

A woman with short dark hair and glasses, wearing a red textured blazer over a white collared shirt, is smiling and talking on a black corded telephone. She is in an office environment with large windows in the background showing a city skyline. Other office workers are blurred in the background.

2016 EMPLOYEE ASSISTANCE PROGRAM

**EAP Wellness Seminars and
Management Trainings Catalog**

Together, all the way.®

833932 f 11/15



CONTENTS

Introduction	2
Planning a seminar	3
Pre-seminar to-do list	4
What's new for 2016	6
Revised seminars for 2016	10
Suggested seminar series	12
Seminars for employees	19
Family matters	20
Bring your child to work day	22
Personal development	22
Stress management.....	24
Workplace issues	25
Your emotional well-being	29
Wellness	31
30-minute seminars	34
Spanish seminars	38
Management trainings.....	43
Orientation to the EAP seminars	48
Legal and financial seminars	50
Index	53



WE CAN HELP YOU WITH THAT

Wellness seminars and management trainings are an important part of the Employee Assistance Program (EAP) benefit.

Cigna EAP offers a broad range of seminars to help your employees and managers reduce stress, stay healthy and perform at their best – which helps your organization perform at its best, too.

Our seminars help employees optimize their total health – physical, emotional and social – so they can come to work focused, positive and ready to perform at their full potential.

For these reasons we have developed a wellness seminar and management training catalog with over 150 topics to offer to your employees. These seminars have been researched and developed by experts in their field. Our seminar presenters are licensed clinicians and professional speakers with extensive experience in the field of employee assistance and counseling.

Our wellness seminars are one hour in length with some topics available as 30-minute options. Management trainings are one to two hours.

Wellness seminars include a combination of lecture, discussion, experiential exercises and handouts.

PLANNING A SEMINAR

How to make a request

To request a seminar for your employees, please contact your **Employer Service Coordinator at 800.241.4057 ext. 796-2646 or eshcomments@Cigna.com**.

Employer Service Hours

Please be aware of your organization's policy governing the use of Employer Service Hours (ESH).

- Is there a pre-approval protocol?
- How many ESHs are you authorized to use?
- How many ESHs remain in your plan year?

The seminar times listed are approximate. If a seminar/training exceeds the time frame, Employer Service Hours will be deducted for the overage. Please discuss any time concerns you have with the Employer Service Coordinator team.

Webinar/Virtual Formats

Seminar topics are also available to be presented in a webinar format. Your organization is responsible for all technology to support webinar delivery. This is an excellent way to meet training needs for remote employees.

These are scheduled in the same manner as our in-person trainings. They are facilitated by a specialized group of presenters who are experts in remote delivery of our wellness seminars.

Cigna seminar materials are copyrighted and cannot be recorded, modified or reproduced.

PRE-SEMINAR TO-DO LIST

Plan ahead

Please allow at least 4 weeks notice (6 to 8 weeks notice for legal or financial seminars) to allow enough time to organize an effective seminar for your organization.

Organizing a successful seminar or training event takes about six weeks of planning – from selecting a topic and confirming the date to communicating the details and coordinating necessary rooms and equipment.

The following page offers a suggested six-week to-do list which begins with an annual review of your training needs and ends with a completed seminar evaluation.

As you review your organization's training needs, it's important to consider:

- Offering orientations to the EAP to better understand the benefit
- Mandatory training needs
- New hire and/or new supervisor trainings
- Recurring issues in the workforce that a seminar might address (e.g., parenting or senior care problems, diversity, stress management)
- Review EAP utilization data for trends at site(s)
Contact your EAP account manager for assistance

PRE-SEMINAR TO-DO LIST

6 weeks or more prior to a seminar or training

- Review training needs at least twice a year
- Review annual training schedule to determine open dates and times for seminars
- Check to see if company approval is needed before scheduling a seminar

4–6 weeks prior

- Contact your Employer Service Coordinator at 800.241.4057 ext. 796-2646 or eshcomments@Cigna.com to initiate seminar request(s)
- Identify your internal promotional channels: Newsletters, intranet, email, staff meetings, etc.

3–4 weeks prior

- Book conference room
- Schedule equipment and tech support availability
- Promotional communications will be provided by your Employer Service Coordinator
- Send out a seminar announcement via previously identified communication channels

2 weeks prior

- Important: If there is a need to cancel, change or reschedule a seminar, **please call the Employer Service Coordinator at 1.800.241.4057 ext. 796-2646** at least five business days in advance of the seminar date. Please note that Employer Service Hours will be deducted from your account for **cancellations/changes with less than five full business days notice**
- Confirm date/time with seminar presenter, and tell him/her any special concerns you have about the seminar or audience
- Send reminder notice through identified communication channels
- Check sign-up sheet to estimate the number of participants
- Order refreshments if desired

1 week prior

- Send reminder notices through identified communication channels
- Touch base with seminar presenter to confirm date, time, directions, security procedures, room setup and estimated number of participants

1 day prior

- Use your Cigna EAP promotional poster and place as a reminder in high traffic areas
- Confirm equipment/tech support
- Alert security and/or front desk that presenter will be coming to the site

Day of seminar

- Place Cigna EAP promotional poster on room door
- Work with presenter and/or tech support to ensure that equipment is functioning properly
- Be available for any problems
- After the seminar, complete HR seminar evaluation form and return to your Employer Service Coordinator via email at eshcomments@Cigna.com or fax to 952.996.2702. This feedback helps us improve the quality of future seminars



WHAT'S NEW FOR 2016

We hear you.

Your feedback is very important to us. So each year we create a variety of new seminars for you to offer to your employees. We also update our existing seminars with the latest content. In addition, we offer 30-minute seminars of our most popular topics for those who can't spare a whole hour. If you would like to learn more about our new seminars, you may contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646 or eshcomments@Cigna.com.**

WHAT'S NEW FOR 2016

Civility and Respect at Work – 1 to 1.5 hours

- Discuss disrespect and how it impacts a workplace
- Understand factors involved in disrespect
- Explore response strategies to restore respectful working relationships
- Discover ways to actively build a positive work environment

Effective Leadership Communication

- Understand the role of communication in leadership
- Identify the foundation of effective communication
- Discuss strategic leadership communication traits
- Explore best practices for creating connection and clarity

Finding Your Resilience

- Discuss what it means to be resilient
- Explore factors that influence your ability to be resilient
- Identify the role that resilience plays in your life
- Learn strategies to build up and maintain your personal resilience

Living with Grief

- Understand what grief is
- Learn common reactions to grief
- Identify strategies for coping with grief
- Recognize when to get help

Managing a Virtual Team

- Review the factors that make this arrangement unique
- Explore how the virtual environment impacts your role
- Discuss strategies for managing virtual challenges
- Identify moves to boost trust and teamwork in a virtual setting
- Learn how your EAP can help you manage a virtual team

Positive Parenting: Shaping Behavior

- Discuss the components of positive parenting
- Understand how your child's developmental stage impacts behavior
- Review strategies for shaping your child's behavior
- Learn how to manage challenging behaviors

Secrets of Happiness

- Explore what it means to be happy
- Learn about factors that can influence happiness
- Discuss practices that can lead to greater happiness
- Learn what happiness means to you and how to get more of it in your life

Stress Relief: Train Your Brain

- Understand how your body and brain react to stress
- Explore the idea of brain training
- Learn how you can “rewire” your brain to change your stress response
- Discuss how to use brain training relaxation techniques in day-to-day life

What's for Dinner? Healthy Meal Planning

- Explore the value of meal planning
- Understand what a healthy meal looks like
- Identify ways to plan a healthy meal
- Discuss strategies that can help you make healthy meals at home

Why We Worry and What to Do About It

- Learn about worry and its impact on everyday life
- Discuss the physical and emotional reactions associated with worry
- Recognize when worry becomes too much
- Explore strategies for coping with everyday worry

WHAT'S NEW FOR 2016

Legal and Financial Seminars

A Prescription for Financial Wellness

- Planning and goal setting
- Debt considerations
- Saving and spending tips
- Get set for the future

Help! I Need More Income

- Identify income gap
- Common solutions
- Creative options
- Personal benefits

Investing: A Beginner's Guide

- Market based investment choices
- My retirement account and other investments
- Risk, time and diversity
- Impact of budget on my investments

Navigating a Divorce

- Preparing for the process
- Assets, liabilities, custody and support
- The impact
- Rebuilding – a new beginning

Relationships and Money

- Assess your personal history with money
- Best practices for marriage and money
- Teaching children about money
- Establishing ground rules with family

Bring Your Child to Work Day Seminars

Bring Your Child to Work Day: Go Green!

- Understand the need to take care of the environment
- Learn some tips to benefit your environment
- Discover how you can make a difference!

Bring Your Child to Work Day: Mindfulness for Kids

- Learn what it means to be mindful
- Try out some mindfulness practices
- Explore how mindfulness can help tame stress in daily life

Bring Your Child to Work Day: The Power of Positive Thinking

- Learn how viewpoint and attitude can shape how we feel
- Discuss strategies for changing negative thoughts
- Discover how to jump-start the power of positive thinking

30-Minute Seminars

Beating Burnout

- Understand the difference between stress and burnout
- Learn potential causes of job burnout
- Recognize warning signs of burnout
- Discuss some ways to prevent burnout and manage stress

Dreaming of a Good Night's Sleep

- Discover how sleep works
- Recognize the symptoms and consequences of sleep deprivation
- Understand the factors that can disrupt sleep
- Gain tips for sleeping well

Embracing Optimism

- Explore what influences a person to be more optimistic or pessimistic
- Understand self-defeating thoughts and how to respond to them
- Learn about mindfulness and how it relates to optimism
- Develop strategies to embrace optimism

WHAT'S NEW FOR 2016

30-Minute Seminars *(continued)*

Healthy Eating in a Hurry-Up World

- Explore the impact of a fast-paced relationship with food
- Understand the concept of mindful eating
- Review ways to turn healthy eating awareness into action

Know Your Numbers

- Learn about the major health indicators of blood pressure, cholesterol, glucose and Body Mass Index (BMI)
- Understand how to monitor and manage your “numbers”
- Explore strategies to build a healthy lifestyle

Mindfulness: Release the Stress

- Gain an understanding of what mindfulness is and how it's practiced
- Discover how it can impact well-being and reduce stress levels
- Explore several mindfulness techniques
- Learn how you can use mindfulness in your daily life

Release, Refresh, Refocus: Breathwork

- Understand the positive effects of focused breathing
- Explore several different breathing techniques
- Learn how you can use breathing techniques in your daily life

Release, Refresh, Refocus: Mindful Meditation

- Understand what mindfulness is and how it can reduce tension
- Explore several mindfulness techniques
- Learn how you can use mindfulness in your daily life

Release, Refresh, Refocus: Progressive Relaxation

- Understand what progressive relaxation is and how it can reduce tension
- Explore a progressive relaxation exercise
- Learn how you can use progressive relaxation in your daily life

Stress in Customer Service Roles

- Explore the sources of customer service stress
- Identify signs of too much stress
- Learn tips for managing stress in a customer service role

Under Pressure: Managing Workplace Stress

- Identify the source of work stress
- Understand what stressors are under your control
- Recognize the importance of balance in your work and personal life
- Explore effective coping strategies for reducing stress

