratch, lean on the EAP to get your organizational development off the ground. The EAP can help, offering a wide array of courses designed to improve people's personal and professional lives.

Use this [EAP Organizational Training Catalog](#) to see what education is available to you. Then, talk with colleagues about what you think may best benefit your staff. When you're ready to schedule, go online or contact us. We're happy to help you put together training that provides development for your employees, and productivity for your business.

## **A FEW NOTES ABOUT TRAINING**

Organizational training is generally offered as part of your EAP contract or as an additional fee-for-service option. Take a look at your EAP agreement or talk with your customer success manager to see the number of hours available to you. The majority of events are an hour long and are offered in a variety of formats. EAP training can be offered on its own, or you can combine it with efforts you're already planning. Talk with your customer success manager about how to make EAP training work best for you.

## **TRAINING CAN BE DELIVERED IN A VARIETY OF WAYS**

People learn and retain information in different ways, and convenience and accessibility are key to getting things to stick. That's why the EAP offers a variety of ways employees can receive training, so no matter where they are, we can bring training to them. Organizational training is offered in dynamic, engaging and stimulating learning environments.

### **Webinars**

We've created a virtual classroom to offer engaging online webinars on professional development, personal growth and health-related topics. Webinars are a great solution for companies with staff working remotely or in multiple locations. Optional attendance reports are available to help you monitor usage and understanding of the material. Webinars can be recorded and made available after the session if requested in advance. We are also happy to work with you to use your own preferred webinar system.

### **On-site learning**

Our expert facilitators can come directly to your offices and offer on-site training. These training sessions are an excellent way to get your staff together and share ideas in an engaging learning environment. Our presentations are designed to promote interaction, teamwork and collaboration.

## **TRAINING IS DELIVERED BY EXPERTS**

To ensure your employees will have an engaging, helpful, interactive learning experience, the EAP offers experienced facilitators with extensive knowledge in education, wellness, human resources and/or behavioral health. This network of trainers serves the entire U.S., so we can support employees wherever they may be.

## **HOW TO REQUEST TRAINING**

Once you've checked out the course catalog and are ready to request training, please log on to the EAP Manager Portal at [eap.ndbh.com](https://eap.ndbh.com) and select "Request Training" 4-6 weeks before you'd like to offer the event. If you have questions, please contact your customer success manager.

**For custom training requests** (content not listed in the catalog), please connect with your EAP customer success manager.

The EAP Support Line at 800-624-5544 or training department at [eaptraining@ndbh.com](mailto:eaptraining@ndbh.com) can also help if you are unsure of how to connect with your customer success manager.

## **HOW TO RESCHEDULE OR CANCEL TRAINING**

To cancel or reschedule an event, please notify your customer success manager a minimum of two business days before the scheduled training. Training not cancelled at least two business days before the scheduled event may result in a penalty, with the exception of cancellation due to significant weather events. The last full day to cancel an event without penalty will be listed in the event confirmation email.

# your learning starts here

## **COURSE CATALOG**

### **5 | AVAILABLE COURSES**

5 | 30 MINUTES

5 | PANDEMIC SUPPORT

6 | FINANCIAL

7 | FAMILY & CAREGIVING

7 | HEALTH & WELLNESS

8 | MANAGEMENT ESSENTIALS

10 | OFFICE DEVELOPMENT

13 | PERSONAL DEVELOPMENT

14 | PROFESSIONAL DEVELOPMENT

### **16 | LIVE WEBINARS**

### **16 | PRE-RECORDED WEBINARS**

## AVAILABLE COURSES

### 30 Minutes

#### **Becoming an Effective Stress Manager**

Multiple studies suggest that stress negatively affects people's health and can take a heavy toll on the mind and body if left unchecked. This program helps employees recognize stress symptoms and learn strategies to minimize its disruptive impact.

