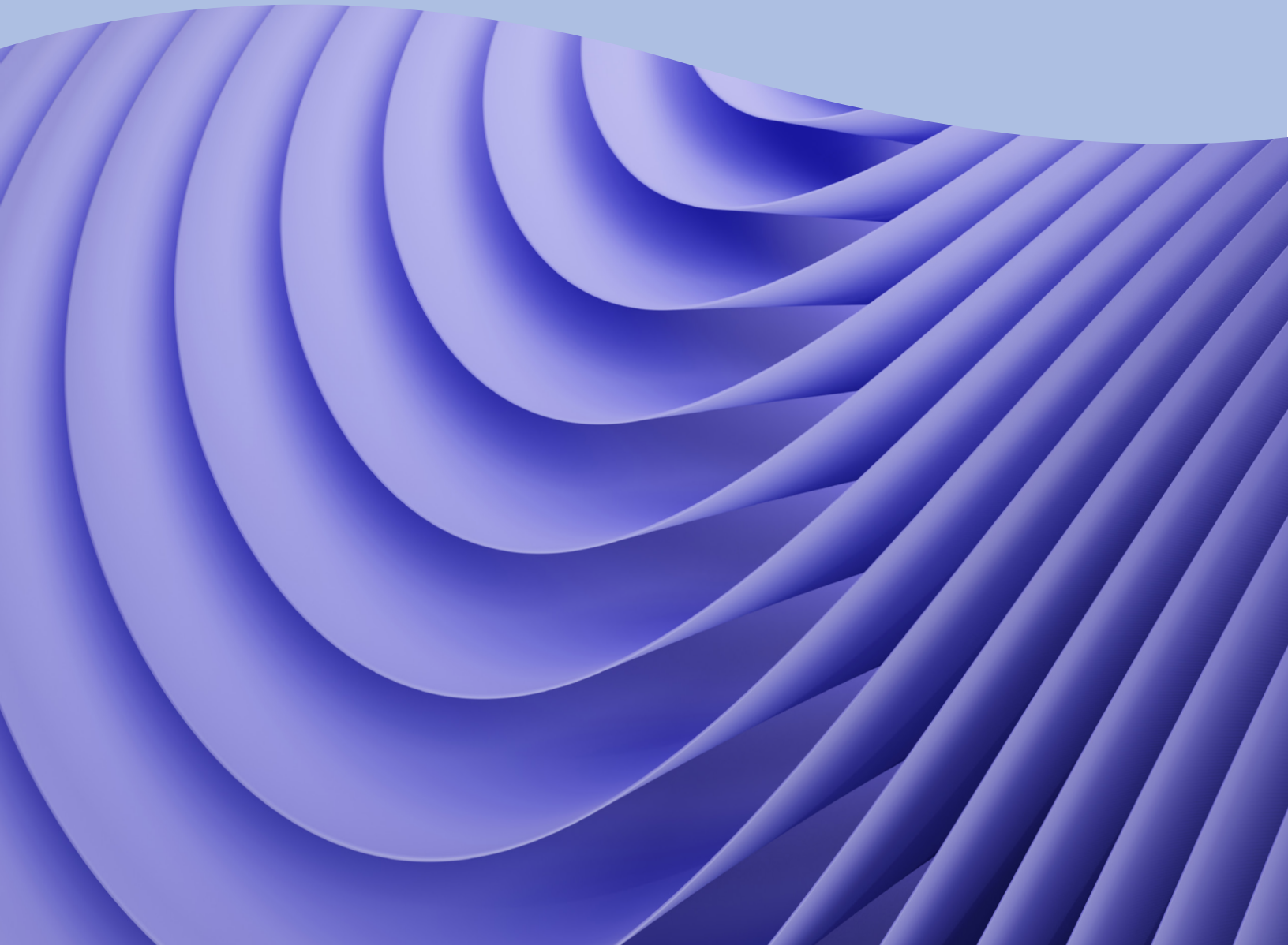


# Training and Development Classes for Employees and Leaders



**“Your training was very relevant to our work and our challenges and I’ve heard a ton of good feedback from the session—people trying things out and trying to take a fresh perspective.”**

**-Sentara EAP Client**



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**1-800-899-8174**

# About Sentara EAP

Sentara Employee Assistance Program (EAP) is an employer- sponsored benefit that provides employees with positive and helpful resources to turn to when they are dealing with life's challenges. In addition to short-term, solution-focused counseling, one of our most widely impactful services is our employee education and development training.

