



Trainings, Support and On-Site Services



CASCADE CENTERS
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Your Success
is our Compass



**We're here to help
you create a positive
and supportive
workplace.**



CASCADE CENTERS
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EAP Seminars and Trainings

Cascade EAP's on-site services allow for a high degree of interaction. To ensure a consistent, high-level of training is provided at all times, all of our training consultants have been carefully selected. We have a team of qualified consultants, each of whom has extensive experience in his or her area of expertise. This ensures your organizational training goals are met and the seminar is geared to the learning styles of participants.

General Topics

- Anger Management
- An Introduction to Emotional Intelligence
- Avoiding Job Burnout
- Conquering the Winter Blues
- Debunking Diet Myths
- Depression
- Diversity Training
- Employee Orientation
- Explore Your Relationship with Money
- Gambling: When is it a Problem?
- Generations at Work
- Grief and Loss
- Healthy Sleep
- How Optimism Can Improve Your Quality of Life
- Optimize Health at Any Age
- Social Media in the Workplace
- Tobacco/Smoking Cessation
- Your Relationship with Work: 10 Pitfalls to Avoid

Communication

- Assertiveness
- Communication Skills in the Workplace
- Conflict Resolution
- Customer Service
- Dealing with Difficult People
- Email Netiquette
- Gender Communication

Change

- Coping with Downsizing and Job Loss
- Managing Employees in a Changing Environment
- Working in a Changing Environment / Change & Transition

*Financial / Legal**

- Adjusting to Your Adjustable Mortgage
- A Holiday Spending Survival Guide
- A Prescription for Financial Wellness
- Dealing with My Credit Cards
- Dreaming of Retirement
- Estate Planning/Wills/Trusts
- Identity Theft: Prevention and Resolution
- It's My Budget, and I'm Sticking to It
- Legal Issues for Older Relatives or Disabled Family Members
- Making Tax Returns Less Taxing
- Money Basics: Spending, Borrowing, and Saving
- Power of Attorney/Advanced Directives
- Select Your Benefits...To Benefit You
- Surviving a Personal Financial Cliff
- When Pay Periods Change

Parenting & Family

- Balancing Work and Family
- Blended Families
- Caregiver Resources
- Children and the Internet
- Elder Care Service Options
- How to Help Your Young Adult Transition to College
- Navigating the Teen Years
- Raising an Emotionally Intelligent Child
- Teaching Kids the Truth About Drugs

Career Development

- Career Development
- Job Search Skills
- Matching Your Type to Your Job*
- Resumes / Interviewing

EAP Seminars and Trainings

Stress

- Coping with Turbulent Times
- Dealing with Illness and Loss in the Workplace
- Dual Careers: Stresses and Strategies
- Holiday Stress
- Mindfulness Based Stress Reduction
- Resiliency
- Stress Management
- Time Management
- Vicarious Trauma / Compassion Fatigue

On-site Health Screenings*

Each of the following includes screenings for height, weight, BMI and blood pressure:

- Basic Lipid: HDL, LDL, Total Cholesterol
- Customized screening panel available
- Wellness Panel: Basic Lipid - Plus screening for diabetes (A1c) and analyses of the pancreas, heart, kidney and liver.

Wellness Seminars*

- Free Yourself from Sugar and Salt Dependence
- Heart Health
- Making Meals Manageable
- Produce Therapy
- Wellness at Work
- You Are What You Eat

Substance Abuse

- Chemical Dependency and Your Family
- DOT Employee Training*
- Drug and Alcohol Awareness

For Supervisors / Managers

- Coping with Downsizing and Job Loss
- Depression in the Workplace: A Manager's Role
- Manager's Guide to Social Media in the Workplace
- Manager's Guide to Critical Incident in the Workplace
- Stress Management for
- Supervisor / Manager Orientation

Organizational Development (3 -8 hours)*

Customized trainings for topics such as:

- Addressing Bullying, Sexual Harassment and Violence at Work
- Building Personal Accountability
- Developing a Team Mission Statement
- DOT Supervisor Training
- Enhancing Team Effectiveness Through Communication
- Emotional First Aid in the Workplace
- Emotional Intelligence in the Workplace
- Improving Teamwork Using Conflict Management
- Psychological First Aid
- Reasonable Suspicion Training
- Team Building
- Understanding Self in Relation to Other Team Members

Webinars / Online Course Modules

To Access:

- 1) Go to www.cascadecenters.com
- 2) Click "Member Log-In"
- 3) Register as a new user

**Additional fees may apply.*

On-site services range from one-hour seminars to all-day Organizational Development topics.
Please allow 3-4 weeks' notice for scheduling.

Webinars

Cascade hosts monthly webinars that are generally one hour in length. The calendar for the year features a wide range of popular topics that go over mental/emotional, financial and legal issues, along with wellness and communication. Webinars are hosted by subject matter experts.

Human Resources Webinars

Cascade Centers, Inc. introduces our 2018 Webinar Series for Human Resource Professionals. These webinars are free and are approved for SHRM credit hours. Each webinar is one (1) SHRM credit.



Examples of Human Resource webinars include:

- Substance Use: What HR Professionals Need to Know and How to Address
- HR Professionals: A Guide For Incorporating Mental Health into Your Wellness Strategy
- Communication Skills for the HR Professional
- HR Strategies to Bridge the Generation Gap

To register for upcoming Human Resource webinars click [here](#).

Cascade Personal Advantage (CPA) Webinars

Examples of CPA webinars include:

- Eat Your Way to Better Health!
- Managing Negative People
- Workplace Differences: A Matter of Style
- Legal and Financial Aspects of Eldercare
- Painless Estate Planning
- Investing 101
- Minimizing Worry to Maximize Your Life
- Five Generations in One Workplace
- Harnessing the Power of Social Media
- Mindfulness in the Workplace

Log into CPA [here](#) to view the webinars.

