



Anthem MAP

Anthem Member Assistance Program (MAP) training and wellness seminars

Healthier employees, healthier bottom line





Introduction

Our MAP offers a comprehensive series of workshops across a wide range of topics. These seminars are designed to assist you in responding to the work-related and personal needs of your employees. In addition, we have an extensive selection of topics for managers and other leaders at your organization. Our seminars provide education, resources and trusted techniques and are available in a variety of formats. As you review the content of this catalog, please don't hesitate to contact your MAP account manager with any questions or specific needs.



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Q&A

Q: How and when can I schedule a seminar or training?

A: We ask for a minimum of 15-20 days notice to coordinate your seminars. Contact your MAP account manager and let them know which seminars you want to offer.

They also need to know where and when you want to have it. You can also email your MAP account manager for details.

Q: How long are the seminars?

A: Most seminars are 60 minutes long. If more time is needed, your MAP account manager will let you know.

Q: Where are the seminars held?

A: Seminars can be scheduled onsite or online (webinar). Please let your MAP account manager know which format you want.

Q: Do I need to have any special equipment to hold a seminar or training session?

A: Yes. You will need to have a computer with Microsoft PowerPoint and a projector. Plan to have the presentation loaded and ready to go on the day of your seminar. If you do not have this technology, you can still schedule a seminar – just let your account manager know.

Q: How much do the trainings and wellness seminars cost?

A: MEA Benefits Trust has training grants available to participating groups. Contact the Trust directly to determine if your group is eligible to receive no cost training services. The cost for training is \$250.00 per hour per presenter.

Q: Can we cancel a seminar?

A: Yes, but we ask for a 72-hour cancellation notice for all onsite and webinar seminars. Failure to give notice may result in a cancellation fee or deduction of the seminar hours from your available bank of hours.

Q: What happens once the seminar is scheduled?

A: We send you confirmation and presentation materials. You'll receive a confirmation. We'll also send the PowerPoint presentation, an evaluation form and any handouts before the scheduled time.

Q: Will I meet the facilitator before the seminar?

A: Yes, your seminar facilitator will contact you before the seminar date.

Q: Do you have a minimum attendance requirement?

A: No, but we prefer five or more employees.

Q: Can I share the seminar materials with my employees?

A: Seminar materials are yours to keep.

Q: Can I get copies of the evaluation forms?

A: Yes, you are welcome to make copies.

Training and seminar topics

MAP overviews

Employee orientation

Learn when and how to use the MAP. Discover why people call and how the process works. Learn about confidentiality, cost and other features.

Manager/supervisor MAP orientation

Learn about EAP services and how to use the service to address employee performance and behavioral issues.

Risk management

Drug-free workplace – employee

Learn how to identify employees with alcohol and substance abuse problems. You'll look at how drugs affect the body and the difference between substance abuse and dependence. Explore the basic family and social problems that are caused by substance abuse and how to get help.

Department of Transportation (DOT) training – supervisor

Learn how to meet DOT standards for training. Learn about the laws governing DOT. Discover how these laws impact the workplace. Explore the effects of different drugs and alcohol on users and the implications for safety and work performance. Learn basic information on testing and test rules.

DOT training – employee

Learn about the laws governing DOT and how these laws impact the workplace. Explore the effects of different drugs and alcohol on users and the implications for safety and work performance. Learn basic information on testing and test rules.

Drug awareness: Signs and symptoms of substance use and abuse – supervisor

Explore the costs of substance abuse in the workplace. Review the signs and symptoms of substance use. Explore the stages of addiction in the workplace, and the role and responsibility of the supervisor.

Respectful workplace – employee

Discover the rights and responsibilities of all employees. Learn how to work and follow a responsible course of action in reporting disrespectful behavior in the workplace. This training may not meet all states' mandated sexual harassment guidelines. Please be sure to check on your state's training requirements before scheduling this seminar.

Respectful workplace – manager/supervisor

Learn how to maintain a respectful workplace. Receive guidance on responsibility in addressing and documenting reports of disrespect in accordance with the organization's policy and procedures. This training may not meet all states' mandated sexual harassment guidelines. Please be sure to check on your state's training requirements before scheduling this seminar.

Maintaining respect and civility in the workplace

Learn how important it is to understand how behavior can negatively affect the work environment. It also looks at how behavior affects others around us, whether we know it or not.

Sexual harassment prevention in the workplace: Basic overview and compliance

Review the legal outcomes involved with sexual harassment. Look at techniques for fostering a harassment-free workplace. Participants will be given the organization's policy and resources helpful for preventing sexual harassment at work. This training may not meet all states' mandated sexual harassment guidelines. Please be sure to check on your state's training requirements before scheduling this seminar.





Diversity in the workplace – employee

Learn about the value of clear communication. Discover tactics for overcoming stereotypes and appreciating what unique people bring to the workplace.

