



BEST CARE EAP 2023

TRAINING CATALOG



BEST CARE EAP

Introduction

About Best Care EAP—We've Been Delivering Value for Over 40 Years

If you're unfamiliar with Best Care EAP (Employee Assistance Program), we are based in Omaha, NE and a provider of national, comprehensive employee assistance (EAP) services. For over four decades, we've partnered with employers to maximize the wellbeing, safety and productivity of the workplace. If you'd like to learn more about our offerings, please give us a call or visit our website at www.BestCareEAP.org. Best Care EAP is an investment that can result in significant savings for your organization.

One-Hour or Less Trainings

This catalog primarily features a comprehensive listing of our very popular one-hour or less trainings. These trainings can be facilitated in person at your work site (within a limited radius—call us for more information) or presented via live webinars. One-hour or less training topics fall within three categories:

- Leadership and Management
- Health and Wellbeing
- Workplace and Career

What Are Your Goals?

We encourage you to look through our training offerings to see what might fit your organizational development goals. Best Care EAP is here to support your training and development initiatives and can help you map out a plan if you need a place to start. Our Best Care professional trainers are available to discuss professional and personal skills development training on a wide variety of topics relevant and essential to wellbeing and success.

Additional Trainings

Also included in this catalog are high-level descriptions of our half-day, full-day and multi-day trainings. If you see a topic that interests you, we invite you to call us to talk through the details. In addition, we also have the ability to develop a completely customized training program to fit your organization's needs. Just give us a call to discuss!

About Our Trainers

Best Care Consultants/Trainers have a vast knowledge base spanning from human resources, organizational development, industrial/organizational psychology, education, talent development and recruiting. We use evidence-based practices when developing our curriculum, which then go through rigorous preparation steps before being presented. Our professional development opportunities provide participants the chance to build on their existing skills and enhance the attributes which they've had all along, all in a collaborative educational setting.

Top Notch Learning

Best Care stands behind every training program and believes you deserve nothing but the best presentation possible. Our trainings employ interactive learning methods and offer relevant work-life examples. Every Best Care EAP training program is developed in-house and cannot be found anywhere else. It's just one of the reasons our training and development curriculum is so effective.

One-Hour or Less Training: Leadership and Management

The Art of Influence

In this training you will:

- Explore the three types of influence and choose the one you identify with
- Learn how to lay the ground work for long-term influence
- Apply the six principles of influence to strengthen your leadership style
- **Training is for managers**

Blind to Opportunity: Uprooting Unconscious Bias in the Workplace

In this training you will:

- Discuss the nature of bias and how it impacts leadership efforts
- Define the common types of bias and what they look like in the workplace
- Apply tips for addressing and overcoming bias in your workplace
- **Training is for managers**

Coaching: The Key to Employee Development

In this training you will:

- Explore and define coaching as an employee development tool
- Learn the benefits of coaching to employees and managers
- Apply the six step process for effective coaching
- **Training is for managers**

Effectively Leading Virtual Teams

In this training you will:

- Define your mindset as a leader and identify your leader characteristics
- Think about your team and how your actions affect their mindsets and well-being
- Apply tested leadership strategies that build trust in times of uncertainty
- **Training is for managers**

Empathetic Leadership: A Trauma Informed Approach

In this training you will:

- Define empathy and trauma and learn about the trauma-informed framework
- Apply trauma-informed principles to enhance work and culture
- Avoid re-traumatization and learn ways to empathize with and support those around you
- **Training is for managers and employees**

From BFF to BOSS

In this training you will:

- Explore what has changed about your job and what hasn't
- Identify self-defeating responses and actions to the anxiety of the transition
- Learn and apply the eight proven strategies for an effective transition
- **Training is for managers**

Get AMPed! Motivating Today's Employees

In this training you will:

- Define the psychological process of motivation and how work has evolved
- Understand the new motivation paradigm of autonomy, mastery, and purpose
- Learn to tap into these concepts and implement this improved motivation strategy
- **Training is for managers**

Managing Personality Conflicts

In this training you will:

- Why personality conflicts arise at work
- Learn how you can prevent and/or manage them
- Know which Best Care EAP services and resources are available to help you be successful
- **Training is for managers**