What's for Dinner? Healthy Meal Planning

- Explore the value of meal planning
- Understand what a healthy meal looks like
- Identify ways to plan and make healthy meals

30-Minute Spanish Seminars

Balancing Work and Personal Life

- Discuss the increasing demands of work and personal life
- Identify ways that these may be out of balance
- Learn strategies for improving work/life balance

Holiday Stress: Putting “Happy” Back in the Holidays

- Identify the main sources of holiday stress
- Learn ways to manage holiday stress
- Develop a personal holiday self-care plan

Stress Management 101

- Learn what stress is and what triggers it
- Discuss how to maintain a lifestyle of healthy stress management

30-minute seminars use a full Employer Service Hour (ESH) per request

REVISED SEMINARS FOR 2016

Caring for the Caregiver

- Explore the signs of caregiver stress and burnout
- Learn strategies for healthy caregiving and self-care
- Identify ways to deal with family dynamics
- Know your available resources and how to ask for help

Dealing with Difficult People

- Learn how to differentiate between “difficult people” and “difficult situations”
- Understand why a person might be considered difficult
- Know how to take control of the one person you *can* control – *yourself*
- Discover techniques for dealing with difficult behaviors

Embracing Optimism

- Explore what influences a person to be more optimistic or pessimistic
- Understand self-defeating thoughts and how to respond to them
- Learn about mindfulness and how it relates to optimism
- Develop strategies to embrace optimism

Family Conflict: Keeping the Peace

- Identify sources of family conflict
- Understand how family roles and styles impact conflict
- Review 12 rules for fighting fairly
- Discover strategies for addressing conflicts within the family

Fitness Essentials

- Understand the benefits of exercise and healthy eating
- Learn the type and frequency of exercise that leads to health benefits
- Learn weight management techniques and healthy eating guidelines
- Identify barriers to success and ways to overcome them
- Develop a personal fitness action plan

Keeping Up with the iKids

- Learn about trends in child and teen technology use
- Discuss tips about using cell phones and smartphones with children
- Explore what children and teens face on social media
- Discover strategies for teaching your children to unplug from technology
- Understand cyberbullying and online threats and how to respond

Manager's Guide: Communication Tool Kit

- Understand how communication relates to a manager's roles
- Identify communication strategies associated with each role
- Discuss how you can apply communication techniques in management situations
- Review practical ways to improve listening, and verbal and non-verbal communication

The Power of Humor

- Talk about different kinds of humor
- Connect with your sense of humor
- Find positive ways to use humor in the workplace
- Laugh a little (hopefully!)

REVISED SEMINARS FOR 2016

Workplace Conflict: Strategies and Solutions

- Discuss conflict and how it happens in the workplace
- Explore different approaches to conflict resolution and when they can be used
- Learn strategies for conflict resolution
- Discover benefits of constructive conflict

30-Minute Seminars

Balancing Work and Personal Life

- Discuss the increasing demands of work and personal life
- Identify ways that these may be out of balance
- Learn strategies for improving work/life balance

Effective Communication Strategies

- Identify different approaches to communication
- Discuss the benefits of an assertive approach
- Learn strategies to help you be a more engaging communicator
- Understand how to adjust your communication style to your situation

30-minute seminars use a full Employer Service Hour (ESH) per request



SUGGESTED SEMINAR SERIES

May we suggest a series?

Is there a certain topic you would like to focus on with your employees? If so, you may want to consider a seminar series.

Take us up on one of our suggested series on the following pages, or create one of your own. It's entirely up to you. Of course, you can always offer any of our seminars on their own. A complete list of all our seminars starts on page 19.

To schedule a series that meets your needs, contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646 or eshcomments@Cigna.com**.

SUGGESTED SEMINAR SERIES

Descriptions of the individual seminars can be found on the pages referenced below.

Stress Management

Stress is a part of life, but if it's affecting your health and happiness, that's not good. These seminars can help individuals understand where their stress is coming from and how to cope.

Seminar Name	Page
Change and Challenges: Developing Your Personal Resilience	29
How Stress Affects Our Eating	24
Stress and Our Perceptions	24
Stress Less: Responding to Your Mind and Body	24
Stress Management 101	25
Stress Relief: Train Your Brain	25
Why We Worry and What to Do About It	31

Expand your experience with one of these add-on 30-minute relaxation practices:

Seminar Name	Page
Release, Refresh, Refocus: Breathwork	36
Release, Refresh, Refocus: Mindful Meditation	36
Release, Refresh, Refocus: Progressive Relaxation	36

Mindfulness

It can be a challenge to manage the fast pace and ongoing stressors of modern life. Mindfulness offers a way to slow down and change your perspective. These seminars introduce participants to mindfulness practices and include opportunities to try out the techniques.

Seminar Name	Page
Healthy Eating in a Hurry-Up World	31
Mindfulness: Release the Stress	24
Mindfulness: Release the Stress, 3-part series	24

Stress at Work

Workplace stress isn't always a bad thing, but it can be difficult to manage. These seminars can teach employees some stress management skills that can help them be their best at work.

Seminar Name	Page
Balancing Work and Personal Life	29
Beating Burnout	25
Under Pressure: Managing Workplace Stress	25
Workplace Conflict: Strategies and Solutions	29

Boomers and Beyond

As individuals plan for retirement, become grandparents and deal with other life changes, life can be stressful. Help older individuals by scheduling the following seminars:

Seminar Name	Page
Age is Just a Number: 50 and Beyond	23
Grandparenting: Welcome to the New World	20
Life after Work: Envisioning Retirement	23
Try It! Exploring New Things	24
When Chronic or Terminal Illness Touches Your Life	33

Positive Parenting

Every parent can benefit from information on how to parent effectively, help their children through difficult times and build positive relationships. Help the parents in your population by scheduling:

Seminar Name	Page
Healthy Eating for Kids	20
New Parents: Off to a Good Start	21
Parent Prep for a Super Summer	21
Positive Parenting: Shaping Behavior	21
Surviving Your Child's Teen Years	22
Talking to Children About Death	22
Taming the Back-to-School Transition	22

SUGGESTED SEMINAR SERIES

Parenting – Child Safety

Child safety is among parents' top concerns and challenges. Help your parent population keep their children safe by scheduling:

Seminar Name	Page
Keeping Up with the iKids	20
Raising Drug-Free Kids	21
Sticks and Stones... Understanding Bullying Today	22

Family Balance

It can be difficult to balance work and family life. Sometimes it can be overwhelming. Consider these seminars to help relieve stress:

Seminar Name	Page
Balancing Work and Personal Life	29
Caring for the Caregiver	20
Family Life: The Juggling Act	20
Spread Too Thin: Life in the Sandwich Generation	22

Family Matters

It is all too easy to let our lives get out of balance, and let other things get in the way of the quality time we spend with our family. Let these seminars help individuals make their family relationships more meaningful, more rewarding and more of a priority:

Seminar Name	Page
Family Conflict: Keeping the Peace	20
Giving to Your Family	20
Navigating Eldercare: A Compass for Caregivers	21
Revitalize Your Relationship	21

'Tis the Season

Every year the holiday season creeps up on us and can cause some unwanted stress. Give your population a nice present this year by helping to relieve some of that stress through the following seminars:

Seminar Name	Page
Conquering the Winter Blues	29
Family Conflict: Keeping the Peace	20
Holiday Stress: Putting "Happy" Back in the Holidays	24
No More Humbugs: Having an Emotionally Healthy Holiday	30

Achieving Goals

To help individuals become the people they aspire to be, whether it be at work or at home, consider these seminars:

Seminar Name	Page
Achieving Success: Using Goals to Get There	22
Effective Time Management	23
Make the Choice to Be Healthy	32
Power of Initiative	30
Presenting Your Best Professional Image	28
Try It! Exploring New Things	24

Caring for Health

The seminars in this series discuss some unique health topics and offer helpful tips:

Seminar Name	Page
Alternative Approaches to Wellness: An Introduction	31
Dreaming of a Good Night's Sleep	31
Pain: When It Impacts Your Life	32
When Chronic or Terminal Illness Touches Your Life	33

SUGGESTED SEMINAR SERIES

Communication Skills

Good communication is the key to effective workplace teams. If your population could use a brush-up course on their communication skills, consider the following seminars:

Seminar Name	Page
Civility and Respect at Work	25
Dealing with Difficult People	26
Effective Communication Skills	23
Effective Communication Strategies	23
The Power of Humor	24
Workplace Conflict: Strategies and Solutions	29

Coping with Change

You can't count on things to stay the same for very long. These seminars can help individuals stay productive during changing and uncertain times:

Seminar Name	Page
Change and Challenges:	
Developing Your Personal Resilience	29
Embracing Optimism	29
Endings and Opportunities:	
The Power of Acceptance	29
Finding Your Resilience	29
Managing Change	27
Stress Management 101	25

Emotional Well-Being

In life, we all experience our normal ups and downs. Sometimes, however, it's more than we can handle. It's also hard to recognize if you or someone you love needs help. This series will educate individuals on various emotional/behavioral topics and when it's time to seek help:

Seminar Name	Page
Conquering the Winter Blues	29
Drug and Alcohol Awareness for Employees	26
Suicide Awareness for Employees	30
Why We Worry and What to Do About It	31

Grief and Loss

Whether it's the loss of someone you knew well or only knew of, it's natural to be affected by death. The following seminars can help individuals during times of grief:

Seminar Name	Page
Living with Grief	30
Talking to Children About Death	22

Healthy Habits

A healthy lifestyle is important, but where do you start? These seminars can offer an introduction to the basics of healthy living:

Seminar Name	Page
Dreaming of a Good Night's Sleep	31
Make the Choice to Be Healthy	32
Smokeless Tobacco Cessation	32
Smoking Cessation	32
Taking Charge of Your Health Care	32

Positive You

Thinking positively can impact how you view yourself, everyday situations and the world around you. Help individuals take charge and gain control of their lives by scheduling these seminars:

Seminar Name	Page
Embracing Optimism	29
Endings and Opportunities:	
The Power of Acceptance	29
How to Achieve Good Emotional Health	29
Pay It Forward: A Guide to Giving Back	23
Secrets of Happiness	30
The Power of Humor	24
Try It! Exploring New Things	24

SUGGESTED SEMINAR SERIES

Simple Living

When work and personal commitments build up in our lives, it can feel overwhelming. These seminars can help your employees learn ways to simplify their lives:

Seminar Name	Page
Family Life: The Juggling Act	20
Frugal but Fun: Making the Most of Your Money	23
Go Green!	23
Less Is More: Simplifying Your Life	23
Mindfulness: Release the Stress	24

Wellness for Life

Many illnesses and diseases can be prevented by making healthy lifestyle and behavior changes. Keep your individuals well by scheduling:

Seminar Name	Page
A Fresh Look at Healthy Eating	31
Fitness Essentials	31
Healthy Eating in a Hurry-Up World	31
Healthy Life Tips for Men	31
Healthy Life Tips for Women	32
How Stress Affects Our Eating	24
Staying Active	32
What's for Dinner? Healthy Meal Planning	33

Customer Focus

Retain your customers by educating your population. This seminar series can help individuals increase positive customer communication, learn how to manage stress, work with difficult behaviors and, ultimately, build lasting customer relationships:

Seminar Name	Page
Dealing with Difficult People	26
Effective Communication Strategies	23
Exceptional Customer Service	26
Stress in Customer Service Roles	24

