

DIRECTION for Employee Assistance

DIRECTION
*Training
Calendar*
2016

Workshops for Supervisors, Employees, and
Household Members

DIRECTION for Employee Assistance
2650 Suzanne Way, Suite 120, Eugene, OR 97408
(541)345-2800
www.cascadehealth.org

DIRECTION for Employee Assistance

Workshops Offered at the Following Locations:

**DIRECTION @ Cascade Health Solutions
Training Room
2650 Suzanne Way, Suite 130
Eugene, OR 97408**

**Lane Council of Governments (LCOG)
Buford Room
859 Willamette Street, Suite 500
Eugene, OR 97401**

**City of Eugene
Woolworth Building, Chinook Room
940 Willamette Street, Suite 200
Eugene, OR 97401**

***Trainings are free of charge to employees and household members of DIRECTION client companies. Due to limited space, registration is required at least one week in advance. To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org, in the upper right corner click on "Calendar"**

2016 DIRECTION Supervisor Index of Trainings

Supervision Fundamentals Series (offered twice)

**Please see pages 5-6 for each class description*

Supervision Fundamentals: A six part series teaching fundamental skills to prevent employee relations problems and support resolution of job performance issues. The goal of the six part series is to build or refresh basic supervisory skills to avoid common behaviors that can inadvertently irritate or alienate people. Supervisors will learn the steps to prevent job performance problem behavior as well as reduce the indirect costs of technical and interpersonal conflict that cause tension, drain budgets, reduce profits, and detract work groups away from job tasks.

Target outcomes:

- ⇒ Learn key skills of Supervision
- ⇒ Reduce defensive responses when holding staff accountable
- ⇒ Build trust among work groups
- ⇒ Integrate behaviors that build engagement

**Although designed for supervisors and managers, anyone interested in the topic is welcome.*

Winter Series:

Wednesday, 1/27/2016
8:30-10:00 a.m.

Supervision Session #1 People Smart Management
@ DIRECTION Training Room, Suite 130

Wednesday, 2/3/2016
8:30-10:00 a.m.

Supervision Session #2 Finding Paths through Conflict and Correcting Job Performance
@ DIRECTION Training Room, Suite 130

Wednesday, 2/10/2016
8:30-10:00 a.m.

Supervision Session #3 Building an Engaged Team
@ DIRECTION Training Room, Suite 130

Wednesday, 2/24/2016
8:30-10:00 a.m.

Supervision Session #4 Using Recognition to Motivate and Retain People
@ DIRECTION Training Room, Suite 130

Wednesday, 3/2/2016
8:30-10:00 a.m.

Supervision Session #5 Effective Coaching and Problem Solving With Employees
@ DIRECTION Training Room, Suite 130

Wednesday, 3/9/2016
8:30-10:00 a.m.

Supervision Session #6 Generations in the Workplace
@ DIRECTION Training Room, Suite 130

2016 DIRECTION Supervisor Index of Trainings

Supervision Fundamentals Series (continued)

**Please see pages 5-6 for each class description*

Fall Series:

- | | |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Wednesday, 9/21/16
3:00-4:30 p.m. | <u>Supervision Session #1 People Smart Management</u>
@ Lane Council of Governments, Buford Room |
| Wednesday, 9/28/2016
3:00-4:30 p.m. | <u>Supervision Session #2 Finding Paths through Conflict and Correcting Job Performance</u>
@ Lane Council of Governments, Buford Room |
| Wednesday, 10/5/2016
3:00-4:30 p.m. | <u>Supervision Session #3 Building an Engaged Team</u>
@ Lane Council of Governments, Buford Room |
| Wednesday, 10/12/2016
3:00-4:30 p.m. | <u>Supervision Session #4 Using Recognition to Motivate and Retain People</u>
@ Lane Council of Governments, Buford Room |
| Wednesday, 10/19/2016
3:00-4:30 p.m. | <u>Supervision Session #5 Effective Coaching and Problem Solving with Employees</u>
@ Lane Council of Governments, Buford Room |
| Wednesday, 10/26/2016
3:00-4:30 p.m. | <u>Supervision Session #6 Generations in the Workplace</u>
@ Lane Council of Governments, Buford Room |



Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge
Non-DIRECTION Client fees: \$50.00 per person

2016 Description of Trainings

Supervision Fundamentals Series

Supervision Fundamentals: A six part series teaching fundamental skills to prevent employee relations problems and support resolution of job performance issues. The goal of the six part series is to build or refresh basic supervisory skills to avoid common behaviors that can inadvertently irritate or alienate people. Supervisors will learn the steps to prevent job performance problem behavior as well as reduce the indirect costs of technical and interpersonal conflict that cause tension, drain budgets, reduce profits, and detract work groups away from job tasks.