Diversity in the workplace – manager/supervisor

Learn the value of clear communication, overcoming stereotypes and appreciate what unique people bring to the workplace. Review your role and responsibility in promoting a respectful workplace.

Workplace violence prevention – employee

This seminar will look at the social, legal, behavioral and psychological aspects of violent workplace behaviors.

Workplace violence prevention – manager/supervisor

Learn how to define workplace violence. Learn how to spot it and how to handle a potentially violent employee.

Bullying: Confronting hostility in the workplace

Learn how to identify hostility in the workplace and how to deal with the bully who is creating it.

Parenting and family

The sandwich generation

Most employees today will have to take care of an older relative while they are still taking care of their own families. This is known as the “sandwich generation.” Learn how to collect information, communicate with compassion, be proactive and respectful, and cope with the issues that the sandwich generation must face.

Work-Life balance

The conflicting demands of work and home can cause stress. It can zap the time and energy we need to get everything done. Find answers to help you become more satisfied with both home and work life. Competing demands will be identified. A review of central life goals will contribute to an understanding of how to reach better work-life balance.

Parenting 101

Learn and discuss basic parenting values and how they apply to real life situations. Topics include: discipline, eating, sleeping, academics and values.

Bullying: A guide for parents

Learn how to identify hostility in a child's life and how to deal with the bully who is creating it.

Co-Parenting: Doing the best for your kids while parenting apart

In today's family, many parents find themselves co-parenting or parenting apart. Discover some innovative ideas to deal with this common family arrangement. Learn techniques to deal with differences in parenting.

Internet information for parents

Look at the realities of the Internet as well as the benefits. Discuss the importance of learning the language of the Internet and how to identify concerns and risks. Learn ways to increase safety online with instant messaging, social networking and chat rooms. A list of resources and monitoring software will be provided.

Single parenting

Explore the diversity of single-parent family structures and support systems. Discover the effects of single-parent families on children of different ages. Learn ways to meet challenges as a single parent. Identify practical and psychological supports that will help you lead a richer life.

Effective communication with children

Learn how to identify the communication patterns in your family. Learn techniques to make established patterns better. Talk about simple techniques for active listening, "I" messages and feedback that can drastically improve communication with your children.

The tough talk: Are you prepared? (The drug talk)

Children and adolescents are faced with the chance to experiment with drugs and alcohol at a very young age. As parents, we must be aware of what is in our child's world. Learn how to talk with your child about alcohol and other drug use. Discover strategies to get your teen to open up to you. Learn the signs that separate typical adolescent behavior from drug-involved behaviors and what to do if you suspect alcohol or other drug use.

Resiliency for working parents

Learn how to build resiliency as a working parent, prevent burnout, and maintain a sense of work and family balance.

Communicating with your teen

Feel like you and your teen are speaking different languages? Discover how to create a comfortable climate for parent/teen communication, goes over the basic rules, dos, don'ts and best practices.

Teens: Managing conflict and problem solving

Explore ways to help your teen fix conflicts and set up rules for acceptable behavior. The goal is for your teen to become a mature young adult who is capable of making good choices independently and to take charge of life in proper, self-sufficient ways.

Teens: Relationships

Teenage years are when peer relationships intensify, teacher and work relationships grow more important, and parental relationships are routinely challenged. Learn how to define relationships, go over best strategies and talk about conflict-resolution techniques.

Aging adult

Caring for older adults: Knowing when to step in

Caring for an older relative as he or she ages is something that most of us do willingly. Yet you may have conflicting emotions that you're not ready for. As an adult child, you may begin to notice your parent having trouble getting around and needing more help. Some older adults will welcome your help while others might resist any type of help and even deny that they need help. Learn how to recognize when to offer help, what help to offer, how much to offer and how to keep the lines of communication open.

Knowing your limits: Elder care planning and decision making

Caring for an aging parent is often a role that is thrust upon us, not one that is chosen. Caregivers have many hard choices to make, including when it's time to ask for outside help. Learn to recognize your limits and how to find the help you need.

The impact of the aging process

Explore the impact of the natural aging process. Identify the physical changes and emotional adjustments that happen as your body ages. Recognize stressors and learn strategies for coping with stress. Learn positive choices to help achieve healthy aging.

Caregivers: A guide to self-care and resources

Family caregivers share an emotional bond with the care recipient – by birth, marriage, deep commitment, friendship, etc. Balancing work and family while caring for an older adult dependent can be trying for all involved. Discover the importance of taking care of yourself and how to find resources to help ease the stress that may be caused by this important responsibility.



Health and wellness

The path to inner peace

At some point in all of our lives, we may lose track of ourselves and find ourselves stressed to the max about all of our responsibilities. We spend so much time running from task to task that we forget to stop and take a breath. Learn how to get in touch with what is important in your life and discover a bit of inner peace.