Difficult Workplace Issues

Difficult issues will affect the workplace. Consider scheduling these seminars to increase awareness:

Seminar Name	Page
Civility and Respect at Work	25
Drug and Alcohol Awareness for Employees	26
Partner Violence Awareness: Educating the Workplace	28
Suicide Awareness for Employees	30
Violence in the Workplace for Employees	28
Workplace Bullying	29

Organizational Change

Is your company in the midst of major organizational change? If so, consider the following seminars to help your employees during these stressful times:

Seminar Name	Page
Beating Burnout	25
Change and Challenges. Developing Your Personal Resilience	29
Endings and Opportunities: The Power of Acceptance	29
Finding your Resilience	29
Managing Change:	27
Add on: Downsizing Job Elimination	
Add on: Surviving Transitions	

Personal Growth at Work

Encouraging your employees to grow and succeed is an exciting part of management. Targeting areas like communication and team dynamics can help your employees and teams discover new and better ways to work well together:

Seminar Name	Page
Effective Communication Skills	23
Effective Communication: Strategies	23
Giving at Work: Creating a Meaningful Workplace	27
Unique You: Personality Styles at Work	24

SUGGESTED SEMINAR SERIES

Military Culture

Everyone wins when we support the success of military service members in the workforce. Schedule this series to build an understanding of military culture and the unique challenges that military members and their families face throughout the cycle of deployment and reintegration:

Seminar Name	Page
Military Cultural Awareness: Exploring Risk of Suicide and PTSD	27
Military Cultural Awareness: Introduction to Military Culture	27
Military Cultural Awareness: Understanding the Deployment Cycle	27

Respectful Workplace

A respectful workplace is one where no individual feels harassed, scared or discriminated against. Make sure your population is aware of how to deal with difficult behaviors and know what's respectful and what's not by scheduling these seminars today:

Seminar Name	Page
Bridging the Gaps: Generations Working Together	25
Civility and Respect at Work	25
Dealing with Difficult People	26
Gender Transition in the Workplace: A Guide for Coworkers	27
Giving at Work: Creating a Meaningful Workplace	27
Sexual Harassment Awareness for Employees	28
Working Together: Diversity in the Workplace	28
Workplace Bullying	29

Winning at Work

Being part of a winning work culture is exciting and rewarding. Make your population aware of what it takes to create a pleasant workplace and winning culture by scheduling these seminars:

Seminar Name	Page
Creating a Positive Work Environment	26
Effective Teamwork: Strategies for Working Together	26
Presenting Your Best Professional Image	28
Under Pressure: Managing Workplace Stress	25
Working Together: Diversity in the Workplace	28

Working From Home/Virtual Teams

More and more companies are promoting work-at-home arrangements for their employees. Keep your virtual workers well by scheduling:

Seminar Name	Page
Balancing Work and Personal Life	29
Effective Time Management	23
Work @ Home: Keys to Success	28

Bring Your Child to Work Day

Enhance your company's "Bring Your Child to Work" event with a 30-minute seminar written for children ages 8-15. These popular seminars deliver an interactive experience that can help kids learn how to be good stewards of the environment, slow down racing thoughts to feel less stressed or boost their power to think positively.

Seminar Name	Page
Bring Your Child to Work Day: Go Green!	22
Bring Your Child to Work Day: Mindfulness for Kids	22
Bring Your Child to Work Day: The Power of Positive Thinking	22

SUGGESTED SEMINAR SERIES

Management Trainings

Critical Incidents in the Workplace

Has your workforce recently experienced a critical incident? If you want to help your team, but aren't sure what to do next, we can help:

Seminar Name	Page
Manager's Guide: Supporting Employees after a Traumatic Event	46
Manager's Guide: Critical Incidents in the Workplace	45
Manager's Guide: Violence in the Workplace	46
Suicide Awareness for Managers	47

Manager's Orientations

The EAP is an excellent tool for many situations. As a manager, you should know all the ways that EAP can be a benefit to you. Taken together, these seminars cover all the different services offered through the EAP, and show you how you can make the most of your EAP benefit:

Seminar Name	Page
Manager's Guide: Critical Incidents in the Workplace	45
Manager's Guide: Making a Management Referral	45
Manager's Guide: Return-to-Work	45
Manager's Guide to the EAP	46

Managing Effective Teams

Let's face it: A cohesive team equals greater productivity. Do you want to help your management learn to build a high-functioning team? Schedule these seminars today:

Seminar Name	Page
Effective Leadership Communication	44
Manager's Guide: Communication Tool Kit	45
Manager's Guide: Strengthening Your Team	45
Manager's Guide to Coaching in the Workplace	46
Managing a Virtual Team	46
Unique You: Personality Styles at Work	24

Organizational Change for Managers

Is your company in the midst of major organizational change? If so, consider the following seminars to help your employees during these stressful times:

Seminar Name	Page
Beating Burnout	25
Change and Challenges: Developing Your Personal Resilience	29
Manager's Guide: The Challenge of Organizational Change	46
Stress Management for Managers	47

Workplace Issues for Managers

As managers, there are times you must approach individuals about difficult subjects. Schedule the following seminars to learn how to successfully approach these kinds of topics, make it easier for all involved and improve the likelihood of a successful outcome:

Seminar Name	Page
Drug and Alcohol Awareness for Managers	44
Manager's Guide: Gender Transition in the Workplace	45
Manager's Guide: Sexual Harassment Awareness	45
Manager's Guide: Return-to-Work	45
Partner Violence in the Workplace: A Manager's Role	46
Performance Management and Progressive Discipline	46
Talking to Employees About Sensitive Subjects	47
Working Together: Diversity in the Workplace	28



SEMINARS FOR EMPLOYEES

Help keep your employees performing at their best.

From achieving success to repairing a relationship. From beating stress to parenting. Whatever issues your employees face – BIG or small – Cigna's Employee Assistance Program offers seminars that can help.

To learn more about Employee Seminars, contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646** or eshcomments@Cigna.com.

SEMINARS FOR EMPLOYEES

Family Matters Seminars

Caring for the Caregiver

- Explore the signs of caregiver stress and burnout
- Learn strategies for healthy caregiving and self-care
- Identify ways to deal with family dynamics
- Know your available resources and how to ask for help

Choosing Child Care Providers

- Learn effective ways to search for and choose a child care provider
- Increase ability to create and maintain a successful child care arrangement
- Learn ways to evaluate your child's care
- Learn stress management skills for working parents

Family Conflict: Keeping the Peace

- Identify sources of family conflict
- Understand how family roles and styles impact conflict
- Review 12 rules for fighting fairly
- Discover strategies for addressing conflicts within the family

Family Life: The Juggling Act

- Review the pressures modern families face
- Understand the stressful impact of these pressures
- Explore strategies to reduce the stress and focus on priorities
- Gain tips to manage ongoing commitments more effectively

Giving to Your Family

- Examine your current perspective on giving to your family
- Identify what is really important to give
- Recognize the power of giving and the consequences of choosing not to give
- Explore new ways to give to family members

Grandparenting: Welcome to the New World

- Understand grandparenting as a new stage of life
- Learn about the prominent roles of grandparents
- Identify some of the opportunities of grandparenting
- Gain healthy grandparenting "do's and don'ts"
- Tips for maintaining distance relationships
- Obtain resources for grandparents

Healthy Eating for Kids

- Learn what is a healthy weight for your child
- Identify habits that can be unhealthy for your child
- Recognize your role as a parent in your child's eating habits
- Discover strategies to healthier eating habits for your child

Helping Children Cope with Traumatic Events

- Understand children's response to trauma
- Know what children need, and what you can do to help them adjust and cope after a traumatic event
- Know when a child might benefit from professional help

Keeping Up with the iKids

- Learn about trends in child and teen technology use
- Discuss tips about using cell phones and smartphones with children
- Explore what children and teens face on social media
- Discover strategies for teaching your children to unplug from technology
- Understand cyberbullying and online threats and know how to respond

SEMINARS FOR EMPLOYEES

Family Matters Seminars *(continued)*

Navigating Eldercare: A Compass for Caregivers

- Review tips for determining your elder's needs
- Explore different approaches to living arrangements
- Learn how to plan legally, medically and financially
- Discuss the importance of connection
- Recognize your needs as a caregiver

New Parents: Off to a Good Start

- Examine the emotional challenges of becoming a parent
- Discuss new parent stress and the impact on relationships
- Learn useful coping mechanisms
- Review key early years cares and concerns
- Explore how to create a positive parenting path for the early years and beyond

Parenting Children with Special Needs

- Learn what is considered special-needs
- Discover common concerns shared among parents of special-needs children
- Find out what you need to know as your child's advocate
- Learn tips for planning for the future
- Discover self-care techniques that will enable you to maintain your wellness as a caregiver

Parent Prep for a Super Summer

- Identify strategies for effective summer planning
- Discuss options for managing summer child care challenges
- Explore ideas for summer fun and enrichment
- Get tips for easing the back-to-school transition

Positive Parenting: Shaping Behavior

- Discuss the components of positive parenting
- Understand how your child's developmental stage impacts behavior
- Review strategies for shaping your child's behavior
- Learn how to manage challenging behaviors

Raising Drug-Free Kids

- Learn what every child should know about drugs
- Parenting tips for drug-proofing your kids
- Recognize the warning signs of drug use
- Know what to do if your child is using drugs

Revitalize Your Relationship

- Identify common stressors in committed relationships
- Explore the roles we play when dealing with conflict
- Learn how to resolve disagreements with your partner
- Discuss keys to a lasting relationship
- Review tips to revitalize your relationship

Single Parenting

- Review aspects of single parenting
- Learn how to manage time more effectively
- Discover how to stretch your dollars
- Develop co-parenting skills
- Learn how to utilize teamwork and positive discipline strategies
- Explore dating issues
- Develop healthy self-care habits

SEMINARS FOR EMPLOYEES

Family Matters Seminars *(continued)*

Spread Too Thin: Life in the Sandwich Generation

- Explore elements that define the “sandwich” generation
- Understand unique challenges of this role
- Learn strategies to reduce negative impact
- Identify importance and methods of self-care
- Develop positive attitudes and approaches

Sticks and Stones... Understanding Bullying Today

- Understand what bullying is and the different forms it takes
- Identify risk factors for becoming a target or becoming a bully
- Recognize possible warning signs of bullying
- Develop strategies for responding to bullying
- Explore the role of the bystander

Surviving Your Child's Teen Years

- Learn about adolescent development and impact on teen behavior
- Review some of the common challenges of the teen years
- Explore approaches for interacting effectively with your teen
- Learn effective communication and parenting techniques
- Identify warning signs for at-risk teens

Talking to Children About Death

- Learn the importance of talking about death with children
- Gain an understanding of how to approach various death-related situations
- Understand how children react, grieve and cope
- Identify when more support is needed and how to find resources

Taming the Back-to-School Transition

- Understand emotional reactions to the transition for both child and parent
- Learn tips to better manage the back-to-school transition
- Discuss what you can do now to address learning, social and safety concerns
- Review keys to year-round success

Bring Your Child to Work Day: Seminars for Children Ages 8-15

Go Green!

- Understand the need to take care of the environment
- Learn some tips to benefit your environment
- Discover how you can make a difference!