#### **Challenge of Being a Working Parent and Professional**

How do we determine the right work/life balance for ourselves and our families? This session will explore the dual role of working parents and discuss some tips for effective parenting.

#### **Having a Healthy Relationship with Your Smartphone**

It's no secret that we are surrounded by technology—and temptations to immerse ourselves in constant screen time are real. In this session explore the role of smartphones in everyday life and discover strategies to have a health relationship with your smartphone and technology.

#### **Preventing Burnout**

Burnout can sneak up on anyone. In this session review the signs and symptoms of burnout and some tips to manage and prevent it.

#### **Successfully Navigating Change**

Many adults struggle with the reality of change inside and outside of work. Examine your responses to change and improve the ways you navigate uncertainty.

#### **Understanding Depression**

Depression is prevalent in our society; help and understanding is always needed. In this session will review symptoms of depression, its treatments, and some support options.

## PANDEMIC Support

#### **Pandemic Fatigue**

The Covid-19 pandemic has been emotional and mentally exhausting for all of us. This exhaustion is being collectively referred to as Pandemic Fatigue. In this session learn more about the effects of Pandemic Fatigue, how to manage it and how to find support.

#### **Post-Pandemic Mental Health**

The Covid-19 pandemic has been emotional and mentally exhausting for all of us. This exhaustion is being collectively referred to as Pandemic Fatigue. In this session learn more about the effects of Pandemic Fatigue, how to manage it and how to find support.

## **Return to the Workplace**

With wide spread roll out of the Covid-19 vaccines, a return to “normal” is on the horizon. This will once again mean accommodating a dramatic shift in the way we live and work and while exciting, may also be a significant source of stress and anxiety. In this session we will talk about this stress and anxiety, how change impacts people and some tips for supporting yourself during this transition.

## **Supporting Employees’ Return to the Workplace**

With wide spread roll out of the Covid-19 vaccines, a return to “normal” is on the horizon. This will once again mean accommodating a dramatic shift in the way we live and work and while exciting, may also be a significant source of stress and anxiety. In this session we will talk about this stress and anxiety, how change impacts people and some tips for managers on supporting employees and themselves.

# **Financial**

## **Paying Off Your Student Loans**

Graduating college is often one of the biggest achievements in a person’s life. What comes after often comes as a bit of a reality check and in this case, we are talking about student loans! As the cost of college increases each year, so does the amount of debt that students and families take on to afford higher education. This seminar will help individuals understand the types of loans available and how to manage student loan debt. Whether participants are recent graduates, have been paying their loans for a number of years, parents of college-aged children who want to understand the process for current or future interest or you are struggling to pay your loans and have fallen behind, this seminar has information for everyone.

## **Planning a Financial Future**

Preparing for the future means having financial resources to fall back on in the event of an emergency while building wealth with savings and investments. Yet too many of us are not saving as we should. In this class, we will talk about some typical roadblocks to saving and how to overcome them.

## **Tax Tips**

This training will help you understand the secrets of reducing your taxable income, how to breakdown the federal tax reporting system and remove the mystery of the tax return. You will learn how to use deductions and exemptions to reduce your taxes. Discover simple changes to what you are already doing and the four strategies to save tax dollars.

## Family & Caregiving

### **Emotional Wellbeing for Parents**

Parenting is difficult. Change is constant, the days are long and reality never looks like Pinterest. In this session, learn how to manage your expectations, treat yourself with kindness and find confidence in doing the next right thing.

### **Self-care for Caregivers**

Caregiving is a demanding responsibility and often a full-time job. In this session learn more about how to develop the boundaries, resiliency and self-care techniques that will help you care for yourself so you can care for others.

### **Substance Misuse and Your Loved Ones**

Substance use doesn't just impact those that are addicted to substances but can also have devastating effects on those around them—especially their loved ones. This session will explain symptoms of drug use and an overview of withdrawal symptoms of substances such as alcohol, opiates and a few others. We will review what addiction is and how it is a chronic brain disease. Enabling a loved one will be discussed but also what you can and should do for yourself. It is important to know that as a loved one of someone who is addicted to substances, you are not alone.