Breast cancer awareness: A guide for men and women

Learn how to separate myths from facts, explore the causes and risk factors associated with breast cancer, identify the early warning signs, and look at the available diagnostic tests and treatments. Also discover secondary support/coping tools, prevention and resources.

Conquering fear and anxiety

Fears and anxieties are thoughts based on personal experiences or values. Pretending that these thoughts and fears don't exist or are not that bad can actually make them worse. Learn how to talk through your thoughts to realize that your fears and anxieties are manageable and controllable.

Healthy eating habits

This program explores the relationship between diabetes and food choices, explains the importance of water, recommends the USDA's myplate.gov to address nutrition needs and portion control, examines nutrition labels and how to use them, and identifies simple switches that can be made along the healthy food continuum to maximize your

use of food. It also offers additional tips to increase the health of your meals.

Eating healthy on the run

Living a hectic lifestyle, but want to remain healthy? It can seem impossible to find time to exercise, cook healthy foods, and relax. Who has time in their day for all of that? With ever-increasing family commitments and work responsibilities, you may be depriving yourself of sensible well-balanced meals. You don't have to – learn how to make healthier food choices while eating on the run.

Exercise 101

Can't seem to find the time to fit exercise into your daily schedule? This workshop looks at the benefits of fitness and exercise. Learn how to incorporate exercise into your busy lifestyle and enjoy exercise at home, work and when you travel.

Green tips for the home

Get an overview of useful actions you can take to lower your carbon footprint while saving money. Discover the rewards of using organic and natural products. Learn how to increase thermal efficiency and save electricity. Learn some helpful elements of natural living and how to “go green.”

Menopause 101

Even though menopause can be a very unique experience for each woman, there are also many things that are shared. Get the definitions of menopause and perimenopause and learn how they're different. Identify what you can expect, examine causes and explore potential complications. Look at tests, treatments and remedies, as well as the importance of partnering with your doctor.

All you need to know about cholesterol

Explore the complex role of cholesterol. Examine the role it plays in nutrition and health, as well as the numbers that indicate good cholesterol levels. Have the opportunity to discuss the various types of fats that contribute to good and bad cholesterol numbers. Additionally, diet suggestions will be offered.

Eating for high energy

Get tips for using food to energize you, discuss food as fuel, explore the benefits of healthy eating choices and identify best foods. Look at power snacks and calories, learn about the benefits of exercise and get meal suggestions.

Workday workouts

Explore the multi-dimensional benefits of exercise and the frequency and importance of proper form and equipment to maximize those benefits. Look at the role of attitude and goals on the success of an exercise program. Learn the components of a well-rounded workout, eating well, and get sample workouts you can do at your workstation.

Men's health 101

Explore the leading causes of illness and death for men, and how men's health is different. Learn risk factors, what screenings should be part of men's health routine and how to find a doctor.

Relaxation 101

Learn how to meditate using guided imagery and breathing. Discover how it makes you even more productive during the day and helps you sleep better at night.

Sleep 101

Learn the physical and mental benefits of a good night's sleep. Examine how to establish daily habits that promote sleep, and ways to improve your sleep environment. Discover techniques for relaxation and dealing with insomnia. Special customized slides are available for Women and Sleep.

Women's health 101

Learn about the leading causes of illness and death in women. Explore how to prevent or manage major health conditions, and review scheduling of important screenings.

Tips for smoking cessation

The world around you, your workplace and favorite restaurants have all quit smoking. Are you ready to quit, too? Learn six simple steps to help you become and stay an ex-smoker.

Relaxation techniques at the workplace

Learn some easy-to-use techniques for overall relaxation. Explore stress busters, breath awareness, safe stretching to relieve tension, and correct posture for sitting and standing. Experience relaxation techniques and come away refreshed, with a new focus on relaxation.

Stick with it!

Once you have decided to focus on your personal well-being, setting wellness goals is the first step. Keeping

wellness as a focal point in your life is an ongoing challenge. Learn strategies and tips to maintain a healthy lifestyle and reach your wellness goals.

Stress management

Learn to identify ongoing symptoms of stress and how to find a more healthy approach to the demands of work and home. Reconciling the demands of work and home life can be a source of constant tension. As a result, sleep disturbances, appetite changes, headaches, poor concentration, and irritability are common signs of too much stress. Learn how to identify emotional and physical symptoms of stress, assess your own situation, and discover hands-on techniques to bring balance to your work and personal life.

Overcoming burnout

Feeling overwhelmed by the pressures of everyday work life and home life? This seminar focuses on the issues of burnout and helps bring your life back into balance. Learn to identify the symptoms of burnout and explore ideas for coping with and avoiding it.





Personal growth

New year's resolutions

Even though this class is meant for January 1 – every day can be like January 1! Learn about resolutions which, when done properly, can truly change our lives. Receive help, encouragement and guidance. The class is meant to be extremely interactive and participatory.