Webinars

Financial Webinars

Examples of financial webinars include:

- New Year... New You! 10 Financial Resolutions You Can Keep!
- Your Debt-Free Game Plan
- Making Tax Returns Less Taxing
- Getting and Keeping Good Credit
- Reviewing and Fixing Credit Reports
- It's My Budget, & I'm Sticking to It!
- Student Loan Repayment Strategies

To register for financial webinars go to: www.cascadecenters.com/Financial-Webinars

Cascade EAP Webinars

Examples of Cascade EAP webinars include:

- Resilience
- Mindfulness
- Relationships
- Depression Awareness
- Chemical Dependency and Your Family

To register for Cascade EAP webinars go to: www.cascadecenters.com/Webinars

View past webinars on Cascade's YouTube channel [here](#).



Online Courses

Cascade Personal Advantage (CPA) is an interactive resource with over 60 online trainings that include personal growth and professional development topics.

Professional Development

- Applying Emotional Intelligence in the Workplace
- Appreciating Personal Differences
- Basics of Effective Selling
- Becoming an Effective Team Member
- Building Strong Customer Relationships
- Business Writing Basics
- Closing the Sale
- Dealing with Difficult Customers
- Intercultural Business Etiquette
- Mastering Cold Calls
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Organizing Your Workspace
- Presentation Skills
- Qualifying Sales Prospects
- Solving Problems as a Team
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Understanding and Using Contracts
- Valuing Diversity

Personal Growth

- Achieving Personal Goals
- Balancing Work and Family
- Basics of Effective Communication
- Choosing a Childcare Provider
- Developing Critical Thinking Skills in Children
- Guardianship Decisions for Elderly Loved Ones
- Managing Stress
- Managing Your 401(k)
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Time Management

For Managers/Supervisors

- Building a Successful Team
- Coaching and Counseling
- Conducting a Performance Review
- Conflict Intervention
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Dealing with Violence in Workplace
- Delegating
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Executive-to-employee Communication Strategies
- Financial Basics for Non-financial Managers
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Meetings
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Motivating Employees
- Preventing Sexual Harassment
- Providing Effective Feedback
- Recognizing and Responding to Signals of Violence
- Recognizing Employee Performance
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor

To Access:

1. Go to www.cascadecenters.com
2. Click 'Member Log In'
3. Register as a new user
4. Click '**Training Center**' Tile

Critical Incident Response

Group Critical Incident Stress Management/Critical Incident Stress Debriefings (CISM/CISD):

Provided when severely stressful events occur. Our trained facilitators perform CISM's at designated locations within 48 to 72 hours following the critical incident. Research has shown this to be the window of time where people get the optimal clinical benefit from the service. Sometimes as soon as 24 hours after the event a CISM can be helpful. The goal is to minimize the damage created by the event and to speed the recovery process for both personnel and the organization.

Critical Incident Stress Debriefing (CISD) guidelines:

As a manager or supervisor, you play an important role in providing support to employees following a critical incident. Employees will need emotional support and understanding while you focus on maintaining a stable environment. In preparing for a CISD, it is important to let people know that a counselor from Cascade Centers Employee Assistance Program will be on-site to facilitate a group meeting. Here are some guidelines when organizing a CISD:

- Find a room that is private and quiet. Arrange chairs for an interactive meeting (if possible in a U-shape). Group sizes may vary so be flexible.
- Tissues should be easily accessible.
- Anticipate the duration of the CISD to be between 1-1.5 hours.
- At the beginning of the group intervention, the on-site EAP counselor outlines what will happen. The counselor facilitates an exploration of the critical incident, including the facts, thoughts, feelings, and reactions to the event. People are encouraged to participate at their own comfort level.
- Encourage people to attend, through written and verbal communication.

Here is an example of correspondence explaining the purpose of and what to expect from a CISD:

On (insert day and date here), a counselor from Cascade Centers Employee Assistance Program will meet with us as a group from (time). The counselor will facilitate a group discussion allowing you to explore thoughts and feelings related to the (insert description of incident here), and to help you identify coping mechanisms. You are invited to attend this meeting and are encouraged to participate at your own comfort level.

First responder or on-site individual counseling/grief support:

This service is provided one-on-one and services include check-in, supportive listening, problem-solving for immediate needs, assessment of mental/emotional health, and make recommendations as needed. The primary benefit to providing on-site individual counseling for employees is the easy access that is provided. It's often reported that employees feel cared for and validated by their employer when one-on-one counseling is provided on-site following a traumatic incident. The downside is that employees may not feel as comfortable as if they sought counseling individually outside of the work setting. There may be an additional cost associated with this service.

Supervisor and Organizational Support

Cascade EAP helps you improve productivity, employee morale and work engagement. We can help you be a proactive manager.

As a supervisor or manager, you navigate workplace challenges on a daily basis. However, some issues go beyond typical concerns such as job performance. If an employee comes to you with a personal problem, will you know what to say? If a tragedy impacts your team, can you provide support while maintaining a stable work environment? How do you deal with an employee's unexpected or inappropriate behavior?

Cascade's experienced team provides your organization with the support needed to decrease employee related concerns and improve quality of life.

Unlimited Consultation

Cascade offers unlimited supervisor consultation from a specialized team of EAP professionals, experienced in management consultation and referral. We provide expert consultation and help when an employee's personal problems begin to negatively impact the workplace. Cascade EAP serves as a consultant, assisting you the supervisor, in staying focused on work issues. At the same time, the EAP can work with the employee to overcome obstacles that may be affecting their work.

Connect with us when:

- **Personal problems** negatively impact the workplace
- **Conflicts** between employees arise
- **Tragedy** impacts your team
- **Substance abuse** is suspected or confirmed
- **Performance Issues** or other concerns arise

Unlimited Job Performance / Management Referral

A management referral to Cascade EAP can be a powerful tool in helping an employee improve job performance. Although the EAP is most frequently used on a voluntary, self-referred basis, a management referral to Cascade EAP can really help improve an employee's job performance. The focus is on helping the employee be successful in their job and reaching the goals set by the employer.

Confidentiality standards forbid the EAP to provide information about an employee who uses the service. If you have formally referred an employee and notified the EAP, a form will need to be signed by the employee to release specific information.