## Health & Wellness

### **Sleep 101**

In this session, participants will learn the physical and mental benefits of a good night's sleep, how to establish daily habits that promote sleep and learn ways to improve one's sleep environment. We will also discuss techniques for relaxation and dealing with Insomnia. Special customized slides are available for sleep issues specifically affecting women.

### **The Truth About Dieting**

We know that many diets fail to produce lasting results, but what does work? In this seminar we will discuss why diets are not effective long-term and identify ways to achieve a healthy weight through better nutrition. When to eat, what to eat, how much to eat... all of this and more will be covered in this seminar to leave you with a good idea of how to achieve and maintain weight loss for your long-term health.

# Management Essentials

## **Actively Managing Conflict**

For a manager, being equipped to treat conflict as an asset instead of a liability is a true measure of leadership. In this session, supervisors acquire the essential tools, skills and processes to help them achieve healthy and responsive conflict resolution.

## **Building Strong Teams**

It's no secret that high-performing companies have high-performing teams. How do you build such a team in your organization? Discover how feedback, ideas and empowerment factor into building a strong team.

## **Curbing Rumors, Gossip & Teasing Behavior**

You set the tone for how people in your department treat one another. Learn how to set expectations and address behaviors that go too far when it comes to rumors and behaviors that create a hostile work environment.

## **Embracing Vulnerability**

Vulnerability can be uncomfortable, and is often viewed as a weakness, but it can also be a tremendous strength. As a leader, learn how to embrace vulnerability to build strong trusting teams.

## **Emotional Intelligence for Managers**

Emotional intelligence is essential to strong leadership. Learn the five key characteristics that will enhance your reputation as a well-balanced leader.

## **Essential Leadership Skills**

Become a more versatile and skilled leader by connecting with the fundamentals of powerful leadership. Assess your current strengths and challenges with the goal of enhancing your current skillset.

## **Fostering Creativity**

Creativity is a key element of innovation and growth. In this session, learn how to foster creativity in your team to innovate, enhance, and seize opportunities.

## **Fostering Good Mental Health in Leaders**

The mental wellness of a leader is an integral component of overall performance. Leaders are faced with many responsibilities, which can impact mental health. This training will equip leaders with evidenced-based strategies for fostering good mental health.

## **Intimate Partner Violence Awareness for Management**

Intimate Partner Violence occurs in every culture, country, age group and socio-economic level. In this session, learn the types of Intimate Partner Violence and their warning signs, as well as how employers can support employees who are affected by it.

## **Leading Employees Through Change**

Change is inevitable in all organizations. Employees will handle change differently, and rely on their leader to guide them through the process. Learn how to effectively support your team as they adjust.

## **Maintaining Professional Boundaries with Your Employees**

Is it ok to be friends with your coworkers? Interpersonal relationships naturally form with the same group of coworkers over time. Establishing clear boundaries will help ensure that friendly rapport between a manager and employee doesn't cross the line of professionalism.

## **Manager as Coach**

Coaching empowers people to do their best work through collaboration, engagement and growth. In this session, participants will learn the advantages of being a manager-coach and how this approach will help them develop productive, high performing, committed teams.

## **Managing with Flexibility**

When facing change or uncertainty, one of the greatest traits a leader can have is flexibility. In this session, learn how to modify your style and approach to leadership to overcome challenges and achieve goals.

## **Mindfulness for Managers**

Discover the power of a mindful leader and how to run a more effective organization. Diagnose problems with a deeper understanding and create solutions that are sustainable and more impactful long-term.

## **Motivating Your Employees**

Happy workers are productive workers. Luckily, motivating your employees doesn't take a lot of flare or even a lot of resources. This training will explore the key environmental factors within your control, necessary to give your employees the space to flourish.