## Orientations

Sentara EAP encourages organizations to offer EAP orientations to their employees to help them learn about the program and the services available to them. We offer facilitator-led orientations as well as online orientation modules. If you are interested in scheduling a facilitator-led EAP orientation, please call Sentara EAP at **1-800-899-8174** for assistance. As an alternative or supplement to live orientation sessions, we have self-paced virtual orientations available 24/7 for employees and leaders through **SentaraEAP.com**.

### Orientation for Leaders

This orientation provides an overview of Sentara EAP for leaders. Leaders learn the EAP model, program benefits, and ways for employees and leaders to access EAP services. They also receive the information and tools they need to promote the program effectively, make employee referrals, and support their workforce.

### Orientation for Employees

This orientation introduces employees to Sentara EAP. Orientation leaders explain the EAP model, review program benefits, and identify how employees can access EAP services. We proactively address common areas of concern such as cost and confidentiality and position the program as a resource for personal effectiveness and well-being.



Our training classes serve as a valuable complement to your existing learning and development initiatives.



## Training Program

The Sentara EAP professional and personal skills development training program delivers relevant and essential support to the well-being of leaders and front-line employees.

We offer both facilitator-led classes and digital learning modules. Our resources are designed to raise awareness, build skills, and develop capabilities that improve job performance and enhance personal effectiveness.

When you express interest in a facilitator-led class, a member of the Training Team will conduct a needs analysis to understand your training goals and desired outcomes. Our team strives to understand your organization's culture and priorities so that training is applicable to participants and supportive of your mission.

### Facilitator-Led Classes

- Led by a qualified Sentara EAP representative
- Delivered at your organization's work site or through the Sentara EAP virtual conferencing platform
- Typically conducted in one-hour sessions
- Can be adapted to fit various audiences
- Use effective methods of instruction for adult learners
- Include interactive activities that encourage participant involvement
- Share materials to facilitate learning and reinforce key concepts
- Drive positive results in employees



If training classes are not offered through your EAP benefit, you are welcome to purchase any of the classes listed in the catalog. Please contact the Training Team at **EAPeducation@sentara.com** or **1-800-899-8174** for a quote.

### Digital Learning Resources

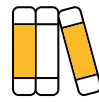
Sentara EAP is pleased to offer digital learning resources on a variety of topics. Resources are available on **SentaraEAP.com** and offer general information on each topic presented. Our clients find these classes valuable tools both for individuals pursuing their own growth and for leaders looking for coaching or development resources for their employees.

# Facilitator-Led Class Listing

In the following pages, we have listed our current offerings, arranged by topic and target audience. Trainings are developed on an ongoing basis, and most classes can be adapted to fit the specific audience. If you are interested in a topic that is not listed, please contact Sentara EAP at **EAPeducation@sentara.com** or **1-800-899-8174** to speak to a member of our Training Team.

## Important Considerations for Facilitator-Led Classes

- Leaders should first check with their Human Resources department/EAP benefits coordinator to determine how training requests are managed for their organization.
- A minimum of 10 participants is required to conduct a training session. Exceptions can be made for sessions facilitated for specific work teams.
- In order to foster an atmosphere of openness and confidentiality, there may be times when we recommend leaders not attend an employee session.
- Per best practice in instructional design, we will facilitate classes using only one delivery method (i.e., onsite or virtual, not both).
- Whether onsite or virtual, classes are most effective when conducted in an environment that is conducive for learning and that can support the material and equipment needed during the training.



## Awareness and Prevention for Employees and Leadership

These classes are designed to address areas related to general compliance, regulations, critical incidents, and safety.

- Bullying in the Workplace
- Civility in the Workplace
- Compassion Fatigue
- Mental Health Awareness in the Workplace
- Mentally Healthy Workplaces
- Psychological First Aid
- Reasonable Suspicion
- Substance Abuse
- Workplace Ethics
- Workplace Harassment
- Workplace Violence



## **Leadership Development**

These classes are designed to support skill development for individuals in leadership roles.

