

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.

Council Bluffs | *Iowa*

NEW!

Council Bluffs Community Hall | 205 South Main Street

September 18, 2007	EAP Supervisory Training Substance Abuse Awareness Training	8:15am – 10:15am 10:30am - 11:45am
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Council Bluffs Public Library | 400 Willow Avenue

October 16, 2007	EAP Supervisory Training Successful Workplace Relationships	1:15pm – 3:15pm 3:30pm – 4:30pm
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Council Bluffs Public Library | 400 Willow Avenue

November 8, 2007	EAP Supervisory Training Change and the Power of Resiliency	1:15pm – 3:15pm 3:30pm – 4:30pm
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Omaha | *Nebraska*

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

February 14, 2007	EAP Supervisory Training Everyday Professionalism	9:00am-11:30am 1:00pm-2:00pm
March 14, 2007	EAP Supervisory Training “411” of Office Politics	9:00am-11:30am 1:00pm-2:00pm
April 11, 2007	EAP Supervisory Training <i>Whale Done: The Power of Positive Relationships</i>	9:00am-11:30am 1:00pm-2:00pm
June 13, 2007	EAP Supervisory Training Goal Setting: Creating Personal Success	9:00am-11:30am 1:00pm-2:00pm
August 15, 2007	EAP Supervisory Training Creating an Extraordinary Workplace: It’s So Simple	9:00am-11:30am 1:00pm-2:00pm
September 12, 2007	EAP Supervisory Training Office Humor for Fun and Profit	9:00am-11:30am 1:00pm-2:00pm
October 17, 2007	EAP Supervisory Training Resolving Conflicts	9:00am-11:30am 1:00pm-2:00pm
November 14, 2007	EAP Supervisory Training Holiday Stress	9:00am-11:30am 1:00pm-2:00pm

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Best Care
EMPLOYEE ASSISTANCE PROGRAM

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Lincoln | *Nebraska*

State Office Building | 301 Centennial Mall South | Lower Level F

February 21, 2007	EAP Supervisory Training Change & the Power of Resiliency	9:00am-11:30am 1:00pm-2:00pm
May 16, 2007	EAP Supervisory Training Everyday Professionalism	9:00am-11:30am 1:00pm-2:00pm
November 7, 2007	EAP Supervisory Training Holiday Stress	9:00am-11:30am 1:00pm-2:00pm

Nebraska State Capital Building | 1445 K Street | Room 1126

April 18, 2007	EAP Supervisory Training Whale Done: The Power of Positive Relationships	9:00am-11:30am 1:00pm-2:00pm
September 19, 2007	EAP Supervisory Training “411” of Office Politics	9:00am-11:30am 1:00pm-2:00pm

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

March 21, 2007	Goal Setting: Creating Personal Success	12:00pm-1:00pm
July 11, 2007	Creating an Extraordinary Workplace: It's So Simple	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.*

Everyday Professionalism | Everyday professionalism can be as simple as remembering basic etiquette, like saying, "please" and "thank you". The niceties that establish us as a person also enhance individual performance, team work, morale and ultimately, business results. This program introduces 10 common blunders leading to business inefficiencies, and reintroduces the following key components: character, positive attitude, competency and conduct.

"411" of Office Politics | Like it or not, being good at your job isn't enough to ensure long-term career success. The program teaches you how to play office politics well and with a clear conscience by explaining the rules of honest communication and fair negotiation. Questions covered include the following. How close to the vest should you hold your cards when you're the new kid on the block? Why is it not wise to align yourself too closely to a single mentor? How do you defend yourself against malicious gossip? What do you do when you really can't stand a co-worker or boss? And many more.

Whale Done! - Powerful, Positive, Work Relationships | What does training killer whales-the ocean's premier predators-have to do with managing people? More than you would think! Based on the work of leadership visionary, Ken Blanchard (*Gung-ho!* and *The One-Minute Manager*), this dynamic, video-based program reveals that the secret of success in both these challenging endeavors is creating positive, mutually beneficial relationships. This program goes on to teach you how to use the basics of meaningful personal relationships-building trust, accentuating the positive, and redirecting energy when things get off track-to create an environment where workers are happy AND productive.

Goal Setting: Creating Personal Success | Success, like beauty, is in the eye of the beholder, and everyone gauges it differently. Understanding what we value helps us create personal and professional success by allowing us to set realistic and measurable goals. During the course of this seminar, participants will create their own definitions of success and outline a personal plan for growth. They will also learn how to effectively set personal and professional goals and hence, find success in recognizing and avoiding the psychological "traps" that, too often, sap motivation.

Creating an Extraordinary Workplace: It's so Simple! | Based on the inspiring story of Southwest Airlines-one of America's most respected and profitable companies-this back-to-the-basics program inspires you to implement four powerful principles for optimizing productivity and profitability: Respecting One another, Helping Each Other Out, Hiring for Attitude/Training for Skill, and Allowing People the freedom to be Themselves. The program includes a video presentation that demonstrates Southwest Airline's management and staff putting this winning philosophy to work. While designed for managers and supervisors, experience shows that employees greatly benefit from this program as well.

Office Humor for Fun and Profit | "Laugh and the World Laughs with You, Cry and the World Runs the Other Way," or at least so it seems. Humor has a variety of benefits in the workplace. Laughter lowers stress, burns calories, and helps to promote an overall sense of well-being. As for profit, a good sense of humor helps to facilitate communication, builds relationships with clients, and increases productivity. This seminar is filled with tips on how to add humor to your life and workplace. Through interaction, attendees will generate ideas on how to incorporate appropriate humor into their place of business.

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.

Holiday Stress | For many, the holidays are a time of 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.

Substance Abuse Awareness | Workers' abuse of alcohol and other substances costs U.S. companies an estimated \$102 billion annually in lost productivity and profits. Designed primarily for managers and supervisors, the program teaches you how to recognize the signs and symptoms of substance abuse, document performance issues, and get valued employees back on track by intervening and/or referring them to your employee assistance program (EAP).

Successful Workplace Relationships | In the hectic environments that characterize most organizations today, even the best employees can lose sight of the basics of maintaining positive work relationships. This program reviews the fundamentals of respectful, mutually beneficial relationships: building and maintaining trust, focusing on the positive in the other person, and resolving conflicts in a respectful manner.

Change and the Power of Resiliency | Change is everywhere and it's inevitable. Technology is constantly evolving; companies are regularly bought, sold, downsized, right-sized and re-engineered. You may not have chose the changes currently happening to your workplace, but how you choose to handle them can make them either positive or negative experiences. This seminar will explore common reactions to change, the personal factors that influence those reactions, and ways to boost your resiliency to change.

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