Remaining strong and resilient

Have you recently changed jobs, had a change or loss in your life, or are you faced with caring for an aging relative? How do you handle challenges, problems and hardships in your life? Learn strategies for staying strong and resilient, maintaining a positive outlook and reducing stress in your life.

Examining relationships: Healthy vs. unhealthy

Learn to identify the characteristics of a healthy relationship both at home and at work – and what kind of relationships to avoid. Examine different types of relationships, from family and friendship to romantic and professional. Review real-life scenarios that are sure to stimulate lively discussions about what makes a relationship healthy or unhealthy. Discuss bullying in the workplace and how it differs from legitimate feedback or disciplinary action. For those who need to let relationships go, discover how to “ACT” – accept the fact, consider one's own needs, and take time to heal.

Everything in its place: Getting organized

Did you know that clutter and disorganization can add stress to your life? When we are not organized, we waste precious time and create chaos in our lives. You can minimize the stress and maximize the tranquility that comes from putting everything in its place. Learn practical strategies to get on the path to a calmer surrounding.

Power of positive thinking

Not everyone believes in the power of positive thinking. But this concept has been used around the world for centuries. Today, scientists understand why the attitudinal approach – positive versus negative – dramatically impacts us and our relationships with others. Explore your ability to benefit from the power of positive thinking by changing your thought process and perspective.

A personal guide to managing stress and change

Change is certain in life. How you react to change can either raise or lower the stress that you feel at work and at home. Review the four phases for surviving change. Get tips for coping with change and understand how to take care of yourself to lower your stress level.

Celebrating mid-life: Looking forward to your next 50 years

Fifty looks a lot different than it did for your parents. We are living longer, working later in life and feeling that we are just now hitting our stride. Learn how to take advantage of the next 50 years and create the life you want.

Change or rearrange: Feng Shui it!

Sometimes the path to inner peace is in our surroundings. Learn the ancient Chinese art of Feng Shui. It works by removing clutter and creating easy flow in your surroundings – promoting an environment that contributes to well-being.

Holidaze: How to enjoy the holidays and minimize holiday stress

Holidays are supposed to be joyful. But they can also create many headaches. Review the sources of holiday stress and explore ways to minimize the tension and increase the fun for everyone.

Art of listening and giving feedback

Communication is a vital part of our daily lives. It is a learned skill that's often taken for granted and done badly. Listening can be confused with hearing. People often hear someone but don't realize that they are not listening to them. Learn the art of effectively listening to others and how to communicate better.

Lightening your life with laughter

Look at life in a way that takes some of the stress out of it. This informative and enjoyable workshop shares proven techniques for how to use laughter to lower stress. Explore the history, practices and beliefs of this therapy, and how to become more positive. Rediscover the wonderful energizer called "laughter" – and its many therapeutic benefits.

Five bucket principle

Is it possible to meet the competing demands of job, family, friends, school and work? The resounding answer is yes! Learn the Five Bucket Principle of work-life balance. Discover how to think about the big picture without ignoring the little things that matter. Explore how to find the time to take care of it all – including time for yourself – by identifying priorities, making choices and managing expectations.

Everything you need to know about LinkedIn

Discover LinkedIn, what it does and what it's used for. Learn how to get on LinkedIn, and how to network and connect. Explore the types of LinkedIn services, networking options and how to use it as a marketing tool.

Make your dreams a reality

What dreams/goals do you harbor that seem out of reach? Get tips and insights about making those dreams a reality using plans, anticipating, saying "yes," identifying obstacles and the accompanying myths, determining techniques for starting and exploring motivators, flexibility and how to keep going.

A balanced retirement life

Learn how to ask the right questions to make choices that are right for you as you approach retirement. We will cover the issues to consider for future planning or to help you evaluate your current road map with a focus on the positive aspects of retirement – not just the challenges.

Relationships 101

In a good relationship, your partner should want to see you grow and get better. Be part of an interactive and lively discussion on the misconceptions of relationship, the meaning of fulfillment, the importance of communication and the real definition of happiness.

Financial

Financial fitness: Living within a realistic budget

Living within a realistic budget is doable! Learn to make wise choices and stretch your financial resources to make the most of what you earn. Discover the importance of setting realistic goals for long-term financial health. Learn how to track spending and manage debt.





Living off your paycheck

Common sense – no-nonsense advice for making ends meet. Learn goal setting – how your money beliefs can affect the way you save and spend. Explore how to lower debt, learn the difference between “meat vs. gravy” and how to increase wealth.

Mind over money

Examine your personal history with money. Discuss money and emotions as well as healthy vs. unhealthy attitudes and best practices in dealing with money decisions.

Money basics

Learn about money, spending and saving. Get information on different types of credit including secured and unsecured, and how to understand credit scores. Learn how to manage your bills.

Rebuilding credit: A debt management plan

Managing your finances and keeping a positive financial outlook are two of life’s most complex challenges. Learn how to maximize your finances and strategies for restructuring your credit rating to keep finances on the right track.