Session 1: People Smart Management

Covers fundamental skills to give positive and negative feedback to resolve job performance, problem behavior, and conflict while minimizing anger and defensiveness.

- Ingredients of Constructive Feedback: the “Breakfast of Champions”
- Consider critical variables prior to intervention
- The *Ladder of Inference*: Avoiding conclusions that escalate conflict

Session 2: Finding Paths Through Conflict and Correcting Job Performance

Covers the decision model to select a conflict management strategy while holding people accountable.

- Handling Conflict with Style: Different conflicts require different conflict strategies
- Universal Job Expectations: Recognizing the importance of technical and interpersonal skills

Session 3: Building an Engaged Team

Using key questions to build engagement.

- Create a culture that inquires about situational realities in the workplace
- Ask strategic questions that strengthen relationships by clarifying facts and avoiding accusations: Open ended and probing questions
- Using perception checks to open discussion and reduce anger

2016 Description of Trainings

Supervision Fundamentals Series (continued)

Session 4: Using Recognition to Motivate and Retain People

Recognition is effective because it answers a universal desire.

We want to matter to those with whom we work and we work harder for people we respect.

- To be effective, supervisors will learn the critical components for recognition.
- Recognition and appreciation are not random or general. Done well, recognition is timely, frequent, relevant, and sincere
- Use recognition as a tool to build engaged work teams
- Clarifying the supervisor's role: Where friendship ends and supervision begins

Session 5: Effective Coaching and Problem Solving with Employees

Supervisors have many opportunities to coach their workers to be more skillful. Opportunities arise when an employee needs to learn and practice better job skills or better interpersonal skills-and when a worker needs to stop certain actions as well (managing anger, for example). This workshop will focus on helping supervisors define what specific behaviors need to be changed, teach staff how to increase or stop these behaviors, set time tables, and evaluate progress. Specific strategies to encourage and help to motivate employees will also be discussed.

In addition, we will outline the resources at DIRECTION that are available to assist supervisors in their roles, including supervisory coaching, mandatory employee referrals, and training opportunities. Helping employees to be more skillful is a great gift to individual workers and to the entire workplace!

Session 6: Generations in the Workplace

The 75 million baby boomers who make up 45 percent of the workplace are now starting to retire. Our workplace will change! We may understand and be accustomed to the beliefs and values of the baby boomers, but we now need to be able to understand the characteristics of successive generations. The difference in values and beliefs, views on authority, career goals, and work-life balance can be confusing and we may unintentionally harbor judgments and stereotypes. You will gain an overview of the four generations present in the workplace today and strategies for motivating and working with each.

2016 DIRECTION Supervisor Index of Trainings

The Leadership Series (offered twice)

Leadership is a critical capability that every supervisor needs to succeed in today's challenging work environment. Effective leaders were not born that way...they have learned to assess and enhance their skills while making the most of their natural talents and abilities. They have learned to motivate and inspire others, to understand and navigate their organizations through times of change, to manage inevitable conflicts, to develop a vision of the future, all while effectively meeting the business challenges of today.

In this five-part series, participants will develop skills to achieve personal and organizational goals. This series is open to both current supervisors and employees who would like to increase their leadership skills.

**Please see pages 9-10 for each class description*



Spring Series:

Wednesday, 3/16/2016 3:00-4:30 p.m.	<u>Leadership Session #1 What Kind of Leader are You?</u> @ Lane Council of Governments, Buford Room
Wednesday, 3/30/2016 3:00-4:30 p.m.	<u>Leadership Session #2 Clear Communication for Leaders</u> @ Lane Council of Governments, Buford Room
Wednesday, 4/13/2016 3:00-4:30 p.m.	<u>Leadership Session #3 Managing Conflict</u> @ Lane Council of Governments, Buford Room
Wednesday, 4/27/2016 3:00-4:30 p.m.	<u>Leadership Session #4 Building a High Achieving Team and Leading for Results</u> @ Lane Council of Governments, Buford Room
Wednesday, 5/11/2016 3:00-4:30 p.m.	<u>Leadership Session #5 Leadership in Times of Organizational Change and Transition</u> @ Lane Council of Governments, Buford Room

Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge
Non-DIRECTION Client fees: \$50.00 per person

2016 DIRECTION Supervisor Index of Trainings

The Leadership Series (continued)

**Please see pages 9-10 for each class description*

Fall Series:

Tuesday, 10/4/2016
8:30-10:00 a.m.