Cascade maintains periodic contact with the employer and provides updated information on the employee's progress in the program. This information includes whether or not the employee continues to comply with recommendations, and consults with the employer on matters related to the employee's performance, attendance and conduct in the workplace.

[Click here for more information on Management Referrals.](#)

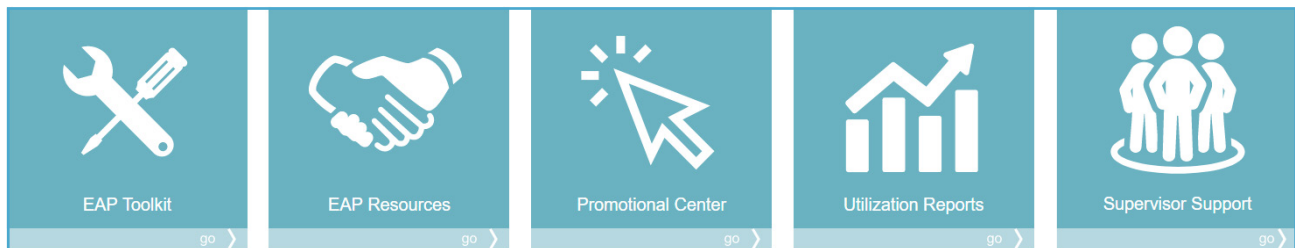
Supervisor and Organizational Support

Career Development / Reduction in Force Services

In the event your organization plans for a reduction in force, Cascade offers support to different levels of the organization including supervisors and managers, employees being laid off, and the employees remaining. Our goal is to support and enhance your management practices to address morale, retention, and trust issues.

Online Organizational Support Center

Interactive EAP resources to support organizational success.



Resources Include:

- **EAP Resources** – Tip sheets, handouts, guides for managers, and support materials
- **Promotional Center** – Download materials or add customized materials
- **Utilization Report Portal** – View real time and ad hoc utilization reports
- **Supervisor Support Materials** – Trainings and information for increasing employee job performance, helping with personal concerns, providing support when tragedy strikes, and how to deal with an employee's unexpected or inappropriate behavior.
- **Instant Chat with an EAP Consultant** – Real time support with an EAP counselor

To Access:

1. Go to www.cascadecenters.com
2. Click 'Member Log In'
3. Register as a new user
4. Select '**Organizational Support**' tile

Program Promotion

Traits of EAP Clients with Successful Utilization

- Supervisors are knowledgeable about the EAP
- There is a strong partnership between HR and EAP
- Utilization of EAP promotional tools
- Organizational incorporation and on-site presence of EAP
- Strong emphasis on confidentiality

Planned and Sustained Promotion

Cascade Centers makes promotion of the EAP easy for HR and Benefit managers with our monthly service flyers. Each month Cascade will email the designated employer representative a flyer promoting a specific service within the EAP. Cascade offers a set schedule of monthly topics, or can customize a monthly promotion plan based on the goals of your organization.

 <div>Cascade Centers, Inc. 2018 Monthly EAP Promotional Topics</div>			
January Financial Coaching <i>Webinar: Student Loan Repayment Strategies</i>	February Cascade Personal Wellness <i>Webinar for HR: Intro to hubbub in the Workplace</i>	March Sleep Support	April Resilience <i>Webinar: Resilience</i>
May Mental Health Awareness <i>Webinar: Mindfulness</i>	June Home Ownership Program <i>Webinar: Home Ownership Program Overview</i>	July Video Conferencing	August Challenging Relationships <i>Webinar: Relationships</i>
September National Preparedness	October Depression Awareness <i>Webinar: Depression Awareness</i>	November Substance Abuse <i>Webinar: Chemical Dependency and Your Family</i>	December Cascade Will Pay for a Safe Ride Home <i>Monthly Observance: Drunk and Drugged Driving Prevention Month</i>

Program Promotion

Promotional Strategies

- Supervisor training
- Regular presentations to committees and/ or benefit champions
- Employee orientations
- Home mailer or E-mail
- Mobile application home mailer post card
- Promotional Materials
 - Brochures
 - Magnets
 - Wallet cards
 - Posters
 - Flyers
- Contribution to company blogs, newsletters, or intranet
- Alternate and humorous posters
- Post EAP Orientation video
- Customized materials
- Benefit integration
- Monthly promotional campaigns
- Regular communication with an Account Manager
- EAP Interactive website customization
- Develop plan for on-site presence and EAP seminars
- LifePilot Assessment promotion
- Wellness challenges
- Promotion of social networking

Expanded Wellness Services

In 2012, Cascade Centers, Inc. introduced Workplace Wellness for organizations interested in taking their wellness program to the next level. Our aim is to integrate behavioral health services from Cascade's EAP into our wellness solutions.

Biometric Screenings:

Certified blood draws, which provide solid baseline stats for your employees' health. Screenings include assistance from start to finish, a full menu of tests, and the ability to reach nationwide. Our screenings are fully scalable. Wherever your employees are located, we have you covered.

Personal Health Coaching:

Cascade knows that work/life stress, mental health, and physical health are often interrelated. Each individual who participates in a biometric screening receives a follow-up session with a certified health coach, who is also a Master's level, licensed EAP counselor. Coaches provide support and guidance from a Whole Person perspective. Additionally, health coaches can be made available on-site, for an event, or for a wellness campaign.

Health Risk Assessment Administration:

These simple surveys will give you a snapshot of the health of your organization and where to focus wellness efforts. Health Risk Assessments can be offered to employees as a stand-alone tool, or integrated with other wellness services.

Cascade Personal Wellness – Comprehensive Wellness Solutions:

In partnership with hubbub health, we offer a comprehensive, customizable program that seamlessly uses technology, activity trackers, targeted incentives and game mechanics. This program is ideal for introducing wellness into an organization to support a culture of health and create a more energetic, positive and productive workplace. Features include challenge platform with fresh expert content, mobile app, device integration, integrated coaching, and aggregate reporting.

Wellness Seminars:

Our goal is to engage with your employees, to make improved health accessible. Cascade's Wellness Seminars are tailored to meet the specific needs of our clients and can be offered on-site or via webinar.