Everything you need to know about your credit

Your credit score is very important. If you don't have a good score, discover ways to make it better. We will explain how the FICO system works, what you should and should not do and how you can use this information to improve your credit score.

Reinventing retirement

Boomers are taking new paths to retirement. With a longer life expectancy and more focus on healthy lifestyle, retirement can last 30 to 50 years. Learn how to create a personal definition of retirement, explore opportunities and create a personal action plan for retirement planning.

Identity theft: Prevention and resolution

Learn how to prevent identity theft and what to do if you feel you are already a victim.

Your routine financial check-up

Learn to manage your finances more effectively. Receive guidance through the necessary steps to examine your finances from a variety of perspectives. Learn how to review and prioritize all of your debts as you explore your assets. Examine your financial goals in three phases. Explore your resources should you face financial emergencies, from illness to job loss. Engage in a discussion of the six key areas of personal finance, from cash management to tax planning and estate conservation.

Financial fitness boot camp

This comprehensive three-hour program puts all the pieces of the financial puzzle on the table in terms anyone can understand. Gain the knowledge and tools to move forward to relieve financial stressors created by ignorance and confusion. Leave with personal financial priorities to make smart decisions for a lifetime.

Legal

Advance directives

It is often hard to talk about the future with aging parents and other older relatives. Learn how to get through the important discussions about your relatives’ health concerns, emotional issues, and financial and legal issues. Gain insight about housing options and support services at home and in their communities.

Getting your affairs in order: Five essential documents

Learn and explore the five documents that everyone should have to prepare for the unexpected. Gain the knowledge you need to be ready and organized for your future and your families.

Estate planning: Legal issues for adults and dependents

Learn about the documentation you need for estate planning. Discover the terms for will planning, guardianships and trusts. Review the pros and cons of various options. Please note that this is not legal advice.

Workplace

Managing social connections

Learn how to safeguard your reputation and use social media responsibly. Discover implications of your social media connections on your company, including unintentional company disclosures.

Compassion fatigue – Increasing resiliency

Learn how to identify the contributing factors of compassion fatigue and related symptoms, from emotional outbursts to chronic ailments and difficulty sleeping. Explore the common phenomenon of emotional contagion, as caregivers begin to take on the emotions of those they need to help or rescue. Discover how compassion fatigue can develop and learn specific strategies to reduce and defuse high stress levels and to develop resilience.

Promoting a positive work environment

The key to a positive work environment is mutual respect for one another. Learn various ways to convey respect, as well as how to address negative thinking and behaviors that can impact morale and teamwork.

Assertive communication

Learn what assertive communication is and the difference between good and poor communication. Review a communication model to decide the purpose, focus and process of assertive communication. Get tips and challenges to good communication.





Collaborative customer service

Understand the challenges of delivering great customer service through useful, professional customer service communication. Learn about stress management related to working in a customer service environment, the importance of developing a customer-focused action plan and evaluating your success.

Dealing with difficult people

We all have different ways to define a “difficult person.” Some people test the lives of many others. And then there are types who just get under our skin – “push our buttons.” Whoever it is, we have two choices: learn how to effectively deal with the difficult person or remove the chance of interacting with them. Learn strategies you can use when you have to deal with the difficult person.

Business etiquette

Business etiquette and professionalism can make or break working relationships. The right social skills can help us build more useful relationships and project a positive image. Learn how to help coworkers, clients, and customers feel comfortable communicating with you. Discover ways to develop the accepted social standards of the day, as well as email etiquette.

Dynamics of change management

Change is stressful. Learning how to manage and cope with change is vital to our well-being in this ever-changing world. Even if the stress of change is unavoidable, you can learn how to deal effectively with change in the workplace and in your personal life. Discover strategies and tactics that can help you cope with change and how to take charge of what can be controlled.

Emotional intelligence

What's your EQ? Emotional intelligence helps us to recognize and understand feelings and how they affect our behavior and those around us. With greater emotional intelligence, you can meet life every step of the way. Explore how to navigate tricky waters that lead to more productive and fulfilling lives professionally and personally. Learn how to make a plan of action to become a better parent, partner, colleague and leader.

Ethics and values in the workplace

What are the core values and ethics of our business world? How do we live by them and why are they important? Learn about the philosophical aspects of ethics and values. Gain insight into hands-on, practical approaches to apply them to your personal and professional life. Learn how to show others that you are a person of ethics and values.

Effective presentation and public speaking skills

Learn how to plan for successful presentations, build confidence, practice verbal and body language elements, and how to build rapport with an audience to keep them engaged. We will also talk about how to use humor in presentations and deal with adversity.

Health and well-being in the workplace

Discover how to enhance your health, well-being and productivity by relieving stress with simple relaxation techniques. Explore ergonomics and learn how to avoid on-the-job injuries from lifting, repetitive stress (such as carpal tunnel syndrome) and computer-related injuries (headache, eyestrain and back pain). The discussion will include work-life balance, how to establish priorities, and the importance of healthy eating and regular exercise.