- Change Management
- Coaching
- Communication
- Conflict Management
- Constructive Confrontation
- Decision Making
- Downsizing Dynamics
- Employee Engagement
- Employee Recognition
- Feedback
- Goal Setting
- Inclusive Workplaces
- Leadership Basics
- Performance Documentation
- Performance Evaluations
- Stress Management
- Team Management

## **Employee Development**

These classes are designed to build fundamental skills and encourage positive behavior.

- Assertive Communication
- Change Management
- Communication
- Competing Demands
- Conflict Management
- Connections for Remote Workers
- Customer Service
- Difficult Behaviors

- Downsizing Dynamics
- Peer Coaching
- Procrastination
- Team Membership
- Time Management
- Trust in the Workplace
- Workplace Etiquette
- Workplace Stress

## **General Wellness**

These classes are designed to address general life skills and promote overall well-being.

- Balance
- Calm in Uncertainty
- Caregiver Concerns
- Emotional Intelligence
- Financial Wellness
- Goal Setting
- Grief
- Happiness
- Healthy Boundaries
- Holiday Wellness
- Internet Use Concerns
- Interviewing Skills
- Post-Traumatic Stress Disorder
- Resilience
- Retirement Transitions
- Self-Care
- Stress Management
- Success Mindset
- Suicide Concerns

## **Awareness and Prevention for Employees and Leadership**

### **Bullying in the Workplace**

This class addresses the destructive nature of bullying in the workplace. Discussion explores what bullying is, who it involves, and what impact it can have on workplace collaboration and productivity. Participants will learn ways to respond productively to bullying—whether they are the target, a witness, or a leader.

### **Civility in the Workplace**

This class focuses on increasing awareness of civil and uncivil behaviors and how they influence the work dynamic. Discussion will explore the meaning of civility, origins of workplace incivility, and ways teams can improve interactions and increase respect. Participants will gain a better understanding of how their words and actions impact others and can contribute to a more harmonious work environment.

### **Compassion Fatigue**

This presentation is designed for individuals in a professional caregiving role. Discussion defines compassion fatigue, differentiates it from feelings of stress and burnout, and shows how it can impact our ability to serve others. Participants will learn the symptoms of and vulnerability to empathetic strain. They will reflect upon challenges regularly experienced with acknowledging this type of fatigue. Practical coping strategies, preventive measures, and available resources will be identified.

### **Mental Health Awareness in the Workplace**

This leader-level presentation provides a basic overview of mental health and its connection to employee wellness. Discussion reviews the prevalence, types, truths, and challenges of mental illness, as well as its impact and manifestation in

the workplace. Participants will learn the difference between stress and mental illness and the various changes they may observe that would justify concern. Our team will share specific preventive and intervention strategies as well as resources available to Human Resources professionals and leaders who support the mental health of their employees.

### **Mentally Healthy Workplaces**

This class highlights the role that employees can play in supporting one another and a healthy workplace. Discussion explores the unique opportunity employees have for recognizing signs of discomfort and stress in a colleague. Participants will learn ways to help reduce stress for colleagues, how to approach and support a distressed colleague, and when to involve a leader or Human Resources representative for additional support.

### **Psychological First Aid**

This class offers a supportive framework for assisting others in the immediate aftermath of a crisis or traumatizing event. Discussion distinguishes psychological first aid (PFA) from counseling and offers a set of guidelines to help people feel safe and get access to the resources they need. Participants will learn the steps for providing PFA and tips for communicating with someone who has just experienced a traumatizing event.

### **Reasonable Suspicion**

This class addresses the responsibility supervisors have for workplace safety, specifically related to employee alcohol and drug use. Discussion will equip supervisors with the knowledge they need to make authoritative and defensible reasonable suspicion determinations. The class complies with USDOT requirements by providing two hours of training (one hour each on the use of alcohol and various drugs).

### **Substance Abuse**

This presentation examines substance abuse and chemical dependency issues. Discussion explores how a substance abuse problem develops and its impact on professional and personal relationships. Participants will learn how to recognize chemical dependency and the steps they should take to help themselves or to intervene with others who may have a substance problem.

### **Workplace Ethics**

This class emphasizes the importance of ethical conduct in the workplace. Discussion explores the types and risks of unethical acts, influencers of ethical behavior, and ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate ethical “grey areas” and how to perform their work in a way that is ethical and consistent with organizational values. Co-facilitation with an internal representative is encouraged. Both leader-level and employee-level classes are available.