## **Resilience in the Workplace**

For an organization to thrive, both the organization and its employees must have resilience. In this session, learn how to support and develop resilience in your teams and organization.

## **Shaping your Workplace Culture**

An organization's culture is a key factor in its success. In this session, learn how to build, maintain, and change, your workplace culture.

## **Stress Management for Managers**

Managers are constantly being pulled in different directions and have high accountability for how their team functions. These realities can lead to cumulative stress. Receive information on the stress cycle, and its impact on health and work. Explore methods for stress recognition and management that you can apply immediately.

## **Supporting a Remote Workforce**

With an increasing number of employees working remotely, managers are tasked with developing diversified strategies to support remote workers. Explore the characteristics and dynamics of the remote worker. Develop an appreciation for the needs of remote workers and specific support recommendations.

## **Supporting Employees with Personal Challenges**

Everyone faces personal challenges at some point, and they can sometimes follow people to work. Review strategies to support employees dealing with mental health issues, substance use, grief and loss, etc.

## **The Importance of Influence**

Influence is an essential skill that is especially beneficial to leaders at all levels. In this session, learn about different styles of influence, when they are best used and some ways to increase your influence.

## **Transgender Awareness & Sensitivity for Leaders**

Supporting employees who are transgender is an emerging necessity in business culture. A workplace transition can be challenging if a transgender employee's manager is not sure how to manage the process. Leave this training with awareness of transgender individuals and a heightened awareness of workplace inclusion and protection strategies.

# **Office Development**

## **Diversity and Inclusion**

Organizations are infinitely more diverse today, spanning multiple generations, ethnicities and cultural backgrounds. To be successful in today's world and navigate this broad landscape effectively, we must develop an appreciation of these differences and learn how to engage with various cultures in a meaningful way. This training brings insight and clarity to the multiple layers of diversity that coexist within organizations and our world. Join us for an engaging exchange where we will examine:

- The effect of culture
- The dimensions of cultural awareness and generational factors
- How cultures differ
- Sources of intercultural misunderstanding
- How diversity inclusion fosters success

## **Respect at Work**

Everyone deserves to be treated with dignity, respect and kindness, whether they are the CEO, intern, new recruit or lowest paid associate. This seminar helps us understand why good people often behave badly. With a diverse work group, we are challenged to be sensitive to others' perceptions. Participants in this session will learn the root causes of offensive behaviors, identify behaviors that happen at work, create a list of rules to live by and commit to working on one thing that they can do to improve.

## **Personal Development**

### **Becoming an Effective Stress Manager**

Multiple studies suggest that stress negatively affects people's health and can take a heavy toll on the mind and body if left unchecked. This program helps employees recognize stress symptoms and learn strategies to minimize its disruptive impact.

### **Blocking Burnout**

Learn how to detect burnout triggers and discover ways to regain enthusiasm at work and at home by becoming more conscious of your needs and motivators.

### **Building Empathy**

Empathy is the ability to understand and share the feelings of another. In this session learn how to start with empathy as you interact with others and how it can help you build and strengthen your relationships.

### **Communicating Effectively**

Communication can be difficult and messy. We forget that our feelings play a part in how messages are delivered, received and processed. In this session learn more about how interpretation can change meaning and how to help ensure that what you say is what others hear.

### **Coping with Loss in Life**

All human beings are impacted by loss and grief, which can be a scary and painful time. Understand what you and others are experiencing when grieving and discover coping resources to utilize during times of loss.

### **Cultivating Calm**

In today's world feeling stressed, pressured, and chaotic can seem like the norm, but it doesn't have to be. We can develop the capacity for peace, serenity and calm. In this session learn how to develop habits that will help you find calm in your life.

### **Cultivating Happiness Within Yourself**

Ever wonder how the principle of happiness works? Start believing that your happiness is more

connected to you and your behaviors more than any other circumstances. Learn simple yet powerful tips and start learning how to cultivate happiness within yourself.