Time management

Does the day seem to fly by before you've finished a thing on your to-do list? If time management is so easy to do on our own, then why do we all feel overwhelmed? Get a basic explanation of the time management process. Learn characteristics of effective time managers and talk about the importance of prioritizing big events. Explore the role of delegation and communicating delegation requests with others.

The new resume

If you haven't looked for a job in the last five years, you may not know that the whole job search process is completely different. The role of the resume is different too. Learn how to create the "new resume," a suite of documents in print and online that establishes you and your "brand."

Communication skills for the workplace

Communication is perhaps the most important skill to be effective in the workplace. This skill can be developed with practice. Learn how to find out the goal of a conversation, what to do before, during and after, and identify barriers and best practices.

Critical thinking

Business professionals and managers must be able to make objective decisions based on facts and careful examination of all pertinent data. Discover strategies for reducing the negative effects of subjective decision-making.

Surge protection: Preventing burnout

Stress is a part of everyone's life. But too much of it can lead to poor health or even burnout. Learn how to identify the sources and symptoms of stress. Examine strategies and build a plan to avoid burnout in the future.

Professional writing and email etiquette

Conveying your message on paper or via email is challenging at times and can be easily misunderstood. Learn how to identify key components of an effective email and pitfalls to avoid. The do's and don'ts of writing will be discussed, as well as how to capture your audience in a succinct, powerful way.

Leadership

Creating a healthy work environment

Work-life benefits are always evolving to keep pace with workforce needs, business demands, demographics and changing technology. Discover work-life initiatives that target specific populations of workers. These ideas can be quickly implemented for a relatively low cost. Learn how a manager's organization can create an environment where employees can be their best. This is helpful for work-life committees, human resource professionals and senior management.

Communication skills for collaboration

A manager needs to be able to effectively communicate with his or her team to build trust. Engage in a discussion on basic communication principles and complete a fun, small-group exercise to identify communication barriers.





Learn the elements of clear communication. Develop “I” statements in a group exercise. Discover the behaviors and skills involved in active listening. You will also have an opportunity to practice listening, questioning, confirming, and encouraging in several interactive group exercises.

Recognizing the troubled employee

Identifying an employee who is having trouble with drugs, alcohol, or personal/emotional issues is something that all managers should be able to do. Learn the importance of being able to recognize these issues and the good it will do for the company as well as the individual. Strategies and techniques for approaching employees, as well as finding resources for help, will be discussed.

None of the content given verbally or in writing in these services is meant as recommended policy for your organization. Please check with your legal advisor for appropriate guidance in developing your procedures, policies and protocol.

Creating a positive work environment

A positive work environment isn't something that just happens – it is something that is built on the foundations of trust and positive communication. Learn how to set expectations. Discover creative strategies for developing your team by using recognition and rewards. There is additional information explored on building teams, finding meaning in work, accepting responsibility and using humor in the workplace.

Ten steps to creating a great place to work

The work environment is more important than ever in retaining qualified and talented workers. In this seminar, you'll learn how the manager connects with employees and creates a work experience that lets them be engaged and focused on their work.

Addressing conflict: A manager's guide

Keeping your team focused and motivated is a full-time job in itself, but conflict within your team can make your job impossible. In this seminar, you'll explore how to reach resolutions agreeable to all parties involved and get your team focused on moving forward.

Communicating change to employees

Employees going through difficult changes at work usually have a hard time. The good news is that there are many ways we can effectively manage the changes in our personal and professional lives. Learn how to help employees through a change and unearth strengths and skills employees never thought they had.

Delegating

Today's employees face an ever-growing workload. There may have been times when it was easier just to do it yourself. But you can't do it all. This seminar gives you tips on delegating an assignment while ensuring accuracy in the process.

Survivor's guide to downsizing

Companies are under economic pressure to stay competitive and survive. Downsizing or “rightsizing” is quickly happening everywhere. This workshop helps move you to action after a downsizing event.

Leadership essentials

What role does leadership play in managing others? Given the nonstop change in the workplace, it's more important than ever to lead others with a sense of focus, purpose and direction. Learn practical methods for guiding and motivating others.

Managing change

Managers know that the key to organizational success is getting employees to face and adapt to change. Learn how to address management strategies to help the group successfully stick to the demands of change.

Making the most of a multi-generational workforce

Today's workforce is made up of generations with different values and priorities. Learn how to identify the characteristics and key motivations of each generation. Explore ideas to inspire and lead effective teams.

Managing under pressure: Making decisions and communicating

When times are tough, how do you manage your team? How do you handle the pressure? Learn how to use effective techniques to strengthen your ability to respond (not react) to high-pressure situations. You'll also learn tools for communicating those decisions.