### **Workplace Harassment**

This class explores the issue of harassment in the workplace, including review of definitions and

protections, and response and reporting options. Discussion identifies the various forms of harassment, the complexity of interactions and personal perceptions, and harassment’s impact on personal well-being and organizational health. Participants will learn what to do if they are a victim, perpetrator, and/or bystander, and review available resources. Co-facilitation with a Human Resources or Employee Relations representative is encouraged. Both leader-level and employee-level classes are available.

### **Workplace Violence**

This class addresses the personal safety and operational issues associated with violence in the workplace. Discussion focuses on preventive measures as well as ways to best respond to volatile situations. Participants will increase their awareness of the risks, warning signs, and types of workplace violence. We will also further their understanding of the role they can play in helping to maintain a safe environment for themselves and their coworkers. Co-facilitation with a Human Resources representative or Safety/Risk Officer is encouraged. Both leader-level and employee-level classes are available.



## Leadership Development

### Change Management

This class reviews the leadership principles necessary to successfully lead employees through change initiatives. Discussion identifies common reactions to change and defines the leader's role in the change process. Participants will learn the questions employees most want answered during periods of change and key change management strategies.

### Coaching

This class presents coaching as a leadership tool that can be leveraged to cultivate talent and drive performance. Discussion differentiates between coaching and discipline. Principles shared will help leaders to identify and appeal to employee interests to produce desired work behaviors. Participants will be introduced to a coaching model and receive guidance on offering constructive and actionable feedback to employees. Common obstacles faced during the coaching process will also be addressed.

### Communication

This class reviews the basic components of effective communication, including listening techniques, non-verbal messages, and verbal statements. Discussion explores the use of communication as a key leadership tool, identifies common miscalculations leaders make when communicating with employees, and shares strategies to communicate effectively in specific work situations. Participants will sharpen their communication skills and understand how good communication can improve relationships with and increase the productivity of employees.

### Conflict Management

This class identifies the key role that leaders play in preventing and mitigating conflict within their work team. Discussion identifies the roadblocks and responsibilities that leaders have in resolving conflict and explores the types of conflict that often manifest in the workplace. Participants will review ways to intervene appropriately and facilitate resolution among employees in conflict, as well as preventive

measures that can be taken to create a culture of respectful disagreement and productive debate.

### Constructive Confrontation

This class positions leaders for success when confronting employees about performance issues. Discussion explores the reasons for poor performance, the appeal and impact of avoiding confrontation, and the benefits of constructive confrontation. Participants will review specific actions to take in order to prepare for, conduct, and evaluate a performance management conversation.

### Decision Making

This class provides basic tools and techniques to support effective decision-making. Discussion helps leaders assess situations, analyze problems, and develop reasoned positions for operational success. Participants learn to recognize the importance of objectivity, appreciate the impact of timely and consistent decision-making when leading others, and how to reduce risk by logical examination of alternatives.

### Downsizing Dynamics

This class provides support to leaders as they navigate a downsizing event. Discussion reviews different types of downsizing, its impacts on leaders and employees, and strategies for supporting those leaving the workforce, as well as those remaining. Participants will increase their knowledge of the emotional experiences related to downsizing and learn how to effectively lead during this sensitive workplace transition.

### Employee Engagement

This class provides an overview of employee engagement and its potential as a tool for organizational success. Discussion tackles common myths about engagement and reviews factors that positively and negatively influence it. Participants will learn strategies for creating a work environment that encourages employees to self-engage and positions them to thrive.

## **Employee Recognition**

This class identifies the value of employee recognition. Discussion examines the true purpose of recognition, the impact of recognition on individual employees and the entire organization, and strategies to maximize the effectiveness of recognition efforts. Participants are encouraged to think beyond monetary rewards and formal events and identify other meaningful ways to use recognition to celebrate current performance and to position employees for continued success.

## **Feedback**

This class presents constructive approaches to giving and receiving feedback. Discussion highlights the role that effective feedback plays in building strong relationships and in avoiding performance and productivity problems. Participants learn ways to offer feedback in a manner that is productive and objective rather than critical and personal, and ways to receive feedback in a proactive and appreciative manner.