### **Depression - Helping Yourself and Others**

Depression is prevalent in our society; help and understanding is always needed. This valuable program helps participants get past the stigma to find real solutions. They learn how to recognize symptoms of depression and discover ways to help themselves and others.

### **Embracing Conflict**

Conflict is a part of life, and while it can be a source of stress that we would rather avoid, it can also be an opportunity. In this session learn skills to give you the confidence to embrace conflict when it is productive and manage it when it's not.

### **Embracing You: The Power of Acceptance**

We can often be the most critical of ourselves, which can impact our mental and even physical health in the long run. Accepting ourselves, others and situations encourages a healthy heart and mindset. Discover how to embrace you as you, and the value of acceptance in daily living.

### **Emotional Intelligence for Life**

When it comes to happiness and success, emotional intelligence (EQ) is just as important as intellectual ability (IQ). Learn how to build stronger relationships, connect to your feelings and make informed decisions.

### **Finding Focus**

Focus can be an elusive thing. Multitasking, procrastination and distractions make it difficult for us to send all our attention in one direction. The good news is focus is a skill that can be developed. In this session, we will teach you some tricks to help you overcome common focus barriers.

### **Fundamentals of Mental Health**

Mental health is an integral component of overall functioning and wellness. How strong is your mental health? Learn about the fundamentals of mental health, along with proven methods for enhancing your well-being.

### **Goal Setting Strategies**

Having goals is one thing, achieving them is another. In this session learn how to set goals you can reach and develop strategies for ongoing success.

### **Intimate Partner Violence Awareness**

Intimate Partner Violence occurs in every culture, country, age group and socio-economic

level. In this session, learn the types of Intimate Partner Violence and their warning signs, as well as learning more about the resources available to those affected by it.

### **Languishing and Flourishing**

If you've ever felt lackluster, disconnected or just blah, you may have experienced languishing. In this session learn more about languishing, how to identify it and some techniques to pull yourself back towards thriving.

### **Overcoming Loneliness**

Most people will feel lonely at some point in their lives as part of a normal reaction to feeling emotionally or physically disconnected from others. In this session, learn how to address feelings of loneliness and rebuild connections.

### **Prioritizing Self**

"You cannot pour from an empty cup." Many of us spend most of our time giving ourselves to family, friends and employers, making it easy to forget to take care of yourself. In this session learn about the importance of prioritizing and taking care of yourself so you can show up for those in your life.

### **Strategies to Manage Anxiety**

Anxiety can be an occasional visitor for some people, or a long-term guest for others. Research shows that most anxiety is best managed with behavior intervention. This training will empower individuals to assess their personal anxiety and integrate specific behavior practices to increase relaxation and calm.

### **Strategies to Manage Frustration and Anger**

Everyone has experienced frustration or anger at some point in their life. While these emotions are natural, sometimes our reactions can be unhealthy or hurtful to ourselves and others. Understand the true cost of ongoing frustration and anger, and find out how best to express these emotions.

### **Suicide Awareness**

Suicide is a serious public health issue that affects people of all ages and from all walks of life. Learn how to identify early warning signs of suicide and support those who are at risk, this training provides guidance on how to respond proactively and proficiently.

### **Taking the High Road: Kindness and Civility**

We all want to come to work and be treated with kindness and respect. A kind workplace leads to reduced stress, increase morale and better business outcomes. Discover methods of strengthening your civility muscle to enhance your level of kindness and respect in interpersonal relationships.

### **The Art of Listening**

Listening is the foundation of conversation, and a skill that requires practice. In this

session, learn how to listen actively and respond thoughtfully for better communication and understanding.

### **Thriving in Uncertainty**

The unknown is a scary thing. It can be difficult to plan or figure out what to do next. In this session, learn how to embrace uncertainty and navigate it with poise and resiliency.

