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**E076 Win with Completed Staff Work**  
 WHAT: Age-old guidance to help employees to produce work that is thorough, detailed, professional, and that will sky-rocket their careers.  
 WHERE TO USE: Counseling sessions.



**E077 Exceptional Customer Service**  
 WHAT: How to deliver outstanding customer service using skills that make it happen while reducing personal stress. Anticipating needs, understanding expectations, being flexible, and demonstrating honesty. WHEN TO USE: Counseling sessions, waiting areas.



**E078 Effective Parenting of Younger Children**  
 WHAT: Short concise guidance for parents on understanding independence, respect, making friends and socialization, helping around the house, learning responsibility and patience, and helping kids manage their stress. WHEN TO USE: Counseling sessions.

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**E079 Facing the Loss of a Loved One**  
 WHAT: Stages of loss, working through loss, and guidelines for coping with grief. Accepting feelings, expressing emotions, sticking to a routine, taking care of yourself, finding meaning and spiritual insight in the healing process. **WHEN TO USE:** Counseling sessions.



**E080 Getting More Excited About Your Job**  
 WHAT: What to do when one feels trapped in a job; making a difference; finding meaning in your work; identifying your potential and applying it; widening your focus; formulating a plan to get the most out of life. **WHEN TO USE:** Counseling sessions.



**E081 How to Turn Stress into De-Stress**  
 WHAT: About stress and how to take charge of it; the three forms of stress and how to manage each kind; coping with physical stress; coping with emotional stress; coping with work stress. **WHEN TO USE:** Counseling sessions, health fairs, waiting rooms.



**E082 Letting Go of Guilt**  
 WHAT: Guilt is an appropriate human feeling, but persistence of guilt can rob you of health and happiness; approaches to letting go; means of examining the origin of guilt; justified guilt, power of apologies, remorse; personal growth and redemption. **WHEN TO USE:** Counseling sessions.



**E083 Meditation Practice Tips**  
 WHAT: History of meditation; what is meditation; why it works; how to meditate; gaining more proficiency; types of meditation; steps for meditation (two approaches); concentrated meditation and guided meditation. **WHEN TO USE:** Counseling sessions.



**E084 Overcoming Single Parenting Challenges**  
 WHAT: Single parenting can be overwhelming; developing a plan of approach to finding childcare, developing a support system; putting your children first; dealing with your "ex"-do's and don'ts; daycare, support, resources. **WHEN TO USE:** Counseling sessions, health fairs; waiting rooms.



**E085 Shyness**  
 WHAT: What is shyness; what causes shyness; when is treatment needed; what does treatment entail; examining and diagnosing your shyness pattern, what contributes to it, and what perpetuates the pattern. **WHEN:** Counseling sessions.



**E086 Stalked on the Job: When You Feel Unsafe at Work**  
 WHAT: Murder is the number one cause of death in the workplace for women with a stalker is involved in one of eight; challenge of dealing with stalkers; employer responsibility; what you should do; organization your protection; communication. **WHEN:** Groups, counseling.

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**E087 Living Better as a Blended Family**  
 WHAT: Why such a challenge. What is the "trick"? Steps to take. Keeping it simple. Exercise is the secret weapon. Making exercise fun—yes, it's possible. Changes you will see and feel. **WHEN:** Counseling, health fairs, work shops.



**E088 Helping Employee Stay Healthy**  
 WHAT: What employers can do: free resources; stopping smoking; support groups; group discounts; health fairs; EAPs and mental health counseling; establishing incentives to motivate employee lifestyle changes. **WHEN:** Management consultation; marketing presentations by EAP vendors.



**E089 Getting and Keeping an Exercise Program**  
 WHAT: Why is it a challenge. What is the "trick" to keeping a program active? Steps to take. Making exercise fun—yes, it's possible. Changes you will see and feel. **WHEN:** Counseling, health fairs, workshops.



**E090 25 Ways to Beat Holiday Stress**  
 WHAT: 25 cool ways of managing the mistletoe season that to help employees enjoy it more or be less troubled by the memories and issues that make it especially tough. **WHEN:** Counseling sessions; health fairs.