WholeLife Scale: Behavioral Health Risk Assessment and Online Cognitive Behavioral Therapy (CBT) Tool

A valid measurement providing immediate feedback and recommendations for nine mental health domains including:

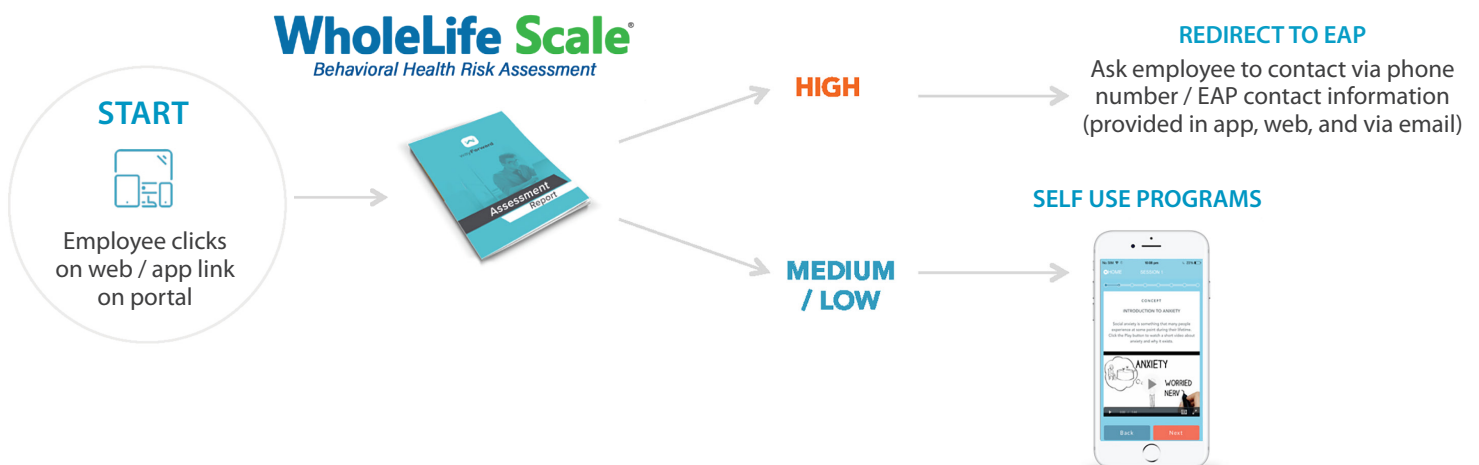
- Depression
- Anxiety
- Substance Abuse
- Stress
- Sleep
- Anger
- Work Engagement
- Relationship
- PTSD

Features include:

- Complete Mental Health Appraisal
- Can be completed within 5-8 minutes
- Online HIPAA compliant platform
- Immediate In-Assessment feedback
- Individual summary
- Participation reports
- Employer Aggregate Report
- *WholeLife Directions* total wellness campaign
- Outreach and support capabilities
- Online Cognitive Behavioral Therapy (CBT) Tool

Online Cognitive Behavioral Therapy (CBT) Tool:

Cascade's assessment will determine the member's risk and areas of concern, and direct them to the most appropriate program and intervention.



EAP Seminar Descriptions

Cascade EAP's on-site services allow for a high degree of interaction. All our training consultants have been carefully selected to ensure a consistently high level of training is provided at all times. We have a team of qualified facilitators, each of whom has extensive experience in their area of expertise. This ensures your organizational training goals are met and the seminar is geared to the learning styles of the participants.

We have developed partnerships with a network of trainers to provide access to a diverse range of trainers, courses, and locations. On-site services range from one hour wellness seminars to all day organizational development topics. Please allow three to four weeks' notice for scheduling.

General Topics

Anger Management

Learn tools to help control your reaction to an angry confrontation and how to prevent reacting in an angry manner. This seminar focuses on providing you strategies that can help you control your anger both physically and mentally.

An Introduction to Emotional Intelligence

This workshop will define emotional intelligence, and discuss the importance of Emotional Intelligence in the workplace. We'll explore emotional competence and participants will take a survey that examines their current level emotional intelligence as well as resources for further information.

Avoiding Job Burnout

In this seminar participants will learn the potential causes of job burnout and how to reduce their chances for burnout by better managing internal and external boundaries. Participants will also learn how to recognize the warning signs and assess their level of job stress and burnout.

Buying and Selling Real Estate: An Introduction to Your Home Ownership Program

This workshop will provide information about your Home Ownership Program benefit which provides free assistance to those buying, selling, or refinancing. Information on navigating the mortgage industry, interest rates, do's and don'ts, down payment assistance programs, and maximizing the sellers' market will be given. This interactive workshop will allow time for questions, and address frequently asked questions.

Conquering the Winter Blues

This seminar defines "winter blues," "seasonal affective disorder," and how to tell the difference. Participants will learn how the winter season affects them and strategies for coping with winter blues.

Debunking Dieting Myths

Did you ever wonder why diets don't seem to work? That even when you lose weight it seems to come back, maybe with a few extra pounds? This training explores the biology and research behind our bodies' resistance to weight loss, our obsession as a culture with body size, and some ideas about letting go of the numbers on the scale and focusing on health as opposed to weight.

EAP Seminar Descriptions

General Topics (continued)

Depression

Many of us are touched directly or indirectly by depression. Come learn about what depression is, symptoms of depression, and different treatment options. We will also explore how depression impacts workplace performance and how to help those who deal with depression.

Diversity Training

How do you define diversity? Why is it important to cultivate in the workplace? This seminar helps explore our understanding of diversity and how diversity strengthens an organization. The content is designed to be interactive and informational.

Employee Orientation

The presentation will explain the EAP benefits to the employee and their eligible dependents. It will explore the types of issues that would lead someone to utilize their benefit, ways to contact the Employee Assistance Program, and how the EAP can help.

Explore Your Relationship with Money

Money is not typically considered an emotional issue, yet it is often a source of stress in both people's personal lives and relationships. This training will explore whether our relationship with money is similar to other relationships in our lives. Tools to help think about money differently will be presented. This seminar is not designed to be a budgeting workshop or to provide financial advice of any kind.