Managing Resistance to Change

In this training you will:

- Define resistance and pinpoint its source
- Learn how to respond to resistance
- Tap into Best Care EAP's services and resources to make the progress needed
- **Training is for managers**

One-Hour or Less Training: Leadership and Management

Managing the Change Process

In this training you will:

- Understand the nature of change and its driving factors
- Learn typical reactions to workplace change
- Identify how to manage the emotional dimensions of change
- **Training is for managers**

NEW

Managing Remote Employees and Teams

In this training you will:

- Review the challenges of remote and hybrid work
- Discuss how attitudes impact these challenges
- Learn best practices and suggested mindset needed for success
- **Training is for managers**

Preventing Workplace Violence for Leaders

In this training you will:

- Know the scope of a problem and your role as a leader to prevent it in the first place
- Learn to spot the warning signs and take appropriate action to avoid escalation
- Know which Best Care EAP services and resources are available to help you be successful
- **Training is for managers**

Rider, Elephant, Path: The Psychology of Workplace Change

In this training you will:

- Learn how certain thoughts, emotions, and circumstances tend to encourage resistance
- Identify key strategies for leveraging these to move past resistance to make change
- Make your next approach to change a success by converting resistance into enthusiasm
- **Training is for managers and employees**

Stop the Drama for Leaders

In this training you will:

- Define drama and understand its impact on employees and teams
- Identify the three things that typically ignite drama in the workplace
- Learn 10 effective strategies for preventing workplace drama and choose the best ones for your situation
- **Training is for managers**



“I liked how we focused on leadership and discussed how different it is from management. I learned what true influences I have as a leader and how to use those influences to impact a positive change.”

— 2023 The Influential Leader Series attendee

One-Hour or Less Training: Health and Wellbeing

Awakening Awe: Increase Energy and Reduce Stress

In this training you will:

- Understand why and how awe helps you see things in new ways
- Learn how awe makes you happier and healthier
- Apply the seven ways to find awe in everyday life
- **Training is for managers and employees**

Bounce Back Better: Build Your Resiliency

In this training you will:

- Define resilience and recognize characteristics of it in yourself and others
- Dispel myths surrounding resilience
- Learn ways to build up resilience in yourself
- **Training is for managers and employees**

Combating Burnout

In this training you will:

- Understand what burnout really means
- Identify the symptoms of burnout as it relates to daily work activity
- Learn the strategies to treat burnout but also know how to prevent it
- **Training is for managers and employees**

Coping with Change

In this training you will:

- Learn why change is so hard for many people
- Review the benefits of change
- Apply effective tactics for making change work for you
- **Training is for managers and employees**

Cultivating Joy

In this training you will:

- Define joy and how it differs from happiness
- Learn the necessary steps to take for cultivating joy
- Identify and apply your new arsenal of resources to ensure success in achieving more joy
- **Training is for managers and employees**

Dealing with Financial Stress

In this training you will:

- Realistically assess your current financial circumstances
- Identify what you can do to improve your financial outlook
- Learn how financial peace can safeguard your mental and physical health
- **Training is for managers and employees**

Designing a Personal Wellness Plan

In this training you will:

- Acknowledge the many aspects of wellness that effect your whole being
- Apply a four-step process for designing your personal wellness plan
- Learn how Best Care EAP services and resources can be part of your wellbeing plan
- **Training is for managers and employees**

Digital Dilemma (The)

In this training you will:

- Discuss screen time and its positive and negative impact on mental and physical health
- Learn best practice tips to integrating screen time into a healthy lifestyle
- Adjust habits so you find screen time balance in daily life
- **Training is for managers and employees**

Frazzled vs Festive: Managing Holiday Stress

In this training you will:

- Assess your holiday or event-related obligations
- Learn tips for best handling holiday and event-related stress
- Apply strategies that allow for a calm approach to handling stressful times
- **Training is for managers and employees**

One-Hour or Less Training: Health and Wellbeing

Good Grief: Moving Forward from Recent Loss

In this training you will:

- Understand how grief is a journey
- Learn how to approach grief in a way that allows for moving forward
- Know how to use various tactics to support those around you
- **Training is for managers and employees**

Gratitude: The Key to Resilience

In this training you will:

- Learn how gratitude makes you more resilient
- Apply practical techniques for nurturing gratitude and resilience
- Hear about the Best Care EAP services and resources that offer continued support for building up gratitude
- **Training is for managers and employees**

Grit & Bear It: How to Become Mentally Tough

In this training you will:

- Learn the definition of grit and identify what it means to your mindset
- Hear about the latest strategies for tapping into the power of grit
- Hear about the Best Care EAP resources that support grit development
- **Training is for managers and employees**

How Food Impacts Your Mood

In this training you will:

- Learn how certain adjustments to your diet can enhance mood and energy
- Create a personalized list of foods that will energize you throughout the day
- Apply tips to strategically build your personal energy and mood plan
- **Training is for managers and employees**

Preventing Compassion Fatigue

In this training you will:

- Clarify what compassion fatigue is and identify signs that make you vulnerable to it
- Learn the differences between compassion fatigue and burnout
- Apply strategies for preventing and coping with compassion fatigue
- **Training is for managers and employees**

Psychology of Food Choice (The)

In this training you will:

- Explore the reasons we crave foods we know are commonly unhealthy
- Recognize and get to know your physical, psychological, and emotional triggers
- Learn how to keep unhealthy food cravings in check
- **Training is for managers and employees**

Psychology of Money (The)

In this training you will:

- Learn what money can and can't do for you
- Understand and appreciate your spending style so you stress less
- Apply simple and practical techniques for taking control of your financial future
- **Training is for managers and employees**

Recharge Your Motivation, Reimagine Your Dreams

In this training you will:

- Learn the process to let go of old dreams and make room for new
- Uncover the power within to turn dreams into real, achievable goals
- Apply practical tips to keep motivation high yet sustainable
- **Training is for managers and employees**

Riding the Tiger: Serenity in the Age of Anxiety

In this training you will:

- Understand the nature and benefits of anxiety and pinpoint what makes you anxious
- Learn tips to help you accept that anxiety is normal
- How to take steps to keep your actions and energy focused on constructive problem-solving
- **Training is for managers and employees**

One-Hour or Less Training: Health and Wellbeing

Stress Less!

In this training you will:

- Discuss and assess how you perceive stress in your life
- Learn the newest research regarding the impact of stress on productivity, health and more
- Apply simple yet effective strategies to help you stress less and make the most of everyday
- **Training is for managers and employees**

Substance Abuse Awareness for Employees

In this training you will:

- Understand how substance abuse impacts employees
- Identify team member responsibilities to prevent workplace substance abuse
- Learn how to manage your own well-meaning actions that might negate efforts
- **Training is for managers and employees**

Suicide: What You Need to Know

In this training you will:

- Examine how you think about suicide
- Understand the common risk factors
- Learn the best way to reach out to others when they're in trouble
- **Training is for managers and employees**

Sweat, Smile, Repeat

In this training you will:

- Learn how to change your attitude about exercise and ideas about healthy living
- Identify the real reason people fail to stick with an exercise routine and how to avoid it
- Change your thinking after learning the top 10 benefits of exercise so you never backslide
- **Training is for managers and employees**

Thriving Emotionally in Retirement

In this training you will:

- Understand retirement isn't an easy transition and why it evokes emotion
- Learn the keys to successful retirement in order to thrive when routine changes
- Know the services and resources from Best Care EAP to help you happily navigate retirement
- **Training is for managers and employees**

NEW

Timing is Everything!