Leadership Session #1 What Kind of Leader are You?
@ DIRECTION Training Room, Suite 130

Tuesday, 10/18/2016
8:30-10:00 a.m.

Leadership Session #2 Clear Communication for Leaders
@ DIRECTION Training Room, Suite 130

Tuesday, 11/1/2016
8:30-10:00 a.m.

Leadership Session #3 Managing Conflict
@ DIRECTION Training Room, Suite 130

Tuesday, 11/15/2016
8:30-10:00 a.m.

Leadership Session #4 Building a High Achieving Team
@ DIRECTION Training Room, Suite 130

Tuesday, 11/29/2016
8:30-10:00 a.m.

Leadership Session #5 Leadership in Times of Organizational Change and Transition
@ DIRECTION Training Room, Suite 130



Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge
Non-DIRECTION Client fees: \$50.00 per person

2016 Description of Trainings

The Leadership Series

Leadership is a critical ability that every supervisor needs to succeed in today's challenging work environment. Effective leaders were not born that way...they have learned to assess and enhance their skills while making the most of their natural talents and abilities. They have learned to motivate and inspire others, to understand and navigate their organizations through times of change, to manage inevitable conflicts, to develop a vision of the future, all while effectively meeting the business challenges of today.

In this five-part series, participants will develop skills to achieve personal and organizational goals. This series is open to both current supervisors and employees who would like to increase their leadership skills.

Leadership Session #1: What Kind of Leader are You?

Are leaders born or made? Come and find out at this class that kicks off the 2016 Leadership Series! Join us as we explore the wide range of leadership styles and examine the strengths and challenges of various approaches. Participants will have an opportunity to learn more about their own leadership styles and gain insights into how to develop skills and techniques to enhance their natural abilities.

Leadership Session #2: Clear Communication for Leaders

No matter where you find yourself in life you must be able to communicate effectively in order to be successful. Everything that happens in the workplace is affected by good or poor communication. This workshop will provide an opportunity to acquire and refine those communication skills that are key to any leader's performance. These skills will provide a foundation for the entire series, so be sure to join us if you plan to participate in the remaining workshops.



2016 Description of Trainings

The Leadership Series (continued)

Leadership Session #3: Managing Conflict

Leaders know that conflict is inevitable, but many lack the skills necessary to utilize conflicts to strengthen the team rather than derail it. This workshop will provide a framework for understanding how conflict develops, ways in which a supervisor can intervene to resolve issues, and strategies to empower employees to address potential conflicts as they arise.

Leadership Session #4: Building a High Achieving Team and Leading for Results

Building an effective team involves understanding how to bring individual and organizational needs together in a way that leads to success for all parties. Effective leaders must help to motivate and inspire creativity in others, facilitate a process that will clarify common goals for the team, and involve the team in developing an effective action plan to achieve these goals. This workshop will provide specific strategies for enhancing team effectiveness.

Leadership Session #5: Leadership in Times of Organizational Change and Transition

Contemporary leaders face challenges that were unimaginable even a few short years ago. The future promises even greater changes and challenges within the workplace and in the world at large. Leaders are in the unique position to find opportunities amidst changes and help others successfully navigate them. This workshop will focus on identifying these future challenges and utilizing tools such as creativity, networking, and empowerment necessary for success in this diverse and ever-changing environment. This workshop will also address the use of “emotional intelligence” in the workplace to improve effectiveness and explore ways to help organizations and individuals build resilience in times of immense change.

2016 DIRECTION Supervisor Index of Trainings

Drug & Alcohol Education and Reasonable Suspicion

This training focuses on educating supervisors, managers, and union representatives about alcohol and drug use in the workplace. The importance of using performance indicators to facilitate early intervention is emphasized. Participants will be involved in identifying potential behavioral indicators and will learn how to plan intervention strategies. Communication and supervisory skills are enhanced via direct constructive feedback and other useful techniques.