Mindfulness for Kids

- Learn what it means to be mindful
- Try out some mindfulness practices
- Explore how mindfulness can help tame stress in daily life

The Power of Positive Thinking

- Learn how viewpoint and attitude can shape how we feel
- Discuss strategies for changing negative thoughts
- Discover how to jump-start the power of positive thinking

Personal Development Seminars

Achieving Success: Using Goals to Get There

- Recognize areas where you want to grow and succeed
- Learn how to make S.M.A.R.T. goals
- Identify obstacles to accomplishing your goals
- Discuss how to evaluate your options and make an action plan
- Explore ways to stay motivated

SEMINARS FOR EMPLOYEES

Personal Development Seminars *(continued)*

Age Is Just a Number: 50 and Beyond

- Explore what it means to grow older in today's world
- Discuss the changes that may occur with aging and how to manage them
- Discover how to embrace purpose and passion in the mid-years and beyond
- Learn how to face change with resiliency

Effective Communication Skills

- Identify basic elements of communication
- Review verbal and non-verbal communication skills
- Learn skills to practice active listening
- Explore practical tips for improving communication skills

Effective Communication Strategies

- Identify different approaches to communication
- Discuss the benefits of an assertive approach
- Learn strategies to help you be a more engaging communicator
- Understand how to adjust your communication style to the situation

Effective Time Management

- Identify barriers to effective time management
- Understand the consequences of how we allocate our time and learn to prioritize
- Discuss techniques for managing personal and professional time more effectively

Frugal but Fun: Making the Most of Your Money

- Explore the concept of seeking good values at low cost and what can get in the way
- Understand the benefits of a frugal lifestyle
- Review budget basics
- Learn frugal living money-saving methods
- Discuss low-cost destinations and activities

Giving to Yourself

- Examine the obstacles to giving to yourself
- Understand the benefits of giving to yourself
- Explore the relationship between giving to yourself and giving to others
- Discover new ways to give to yourself

Go Green!

- Understand the need to take care of the environment
- Identify the obstacles to doing our part
- Discover the difference you can make
- Learn some practical ideas to benefit your environment

Less Is More: Simplifying Your Life

- Understand the concept of how less can be more
- Learn why we get caught in the trap of "too much"
- Discover the benefits of simplifying your life
- Find out how to identify what is important to you
- Discuss how to start and stick with simplifying

Life after Work: Envisioning Retirement

- Explore what retirement looks like to you
- Review steps you can take to prepare for a successful retirement
- Discover tips to finding meaning in your retirement years
- Learn how to manage the transition to retirement

Pay It Forward: A Guide to Giving Back

- Learn what "pay it forward" means and recognize its value
- Explore simple ways to do good for others
- Discover reasons to volunteer and engage in your community
- Review how to make giving back part of your daily life

SEMINARS FOR EMPLOYEES

Personal Development Seminars *(continued)*

Personal Safety

- Decrease your chances of being a victim of violent crime by becoming a “tough target” for criminals
- Increase awareness of dangerous situations
- Learn what to do if an attack is inevitable
- Develop a checklist of safety considerations

The Power of Humor

- Talk about different kinds of humor
- Connect with your sense of humor
- Find positive ways to use humor in the workplace
- Laugh a little (hopefully!)

Try It! Exploring New Things

- Recognize signs of falling into ruts and routines
- Understand the value of trying new things and what stops us
- Discuss strategies for gaining a fresh perspective
- Learn how to get started and stay motivated
- Identify a variety of new things you could explore

Unique You: Personality Styles at Work

- Learn why understanding personality styles can be valuable
- Discover characteristics, strengths and challenges of different styles
- Understand the relationship between personality type and work style
- Explore strategies to improve style compatibility and team dynamics

Stress Management Seminars

Holiday Stress: Putting “Happy” Back in the Holidays

- Identify the main sources of holiday stress
- Learn ways to create a healthy and happy holiday
- Develop a personal holiday self-care plan

How Stress Affects Our Eating

- Learn how to recognize stress eating
- Understand the cues that trigger stress eating
- Discuss better approaches to eating when stressed
- Discover strategies to prep for success

Mindfulness: Release the Stress (also available as a three-part series)

- Gain an understanding of what mindfulness is and how it's practiced
- Discover how it can impact well-being and reduce stress levels
- Explore several mindfulness techniques
- Learn how you can use mindfulness in your daily life

Stress and Our Perceptions

- Explore the relationship between stress and perception
- Determine whether your perception of control is more internal or external
- Realize you have the ability to change your perception of control
- Identify self-defeating thoughts
- Gain skills to change negative thought patterns

Stress in Customer Service Roles

- Discuss the demands of customer service work
- Explore the sources of customer service stress
- Identify signs of too much stress
- Learn tips for managing stress in a customer service role

Stress Less: Responding to Your Mind and Body

- Learn the scientific meaning of stress
- Understand the “fight-or-flight response”
- Learn how stress affects our bodies and our health
- Understand how our thoughts can cause or worsen stress
- Learn scientifically-proven methods for reducing stress

SEMINARS FOR EMPLOYEES

Stress Management Seminars *(continued)*

Stress Management 101

- Learn what stress is and what triggers it
- Become aware of the stress in your life
- Discover ways to manage stress
- Discuss how to maintain a lifestyle of healthy stress management

Stress Relief: Train Your Brain

- Understand how your body and brain react to stress
- Explore the idea of brain training
- Learn how you can “rewire” your brain to change your stress response
- Discuss how to use brain training relaxation techniques in day-to-day life

Today's Economy: Managing Financial Stress

- Identify signs of financial stress
- Understand potential effects of financial stress on you and your family
- Learn strategies for addressing financial issues
- Review how to stretch your dollars
- Know what you can do if the financial stress of others is affecting you
- Discuss personal stress management strategies
- Discover additional resources that can help

Under Pressure: Managing Workplace Stress

- Identify the source of your work stress
- Understand which stressors are under your control
- Recognize the importance of balance
- Explore effective coping strategies
- Learn strategies to manage your time and reduce stress

Workplace Issues Seminars

After a Robbery

- Learn what to do during a robbery
- Understand how robbery affects the victims
- Identify “secondary victimization”
- Know how to take care of yourself after a robbery
- Know how to help coworkers who are victims of robbery

Beating Burnout

- Understand the difference between stress and burnout
- Learn potential causes of job burnout
- Recognize warning signs of burnout
- Discuss some ways to prevent burnout and manage stress

Bridging the Gaps: Generations Working Together

- Understand the value of knowing how and why generations differ
- Explore the factors that shape each generation
- Expand your understanding of generational styles at work
- Gain insight on how to work well with other generations

Business Travel Tips

- Learn to be a tough target for criminals while traveling
- Get tips for maintaining a healthy diet and getting exercise while traveling
- Identify simple ways to stay connected to your loved ones when you travel

Civility and Respect at Work - 1 to 1.5 hours

- Discuss disrespect and how it impacts a workplace
- Understand factors involved in disrespect
- Explore response strategies to restore respectful working relationships
- Discover ways to actively build a positive work environment

SEMINARS FOR EMPLOYEES

Workplace Issues Seminars *(continued)*

Coming Home: Returning from a Disaster Assignment

- Understand the challenges of returning home
- Review the stress responses that may be experienced
- Learn self-care strategies to help manage the stress
- Explore issues related to reconnecting with family, friends and the workplace

Conquering Compassion Fatigue in the Helping Professions

- Learn to identify the signs of compassion fatigue
- Learn techniques to avoid or recover from compassion fatigue
- Prepare a self-care action plan to apply what you learn to your daily life

Creating a Positive Work Environment

- Explore how we think about others
- Learn how to manage negative feelings in conversation
- Discuss skills for healthy and productive communication
- Discover ways to actively build a positive work environment

Customer Retention with Emotional Intelligence

- Learn ways to improve your company's retention of its customers using emotional intelligence, or EQ
- Learn to provide emotional experiences for your customers
- Reframe complaints as "gifts from the customer"
- Examine best practices for retaining employees as a way to retain customers

Dealing with Difficult People

- Learn how to differentiate between "difficult people" and "difficult situations"
- Understand why a person might be considered difficult
- Know how to take control of the one person you *can* control—*yourself*
- Discover techniques for dealing with difficult behaviors

Drug and Alcohol Awareness for Employees

- Understand the nature of substance abuse and dependence
- Explore the effects of drug and alcohol abuse in the workplace and on the family
- Know how to get help for your own drug or alcohol problem
- Know how to respond to drug and alcohol abuse among coworkers and others

Effective Teamwork: Strategies for Working Together

- Understand the barriers to constructive teamwork
- Learn skills for productive communication and conflict resolution
- Explore the factors that make up an effective team
- Discover ways that you can contribute to making your team better

Exceptional Customer Service

- Explore the meaning of exceptional customer service
- Learn how to make the customer's experience exceptional
- Discuss strategies for what to do when there's a problem
- Review tips for managing stress and preventing burnout

SEMINARS FOR EMPLOYEES

Workplace Issues Seminars *(continued)*

Gender Transition in the Workplace: A Guide for Coworkers – 1 to 1.5 hours

- Learn terms commonly used to describe gender and sexual identity
- Understand core concepts of the transition from one gender to another
- Discuss common questions, reactions and concerns in the workplace
- Know what is expected of coworkers in the transition process

Giving at Work: Creating a Meaningful Workplace

- Explore new ways to give
- Recognize the impact of giving and understand the consequences of not giving
- Understand the barriers to finding meaning in your work
- Discover strategies to make your work more meaningful
- Learn how to achieve your full potential and create balance

Managing Change

- Identify a range of changes that impact the workplace
- Understand the stages of change
- Recognize common reactions to change
- Learn strategies for managing change
- Develop a personal action plan for moving through change

Managing Change: Downsizing Job Elimination (Seminar Add-On)

- Identify feelings that follow a job elimination
- Learn actions you can take to cope with job elimination

Managing Change: Surviving Transitions (Seminar Add-On)

- Managing the impact of downsizing
- Actions that can help you cope with downsizing

Managing the Emotional Impact of Emergency Professions

- Understand reactions you could have to handling emergencies
- Know the difference between empathy and sympathy
- Learn how to balance empathy with detachment
- Learn some strategies for taking care of yourself and supporting your coworkers after a difficult emergency

Military Cultural Awareness: Exploring Risk of Suicide and PTSD

- Review the suicide risk for service members and family
- Understand how to respond when someone is a suicide risk
- Learn what contributes to PTSD and become aware of current treatments
- Explore how to respond when someone exhibits PTSD symptoms

Military Cultural Awareness: Introduction to Military Culture

- Become familiar with common military terms and concepts
- Gain a greater understanding of the challenges of modern warfare
- Review the short- and long-term effects of deployment
- Explore communication “do’s” and “don’ts” when talking with a veteran

Military Cultural Awareness: Understanding the Deployment Cycle

- Explore the emotional and social effects of deployment on family systems
- Review common readjustment issues
- Learn strategies for a successful deployment and return
- Identify resources for more information and support

SEMINARS FOR EMPLOYEES

Workplace Issues Seminars *(continued)*

Partner Violence Awareness: Educating the Workplace

- Increase awareness of partner violence
- Learn the dynamics of an abusive relationship
- Find out what to do if someone you know is in a violent relationship
- Learn about personal and workplace safety measures

