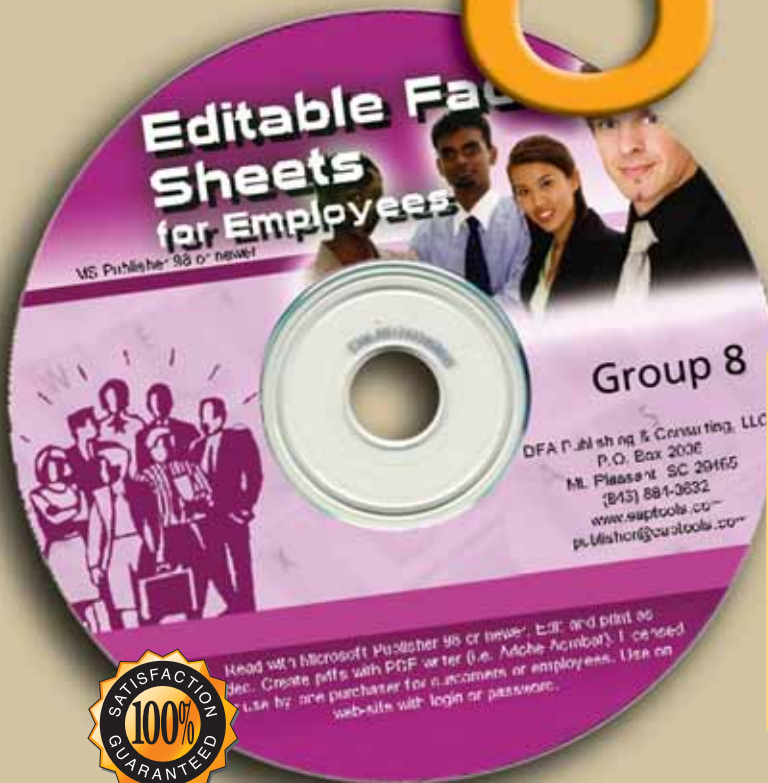


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E091 When You're Being Stalked
WHAT: Important education to protect the victim of a stalker and those around her; stalking defined; who becomes a stalker; how to deal with a stalker; legal recourses. **WHEN TO USE:** Counseling sessions; health fairs; waiting rooms.



E092 Let's Have a Family Meeting
WHAT: What is a family meeting; why have a family meeting; goals of a family meeting; a process that works; Do's and Don'ts. **WHEN TO USE:** Counseling sessions.



E093 Emotional Intelligence Boosts Customer Satisfaction
WHAT: What is emotional intelligence and how it connects to customer service; establishing likeability and becoming a "people person"; perceiving emotions; using emotions in positive way; understanding emotions; managing emotions; using emotional intelligence. **WHEN TO USE:** Group work; coaching; field work.

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E094 Workplace Tolerance and Bias Awareness (Supervisor) WHAT: Bias is a misunderstood term. We all have biases; awareness and tolerance; bias in the social interaction of the workplace; recognizing one's bias; walking in another's shoes. **WHEN TO USE:** Counseling sessions; waiting rooms.



E095 Coping with Change in the Workplace (Supervisor) WHAT: Ability to manage change is critical; facing unexpected change; avoiding fear and negativity; resisting snap judgments; see the big picture; managing expectations; remaining positive and professional, and the benefit of doing so. **WHEN TO USE:** Group work, counseling.



E096 Performance Management Tips (Supervisor) WHAT: Power of effective performance management; understanding and trusting the process; employee input; developing a process; feedback; removing barriers to acceptable performance; effective steps of a review. **WHEN TO USE:** Coaching supervisors, individual or group.



E097 Coaching Your Employees for Success (Supervisor) WHAT: Promoting talent from within is critical; it takes skills to do it; about the need to coach; what it entails; the promises of coaching; getting a coaching mindset. **WHEN TO USE:** Consultative use.



E098 Preventing Injury at Work (Supervisor) WHAT: Preventing back injury; reminders and awareness; education of carpal tunnel syndrome; thwarting eye-injuries; avoiding burns and electrocution. **WHEN TO USE:** Safety training, health fairs, waiting areas.



E099 Creating Job Satisfaction for Employees (Supervisor) WHAT: Helping employees enjoy their jobs more; supervisor simple steps; responding to teams to stimulate excitement; eliminating monotony; encourage work-life balance. **WHEN TO USE:** Training, coaching.



E100 Relax about Retirement Planning (Supervisor) WHAT: Ten tips for retirement planning; never too late to start; analyzing needs; how to invest; diversification; monitoring; reviewing and revising a plan. **WHEN TO USE:** Waiting rooms; counseling; workshops.



E101 Shared Space: Avoiding Conflict, Seeking Harmony (Supervisor) WHAT: Most employees share space and the conflicts as a result are legion—and legendary! Here are the harmony tips: odors, breath, loud conversations, cleanliness, storage, conflict management, music volume, temperature, and stress! **WHEN TO USE:** Conflict management, counseling sessions.

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E102 About Employee Privacy and Improper Disclosure (Supervisor) WHAT: Privacy is key to EAPs and supervisor must cooperate. Covers types of information, management, abuse of information, areas of privacy, Do's and Don'ts; respect for privacy; avoiding gossip. **WHEN TO USE:** Supervisor training and consultation.



E103 Becoming a Successful Leader (Supervisor) WHAT: Traits and skills of a leader, and how to acquire them; having a vision; people skills; commitment; business acumen; building coalitions; communication; becoming a great boss. **WHEN TO USE:** Consulting; supervisor training.



E104 News Overload! Media Mash and Mental Health (Supervisor) WHAT: News can drive you nuts; why news is mostly bad; how to respond to it and avoid it; how to manage your mood in response to news; how to make a difference in the quality of news. **WHEN TO USE:** Waiting areas; brown baggers.



E105 Performance Evaluation Anchors Tool (Supervisor) WHAT: Facing the madhouse. Ten tips for a less stressful commute. Starting early, keeping your car repaired, keep a half tank minimum, find safe audio entertainment, changing the scenery, getting comfortable, using time wisely. **WHEN TO USE:** Workshops, counseling.