In this training you will:

- Discover your circadian pacemaker and its rhythm
- Identify your best time of the day to tackle tasks and get things done
- Develop a master schedule customized to your natural preferences
- **Training is for managers and employees**

NEW

Why Mindfulness Matters

In this training you will:

- Define and understand mindfulness and the benefits of these practices
- Learn and practice simple breathing techniques to ground yourself and become present
- Identify tools and exercises to implement in everyday practices to boost your productivity
- **Training is for managers and employees**



One-Hour or Less Training: Workplace and Career

A Head for Success: Cultivating a Growth Mindset

In this training you will:

- Learn about the latest findings in neuroscience to effectively conduct a mindset self-assessment
- Apply assessment results to instill a passion for learning
- Develop your readiness to embrace change in order to rise above the challenges
- **Training is for managers and employees**

Building Emotional Intelligence

In this training you will:

- Understand what it means to be emotionally intelligent and why it matters
- Hear what constitutes emotional intelligence
- Learn what you can do to sharpen your emotional intelligence
- **Training is for managers and employees**

Clues to Teamwork

In this training you will:

- Discover the behaviors that make a team productive
- Apply strategies to encourage team member participation and engagement
- Learn the best ways to enhance communication between team members
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Coaching Up for Career Success

In this training you will:

- Define coaching up and review its benefits
- Learn the fundamental principles of coaching up
- Apply coaching up tips to bolster communication and trust with management
- **Training is for managers and employees**

Don't Fear Feedback

In this training you will:

- Change how you think about criticism
- Learn how to overcome the challenges of receiving and giving feedback
- Apply techniques for effectively receiving and giving criticism
- **Training is for managers and employees**

Emotionally Safe Workplace (The)

In this training you will:

- Create emotional safety at work by focusing on respect
- Identify how to create professional boundaries
- Learn ways to protect the professional boundaries you set
- **Training is for managers and employees**

Everyday Diversity: Find the Power in Difference

In this training you will:

- Define and compare diversity, equity, inclusion, and belonging
- Identify the basis of unconscious bias and how to be more open to various situations
- Apply relationship-building strategies
- **Training is for managers and employees**

Everyday Professionalism

In this training you will:

- Define professionalism for today's work environment
- Learn how professionalism is expressed in attitudes and actions
- Identify attitudes and actions that undermine professionalism; apply tips to change them
- **Training is for managers and employees**

Find Your Focus and Defeat Distractions

In this training you will:

- Explore the scientific basis of attention, distraction, and focus
- Learn how to mitigate distractions
- Apply tips for getting and staying focused once and for all
- **Training is for managers and employees**

One-Hour or Less Training: Workplace and Career

How to Make Conflict Productive

In this training you will:

- Define conflict and understand how and why it can turn destructive
- Learn how to reframe your mindset around respectful conflict
- Apply strategies to have respectful conflict and difficult conversations
- **Training is for managers and employees**

In Sync at Work: Five Generations, One Workplace

In this training you will:

- Hear about the characteristics of each of the five generations now working
- Learn what the five generations have in common
- Learn how to harmonize the differences between each generation
- **Training is for managers and employees**

Managing the Change Process

In this training you will:

- Understand the nature of change and the driving factors behind it
- Learn typical reactions to workplace change
- Identify how to manage the emotional dimensions of change
- **Training is for managers**

NEW

Maximizing Health & Wellness in the Hybrid Workplace

In this training you will:

- Review the latest pros and cons of working remotely
- Identify tips for mitigating its negative impact on your health
- Hear how Best Care EAP services and resources can enhance your thinking about hybrid work
- **Training is for managers and employees**

Mental Health Awareness for Employees

In this training you will:

- Understand the impact of total health and wellness in the workplace
- Define mental health and the factors that can harm
- Recognize common challenges, including stigma and how to overcome them
- **Training is for managers and employees**

Mentoring 101

In this training you will:

- Hear how mentorship is highly valued and why it's key to long-term success
- Learn how to select a mentor
- Hear ways to work effectively with a mentor for maximum benefit
- **Training is for managers and employees**

Modeling Team Communication

In this training you will:

- Learn about the critical importance of active listening and identify whether or not you do it
- Hear tips on how to communicate clear expectations
- Apply relationship-building strategies
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Not So Innocent Bystander: Confronting Harassment (The)

In this training you will:

- Hear how bystanders can play an important role in preventing harassment
- Identify situations when a bystander should intervene; discuss tactics
- Learn how to follow up after a harassment incident
- **Training is for managers and employees**

Personality Styles at Work

In this training you will:

- Identify your personality style to better understand yourself
- Learn how to adapt to be more effective in a variety of situations with all kinds of people
- Learn how to decode the personality styles of other people
- **Training is for managers and employees**