Presenting Your Best Professional Image

- Discover what makes up your professional image
- Learn tips to be more professional in your communication
- Discuss how your work ethic shapes your image
- Understand the importance of workplace appearance

Relocation

- Prepare for your move
- Organize your move
- Discover ways to help your family make the transition
- Learn tips on how to settle into your new environment
- Strategies for managing an international move
- Plan for your return home from a temporary assignment

Sexual Harassment Awareness for Employees

- Define sexual harassment
- Identify different types of harassment
- Understand what behaviors can be considered sexual harassment
- Learn ways to respond if you think you're being harassed

Uncharted Territory: Preparing for a Disaster Assignment

- Prepare for the challenges of a disaster assignment
- Review the stressors you are likely to experience before you go, while you are gone and when you return
- Learn self-care strategies to manage the effects of these stressors

Violence in the Workplace for Employees

- Understand the scope of workplace violence
- Learn to identify "red flags" or warning signs of potential violence
- Know what to do when you observe such behaviors
- Explore ways to increase your sense of safety at work

Work @ Home: Keys to Success

- Identify how to achieve a successful transition to work-at-home
- Evaluate your work-at-home work practices and environment to maximize success
- Discuss ways to stay connected in a virtual environment
- Explore how to create a positive work/life balance plan

Working Together: Diversity in the Workplace

- Define cultural diversity
- Understand how cultural backgrounds affect responses to diversity
- Discuss skills that are important in promoting an inclusive environment
- Create an action plan to become more inclusive

SEMINARS FOR EMPLOYEES

Workplace Issues Seminars *(continued)*

Workplace Bullying

- Recognize what workplace bullying behavior looks like
- Understand the impact of bullying in the workplace
- Review response strategies and coping skills
- Explore the role of the bystander and the bully

Workplace Conflict: Strategies and Solutions

- Discuss conflict and how it happens in the workplace
- Explore different approaches to conflict resolution and when they can be used
- Learn strategies for conflict resolution
- Discover benefits of constructive conflict

Your Emotional Well-Being Seminars

Balancing Work and Personal Life

- Discuss the increasing demands of work and personal life
- Identify ways that you may be out of balance
- Learn some strategies for improving work/life balance
- Create your work/life balance plan

Change and Challenges: Developing Your Personal Resilience

- Recognize the characteristics of a resilient person
- Discover your own skills and strengths
- Learn tactics and techniques for developing resilience
- Know how to stay strong and resilient during change

Conquering the Winter Blues

- Discuss the nature of the winter blues
- Learn about Seasonal Affective Disorder (SAD)
- Review treatments available for SAD
- Identify ways to beat the winter blues

Embracing Optimism

- Explore what influences a person to be more optimistic or pessimistic
- Understand self-defeating thoughts and how to respond to them
- Learn about mindfulness and how it relates to optimism
- Develop strategies to embrace optimism

Endings and Opportunities: The Power of Acceptance

- Understand what acceptance is
- Identify what you can and can't control in life
- Discuss how to move from endings to beginnings
- Discover the next step(s) to take toward acceptance

Finding Your Resilience

- Discuss what it means to be resilient
- Explore factors that influence your ability to be resilient
- Identify the role that resilience plays in your life
- Learn strategies to build up and maintain your personal resilience

How to Achieve Good Emotional Health

- Learn what constitutes good emotional health
- Increase self-awareness
- Identify strategies to manage your emotions
- Understand ways to enhance your motivation
- Develop and strengthen empathy and social skills

SEMINARS FOR EMPLOYEES

Your Emotional Well-Being Seminars *(continued)*

Living with Grief

- Understand what grief is
- Learn common reactions to grief
- Identify strategies for coping with grief
- Recognize when to get help

Making Anger Work for You, Not Against You

- Define anger and its sources
- Recognize unhealthy expressions of anger
- Develop skills for effective personal anger management
- Learn to defuse angry situations

Managing Fear in Turbulent Times

- Learn ways to cope with threats of terrorism
- Understand why your current fears have surfaced
- Learn ways to cope with and overcome new societal fears that emerge

No More Humbugs: Having an Emotionally Healthy Holiday

- Understand how the holiday season can affect our emotions
- Discuss the signs of the “holiday blues”
- Learn self-care strategies to help during the holidays
- Discover ways to see the joys of the holiday season

Power of Authenticity

- Identify the qualities of an authentic person
- Discuss the emotional and physical consequences of not being authentic
- Discover the power and healing aspects of authenticity
- Learn how to become more authentic

Power of Forgiveness

- Learn the definition of, and misconceptions about, forgiveness
- Look at the benefits of forgiving
- Learn the costs of not forgiving
- Determine when it is time to forgive and how to do it

Power of Initiative

- Understand that we have the ability to choose how we respond to life’s challenges
- Identify roadblocks that may be getting in our way
- Discover how to “reframe” self-defeating thoughts
- Identify our priorities

Responsible Gambling

- Distinguish between healthy and problem gambling
- Learn guidelines for gambling responsibly
- Know how to get help for yourself or others for problem gambling

Secrets of Happiness

- Explore what it means to be happy
- Learn about factors that can influence happiness
- Discuss practices that can lead to greater happiness
- Learn what happiness means to you and how to get more of it in your life

Suicide Awareness for Employees

- Discuss common myths about suicide
- Review suicide statistics
- Understand suicide risk factors and warning signs
- Explore the relationship between depression and suicide
- Learn steps to take when someone is a potential suicide risk

SEMINARS FOR EMPLOYEES

Your Emotional Well-Being Seminars *(continued)*

Why We Worry and What to Do About It

- Learn about worry and its impact on everyday life
- Discuss the physical and emotional reactions associated with worry
- Recognize when worry becomes too much
- Explore strategies for coping with everyday worry

Wellness Seminars

A Fresh Look at Healthy Eating

- Examine how habits and patterns impact healthy eating
- Discuss what healthy eating is NOT
- Look at choices for creating a balanced meal
- Explore how you can develop healthier eating behaviors

Alternative Approaches to Wellness: An Introduction

- Build familiarity with alternative approaches to wellness
- Explore why one might consider alternative approaches to wellness
- Learn about different types of alternative approaches and their benefits
- Gain resources to further explore alternative approaches to wellness

Dreaming of a Good Night's Sleep

- Review common myths and statistics about sleep
- Discover how sleep works
- Recognize the symptoms and consequences of sleep deprivation
- Understand the factors that can disrupt sleep, including sleep disorders
- Gain tips for sleeping well

Employee Orientation to the EAP

- Know more about your Employee Assistance Program (EAP)
- Find out who can use the EAP
- Learn about the wide range of EAP services and how they can help you
- Find out how to access the EAP

Fitness Essentials

- Understand the benefits of exercise and healthy eating
- Learn the type and frequency of exercise that leads to health benefits
- Learn weight management techniques and healthy eating guidelines
- Identify barriers to success and ways to overcome them
- Develop a personal fitness action plan

Healthy Eating in a Hurry-Up World

- Explore how a fast-paced environment affects our relationship with food
- Understand the concept of mindful eating
- Discover tips to help you slow down and eat well
- Identify resources to support a healthy eating plan

Healthy Life Tips for Men

- Become aware of the health risks facing men today
- Learn about lifestyle choices that can reduce those risk factors and improve health
- Understand preventive care and recommended screening tests
- Learn about resources available to support healthy choices

Presenters are licensed mental health practitioners and not fitness, medical or nutrition experts

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.

SEMINARS FOR EMPLOYEES

Wellness Seminars *(continued)*

Healthy Life Tips for Women

- Become aware of the health risks facing women today
- Learn about lifestyle choices that can reduce those risk factors and improve health
- Understand preventive care and recommended screening tests
- Learn about resources available to support healthy choices

Know Your Numbers

- Learn about the major health indicators of blood pressure, body mass index (BMI), glucose and cholesterol
- Understand how to monitor and manage your “numbers”
- Explore strategies to build a healthy lifestyle

Make the Choice to Be Healthy

- Become aware of the health risks facing men and women today
- Learn about lifestyle choices that can reduce those risk factors and improve health
- Understand preventive care and recommend screening tests
- Learn about resources available to support healthy choices

Pain: When it Impacts Your Life

- Develop a better understanding of pain
- Review the impact of living with pain
- Explore the range of possibilities for managing pain
- Discuss the challenges of being a caregiver for someone with pain

Smokeless Tobacco Cessation (also available as a two-part or four-part series) – 1 hour each

- Learn health consequences of smokeless tobacco use
- Understand the process of addiction and tobacco use
- Become familiar with nicotine cessation assistance and methods
- Lay the groundwork to be tobacco-free

Smoking Cessation (also available as a four-part series) – 1 hour each

- Understand your tobacco use habit
- Learn health consequences of smoking and tobacco use
- Become familiar with smoking cessation assistance and methods
- Lay the groundwork to be tobacco-free

Staying Active

- Discuss the benefits and importance of staying active
- Identify what keeps you from regular activity
- Explore simple ways to make activity part of your daily life
- Learn ways to stay active away from home
- Create a plan to be more active

Taking Charge of Your Health Care

- Understand the growing trend of consumerism in health care
- Learn what to look for when choosing a doctor
- Discuss what options you have to make the most of your health care dollars
- Discover the benefits of preventive health care

Presenters are licensed mental health practitioners and not fitness, medical or nutrition experts

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.

SEMINARS FOR EMPLOYEES

Wellness Seminars *(continued)*

What's for Dinner? Healthy Meal Planning

- Explore the value of meal planning
- Understand what a healthy meal looks like
- Identify ways to plan a healthy meal
- Discuss strategies that can help you make healthy meals at home

When Chronic or Terminal Illness Touches Your Life

- Increase your knowledge and sensitivity to those diagnosed with a chronic or terminal illness
- Learn about the emotional effects associated with a major illness and how it may affect the family, friends and/or coworkers
- Review the stages of acceptance and recovery
- Identify personal stressors and begin to develop successful strategies for coping

Presenters are licensed mental health practitioners and not fitness, medical or nutrition experts

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.



30-MINUTE SEMINARS

Time is on your side.

Can't spare an hour? To meet the changing needs of today's fast-paced working world, we offer 30-minute versions of our most popular topics.

Please note that 30-minute seminars use a full Employer Service Hour (ESH) per request. Contact your **Employer Service Coordinator** at **800.241.4057 ext. 796.2646** or **eshcomments@Cigna.com**.