Gambling: When is it a Problem?

Gambling becomes a problem when you can't control your impulses to gamble which lead to problems with work, school, or relationships. Sometimes depression, drinking, drugs, and even thoughts of suicide can accompany out of control gambling. Learn how to spot when gambling crosses the boundary from controlled entertainment to an addiction.

Generations at Work

For the first time in American history veterans, baby boomers, genXers, and millennials are working together – and in close quarters. In order to be effective communicators we need to know how to adapt to different personality types, along with understanding the different generational issues that can create conflict in the workplace. This seminar provides practical solutions to help people bridge the generational gap.

Grief and Loss

Grief and loss can involve the death of a loved one, the loss of a job, children moving away from home, divorce, etc. Everyone goes through the process in their own way, but there are some similarities. This training will present different theories of grief and provide helpful tips to get you through the process.

EAP Seminar Descriptions

General Topics (continued)

Healthy Sleep

This training addresses how stress impacts sleep along with key principles for getting better rest, including mindfulness and guided imagery. Insomnia, and its impact are also addressed.

How Optimism Can Improve Your Quality of Life

Improve your quality of life by changing your outlook. This training will provide a definition of optimism, learned helplessness, benefits of optimism, how you can think differently, and a process to help you be more optimistic will be provided. If where you look is where you go, why not get some ideas on how to head in a more optimistic direction?

Optimize Health at Any Age

Exercise, good nutrition and reduced stress are all part of a healthy lifestyle. These healthy habits can also enhance longevity. In this program we will look at aging from a healthy lifestyle perspective where each and every generation can thrive. We will discuss myths, perceptions, and fears around aging. Participants will be encouraged to look at ways they can modify their own perspectives and behaviors to create lifestyle habits which benefit any stage of life.

Social Media in the Workplace

This seminar will explore topics such as the appropriate use of social networking, workplace boundaries and policies, and privacy.

Tobacco/Smoking Cessation

Smoking is one of the hardest addictions to overcome. This seminar provides an overview of the resources available to anyone thinking of quitting or who have loved ones who are thinking of quitting. Learn about smoking statistics, the physical effects of smoking, identifying triggers, managing cravings, stress management, and how to get support for quitting.

Your Relationship with Work : 10 Pitfalls to Avoid

We have many relationships in our lives; many of them are based at work, where we spend most of our day and yet there is very little information on how to improve these relationships. This seminar looks at 10 potential pitfalls people fall into that negatively affect their relationships at work. The seminar provides both awareness and tips to avoid these pitfalls in your relationship with your work.

Communication

Assertiveness

This presentation will discuss the differences between assertiveness and aggressiveness, along with passiveness, and how to become more assertive. You'll also evaluate your own assertiveness. This presentation will equip individuals with skills to reach their goals of being heard and prevent individuals from infringing upon them.

EAP Seminar Descriptions

Communication (continued)

Communication Skills in the Workplace

This presentation will explore how everything we do is a form of communication, including not communicating. This presentation will discuss the following important components of communication skills: The importance of developing excellent listening skills, active listening, using "I" statements, responding skills, verbal responses, the power of the words we choose to use, and non-verbal messages will all be discussed.

Conflict Resolution

A conflict can occur when individuals have mutually exclusive goals and are unwilling to move from their respective positions. This training will identify components required to resolve conflict, including active listening and the ability to articulate one's position. Using creativity when exploring possible solutions will be discussed as a strategy to successfully resolve conflict.

Customer Service

Promoting and educating employees about customer service can lead to outstanding word of mouth advertisement, existing customer retention and loyalty, new business referrals, and cooperative, appreciative, productive employees. Information will be provided on how to identify customers, events that lead to poor customer service, techniques for dealing with and working with difficult customers, and fundamental concepts for providing great customer service.

Dealing with Difficult People

Difficult people can be customers, co-workers, and the public at large. Coping with a difficult person implies, "contending with the difficult person on equal terms," without taking away their rights. The various types of "difficult" people will be discussed and coping techniques will be demonstrated.

Email Netiquette

For many of us, sending and receiving e-mail is the way we begin and end our days at work. E-mail is a primary form of communication for many businesses, but when used incorrectly it can become ineffective as a communication tool. Attend this session to gain some basic ground rules and effective uses of electronic communication in the workplace.

Gender Communication

All of our relationships are influenced by verbal and non-verbal communication. As human beings, we are often taught to communicate differently based on our gender. Learn why it is important to gain a better understanding of how communication can be impacted by gender diversity so as to improve relationships. Topics include microaggressions and communication skill building.

EAP Seminar Descriptions

Change

Coping with Downsizing and Job Loss

When downsizing and job loss are an imminent threat to employees, strategies must be implemented to help employees cope and adapt with the changing work conditions. The facilitator will go over stages of transition and ways to cope with stressors.

Managing Employees in a Changing Environment

Specifically directed towards managers and supervisors, this seminar briefly describes the stages of change and transition. The dynamics of our natural tendency to resist change will be focused on. This seminar is meant to assist managers and supervisors in understanding negative employee responses when organizational change is introduced. Suggestions are provided to identify and reduce resistance, guide employees through organizational change, and promote commitment.

Working in a Changing Environment / Change and Transition

In an organizational culture of constant change, adapting can be challenging. Some areas addressed during this presentation are the elements of change, different loss experienced related to change, the transitional stages, and ways of coping with stress and change.

Financial/ Legal*

Adjusting to Your Adjustable Mortgage

Is your adjustable mortgage payment steadily increasing? Are you concerned about future payments? Learn how to consider your options when dealing with a somewhat unpredictable mortgage payment.

A Holiday Spending Survival Guide

Creating a plan that includes activity planning and budgeting can help ensure holiday cheer rather than holiday fear.

A Prescription for Financial Wellness

If you are looking for help navigating through life's challenges, this presentation might help, financially. Learn about the ten simple steps that allow you to plot a course toward financial peace of mind.