One-Hour or Less Training: Workplace and Career

Playing Your Part: How Team Roles Drive Success

In this training you will:

- Explore how team roles drive success
- Define pitfalls that can derail your team's collaborative efforts
- Learn how to leverage team member strengths and manage weaknesses
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Positive Attitude: A Check up from the Neck Up

In this training you will:

- Explore ways to assess your attitude for any situation
- Learn to peel away any attitude myths that hold you back from mentally thriving
- Apply proven strategies to improve your attitude at work and home
- **Training is for managers and employees**

Power of Appreciation in the Workplace (The)

In this training you will:

- Understand the difference between rewards and recognition
- Learn the five languages of appreciate at work
- Apply different appreciation methods which will make others feel truly valued and appreciated
- **Training is for managers and employees**

Preventing Workplace Violence for Employees

In this training you will:

- Explore the different forms workplace violence can take
- Review, as an employee, your role in preventing workplace violence
- Learn how to spot the warning signs and what to do to take action
- **Training is for employees**

Putting Workplace Bullies in Their Place

In this training you will:

- Learn how to recognize three types of bullying behavior
- Understand bullying is a form of workplace harassment
- Tips to effectively deal with bullying behavior to bring peace to the workplace
- **Training is for managers and employees**

Sexual Harassment Prevention: Test Your Knowledge

In this training you will:

- Define and identify sexual harassment basics in the workplace
- Discuss scenarios that test your knowledge and recognize the slightest inappropriate behaviors
- Learn how Best Care EAP resources can help
- **Training is for managers and employees**

Sexual Harassment Prevent: Let's Get Honest

In this training you will:

- Learn how law interprets "reasonable personal standard"
- Learn to recognize the signs of sexual harassment and prevent it from occurring
- Learn how to constructively and confidently confront a situation affecting you or someone else
- **Training is for managers and employees**

S'More Teamwork

In this training you will:

- Discuss the mechanics of creative thinking when approaching team projects
- Explore the nature of team collaboration and what sets the stage for success
- Apply your teamwork and collaboration skills with a hands-on challenge
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Stop The Drama, Coworkers!

In this training you will:

- Define drama and identify the three things that typically ignite drama in the workplace
- Learn what drama affects in the workplace, like morale and absenteeism
- Learn what can be done to reduce drama and even eliminate it from the workplace
- **Training is for employees**

One-Hour or Less Training: Workplace and Career

Successful Workplace Communication

In this training you will:

- Understand why sharpening your communication skills is worth the effort
- Learn the process of active listening and how to apply techniques to enhance communication
- Assess your own style and how it meshes with others
- **Training is for managers and employees**

Team Survivor: Sink or Swim

In this training you will:

- Debunk common myths that prevent team collaboration
- Navigate creative brainstorming to solve a problem (this is a hands-on group activity)
- Apply effective team building tips to stay productive with projects and team interactions
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Teamwork: It's No Mystery

In this training you will:

- Define the essence of teamwork to understand how human nature impacts it
- Identify the biggest barriers to teamwork and how to avoid them in the first place
- Apply six proven tips for becoming a team player
- **Training is for managers and employees**

(This training is offered in-person only due to a hands-on activity)

Thriving in Chaos

In this training you will:

- Learn what really causes chaos and how to spot incidents that add to it
- Identify what and how things matter in your life
- Apply tips to effectively manage your life when things become chaotic and you thrive in spite of it
- **Training is for managers and employees**

Time Management: Boost Your Effectiveness

In this training you will:

- Understand why you can't manage time but rather it's about managing yourself
- Learn the basics of time management and how your actions impact its efficiency
- Apply tips to avoid time wasting behaviors
- **Training is for managers and employees**

Verbal Defense

In this training you will:

- Learn the reasons why verbal abuse from customers is on the rise; discuss triggers
- Understand how to use emotion and reasoning to communicate
- Learn tips to position yourself to diffuse a hot situation
- **Training is for managers and employees**

Work Smarter, Not Harder

In this training you will:

- Assess if you're "smart" or "hard" at working
- Hear the four proven strategies to apply to work smarter
- Apply tips to achieve success by breaking down daunting tasks into manageable bites
- **Training is for managers and employees**

Work/Life Synergy

In this training you will:

- Identify time and energy limitations imposed on you that keep you from finding balance
- Discuss why work/life synergy is difficult to achieve
- Learn how to adjust your thinking and behavior to take action to achieve the synergy you want
- **Training is for managers and employees**

Your Customers, Your Success

In this training you will:

- Understand that customer service is an experience you create
- Develop a process for dealing with difficult or angry customers without evoking your emotion
- Apply tips to develop outstanding customer experiences for those you deal with
- **Training is for managers and employees**

Additional Training Opportunities

If you're a Best Care EAP client, you may have onsite training hours included in your contract. Give us a call if you're unsure whether or not you have training hours. If you're not a Best Care EAP client, you may purchase any of the classes listed in the catalog. If you'd like to know more about our EAP employee benefits package for your organization, we can help with that, too. Just call us or visit www.BestCareEAP.org.

Academy – These are **half-day and full-day** management and leadership training opportunities. The courses can be facilitated at your worksite, or individuals can attend sessions at the Best Care office. If you are a Best Care EAP member organization, *Academy* sessions are available at client-preferred rates.

Learning Series – Best Care *Learning Series* are **multi-day** presented in an ongoing format consisting of 4-6 weekly sessions. If your organization contracts with Best Care for EAP services, the *Learning Series* are available at client-preferred rates.

Executive/Leader Performance Coaching Services

Coaching is used to assist an individual with improving job performance, advancing in a career, or achieving greater satisfaction or success with a job, career, or business. Coaching will focus on helping improve knowledge, skills or expertise to achieve the coach's and the organization's coaching goals. Through one-on-one sessions, the Best Care Coach will work with the client to plan, practice and acquire specific competencies and/or achieve specific goals.

Professional Assessments

Best Care EAP staff are certified Emergenetics and Insight Personality Spectrum program facilitators. These training options identify and assess both individual and team strengths to maximize work efforts. Call us for more information and you may talk directly with our certified trainers about your organization's needs.

Things to Know About Our Trainings

- Two weeks notice is preferred to schedule live programs; however, we will do our best to accommodate any time frame.
- Live trainings are only available within a limited geographical area. Please call Best Care EAP for more information.
- Most live trainings require a minimum number of participants.
- Cancellations require a 48-hour advance notice.
- Employee Orientations and EAP Supervisory Trainings are also available 24/7 via on-demand trainings available on the Best Care EAP website.
- Our on-demand trainings are free and available on the Best Care EAP website. If you would like Best Care EAP to track your organization's viewings, please call us to set up.
- All Best Care EAP trainings close with a brief reminder of the Best Care EAP services available.

**Thank you for perusing our training catalog.
We look forward to helping you reach your
organization's training and development initiatives!**

2023 Training Rates

TRAINING and ORGANIZATIONAL DEVELOPMENT	CLIENT	NON-CLIENT
Executive/Leader Performance Coaching	\$210 / hour	\$360 / hour
Assessments: InSight Colors Emergenetics	\$65.00 \$135.00	\$75.00 \$175.00
Onsite Hours	\$210 / hour plus: \$50/ hr travel time + current IRS mileage for travel outside of Omaha	\$360 / hour plus: \$50/ hr travel time + current IRS mileage for travel outside of Omaha
Full Day Bootcamp	\$230 / participant	\$395 / participant
Half Day Bootcamp	\$145 / participant	\$250 / participant
Influential Leader Bootcamp Series	\$375 / participant	\$640 / participant
Stress Series	Call for quote	Call for quote
Resiliency Series	Call for quote	Call for quote

Customized Training Requests

If you're not seeing a training topic you need, Best Care EAP trainers can develop a completely customized program to fit your organization's goals and initiatives. Since requests are one-of-a-kind, please call us for more information.

Remember!

Best Care EAP orientations are included in member contracts and our on-demand training access is free to members (your company-specific login code is required to access the trainings) and available 24/7. If you're unsure of your company-specific login, call our office and we'll help!