***Department of Transportation (D.O.T.) approved certificate of completion will be provided to those persons needing to meet this training requirement.**

Thursday, 3/3/2016
3:00-5:00 p.m.

Drug & Alcohol Education and Reasonable Suspicion
@ DIRECTION Training Room, Suite 130
(Meets DOT Requirements)

Thursday, 6/2/2016
3:00-5:00 p.m.

Drug & Alcohol Education and Reasonable Suspicion
@ DIRECTION Training Room, Suite 130
(Meets DOT Requirements)

Thursday, 10/27/2016
3:00-5:00 p.m.

Drug & Alcohol Education and Reasonable Suspicion
@ DIRECTION Training Room, Suite 130
(Meets DOT Requirements)



Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge
Non-DIRECTION Client fees: \$50.00 per person

2016 DIRECTION Employee Workshop Index

Creating a Healthy Workplace Culture

*Please see page 13 for complete class descriptions

Tuesday, 3/15/2016
8:30-10:00 a.m.

Managing “Disruptive Behavior” at Work
@ DIRECTION Training Room, Suite 130

Tuesday, 4/19/2016
8:30-10:00 a.m.

*Preventing Harassment and “Bully” Behaviors
To Build a Respectful Workplace*
@ DIRECTION Training Room, Suite 130

Tuesday, 5/17/2016
8:30-10:00 a.m.

Psychological First Aid Following National Disasters
@ DIRECTION Training Room, Suite 130



Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge
Non-DIRECTION Client fees: \$35.00 per person

2016 Description of Trainings

Creating a Healthy Workplace Culture

Direction trainings to Create a Healthy Workplace are interactive presentations that convey the basic components of a respectful workplace. They involve participants in engaging discussions that provide guidance to resolve and prevent unwelcome workplace behaviors that can disrupt teamwork and morale.

Managing “Disruptive Behavior” at Work

- A short list of workplace disruptive behaviors include: mean spirited, “snarky” comments, glaring looks, the silent treatment, moodiness, anger outbursts, gossip, and time wasting “game playing” behaviors to hurt, emerge superior, or to gain power.
- Participants will learn to identify common “disruptive behaviors” and gain knowledge of constructive strategies for setting limits rather than tolerating disruptive behavior or striking back, both of which can escalate conflict.

Preventing Harassment and “Bully” Behaviors to Build a Respectful Workplace

- Harassment at work can take on many forms, including demeaning comments, silent refusal to exchange information, sexual overtures, mocking, or behaviors that threaten safety.
- Participants will learn to distinguish outwardly intimidating from silent “bully” behaviors and learn a variety of constructive action steps to intervene and restore respectful interactions.
- Participants will be able to recognize the warning signs of bully behavior and gain knowledge of constructive solutions that can reduce unwelcome behavior and legal exposure.

Psychological First Aid Following National Disasters

- The recent mass shootings in Roseburg, and in Springfield in 1998, contribute to a heightened sense of danger and risk in our local community.
- Traumatic events can be acutely powerful as well as remind us of past upsetting events in our lives. If left unaddressed, the stress can take a physical toll, according to research published by the National Academy of Sciences.
- As our state and national leaders struggle to remedy random violence, there are well-defined skills that can help each person better cope with violent events in our homes, with our families, and in the workplace.

Psychological first aid can reduce long-term negative physical, emotional, and behavioral effects of traumatic, violent events. This training will explain in detail the ingredients of psychological first aid to help and support coworkers, friends, and family members through critical events and tragedies.

2016 DIRECTION Employee Workshop Index

Health and Wellness

*Please see pages 15-17 for complete class descriptions

Thursday, 1/14/2016
2:00-3:00 p.m.

From Resolutions to Real Solutions: Goal Setting that works

@ City of Eugene
Chinook Room, Suite 200



Thursday, 1/28/2016
12:00-1:00 p.m.

Mindful Living

@ DIRECTION Training Room, Suite 130

Thursday, 2/11/2016
12:00-1:00 p.m.

Healthy at Any Size

@ DIRECTION Training Room, Suite 130

Thursday, 3/10/2016
12:00-1:00 p.m.

Healthy Sleep

@ DIRECTION Training Room, Suite 130

Thursday, 4/14/2016
12:00-1:00 p.m.