30-MINUTE SEMINARS

Balancing Work and Personal Life

- Discuss the increasing demands of work and personal life
- Identify ways that these may be out of balance
- Learn strategies for improving work/life balance

Beating Burnout

- Understand the difference between stress and burnout
- Learn potential causes of job burnout
- Recognize warning signs of burnout
- Discuss some ways to prevent burnout and manage stress

Dealing with Difficult People

- Learn how to differentiate between “difficult people” and “difficult situations”
- Take control of the one person you *can* control – *yourself*
- Learn techniques for dealing with difficult behaviors

Dreaming of a Good Night’s Sleep

- Discover how sleep works
- Recognize the symptoms and consequences of sleep deprivation
- Understand the factors that can disrupt sleep
- Gain tips for sleeping well

Drug and Alcohol Awareness for Employees

- Understand the nature of substance abuse and dependence
- Explore the effects of drug and alcohol abuse in the workplace and on the family
- Know how to get help for your own drug or alcohol problem
- Know how to respond to drug and alcohol abuse among coworkers and others

Drug and Alcohol Awareness for Managers

- Understand the problems associated with substance abuse in the workplace
- Learn the signs and symptoms of substance abuse
- Know your role and responsibilities
- Identify effective ways of managing impaired employees

Effective Communication Strategies

- Identify different approaches to communication
- Discuss the benefits of an assertive approach
- Learn strategies to help you be a more engaging communicator
- Understand how to adjust your communication style to your situation

Embracing Optimism

- Explore what influences a person to be more optimistic or pessimistic
- Understand self-defeating thoughts and how to respond to them
- Learn about mindfulness and how it relates to optimism
- Develop strategies to embrace optimism

Employee Orientation to the EAP

- Know more about your Employee Assistance Program (EAP)
- Find out who can use the EAP
- Learn about the wide range of EAP services and how they can help you
- Find out how to access the EAP

Exceptional Customer Service

- Explore the meaning of exceptional customer service
- Learn how to make the customer’s experience exceptional
- Discuss strategies for what to do when there’s a problem

30-minute seminars use a full Employer Service Hour (ESH) per request

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.

30-MINUTE SEMINARS

Fitness Essentials

- Understand the benefits of exercise
- Learn the type and frequency of exercise that leads to health benefits
- Learn weight management techniques and healthy eating guidelines
- Identify barriers to success and ways to overcome them

Healthy Eating in a Hurry-Up World

- Explore the impact of a fast-paced relationship with food
- Understand the concept of mindful eating
- Review ways to turn healthy eating awareness into action

Holiday Stress: Putting “Happy” Back in the Holidays

- Identify the main sources of holiday stress
- Learn ways to manage holiday stress
- Develop a personal holiday self-care plan

Know Your Numbers

- Learn about the major health indicators of blood pressure, cholesterol, glucose, and Body Mass Index (BMI)
- Understand how to monitor and manage your “numbers”
- Explore strategies to build a healthy lifestyle

Less Is More: Simplifying Your Life

- Learn why we get caught in the trap of “too much”
- Discover the benefits of simplifying your life
- Discuss tips to get started and stick with simplifying

Manager’s Guide to the EAP

- Understand the benefits of the Employee Assistance Program (EAP)
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer troubled employees to the EAP

Mindfulness: Release the Stress

- Gain an understanding of what mindfulness is and how it’s practiced
- Discover how it can impact well-being and reduce stress levels
- Explore several mindfulness techniques
- Learn how you can use mindfulness in your daily life

Release, Refresh, Refocus: Breathwork

- Understand the positive effects of focused breathing
- Explore several different breathing techniques
- Learn how you can use breathing techniques in your daily life

Release, Refresh, Refocus: Mindful Meditation

- Understand what mindfulness is and how it can reduce tension
- Explore several mindfulness techniques
- Learn how you can use mindfulness in your daily life

Release, Refresh, Refocus: Progressive Relaxation

- Understand what progressive relaxation is and how it can reduce tension
- Explore a progressive relaxation exercise
- Learn how you can use progressive relaxation in your daily life

Shift-Work Strategies

- Review the physical and social challenges of shift work
- Explore ideas to reduce the challenges and improve your well-being

30-minute seminars use a full Employer Service Hour (ESH) per request

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.

30-MINUTE SEMINARS

Staying Active

- Understand the importance of staying active
- Learn strategies for living an active lifestyle
- Set fitness goals and a path to achieving them

Stress in Customer Service Roles

- Explore the sources of customer service stress
- Identify signs of too much stress
- Learn tips for managing stress in a customer service role

Stress Management 101

- Learn what stress is, what causes it, and how you can better manage it
- Discover the elements of a healthy support system
- Build self-care, relaxation and self-management skills
- Develop a personal stress care plan

Under Pressure: Managing Workplace Stress

- Identify the source of work stress
- Understand what stressors are under your control
- Recognize the importance of balance in your work and personal life
- Explore effective coping strategies for reducing stress

What's for Dinner? Healthy Meal Planning

- Explore the value of meal planning
- Understand what a healthy meal looks like
- Identify ways to plan and make healthy meals

30-minute seminars use a full Employer Service Hour (ESH) per request

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.



SPANISH SEMINARS

En Español por favor.

We recognize that many of your employees will have a better understanding of our services if they participate in a seminar conducted in Spanish. This section contains an overview of the seminars we offer in Spanish. Similar to our other seminars, if you need more information to determine whether a particular seminar is right for your Spanish-speaking employees, contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646 or eshcomments@Cigna.com.**

SPANISH SEMINARS

Balancing Work and Personal Life

- See the reality of competing demands
- Find ways to make the most of your time
- Improve your ability to establish limits
- Learn to set priorities and plan successfully
- Get tips for balancing work and personal life

Communication Skills

- Understand basic nonverbal, verbal and questioning communication skills
- Learn how to stay in control when you communicate
- Learn how to practice assertive communication

Conflict Resolution

- Define and understand the nature of interpersonal conflict
- Learn the stages of unresolved conflict
- Become familiar with techniques to resolve conflicts

Coping with Everyday Worry and Anxiety

- Learn about worry and anxiety
- Recognize when you should be concerned
- Discover healthy ways to cope with worry and anxiety
- Know about possible treatment options
- Understand the obstacles to seeking help

Dealing with Difficult People

- Learn how to differentiate between “difficult people” and “difficult situations”
- Understand the reasons why people might be difficult
- Take control of the one person you *can* control – *yourself*
- Learn techniques for dealing with truly difficult people

Drug and Alcohol Awareness for Employees

- Understand the nature of substance abuse
- Investigate the effects of drugs and alcohol in the workplace
- Know the advantages of a drug-free workplace
- Identify ways to address the use and abuse of drugs and alcohol

Drug and Alcohol Awareness for Managers

- Understand the problems associated with substance abuse in the workplace
- Learn the signs and symptoms of substance abuse
- Know your role and responsibilities
- Identify effective ways of managing impaired employees

SPANISH SEMINARS

Effective Time Management

- Identify barriers to effective time management
- Learn to prioritize your time to achieve your goals, both personally and professionally
- Learn techniques to help you manage time more effectively

Employee Orientation to the EAP

- Know more about your Employee Assistance Program (EAP)
- Find out who can use the EAP
- Learn about the wide range of EAP services and how they can help you
- Find out how to access the EAP

Fitness Essentials

- Understand the benefits of exercise and healthy eating
- Learn the type and frequency of exercise that leads to health benefits
- Learn weight management techniques and healthy eating guidelines
- Identify barriers to success and ways to overcome them
- Develop a personal fitness action plan

Healthy Meal Planning

- Learn why planning your meals is important and how it can help you
- Know more about the kinds of food you should be eating – and the kinds you shouldn't
- Recognize the importance of portion control
- Identify tips to help you plan your meals when you're away from home
- Learn helpful strategies to plan healthy meals at home

How to Develop Healthy Habits in Your Children

- Learn about the problem of childhood obesity and how to prevent or reverse the problem in your family
- Become aware of good nutrition habits to implement at home
- Learn ways to increase your child's activity level
- Increase awareness about how to be a good role model

Make Work-Stress Work for You

- Identify the source of your stress
- Understand what you can and can't control
- Learn effective coping strategies
- Learn how to prioritize, organize and manage your time
- Know how to balance work and play
- Recognize the signs that say it's time to seek help

Manager's Guide to the EAP

- Understand the benefits of the EAP
- Learn how to use the EAP as a management tool

Managing Change (also available with "Job Elimination" or "Survivors' Guilt")

- Recognize change as ongoing and normal
- Identify changes in the workplace
- Determine your reactions to change
- Identify a strategy for dealing with change
- Develop a personal action plan for moving through change

SPANISH SEMINARS

Managing Family Conflict

- Identify the reasons for family conflict
- Identify your personal conflict style
- Know ten rules for fighting fairly
- Learn specific techniques for resolving conflicts with your children and with your partner

Navigating Eldercare: A Compass for Caregivers

- Review tips for determining your elder's needs
- Explore different approaches to living arrangements
- Learn how to plan legally, medically and financially
- Discuss the importance of connection
- Recognize your needs as a caregiver

Personal Resilience in Times of Change

- Know the definition/characteristics of a resilient person
- Be aware of your own skills and strengths
- Keep your sights on "the big picture"
- Know who/what can help during change
- Develop resilience for moving through change

Relationships: Making them Work – Together

- Address common myths about relationships
- Learn what behaviors destroy relationships
- Learn how to resolve disagreements with your partner
- Understand the importance of healthy personal boundaries
- Learn the keys to creating and maintaining a healthy relationship

Sexual Harassment Awareness for Employees

- Define sexual harassment
- Identify different types of harassment
- Understand what behaviors can be considered sexual harassment
- Learn ways to respond if you think you're being harassed

Smoking Cessation

- Understand your smoking habit
- Learn health consequences of smoking
- Become familiar with smoking cessation assistance and methods
- Create a personal plan for quitting

Staying Active

- Understand the importance of staying active
- Learn strategies for living an active lifestyle
- Overcome personal barriers to exercise
- Set fitness goals and a path to achieving them

Stress and Our Perceptions

- Explore the relationship between stress and perception
- Determine whether your perception of control is more internal or external
- Realize you have the ability to change your perception of control
- Identify self-defeating thoughts
- Gain skills to change negative thought patterns

Stress Management 101

- Learn what stress is and what triggers it
- Become aware of the stress in your life
- Discover ways to manage stress
- Discuss how to maintain a lifestyle of healthy stress management

SPANISH SEMINARS

Today's Economy: Adjusting to Changes

- Recognize how changes in the economy affect you and your family
- Learn about the stages of change and strategies for moving through them smoothly
- Develop a personal action plan for moving through change

Today's Economy: Maintaining Personal Balance

- Identify signs of financial stress
- Learn the possible effects of financial stress on you and your family
- Learn strategies for coping with stress
- Know what you can do if your customers' financial stresses are affecting you
- Discover additional resources that can help

Today's Economy: Planning for the Holidays

- Identify the main sources of your holiday stress
- Learn ways to cope with holiday stressors
- Recognize how the economy will affect your holiday planning
- Learn ways to make the most of your holiday budget

Working Together: Diversity in the Workplace

- Define cultural diversity
- Understand how cultural backgrounds affect responses to diversity
- Discuss skills that are important in promoting an inclusive environment
- Create an action plan to become more inclusive

30-Minute Seminars

Balancing Work and Personal Life

- Discuss the increasing demands of work and personal life
- Identify ways that these may be out of balance
- Learn strategies for improving work/life balance

Holiday Stress: Putting "Happy" Back in the Holidays

- Identify the main sources of holiday stress
- Learn ways to manage holiday stress
- Develop a personal holiday self-care plan

Stress Management 101

- Learn what stress is and what triggers it
- Discuss how to maintain a lifestyle of healthy stress management

30-minute seminars use a full Employer Service Hour (ESH) per request



MANAGEMENT TRAININGS

Help your managers perform at their best.

From conflict to coaching. From getting employees back to work to strengthening the team, and everything in between. Your managers have a lot on their plates these days.

Cigna EAP has a variety of seminars to help your managers handle issues BIG and small to help keep your business running effectively.