Understanding the needs of the sandwich generation employee

Learn how to better understand the personal and professional needs of the sandwich generation employee. Learn strategies and explore options to maximize the unique experiences and skills this employee brings to the job.

Using teamwork to promote success and productivity

The quality of the work team may be the single most important factor in success and productivity in the workplace. Examine the makeup of a successful team and discuss team dynamics such as building trust, clarifying goals, self-assessment, problem solving, proper roles and effective communication.

How to take the edge off giving feedback

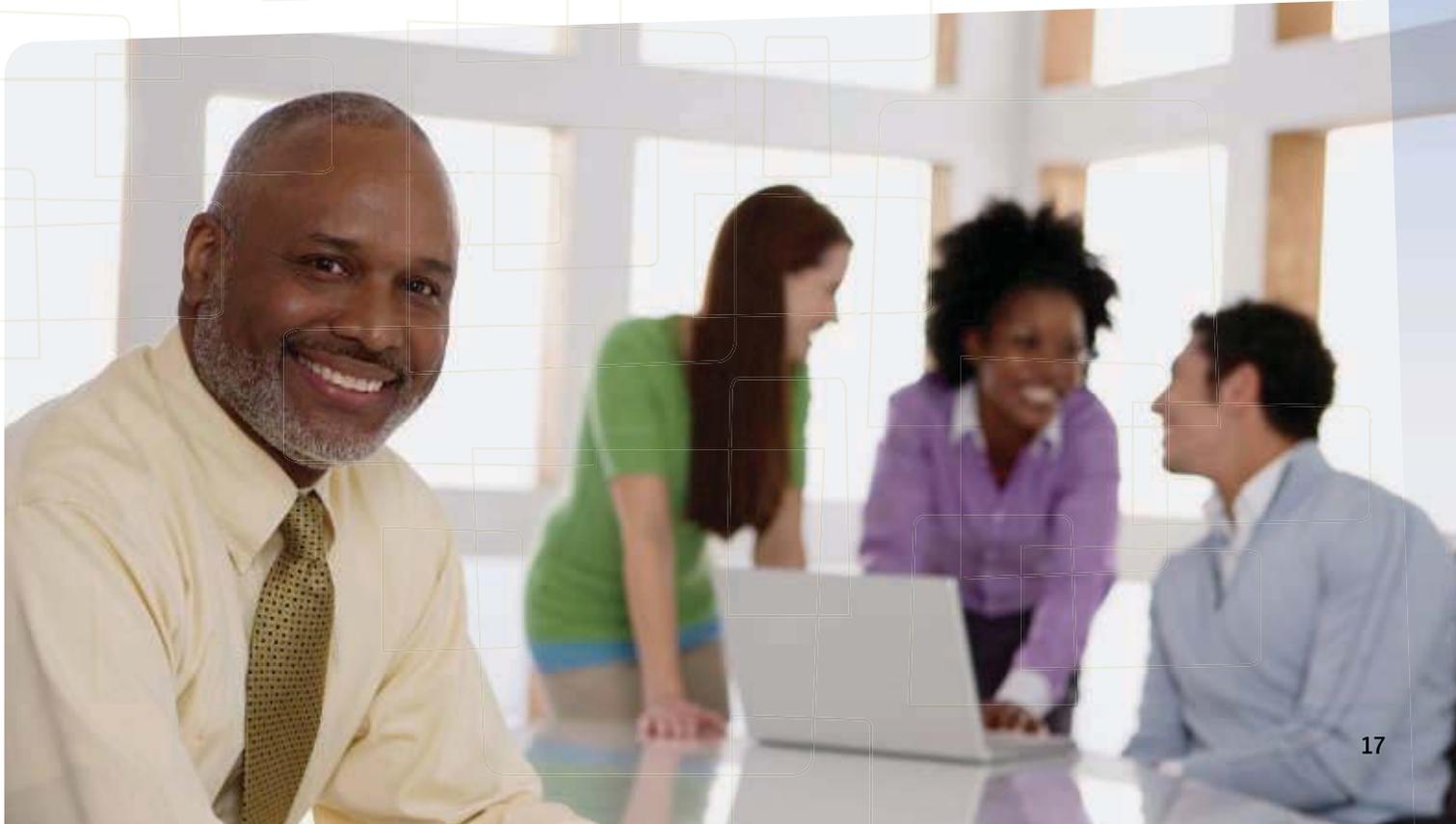
Learn how to give helpful feedback. It sounds easier than it is. Some techniques to be reviewed include: the reasons to give someone feedback, why we avoid it, learning an effective feedback model and how to avoid value judgments.

Motivate, recognize and energize employees

Learn how to utilize a toolkit of motivational techniques. We will cover self-care, positive psychology, resiliency, laughter and more. Discover how motivation and recognition will lead to increased productivity. We will also share non-materialistic ways to make employees feel special and valued.