Dealing with My Credit Cards

Concerned about high interest rates, increasing balances, or monthly payments? This class will help you understand all of your options.

Dreaming of Retirement

Are you dreaming of retirement or wide awake worrying? Join us and learn some tips needed for a solid retirement plan.

EAP Seminar Descriptions

Financial/ Legal* (continued)

Estate Planning / Wills / Trusts

Estate Planning, Wills and Trusts go hand in hand. Feel secure about your belongings and sharing with your loved ones as you learn about the fundamentals of each topic.

Identity Theft: Prevention and Resolution

Identity theft is the fastest growing crime in the nation: every two seconds someone becomes a victim. Gain some strategies to reduce the chances of having your identity stolen.

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

Whether you are trying to overcome financial struggles or trying to reach financial goals, a well-planned budget may be the key to your success.

Legal Issues for Older Relatives or Disabled Family Members

Learn about tools available for assisting older and disabled family members. How and when to use the tools in order to best serve your family members will be discussed.

Making Tax Returns Less Taxing

Filing tax returns can be stressful - let us relieve some of that stress. Our tax specialist will discuss key decisions, common mistakes, and less taxing tips.

Money Basics: Spending, Borrowing, and Saving

Can't reach your financial goals? Having a hard time with your credit report and credit score? Come along with us to gain the knowledge you need for better finances.

Power of Attorney & Advanced Directives

Many of us don't think about end-of-life decisions until it's too late. Whether it's your own end-of-life decisions or a loved one's, come learn about the options available so you can make smart decisions.

Select Your Benefits...To Benefit You

Making your benefit selections by asking co-workers, or do you check the box "Same as Last Year"? We'll review popular options and how to help you make better choices during open enrollment.

Surviving a Personal Financial Cliff

Notice of a furlough, job termination, or any other loss of income can be devastating to an already tight budget. Learning how to analyze your finances to get an action plan going can be the difference between panic and peace of mind.

EAP Seminar Descriptions

Financial/ Legal* (continued)

When Pay Periods Change

Changing payday or the frequency of paydays can make having a tight budget even more difficult. Tips for planning and saving can help soften the blow.

Parenting & Family

Balancing Work and Family

In today's busy society, balancing work and family is a common challenge. The stress this creates can be detrimental to an individual's physical health, emotional well-being, and work productivity. These effects will be discussed as well as strategies and techniques to reduce this stress.

Blended Families

This presentation will pose questions to ponder which are important to answer and resolve in order to successfully blend a family unit. Areas to be explored during the presentation are, how to help children feel safe, effective parenting, how to keep the peace, age and gender differences in parenting, and self-care.

Caregiver Resources

Caregivers face multiple stressors. This seminar will discuss common caregiver struggles, review ideas on self-care for caregivers, provide tips for difficult conversations with loved ones, and describe services and resources available through Cascade Centers EAP.

Children and the Internet

The Internet provides our children greater access to the world, educating and entertaining. Although beneficial, the Internet can be dangerous as well. This seminar teaches parents about the risks involved and provides information about parental controls that ensure your child is safe on the Internet.

Elder Care Service Options

Learn what options are available, how to evaluate which option is best for your parent, and what questions to ask the providers.

How to Help Your Young Adult Transition to College

Going to college is more than just "going back to school." The departure is a significant milestone in any family. It ushers in a time of separation and transition, requiring an adjustment on the part of parents, the college-bound teenager, and other family members. This training identifies some of the challenges that families face during this time, along with sharing coping strategies to help for a successful transition.

EAP Seminar Descriptions

Parenting & Family (continued)

Navigating the Teen Years

For many parents, the teenage years can be the hardest to navigate successfully. Participants will learn how to listen and communicate with their teen, in order to successfully guide them through potentially turbulent teenage years. Additionally, each participant will receive a handbook.

Raising an Emotionally Intelligent Child

Raising an emotionally intelligent child can be a challenge. Learn what your parenting style is, what to look for, how best to encourage and support your child's development, and what resources are available.

Teaching Kids the Truth About Drugs

Drug abuse poses an immediate threat to everyone, everywhere. No family or their children are immune. Three of the most dangerous words a parent can hastily utter in response are, "Not My Kid." It is important that parents are prepared - learn the facts, what to do and say, and develop a strategy to talk with your kids.

Career Development

Career Development

This presentation goes over strength finding, resume writing, informational interviewing, and job interviewing. It is also meant to provide motivation for career development, exploration, and setting career goals.

Job Search Skills

This seminar begins with an overview of how the hiring process works. Participants will also learn about resume writing, interviewing skills and how to create a jobs search plan.

Matching Your Type to Your Job*

Assess your career by looking at what people with the same personality as you do. This seminar provides the MBTI assessment before the seminar and discusses type and career possibilities after.

Resumes / Interviewing

Selling yourself for a job is key and a resume is a tool to getting your foot in the door. Learn how to present yourself on paper in a compelling and effective manner. Also, learn basic skills for interviewing with confidence and clarity. Identifying personal strengths and informational interviewing will also be addressed.

EAP Seminar Descriptions

Stress

Coping with Turbulent Times

People react to disasters and difficult times in different ways. There may be no outwardly visible signs of physical injury, but there is nonetheless a serious emotional toll. This seminar helps you understand your responses to these events and aid you in coping effectively with your feelings, thoughts, and behaviors.

Dealing with Illness and Loss in the Workplace

The death of someone close is often the most devastating experience a person will ever have. Grief in the workplace, when not addressed effectively, can impact on productivity, staff morale and retention. When a staff member suffers, the organization suffers. This seminar will discuss basic bereavement information, how to self-care and how to care for others in the workplace.

Dual Careers: Stresses and Strategies

This seminar will outline the pressures couples are under in our current world environment. It will explore advantages and disadvantages of the dual career couple and the differences in gender roles and the division of household labor. Learn strategies to successfully address these stressors as well.

Holiday Stress

Holidays can often become a more stressful than pleasant time. Learn about your stressors and discover how to lower your stress level for a better holiday.

