

The following open training opportunities are available to all employees covered by the Best Care EAP benefit. ***There is no additional charge for participants or companies for attendance at these programs.*** Please register by contacting Best Care EAP, **402-354-8000 | 800-666-8606 | EAP@BestCareEAP.org**. Training programs outside of the Omaha/Lincoln areas are scheduled on an *as requested* basis.

**If your organization is planning to register 10 or more employees for any one session, please contact Best Care EAP to schedule the program at your location.**

## Omaha | *Nebraska*

### Centre Pointe Plaza | 9239 West Center Road | 2nd Floor Conference Room

February 1, 2006	EAP Supervisory Training Time Management: Boost Your Effectiveness	9:00am-11:30am 1:00pm-2:00pm
March 1, 2006	EAP Supervisory Training How to Deal with People Who Drive You Crazy	9:00am-11:30am 1:00pm-2:00pm
April 19, 2006	EAP Supervisory Training Workplace Bullying: From Playground to Boardroom	9:00am-11:30am 1:00pm-2:00pm
June 14, 2006	EAP Supervisory Training Keeping Cool When the Heat is On	9:00am-11:30am 1:00pm-2:00pm
August 2, 2006	EAP Supervisory Training TUMS: A Prescription for Burnout	9:00am-11:30am 1:00pm-2:00pm
September 6, 2006	EAP Supervisory Training Self-Esteem Essentials for Children	9:00am-11:30am 1:00pm-2:00pm
October 4, 2006	EAP Supervisory Training Resolving Conflicts	9:00am-11:30am 1:00pm-2:00pm
November 15, 2006	EAP Supervisory Training Holiday Stress	9:00am-11:30am 1:00pm-2:00pm

# Lincoln | *Nebraska*

## State Office Building | 301 Centennial Mall South | Lower Level A

February 15, 2006	EAP Supervisory Training How to Deal with People Who Drive You Crazy	9:00am-11:30am 1:00pm-2:00pm
May 17, 2006	EAP Supervisory Training Time Management: Boost Your Effectiveness	9:00am-11:30am 1:00pm-2:00pm
November 8, 2006	EAP Supervisory Training Holiday Stress	9:00am-11:30am 1:00pm-2:00pm

## Nebraska Department of Labor | 550 South 16th Street | Room 311

March 15, 2006	Workplace Bullying: From Playground to Boardroom	12:00pm-1:00pm
August 16, 2006	Self-Esteem Essentials for Children	12:00pm-1:00pm
October 11, 2006	Resolving Conflicts	12:00pm-1:00pm

## Seminar | *Descriptions*

**EAP Supervisory Training** | Ninety-five percent of the time, poor work performance can be traced to unresolved personal issues. Couple this observation with the fact that replacing a problematic employee can cost your organization as much two to three times that person's annual salary, and it just makes sense to make every effort to help him or her get back on track. That's where your Best Care EAP can help. This course teaches you how to leverage Best Care EAP's services to help you salvage troubled, but otherwise valuable employees, at each stage of your organization's disciplinary process.

*\*Formerly called EAP: A Tool for Effective Personnel Management*

**Workplace Bullying: From Playground to Boardroom** | Bullies rarely grow up, they just move on, taking their abusive behavior into the workplace with disastrous consequences for individuals and organizations in terms of increased employee stress, absenteeism, and turnover. This program will give you the knowledge and tools you need to recognize bullies in the office or on the shop floor as well as techniques for blunting their obnoxious and destructive behavior.

**Holiday Stress** | For many, the holidays are a time hope, love, family and friends. However, it can also be a time of stress, worry, loneliness and sadness. During this seminar, you will come to understand the impact that holiday stress can have on you mentally, physically, emotionally, and spiritually. You will also assess your current stress level, learn about the top five holiday stressors, and receive tips on how to manage your stress during the hustle and bustle of the season.

To register, 402-354-8000 | 800-666-8606 | [EAP@BestCareEAP.org](mailto:EAP@BestCareEAP.org)

**Best Care**  
**EMPLOYEE ASSISTANCE PROGRAM**

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**How to Deal with People Who Drive You Crazy** | Admit it: some people are just darn difficult to work with. Their rude and thoughtless behavior pushes our “hot buttons” and makes work more difficult than it has to be. This program introduces you to a rouge’s gallery of the most common types of difficult people and helps you understand the desires and attitudes that motivate their obnoxious behavior. The program also offers tested strategies for helping you deal successfully with them.

**Keeping Cool When the Heat is On** | The pressures associated with competing in today’s 24/7, global economy can seem overwhelming. Unfortunately, our natural reactions to these pressures—e.g., anger, frustration, and aggression—are rarely appropriate. This program can help you better handle life’s challenges by giving you a deeper understanding of yourself and by giving you specific strategies and tactics for leveraging the raw emotional energy your normal reactions to life's inconsistencies generate.

**Resolving Conflicts** | Depending on your approach to them, workplace conflicts can be either invitations to disaster or precious opportunities for professional and organizational growth. This program teaches you to first recognize the signs and severity of work conflicts and then to apply the most effective communication and negotiation options available for turning them into win-win situations for all concerned.

**Self-Esteem Essentials for Children** | You can not buy it in a store or borrow it from a friend. You can't touch it, but it affects how you feel. You can't hear it, but it's there when you talk about yourself. What is this important but mysterious thing? It's your self-esteem! Positive self-esteem is the ticket to strong relationships and making important decision. This program provides parents and care givers with practical techniques to instill a positive self-esteem that is essential for successful child development. Techniques are targeted to children ages 3-13 years.

**Time Management: Boost Your Effectiveness** | Because it can neither be created nor destroyed, time is *not* a resource in the conventional sense. Consequently, you can’t “manage” time. However, you can manage yourself and the amount of skill, attention, and effort you devote to any given task. During this program, you will learn how to effectively manage your own behavior, and discover how best to leverage the resources you have in order to accomplish what is truly important to you.

**TUMS: A Prescription for Burnout** | The National Institute for Occupational Safety and Health estimates that nearly 50% of American workers will suffer from “burnout” at some point in their careers. What is burnout? Burnout is defined as “a disabling reaction to stress on the job, often leaving one physically, mentally, and emotionally drained.” You will complete a questionnaire that will help you estimate your current vulnerability to burnout. You will also review the signs and symptoms of job burnout, explore strategies for decreasing job stress, and learn what steps you can take to prevent burnout in the future.