To learn more about Management Trainings, contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646 or eshcomments@Cigna.com.**

MANAGEMENT TRAININGS

Seminars for Managers, Supervisors and Human Resource Professionals

A Frank Discussion About Depression

- Know the definition, signs and symptoms of depression
- Learn effects on the workplace, your employees and their families
- Understand some of the obstacles to seeking help
- Understand treatments for depression
- Review how to talk to someone with depression

After a Robbery

- Learn what to do during a robbery
- Understand how robbery affects the victims
- Identify “secondary victimization”
- Know how to take care of yourself after a robbery
- Know how to help coworkers who are victims of robbery

Business Recovery after a Disaster

- Explore strategies for business recovery after disaster
- Learn ways to help employees struggling emotionally in the aftermath of a disaster
- Discuss ways to respond to employees whose productivity does not return to satisfactory levels
- Know how to use the EAP as a tool after a disaster

DOT Drug and Alcohol Supervisory Training – 2 hours

This seminar is intended only for companies who have purchased DOT/SAP services through Cigna EAP.

- Understand 2001 Omnibus Transportation Employee Testing Act testing requirements and employer responsibilities
- Identify behavioral, physical, speech, performance and paraphernalia indicators of possible alcohol or drug use

- Discuss case studies and the decision process for making a reasonable-suspicion referral for drug/alcohol testing
- Learn ways to discuss the decision to make a reasonable suspicion referral with an employee
- Review how to make a DOT referral to your EAP

This above training will meet DOT requirements for a supervisory drug and alcohol training. It is not a comprehensive training on DOT regulations. Trainings are not specific to a modal agency, nor are they state-specific.

Drug and Alcohol Awareness for Managers – 1 to 1.5 hours

- Understand the problems associated with substance abuse in the workplace
- Learn the signs and symptoms of substance abuse
- Discuss ways to respond to employee substance abuse
- Identify resources available to you to help employees

Effective Leadership Communication

- Understand the role of communication in leadership
- Identify the foundation of effective communication
- Discuss strategic leadership communication traits
- Explore best practices for creating connection and clarity

Helping Employees Cope with Personal Loss and Major Life Change

- Understand the symptoms and impact of loss, grief and major life change on the employee and the workplace
- Explore stages of resolution of loss and grief
- Understand actions managers can take to help
- Build a list of resources to call on for help

MANAGEMENT TRAININGS

Seminars for Managers, Supervisors and Human Resource Professionals *(continued)*

Manager's Guide: Communication Tool Kit

- Understand how communication relates to a manager's roles
- Identify communication strategies associated with each role
- Discuss how you can apply communication techniques in management situations
- Review practical ways to improve listening and verbal and non-verbal communication

Manager's Guide: Critical Incidents in the Workplace – 1 to 1.5 hours

- Understand the basics of how humans respond to traumatic events
- Become familiar with Cigna protocols for providing critical incident response services
- Learn how you and your organization can best assist your employees to recover after a critical incident

Manager's Guide: Gender Transition in the Workplace – 1 to 1.5 hours

- Learn terms commonly used to describe gender and sexual identity
- Understand core concepts of the transition from one gender to another
- Build competency needed to manage the workplace response
- Outline steps for managers to effectively support the transition
- Discuss the importance of management's role throughout the transition

Manager's Guide: Making a Management Referral

- Learn how you can use the Employee Assistance Program (EAP) as a management tool
- Learn how a management consultation with an Employee Assistance Consultant (EAC) can help you in your role as a manager

Manager's Guide: Managing Workplace Conflict

- Discuss the impact of conflict in the workplace
- Review common sources of conflict in work settings
- Understand the manager's role in conflict situations
- Learn techniques and processes for addressing and managing conflicts
- Develop strategies to reduce conflict going forward

Manager's Guide: Return-to-Work

- Increase your awareness of the needs and challenges faced by employees returning to work after a leave of absence
- Learn how to help employees readjust after a leave
- Understand how to respond to employees returning from different types of leave

Manager's Guide: Sexual Harassment Awareness – 1 to 1.5 hours

- Understand what constitutes sexual harassment
- Learn strategies to respond to sexual harassment
- Identify resources for support

Manager's Guide: Strengthening Your Team – 1 to 1.5 hours

- Identify the components that make up effective teams
- Discover how managers can shape the strength of a team
- Explore the challenges of managing different work styles on a team
- Develop an action plan to strengthen your team

MANAGEMENT TRAININGS

Seminars for Managers, Supervisors and Human Resource Professionals *(continued)*

Manager's Guide: Supporting Employees after a Traumatic Event** – 1 to 1.5 hours

- Discuss the workplace impact of traumatic events
- Review factors that affect responses to a traumatic event
- Understand the range of normal physical, behavioral, emotional and cognitive reactions
- Learn how you and your organization can best assist employees in coping with their reactions

*** Seminar can also be used as a preparedness training*

Manager's Guide: The Challenge of Organizational Change – 1 to 1.5 hours

- Explore the process of change in a work setting
- Understand your role as a change leader
- Learn strategies to reduce stress and maintain productivity during change
- Review tips to maintain your own equilibrium

Manager's Guide to Coaching in the Workplace**

- Understand the definition of coaching
- Identify situations where employees would benefit from coaching
- Learn the skills for effective coaching
- Discover a model for structuring coaching sessions

*** This seminar does not constitute how-to training for coaching/mentoring*

Manager's Guide to the EAP

- Understand the benefits of the Employee Assistance Program (EAP)
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer employees to the EAP

Manager's Guide: Violence in the Workplace – 1 to 1.5 hours

- Understand the scope of workplace violence
- Review workplace violence prevention and preparedness strategies
- Learn how to identify and respond to warning signs of potential violence
- Explore ways to reduce risk and increase your sense of safety at work

Managing a Virtual Team

- Review the factors that make this arrangement unique
- Explore how the virtual environment impacts your role
- Discuss strategies for managing virtual challenges
- Identify moves to boost trust and teamwork in a virtual setting
- Learn how your EAP can help you manage a virtual team

Partner Violence in the Workplace: A Manager's Role

- Recognize the impact of partner violence in the workplace
- Identify signs and symptoms of partner violence
- Understand the challenge and role of supervisors
- Understand the role EAP plays in supporting work-site interventions
- Clarify company resources and preventive strategies

Performance Management and Progressive Discipline – 1 to 1.5 hours

- Learn how to get the best possible performance from your employees
- Know how to ask for behavior change and deal with any resistance encountered
- Know the steps of progressive discipline
- Know how the EAP can help you with the performance management and progressive discipline processes

MANAGEMENT TRAININGS

Seminars for Managers, Supervisors and Human Resource Professionals *(continued)*

Stress Management for Managers

- Recognize the signs and causes of stress in the workplace
- Learn ways to manage stress at work
- Understand a manager's role in stress management
- Discuss how managers can help manage workplace stress

Suicide Awareness for Managers

- Review facts about suicide
- Learn common myths vs. facts about suicide
- Explore suicide and its impact on the workplace
- Review suicide risk factors and warning signs
- Know the steps a manager can take when someone is a potential suicide risk
- Learn ways to talk to a suicidal employee

Talking to Employees About Sensitive Subjects

- Define sensitive subjects
- Review how problem behavior is maintained
- Identify common “detours” from solutions
- Learn guidelines for talking to employees about sensitive subjects in a respectful manner that is likely to result in change

Today's Economy: Strategies for Managers and Supervisors

- Understand the impact of the current economy on individuals and the workplace
- Learn ideas for managing the impact and supporting employees through the challenges
- Become familiar with stress management techniques for uncertain times



ORIENTATION TO THE EAP SEMINARS

We've got your back.

Help is here. Cigna EAP offers access to a broad range of services to help your employees and managers reduce stress, stay healthy and perform at their best – which helps your organization perform at its best, too. To help your managers and employees learn more about EAP and what it can do for them, we have two orientation seminars:

- Employees will understand how to more effectively use the EAP
- Managers and supervisors will learn how to use the EAP as an effective management tool and resource for employees

To learn more about orientation seminars, contact your **Employer Service Coordinator** at **800.241.4057 ext. 796.2646** or **eshcomments@Cigna.com**.

ORIENTATION TO THE EAP SEMINARS

Employee Orientation

Employee Orientation to the EAP

- Know more about your Employee Assistance Program (EAP)
- Find out who can use the EAP
- Learn about the wide range of EAP services and how they can help you
- Find out how to access the EAP

Manager's Orientation

Manager's Guide: Critical Incidents in the Workplace – 1 to 1.5 hours

- Understand the basics of how humans respond to traumatic events
- Become familiar with Cigna protocols for providing critical incident response services
- Learn how you and your organization can best assist your employees to recover after a critical incident

Manager's Guide: Making a Management Referral

- Learn how you can use the Employee Assistance Program (EAP) as a management tool
- Learn how a management consultation with an Employee Assistance Consultant (EAC) can help you in your role as a manager

Manager's Guide to the EAP

- Understand the benefits of the Employee Assistance Program (EAP)
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer employees to the EAP

30-Minute Seminars

Employee Orientation to the EAP – 30-minute

- Know more about your Employee Assistance Program (EAP)
- Find out who can use the EAP
- Learn about the wide range of EAP services and how they can help you
- Find out how to access the EAP

Manager's Guide to the EAP – 30-minute

- Understand the benefits of the Employee Assistance Program (EAP)
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer employees to the EAP

30-minute seminars use a full Employer Service Hour (ESH) per request

30-minute seminars use a full Employer Service Hour (ESH) per request

To coordinate a seminar, please call 1.800.241.4057 ext. 796-2646 or email eshcomments@Cigna.com

Please note that Employer Service Hours will be deducted from your account for cancellations/changes with less than five full business days notice.



LEGAL AND FINANCIAL SEMINARS

Keep your wallet healthy, too!

From planning holiday spending to paying for college or buying a house. From family law to estate planning. Financial and legal issues can be confusing and extremely stressful.

Cigna EAP can help your employees get and keep their finances in order. And we can help them cut through the “legal-speak” to understand their rights as they navigate the legal system.

To learn more about Legal and Financial Seminars, contact your **Employer Service Coordinator at 800.241.4057 ext. 796.2646 or eshcomments@Cigna.com.**

Allow at least 6-8 weeks advance notice for legal or financial seminars. Please note: Legal and financial seminars are not available outside the United States. Legal and financial seminars are **two employer service hours for each onsite hour**.

LEGAL AND FINANCIAL SEMINARS

Adjusting to Your Adjustable Mortgage

- Understanding how and when payments adjust
- Knowing when to refinance
- Tips and help for unaffordable payments
- Common types of ARMs

A Holiday Spending Survival Guide

- Planning and organizing
- Shopping tips
- Technology
- Traditions

A Prescription for Financial Wellness

- Planning and goal setting
- Debt considerations
- Saving and spending tips
- Get set for the future

Dealing with My Credit Cards

- Actions you can take
- Debt reduction strategies to consider
- Finding the right solution for you
- Strategies to reduce interest rates

Dreaming of Retirement

- Retirement costs
- Estimated income needed
- Calculating savings to accomplish goals
- Options you need to consider

Estate Planning, Wills and Trusts

- Learn the importance of estate planning
- How the process works
- Key assets to consider
- Definitions and strategies

Family Law: Divorce, Child Custody, Child and Spousal Support

- Community property law
- How marital property is divided with divorces
- How courts handle disputed custody cases
- Time for questions and answers

Getting and Keeping Good Credit

- Best time to use credit
- How to manage credit
- Why your credit is so important
- Techniques for maintaining good credit

Help! I Need More Income

- Identify income gap
- Common solutions
- Creative options
- Personal benefits

Identity Theft: Prevention and Resolution

- The identity theft crisis
- Identity theft prevention tips
- The need for identity theft assistance
- What to do if you are a victim

Investing: A Beginner's Guide

- Market based investment choices
- My retirement account and other investments
- Risk, time, and diversity
- Impact of budget on my investments

It's My Budget, and I'm Sticking to It!