Mindfulness Based Stress Reduction

This seminar will first provide a brief review of stress, what it is and how it affects us. Information on mindfulness will also be provided, including how mindfulness tools can help change relationships with thoughts, feelings and sensations related to stress. Through in-session activities, participants will experience mindfulness practice. Participants will also learn tools that work best for them in the future.

Resiliency

When illness, relocation, conflict, or any other hardship befalls us, we often feel unprepared to make adjustments needed to “weather the storm.” Why are some of us more capable of adapting to sudden changes and misfortune than others? What can we do to adapt more quickly and effectively to our ever-changing circumstances? This seminar will help participants uncover their own resiliencies while developing and improving resiliency traits within themselves.

Stress Management

Managing all of the different stressors in life is a challenge. People are becoming increasingly aware of the importance of reducing their stress because of the effects it creates on physical health, emotional well-being, and work productivity. These effects of stress as well as techniques to reduce stress will be discussed.

EAP Seminar Descriptions

Stress (continued)

Time Management

This presentation will discuss and explore basic time management strategies. Participants will learn to manage themselves and their time in a more efficient manner. The presenter will explore time saving strategies and identify areas where individuals waste precious time.

Vicarious Trauma / Compassion Fatigue

Compassion fatigue happens when you care about other people who have been experiencing significant challenges, and you feel or responsible for helping. Over time this process can lead to changes in emotional, intellectual, physical, and spiritual well-being. This training explores what compassion fatigue is, who may be “at risk,” identifying signs of compassion fatigue/vicarious trauma, and developing new ways to cope.

Wellness*

Free Yourself from Sugar and Salt Dependence

Most people have a love-hate relationship with sugar and salt. Even though sugar and salt make food taste wonderful, too much of it may cause both short and long-term health issues. There is no time like the present to become more mindful about the types and volume of sugar and salt you are consuming, and reduce these from your diet to help jumpstart your journey to a healthier lifestyle. We will review why sugar and salt affect our bodies and eventually cause illness. Participants will be provided with tips and tools to reduce sugar and salt while also still enjoying a healthy flavorful diet.

Heart Health

According to the American Heart Association, Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. Fortunately, everyone can take steps to protect their heart and their life. This workshop will teach participants to identify risk factors, why it’s important to “know your numbers, and review lifestyle choices that will decrease the chance of developing coronary heart disease.

Making Meals Manageable

Most people know, what we eat matters. The motivation to change your diet may stem from a doctor’s suggestion, fatigue, diabetes, high blood pressure, cardiovascular disease or the need for weight loss. Regardless of why, changing your diet can be scary. What will I eat? How much should I eat? How do I prepare it? How much time will it take? These questions will be addressed while discussing the importance of consuming a healthy diet. Participants will learn about portions, preventing last minute drive-thru meals, and fast family feasts. Additionally participants will walk away with recipes and handouts designed to make meals manageable.

EAP Seminar Descriptions

Wellness* (continued)

Produce Therapy

Many of us are surrounded by fertile land providing a fabulous selection of fruits, vegetables, grains, and nuts. There are farmers markets and grocery store produce departments overflowing with colorful foods. Buying, cooking and eating these nutrient dense foods can be overwhelming. This seminar will take a look at the health benefits of eating more fruits, vegetables and whole grains, what our daily plate should look like, and fun ways to include more nutrients in our daily diet.

Wellness at Work

People are becoming increasingly aware that health and wellness matter. However, due to long work days, competing obligations, and high stress, people find it difficult to achieve wellness goals. This webinar will focus on ways to incorporate wellness into the workplace. The webinar will cover why wellness at work is important, tips on how to help employees achieve wellness goals, and ideas to increase motivation.

You Are What You Eat

We have known for some time that to stay healthy we need to take a look at our food choices and overall diet. However, it can be difficult to manage work-life balance which includes healthy meals on a regular basis. Unfortunately, healthy meals are regularly substituted for unhealthy convenient food. It is incredibly important to take a look at your food choices and adjust accordingly. The food we consume directly affects our mood and eventually our long-term health. We will discuss the nuances of why food matters and how the body utilizes the food we consume. We will also review key food factors to reduce our risk of short and long-term illnesses, and support our mental and physical health.

Substance Abuse

Chemical Dependency and Your Family

This seminar helps an individual distinguish between use and abuse and helps participants learn about different types of substances that are abused. Information on the readiness to change and actions you can take to help yourself and your family are provided.

DOT Employee Training* Recommended time: 2-3 hours

This training is designed for DOT "covered employees" as defined by the Department of Transportation - those working in a "safety sensitive position" and requiring a Commercial Driver's License. The training is tailored to the company's alcohol and drug policy and the DOT rules and regulations and covers information about policy, alcohol and illegal drugs, including effects on the individual, safety, and work performance. Employees are reminded about the availability of the EAP and other resources for those who seek assistance.

Drug and Alcohol Awareness

Employees who are substance abusers perform at seventy percent of their normal ability, have more accidents, and use more sick time from work. This training will ensure that employees understand how substance use impacts the workplace, types of drugs, basic information regarding substances, and how to avoid enabling.

EAP Seminar Descriptions

For Supervisors / Managers

Coping with Downsizing and Job Loss

Job loss can be something you have no control over. This seminar will review how loss impacts both employees and managers. Participants will gain skills and tools to navigate downsizing job loss with employees, in addition to tools about your own next steps.

Depression in the Workplace: A Manager's Role

This session is designed to increase awareness about depression in the workplace and how to decrease stigma associated with getting help. Signs and symptoms of depression, impact on the workplace, and first steps for getting well are provided. The role of a manager in establishing a supportive culture, early identification, encouraging employees to seek help and respectful treatment when returning to work will also be covered.

Manager's Guide to Social Media in the Workplace

Social media communication is taking place just about everywhere imaginable. It's happening on laptops and cell phones, at home and on the go and – whether you like it or not – it's impacting the workplace. This seminar will cover the risks employers face when using social media, the importance of effective social media policies, and workplace considerations for managers.