Stress management for managers

Learn how to identify stressors, both good and bad; physical symptoms of stress; and bad habits when stress goes unchecked. Examine all areas of life: work expectations, relationships, nutrition, sleep, financial matters and time management. Learn how to create a healthy lifestyle, which ultimately benefits work and home.





Surviving mergers and acquisitions

Learn what to expect in the midst of organizational change. Learn ways to navigate through the process. Review the five phases of dealing with change as well as the opportunities, the importance of self-care, and making a commitment to the new business structure and culture.

Please help us determine which seminars are helpful for your company. Use the seminar surveys and tell us what you are interested in. If you need a Word version, please contact your MAP account manager.

Training and seminar survey

Seminar survey – employees

What training or health promotion topics would interest you most? Check all that apply.

MAP overviews

- Employee orientation

Parenting and family

- The sandwich generation
- Work-Life balance
- Parenting 101
- Bullying: A guide for parents
- Co-Parenting: Doing the best for your kids while parenting apart
- Internet information for parents
- Single parenting
- Effective communication with children
- The tough talk: Are you prepared? (The drug talk)
- Resiliency for working parents
- Communicating with your teen
- Teens: Managing conflict and problem solution
- Teens: Relationships

Aging adult

- Caring for older adults: Knowing when to step in
- Knowing your limits: Elder care planning and decision making
- The impact of the aging process
- Caregivers: A guide to self-care and resources

Health and wellness

- The path to inner peace
- Breast cancer awareness for men and women
- Conquering fear and anxiety
- Healthy eating habits
- Eating healthy on the run
- Green tips for the home
- Exercise 101
- Menopause 101

- All you need to know about cholesterol
- Eating for high energy
- Workday workouts
- Men's health 101
- Relaxation 101
- Sleep 101
- Women's health 101
- Tips for smoking cessation
- Relaxation techniques at the workplace
- Stick with it!
- Stress management
- Overcoming burnout

Personal growth

- New year's resolutions
- Remaining strong and resilient
- Examining relationships: Healthy vs. unhealthy
- Everything in its place: Getting organized
- Power of positive thinking
- A personal guide to managing stress and change
- Celebrating mid-life: Looking forward to your next 50 years
- Change or rearrange: Feng Shui it!
- Holidayze: How to enjoy the holidays and minimize holiday stress
- Art of listening and giving feedback
- Lightening your life with laughter
- Five bucket principle
- Everything you need to know about LinkedIn
- Make your dreams a reality
- A balanced Retirement Life
- Relationships 101

Training and seminar survey (cont.)

Seminar survey – employees

What training or health promotion topics would interest you most? Check all that apply.

Financial

- Financial fitness: Living within a realistic budget
- Living off your paycheck
- Mind over money
- Money basics
- Rebuilding credit: A debt management plan
- Everything you need to know about your credit
- Reinventing retirement
- Identity theft: Prevention and resolution
- Your routine financial checkup
- Financial fitness boot camp

Legal

- Advance directives
- Getting your affairs in order: Five essential documents
- Estate planning: Legal issues for adults and dependents

Workplace

- Managing social connections
- Compassion fatigue – Increasing resiliency
- Promoting a positive work environment
- Assertive communication
- Collaborative customer service
- Dealing with difficult people
- Business etiquette
- Dynamics of change management
- Emotional intelligence
- Ethics and values in the workplace
- Effective presentation and public speaking skills
- Health and well-being in the workplace
- Time management
- The new resume
- Communication skills for the workplace
- Critical thinking
- Surge protection: Preventing burnout
- Professional writing and email etiquette

Training and seminar survey

Seminar survey – leadership

What leadership and risk management topics would be of greatest interest and value to you? Check all that apply.

MAP overviews

- Manager/supervisor MAP orientation

Risk management

- Department of Transportation (DOT) training – supervisor
- Drug awareness: Signs and symptoms of substance use and abuse – supervisor
- Respectful workplace – manager/supervisor
- Maintaining respect and civility in the workplace
- Sexual harassment prevention in the workplace: Basic overview and compliance
- Diversity in the workplace – manager/supervisor
- Workplace violence prevention – manager/supervisor
- Bullying: Confronting hostility in the workplace

Leadership

- Creating a healthy work environment
- Communication skills for collaboration
- Recognizing the troubled employee

- Ten steps to creating a great place to work
- Creating a positive work environment
- Addressing conflict: A manager's guide
- Communicating change to employees
- Delegating
- Survivor's guide to downsizing
- Leadership essentials
- Managing change
- Making the most of a multi-generational workforce
- Managing under pressure: Making decisions and communicating
- Understanding the needs of the sandwich generation employee
- Using teamwork to promote success and productivity
- How to take the edge off giving feedback
- Motivate, recognize and energize employees
- Stress management for managers
- Surviving mergers and acquisitions

If you have questions about the topics covered in this catalog or would like to schedule a seminar, please contact your MAP account manager.



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