### **Tuning Out Technology**

Technology has made its way into nearly every aspect of our lives, and many of us spend our entire day staring at screens. In this session learn more about the effects of screentime and how to develop better digital hygiene.

### **Work-life Harmony**

Our lives are busy, and different responsibilities can pull us in many directions. In this session learn how to flow with those responsibilities to find the harmony and happiness in your life.

## **Professional Development**

### **Communicating Professionally**

Participants learn how to present information and interact with others more professionally by improving essential elements of communication: awareness, listening, presence, voice and physical expressiveness.

### **Compassion Fatigue**

Compassion fatigue is the emotional and physical wearing down that takes place when helping professionals are unable to refuel and renew. It can affect a variety of professions in a variety of ways. New Directions offers versions of this material specific to HR professionals, volunteers and individuals working in occupations where tragedy is a regular occurrence such as in the medical or law enforcement fields.

#### **Compassion Fatigue - Traumatic Occupations**

#### **Compassion Fatigue - Volunteers**

#### **Compassion Fatigue - Human Resources**

### **Creating a Positive Professional Work Environment**

This seminar defines what it means to be a professional and identifies standards and expectations of acceptable, professional workplace behavior. You will gain a deeper understanding of your roles and responsibilities within the context of creating a positive work climate. This session will explore the detrimental effects of behaviors such as teasing, bullying, rumors and gossip as well as when these behaviors cross the line and become harassment.

### **Dealing with Difficult Coworkers**

Uncover your triggers, understand why certain personalities can be difficult to work with professionally and create practical strategies for dealing with the situations.

### **Teamwork Strategies**

In any endeavor where multiple people have impact on the result, strong teamwork is the key to success. In this session learn more about the individual skills that make for a strong team member and how to apply those skills both at work and in life.

### **Drug and Alcohol Awareness**

Drugs and alcohol awareness training in the workplace is a valuable tool to provide education and maintain safety standards. The EAP provides a variety of presentations to help fit your need.

#### **DOT Drug and Alcohol Awareness - Supervisory Training**

#### **Drug-Free Workplace**

#### **Reasonable Suspicion - Identifying Impaired Employee - Supervisory Training**

### **Harassment Training**

Training on harassment and sexual harassment is vital to protecting both employers and employees. To assist your organization in enforcing a zero-tolerance policy, the EAP offers both management and employee focused trainings on sexual harassment and general harassment for use based on your specific needs and requirements.

#### **Sexual Harassment Prevention - Supervisory Training**

#### **Sexual Harassment Prevention – Employee Training**

#### **Preventing Employee Harassment – Employee Training**

#### **Handling Harassment - Supervisory Training**

### **The Importance of an LGBTQ+ Inclusive Workplace**

All employees deserve to be treated with respect and included in the workplace. This is especially true when considering LGBTQ+ individuals. In this session, develop strategies to understand and respect diversity in coworkers.

## LIVE WEBINARS

In addition to organizational training, EAP offers free monthly webinars for you and your staff, tailored to employee and management audiences. [Log in to eap.ndbh.com](https://eap.ndbh.com) and check out our webinar center for dates and times of the live webinars and registration. Check out the dates and times for the live webinars and plan to register online. Recordings will post after the event.

## PRE-RECORDED WEBINARS

Finding common time on everyone's calendar can be tricky, which is why we offer self-directed online training – an easy way to work educational learning into busy schedules. These programs allow employees to access video presentations on a variety of relevant topics whenever it's convenient. For more information [log in to eap.ndbh.com](https://eap.ndbh.com) and check out our webinar center.

**Visit [eap.ndbh.com](https://eap.ndbh.com) to download dozens of webinars on additional topics such as reducing clutter, tax saving strategies, focusing on what matters, managing burnout and more.**

## NEED MORE GUIDANCE?

Connect with your customer success manager.

## WANT TO CONNECT WITH EAP?

Call 800-624-5544 or login at [eap.ndbh.com](https://eap.ndbh.com) today.