Manager's Guide to Critical Incident in the Workplace

Managers will be taught how to understand the basics of how humans respond to traumatic events. This seminar will cover how to best assist employees to recover after a critical incident. In addition, participants will become familiar with Cascade EAP's protocols for providing critical incident response services.

Stress Management for Managers

Managers will learn to recognize stress in their self and others. In addition, participants will learn skills to support employees in: increasing coping skills, managing stress better, improving productivity, and increasing job satisfaction.

Supervisor/Manager Orientation

Since supervisors are generally the first to identify and intervene with a troubled employee, we want supervisors and managers to be familiar with the variety of EAP services. This seminar explains the EAP benefit and gives specific tools to help identify and address performance issues.



EAP Seminar Descriptions

Organization Development*

At Cascade Centers we understand that every organization is different, with varied goals. To assist your organization fully and effectively, we avoid prepackaged consulting services. Instead, we work closely with you to determine the unique needs of your organization and develop an individual plan for fulfilling them. The topics and content listed here are highly customizable.

Addressing Bullying, Sexual Harassment and Violence at Work

This seminar will teach you to recognize inappropriate behaviors in the workplace including bullying, sexual harassment, and violence. This seminar is designed to increase awareness, learn how to facilitate a culture that is inhospitable to inappropriate behavior and emphasize the importance of effective policies.

Building Personal Accountability

The team will be assessed to determine the specific variables affecting productivity through the use of the Organizational Diagnosis Questionnaire. Variables such as: purpose, structure, leadership, conflict, incentives, technologies, and change will be examined. By analyzing these variables, the team can begin to make productive changes. Although the diagnosis may uncover painful issues, it will nonetheless, open the door for a specific plan of action. The team's strengths and weaknesses will be revealed and strategies for being accountable to the team will be presented.

Developing a Team Mission Statement

What is your purpose as an organization? What is the ultimate result of your work? What are the goals and values that you want to guide your team? Answering these questions helps create your mission statement. The process of developing a mission statement defines the purpose and values of an organization and guides your team members to an overall goal. It also gives team members a chance to contribute to the articulation of the company's values, and evaluates how well their personal values and motivation compare to the organizations.

DOT Supervisor Training – Recommended time: 3 - 4 hours

This training is designed for Managers, Supervisors or others who are in a position to identify a “covered” employee who may be in violation of Department of Transportation (DOT) alcohol and/or drug rules and/or company policy. A “covered employee” is defined by DOT as working in a “safety sensitive position” and requiring a Commercial Driver’s License. The training is tailored to the company’s alcohol and drug policy and the DOT regulations. The training covers the following: alcohol and drug information, including effects on the individual, safety, and work performance; signs and symptoms of current use, types of drug testing, supervisory responsibility, and specifically, how to respond to an employee after an accident and when there is reasonable suspicion for testing. Role-play and discussion are an important component of this training; therefore, it is recommended.

EAP Seminar Descriptions

Organization Development* (continued)

Enhancing Team Effectiveness through Communication

The goal of communication is to develop an agreement between what one means and what another understands. Attaining this match is difficult because the words used to deliver a message are filtered through each person's values, level of education, life experiences, background, feelings, beliefs, perceptions, and culture. Developing communication skills will enhance the individual's contribution to the overall team effectiveness and efficiency. Skills learned include asserting, confronting, collaborating, problem solving, and decision making.

Emotional First Aid in the Workplace

It is estimated that one in four workers suffer from mental illness at some point in their career. This seminar will discuss the prevalence of mental illness and why it might be important to intervene with a co-worker or employee. We will talk about how to recognize emotional distress or a potential mental health crisis, and review appropriate intervention techniques and strategies for non-mental health professionals to better help a co-worker or employee in distress.

Emotional Intelligence in the Workplace

The ability to express and control our own emotions is important, but so is our ability to understand, interpret, and respond to the emotions of others. This workshop will help group members assess their own emotional intelligence and ways to develop skills to explore practical application of personal and social competence.

Improving Teamwork Using Conflict Management Skills

Unresolved conflict among team members can contribute to unrest, anxiety, resentment, and withholding of vital information. Participants will be encouraged to explore their style of managing conflict. They will compare and contrast their styles with others on the team. Feedback from team members will give participants information regarding the strengths and weaknesses of their conflict management style. Armed with this self-awareness participants will be better able to incorporate different styles of dealing with conflict.

Reasonable Suspicion Training – Recommended time: 2.5 - 3 hours

This training is designed for Managers, Supervisors or others who are in a position to identify a covered employee who may be in violation of the company's substance abuse policy. The training is specifically tailored to the company's policy and highlights prohibited conduct as defined by the policy and action required by a supervisor. The training covers alcohol and drug information, including effects on the individual, safety, and work performance, signs and symptoms of current use and specifically, how to respond to an employee after an accident and when there is reasonable suspicion to believe an employee is in violation of the policy. Role-play and discussion are an important component of this training; therefore, it is recommended that a minimum of 2.5 hours be allowed for this class.

EAP Seminar Descriptions

Organization Development* (continued)

Team Building

The material covered in this presentation is designed to be a highly interactive workshop. Group members will be called upon to identify goals (personal and professional), recall personal experiences to aid in the team building process, and gain a better understanding of their role in the team. They will increase their communication skills, personal accountability, and effectiveness within the team framework.

Understanding Self in Relation to Other Team Members

Using the Myers-Briggs Type Inventory (MBTI) participants will be able to identify the primary traits, or style, they use when interacting with other team members. Everyone is similar in some ways and different in others, understanding MBTI types can help raise appreciation for the similarities and differences that exist in any group or team of people. The team will learn how differences can become assets. Strategies for accommodating style differences of others, and how to make temporary adjustments in one's own style, will be demonstrated. By making necessary changes, the individual will significantly add to the team and the attainment of its goals.

Webinars / Online Course Modules

To Access:

- 1) Go to www.cascadecenters.com
- 2) Click "Member Log-In"
- 3) Register as a new user

**Additional fees may apply*

On-site services range from one-hour seminars to all-day
Organizational Development topics.
Please allow 3 - 4 weeks notice for scheduling.





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