



SYNCHRONY

Synchrony Services EAP Training Calendar 2016

Wednesday, February 10: 9 am to 12 pm: Navigating Change

The only thing constant is change. Yet resistance to change is normal human behavior. Thus, often we are faced with the ever-present challenge of how to implement new policies, new procedures and new programs in a way that minimizes the negative feelings many employees have about change. This session will look at the process of change, how to move past barriers to change and how to deal with resistance.

Monday, March 14: 1pm to 4 pm: Setting and Maintaining Healthy Boundaries

"When we fail to set boundaries and hold people accountable, we feel used and mistreated" (Brené Brown). Healthy boundaries at work and in life are crucial in defining our personal and professional space and protecting those around us. This session will define healthy boundaries, identify ways to enforce them, and discuss how to ensure a safe and professional work environment by setting flexible boundaries.

Wednesday, April 13: 9 am to 12 pm: Interviewing and Hiring

Preparation and quality questions are key to a good interviewing process. This class will provide guidance on process, questions, and etiquette as well as explore legal minefields and ADA issues associated with hiring.

Monday, May 9: 1 pm to 4 pm: Conflict Resolution in the Workplace

Conflict is a normal part of the workplace. However, if not managed and resolved in an effective, timely manner, conflict can be destructive and costly to your department and organization. This class will explore the often hidden issues behind conflict, some techniques for discovering and resolving those issues as well as conflict management skills.

Wednesday, June 8: 1 pm to 4 pm: Drug Free Workforce

Whether we want to believe it or not, substance abuse in the workplace affects every organization. Department of Labor estimates that 10% of the workforce is affected by substance abuse. Supervisors may often suspect substance abuse problems, but are unsure about their responsibility. This class will cover identifying substance abuse in the workplace, and how to deal with this sensitive subject.

Monday, July 11: 1 pm to 4 pm: Professional Development Plan

"The aim of life is self-development. To realize one's nature perfectly –that is what each of us is here for" (Oscar Wilde). This training is an opportunity to reflect on what you want out of your career, identify short and long term goals, and develop action steps to achieve your aspirations.

Wednesday, August 10: 9 am to 12 pm: Creating a Positive Workplace

For most of us, we spend the great majority of our time in the workplace. If going to work is "bringing us down," it will eventually affect our effectiveness and productivity. This session will center on bringing the fun back into the workplace by focusing on positive communication skills and building respect and trust with co-workers.

Monday, September 12: 1pm to 4 pm: Handling Emotions Under Pressure

Things are changing every day. The typical organization expects their employees to do more with less. We have a diverse workforce – not to mention the normal everyday pressures of work and home. Sometimes it seems as if the pressure cooker has reached its limit and is ready to explode! Emotions are natural and normal...and in certain situations, helpful. However, when emotions reach the stage that they interfere with one's ability to effectively work – or worse, they erupt in unprofessional ways, therein lies the danger. This session will look at ways in which we can manage our own emotions and assist others with their emotional behaviors.

Monday, October 17th: 9 am to 12 pm: Essential Skills for Supervisors

This session will provide an introduction and overview of the key elements of supervision, including delegation, coaching and communication. Lecture, discussion, and exercises will be used to demonstrate those key elements that guide supervisors.

Monday, November 14: 1 pm to 4 pm: Time Management: Mindfulness, Multitasking and More

"Time management isn't doing the wrong things quicker. Time management is doing the right things." In today's environment of multi-tasking and "do more with less," including less time, we can all feel the pain. Yet to be successful, we must become adept at determining our priorities and managing our time. In this session, we'll learn ways to set limits at work and home and practice when to say "no" and when to say "yes."

Wednesday, December 14: 9 am to 12 pm: Diversity in the Workplace

People with diverse backgrounds, experiences, and ways of thinking can positively change products, services, and even a company. People have to feel included, welcomed, and comfortable – only then will they risk being innovative. This class is designed to open minds and create that culture of inclusion.

All classes will be held at the Synchrony Services EAP office

438 Southgate Avenue, Iowa City.

Please call 319.351.9072 or 800.444.9014 to register.

Class size is limited to 12. An additional class will be scheduled if the waiting list is more than seven (7) individuals. Classes are free to full service contractors.

A fee is charged to those companies that are billed on a per case basis.