- Income projections
- Tracking expenses
- Trouble spots and helpful hints
- Switching to maintenance

LEGAL AND FINANCIAL SEMINARS

I Want to Buy a House

- Benefits of home ownership
- How to get started
- Mortgage loan options
- Cost considerations

Legal Issues for Older or Disabled Family Members

- What to expect
- Get a list of items to prepare
- How to proceed
- Learn about estate planning

Making Tax Returns Less Taxing**

- Selecting correct tax forms
- Determining filing status
- Deductions and adjustments
- Pictures and explanations of forms

*** Please note this seminar has limited availability during tax preparation season*

Money Basics: Spending, Borrowing and Saving

- Creating a workable monthly budget
- Techniques for building savings
- Managing debt
- Reaching financial goals

Navigating a Divorce

- Preparing for the process
- Assets, liabilities, custody and support
- The impact
- Rebuilding – a new beginning

New Year... New You! 10 Financial Resolutions You Can Keep!

- Health and finances go together
- Create an action plan
- Implement a monthly budget
- How to be successful

Paying for College 101

- Exploring loans, grants and scholarships
- Repayment programs and strategies
- Budget review
- Savings plan options

Powers of Attorney and Advance Directives

- Learn the benefits of “Advanced Directives”
- Get strategies for communicating with family
- Learn the importance of and difference between a “Living Will” and a “Durable Power of Attorney”

Relationships and Money

- Assess your personal history with money
- Best practices for marriage and money
- Teaching children about money
- Establishing ground rules with family

Surviving a Personal Financial Cliff

- How to analyze your situation
- Financial decisions, not emotional responses
- Using a spending plan
- Creating an action plan

When Mortgages Go Bad

- Keeping the house vs. letting it go
- Credit implications
- Tax consequences
- How to move forward

When Pay Periods Change

- Understanding the changes
- Using pay period calendars
- Scheduling debt and expense payments
- Savings and budgeting suggestions

INDEX

Achieving Success: Using Goals to Get There	22	Customer Retention with Emotional Intelligence	26
Adjusting to Your Adjustable Mortgage	51	Dealing with Difficult People	26
A Frank Discussion About Depression	44	Dealing with Difficult People (30 minute)	35
A Fresh Look at Healthy Eating	31	Dealing with My Credit Cards	51
After a Robbery	25	DOT Drug and Alcohol Supervisory Training	44
After a Robbery (for managers)	44	Dreaming of a Good Night's Sleep	31
Age Is Just a Number: 50 and Beyond	23	Dreaming of a Good Night's Sleep (30-minute)	35
A Holiday Spending Survival Guide	51	Dreaming of Retirement	51
Alternative Approaches to Wellness: An Introduction	31	Drug and Alcohol Awareness for Employees	26
A Prescription for Financial Wellness	51	Drug and Alcohol Awareness for Employees (30-minute)	35
Balancing Work and Personal Life	29	Drug and Alcohol Awareness for Managers	44
Balancing Work and Personal Life (30-minute)	35	Drug and Alcohol Awareness for Managers (30-minute)	35
Beating Burnout	25	Effective Communication Skills	23
Beating Burnout (30-minute)	35	Effective Communication Strategies	23
Bridging the Gaps: Generations Working Together	25	Effective Communication Strategies (30-minute)	35
Bring Your Child to Work Day: Go Green!	22	Effective Leadership Communication	44
Bring Your Child to Work Day: Mindfulness for Kids	22	Effective Teamwork: Strategies for Working Together	26
Bring Your Child to Work Day: The Power of Positive Thinking	22	Effective Time Management	23
Business Recovery after a Disaster	44	Embracing Optimism	29
Business Travel Tips	25	Embracing Optimism (30-minute)	35
Caring for the Caregiver	20	Employee Orientation to the EAP	31
Change and Challenges: Developing Your Personal Resilience	29	Employee Orientation to the EAP (30-minute)	35
Choosing Child Care Providers	20	Endings and Opportunities: The Power of Acceptance	29
Civility and Respect at Work	25	Estate Planning, Wills and Trusts	51
Coming Home: Returning from a Disaster Assignment	26	Exceptional Customer Service	26
Conquering Compassion Fatigue in the Helping Professions	26	Exceptional Customer Service (30-minute)	35
Conquering the Winter Blues	29	Family Conflict: Keeping the Peace	20
Creating a Positive Work Environment	26	Family Law: Divorce, Child Custody, Child and Spousal Support	51
		Family Life: The Juggling Act	20

INDEX

Finding Your Resilience	29	Making Tax Returns Less Taxing	52
Fitness Essentials	31	Manager's Guide: Communication Tool Kit	45
Fitness Essentials (30-minute)	36	Manager's Guide: Critical Incidents in the Workplace	45
Frugal but Fun: Making the Most of Your Money	23	Manager's Guide: Gender Transition in the Workplace	45
Gender Transition in the Workplace: A Guide for Coworkers	27	Manager's Guide: Making a Management Referral	45
Getting and Keeping Good Credit	51	Manager's Guide: Managing Workplace Conflict	45
Giving at Work: Creating a Meaningful Workplace	27	Manager's Guide: Return-to-Work	45
Giving to Your Family	20	Manager's Guide: Sexual Harassment Awareness	45
Giving to Yourself	23	Manager's Guide: Strengthening Your Team	45
Go Green!	23	Manager's Guide: Supporting Employees after a Traumatic Event	46
Grandparenting: Welcome to the New World	20	Manager's Guide: The Challenge of Organizational Change	46
Healthy Eating for Kids	20	Manager's Guide to Coaching in the Workplace	46
Healthy Eating in a Hurry-Up World	31	Manager's Guide to the EAP	46
Healthy Eating in a Hurry-Up World (30-minute)	36	Manager's Guide to the EAP (30-minute)	36
Healthy Life Tips for Men	31	Manager's Guide: Violence in the Workplace	46
Healthy Life Tips for Women	32	Managing a Virtual Team	46
Helping Children Cope with Traumatic Events	20	Managing Change	27
Help! I Need More Income	51	Managing Change: Downsizing Job Elimination (Seminar Add-On)	27
Helping Employees Cope with Personal Loss and Major Life Change	44	Managing Change: Surviving Transitions (Seminar Add-On)	27
Holiday Stress: Putting "Happy" Back in the Holidays	24	Managing Fear in Turbulent Times	30
Holiday Stress: Putting "Happy" Back in the Holidays (30-minute)	36	Managing the Emotional Impact of Emergency Professions	27
How Stress Affects Our Eating	24	Military Cultural Awareness: Exploring Risk of Suicide and PTSD	27
How to Achieve Good Emotional Health	29	Military Cultural Awareness: Introduction to Military Culture	27
Identity Theft: Prevention and Resolution	51	Military Cultural Awareness: Understanding the Deployment Cycle	27
Investing: A Beginner's Guide	51	Mindfulness: Release the Stress	24
It's My Budget, and I'm Sticking to It!	51	Mindfulness: Release the Stress (30-minute)	36
I Want to Buy a House	52	Money Basics: Spending, Borrowing and Saving	52
Keeping Up with the iKids	20	Navigating a Divorce	52
Know Your Numbers	32	Navigating Eldercare: A Compass for Caregivers	21
Know Your Numbers (30-minute)	36	New Parents: Off to a Good Start	21
Legal Issues for Older or Disabled Family Members	52	New Year... New You! 10 Financial Resolutions You Can Keep!	52
Less Is More: Simplifying Your Life	23	No More Humbugs: Having an Emotionally Healthy Holiday	30
Less Is More: Simplifying Your Life (30-minute)	36	Pain: When it Impacts Your Life	32
Life after Work: Envisioning Retirement	23	Parenting Children with Special Needs	21
Living with Grief	30		
Make the Choice to Be Healthy	32		
Making Anger Work for You, Not Against You	30		

INDEX

Parent Prep for a Super Summer	21	Stress Less: Responding to Your Mind and Body	24
Partner Violence Awareness: Educating the Workplace	28	Stress Management 101	25
Partner Violence in the Workplace: A Manager's Role	46	Stress Management 101 (30-minute)	37
Paying for College 101	52	Stress Management for Managers	47
Pay It Forward: A Guide to Giving Back	23	Stress Relief: Train Your Brain	25
Performance Management and Progressive Discipline	46	Suicide Awareness for Employees	30
Personal Safety	24	Suicide Awareness for Managers	47
Positive Parenting: Shaping Behavior	21	Surviving a Personal Financial Cliff	52
Power of Authenticity	30	Surviving Your Child's Teen Years	22
Power of Forgiveness	30	Taking Charge of Your Health Care	32
Power of Initiative	30	Talking to Children About Death	22
Powers of Attorney and Advance Directives	52	Talking to Employees About Sensitive Subjects	47
Presenting Your Best Professional Image	28	Taming the Back-to-School Transition	22
Raising Drug-Free Kids	21	The Power of Humor	24
Relationships and Money	52	Today's Economy: Managing Financial Stress	25
Release, Refresh, Refocus: Breathwork (30-minute)	36	Today's Economy: Strategies for Managers and Supervisors	47
Release, Refresh, Refocus: Mindful Meditation (30-minute)	36	Try It! Exploring New Things	24
Release, Refresh, Refocus: Progressive Relaxation (30-minute)	36	Uncharted Territory: Preparing for a Disaster Assignment	28
Relocation	28	Under Pressure: Managing Workplace Stress	25
Responsible Gambling	30	Under Pressure: Managing Workplace Stress (30-minute)	37
Revitalize Your Relationship	21	Unique You: Personality Styles at Work	24
Secrets of Happiness	30	Violence in the Workplace for Employees	28
Sexual Harassment Awareness for Employees	28	What's for Dinner? Healthy Meal Planning	33
Shift-Work Strategies (30-minute)	36	What's for Dinner? Healthy Meal Planning (30-minute)	37
Single Parenting	21	When Chronic or Terminal Illness Touches Your Life	33
Smokeless Tobacco Cessation	32	When Mortgages Go Bad	52
Smoking Cessation	32	When Pay Periods Change	52
Spanish Seminars	38	Why We Worry and What to Do About It	31
Spread Too Thin: Life in the Sandwich Generation	22	Work @ Home: Keys to Success	28
Staying Active	32	Working Together: Diversity in the Workplace	28
Staying Active (30-minute)	37	Workplace Bullying	29
Sticks and Stones... Understanding Bullying Today	22	Workplace Conflict: Strategies and Solutions	29
Stress and Our Perceptions	24		
Stress in Customer Service Roles	24		
Stress in Customer Service Roles (30-minute)	37		



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Behavioral Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only.

Copying, reproduction, modification, or distribution of this material in whole or in part is prohibited without express prior written consent from Cigna.

833932 f 11/15 © 2015 Cigna. Use and distribution limited solely to Cigna personnel. Some content provided under license.