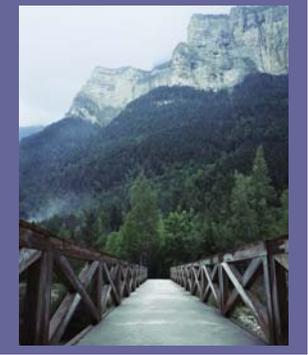


# 2008 *Best Care* EAP Training & Consulting Programs Journey to Excellence



**With over 70 programs designed to improve personal, team, manager, and organizational effectiveness, Best Care EAP can help you chart your own Journey to Excellence.**

**The journey starts now and Best Care can take you there!**

## PERSONAL PATH

**Building Self Confidence That Lasts – NEW!**

**Assert Yourself and Succeed – NEW!**

Everyday Professionalism

Change and the Power of Resiliency

“411” of Office Politics

Dealing with People Who Drive You Crazy

Be People Smart

Stress Management

Office Humor for Fun and Profit

Positive Attitude and Self-Motivation

Customer Service: Your Customers, Your Success

Ethics: The Golden Rule of Business

Workplace Bullying: From Playground to Boardroom

Keeping Cool When the Heat is On

Communicating for Maximum Impact

He Said/She Said: Gender Communication

Goal Setting: Creating Personal Success

Movin’ On Up Your Career Ladder\*

Business Writing Skills

Presentation Skills

TUMS: A Prescription for Burnout

Shift Work Strategies

Holiday Survival

Work and Life: Managing the Delicate Balance

Time Management: Boost Your Effectiveness

Financial Finesse

Substance Abuse Awareness

Self Esteem Essentials for Children

Thriving Emotionally in Retirement

## ORGANIZATIONAL ODESSEY

**FUN is Good! – NEW!**

Creating a Compelling Company Culture

*The FISH Philosophy: Catch the Energy*

An Extraordinary Workplace: *It’s So Simple*

Employee Engagement

The Power of Accountability

## MANAGEMENT MARCH

**Secrets of Influencing Others – NEW!**

**Low Cost Ways to Reward Employees – NEW!**

**X, Y, and ME: Tips for Managing Different Generations – NEW!**

Goal Attainment: Stick to It!

Handling Uncomfortable Employee Situations

Management: The Core Skills

Managing the Change Process

Motivating for Results

*Whale Done!* – Powerful, Positive Work Relationships

Coaching for Excellence: Developing Your Top Talent

Communicating for Managerial Effectiveness

Giving Feedback that Gets Results

Discovering Your Leadership Style: DiSC for Leaders\*

Discovering Your Workplace “Personality” MBTI\*

Five Practices of World-Class Leaders

Managing the Diverse Workforce

Substance Abuse Awareness for Supervisors

Workplace Bullying: Spotting the Signs

Fostering Accountability in the Workplace (Mgmt)

Preventing Workplace Violence

## TEAMWORK TREK

**The Five Pillars of Teamwork – NEW!**

**Sexual Harassment: Let’s Get Honest – NEW!**

Problem Solving

Resolving Conflicts

Successful Workplace Relationships

Team Building

Insight™ Discovering Your Personality Spectrum\*

Business Etiquette for the 21<sup>st</sup> Century

Civility: With All Due Respect

Cube Living

Communication: It’s a Mystery!

Discovering Your Work Style: DiSC Behavior Profile\*

Discovering Your Personality Preference: MBTI\*

Generational Diversity: Baby Boomers and Beyond

Valuing Diversity

\*Additional Charges Apply

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*Best Care*  
EMPLOYEE ASSISTANCE PROGRAM