The Golden Rules of Communication

@ DIRECTION Training Room, Suite 130

Thursday, 5/19/2016
12:00-1:00 p.m.

Addicted to Your Smart Phone?

@ DIRECTION Training Room, Suite 130

Thursday, 6/9/2016
12:00-1:00 p.m.

Brain Science and Stress

@ DIRECTION Training Room, Suite 130

Thursday, 10/13/2016
12:00-1:00 p.m.

Parenting Your Teen

@ DIRECTION Training Room, Suite 130

Thursday, 11/17/2016
12:00-1:00 p.m.

Pain Management

@ DIRECTION Training Room, Suite 130

Due to limited space, registration is required at least one week in advance.
To register, call DIRECTION at 541-345-2800 or visit our website: www.cascadehealth.org
DIRECTION Client Company fees: No Charge

2016 Description of Trainings

Health and Wellness

From Resolutions to Real Solutions: Goal Setting That Works

We all know that resolutions tend to fall flat. Learn how to set and follow through with goals that have meaning for you.

In this workshop you will:

- Learn what works and what does not work when it comes to effective goals
- Get support and practice in setting positive, motivating goals for yourself
- Develop skills and a plan that you can use throughout the year as you make the changes that are most important to you

Mindful Living

Mindfulness practice has been shown to enhance a person's sense of well-being, healthy behavior choices, increase capacity to handle life's stressful events, as well as to improve the physical symptoms that accompany stress. In this class, you can learn how to make your day-to-day experience a basis for mindfulness practice.

In this workshop you will:

- Learn what mindfulness is and how it can improve your sense of well-being
- Practice strategies to become more mindful through guided exercises
- Explore how to incorporate mindfulness into your daily life no matter where you are

Healthy at Any Size

We know that diets don't work and if you try to lose weight or change your body it can backfire on you.

In this workshop you will:

- Learn how to have a healthy lifestyle no matter what your size
- Practice tools to help you get off the diet/weight gain roller coaster
- Develop skills to improve your body image and self-compassion that can be more effective than dieting!



2016 Description of Trainings

Health and Wellness (continued)

Healthy Sleep Workshop

The Center for Disease Control has determined that SLEEP is a public health crisis. More of us are struggling to get a good night's sleep than ever before.

In this workshop you will:

- Learn the science behind healthy sleep and why it is so important
- Discover the important elements to getting a good night's sleep and create your own "sleep plan"
- Practice sleep enhancing techniques to fall asleep faster and stay asleep longer

The Golden Rules of Communication and Self-talk

Communication is a huge part of our daily lives and doing it well can help you live a happier life both professionally and personally.

In this workshop you will:

- Learn how to listen to others in a way that promotes effective communication
- Gain skills to say what you need to say in a way that others can hear
- Discover why self-talk is so important to successful living



Brain Science and Stress: Learn Tools that Really Work!

Neuroscience has exploded in the last ten years and we now know so much more about how to manage stress!

In this workshop you will:

- Learn the latest in brain research on stress and how it impacts you
- Practice tools that help release stress and shift you to a higher "brain state"
- Strengthen your skills in recognizing and transforming the state of stress so you can experience less stress and more joy!
- Build a "resiliency" toolbox to support your well-being regardless of what life throws your way

2016 Description of Trainings

Health and Wellness (continued)

Addicted to your Smart Phone?

How to be smart with your smart phone: Promoting positive relationships and personal boundaries in a world run by technology.

- Learn how your brain is affected by technology
- Examine your technology habits and motivations
- Create healthier behavior and boundaries with your devices



Brace Yourself: How to Parent a Turbulent Teen

Whether your child was an angel (or not) in the early years, chances are you will face shocks and challenges when raising your teen. In this workshop you will:

- Learn what's "normal" and what you can expect from your teen
- Practice strategies to keep communication lines open
- Discuss how to handle typical teen behavior and create consequences that won't backfire on you



Chronic Pain: Is There ANYTHING You Can Do To Feel Better?

Chronic pain can drain your energy and leave you feeling powerless, helpless, and hopeless. Come to this workshop to:



- Get support and learn the latest research on pain
- Practice mind/body techniques that can help you manage your pain and create a personal "toolkit"
- Develop a plan to support yourself and make the most of your life given the realities of your situation