## **Goal Setting**

This class helps leaders understand the role of goal setting in advancing business strategies and focusing on employee performance. Discussion explores the different types of goals, defines elements of effective goals, and addresses key considerations when setting goals. Participants will further their understanding of goals as an essential management tool and will build confidence in their goal-setting abilities.

## **Inclusive Workplaces**

This class reviews basic ways leaders can support inclusive work environments. Discussion examines the difference between diversity and inclusion and explores the benefits of inclusivity. Common terms, guiding laws, and organizational practices will also be reviewed. Participants will be introduced to specific strategies that can help them become more inclusive leaders and promote an inclusive work culture.

## **Leadership Basics**

This class helps those new to leadership understand the basic role of a leader. Discussion differentiates

between the acts of leading and managing, explores various leadership styles, and identifies basic leadership competencies. Participants will consider the impact of leadership quality on team success and will reflect on their own leadership skills and potential areas for growth.

## **Performance Documentation**

This class reviews best practices for effectively documenting employee performance. Discussion addresses the importance of documentation, key elements of effective documentation, and various ways to apply the information gathered. Participants will review specific ways to write performance notes and appropriately maintain documentation records.

## **Performance Evaluations**

This class reviews best practices for annual performance evaluations. Discussion offers tips for both preparing for and conducting evaluations. Participants will learn strategies to position the conversation for a productive outcome and ways to respond effectively to potential employee discomfort and defensiveness.

## **Stress Management**

This class is designed to help individuals productively manage stressors commonly experienced in a leadership role. Discussion identifies the business situations and employee issues that often create stress, common signs of stress, and potential impacts to leadership abilities and interpersonal relationships. Participants will learn strategies to respond to stress in healthy and productive ways, to practice proactive self-care, and to build resiliency against future stressors.

## **Team Management**

This class offers best practices for forming and managing a team. Discussion explores leader responsibilities for team effectiveness, stages of team development, and common struggles that teams face. Participants learn ways to position teams for success, influence progress, and recognize accomplishments.

## **Employee Development**

### **Assertive Communication**

This class positions assertiveness as a key tool for effective communication. Discussion explores the benefits and challenges of being assertive and identifies the traits and skills of assertive communicators. Participants will receive specific tips on how to increase their confidence and ability to express themselves directly and respectfully.

### **Change Management**

This class is designed to help employees better understand the need for change and how to effectively adapt to change in the workplace. Discussion addresses common reactions to change, identifies the employee's role in the change process, and presents basic strategies for becoming more change resilient.

### **Communication**

This class reviews the fundamental components of effective communication, including active listening, non-verbal messages, and verbal messages. Discussion highlights the impact communication has on personal effectiveness and professional success, and explores nuances of different communication styles. Additionally, specific tips for business communications and communicating with leadership will be shared.

### **Competing Demands**

This class reviews ways for individuals to effectively address situations in which they feel overwhelmed by multiple demands and pressures. Discussion addresses the importance of clarifying expectations, defining priorities, and setting realistic boundaries. Participants will be given an opportunity to identify their common problem areas and consider specific strategies they can employ to increase their level of effectiveness and productivity.

### **Conflict Management**

This class addresses the need to confront and diffuse discord that can disrupt the work environment, interfere with productivity, and negatively impact employee morale. Discussion considers common causes of conflict and examines various conflict resolution styles. Participants will reflect on ways their actions can positively influence challenging interactions and learn how to turn conflict into a powerful tool for change and collaboration in the workplace.

### **Connections for Remote Workers**

This class explores the importance and impact of maintaining quality connections when working remotely. Discussion includes identification of key types of connections and strategies for establishing them. Participants will increase their understanding of common connection challenges and ways to use connections to enhance their sense of belonging and professional satisfaction. NOTE: This class is only offered in a virtual setting.

### **Customer Service**

This class reviews the key components of delivering exceptional customer service. Discussion focuses on the impact of good and poor service, the difference between serving customers and serving them well, and best practices in customer service. Facilitated discussion and exercises will focus participants' attention on personal areas of influence and provide specific tips to improve service interactions with internal and external customers.

### **Difficult Behaviors**

This class addresses difficult behavior that is sometimes displayed by customers and colleagues. Discussion helps participants to maintain objectivity, to uncover unmet needs and expectations that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange. Participants will learn strategies to respond to specific types of difficulty.

### **Downsizing Dynamics**

This class provides support to employees who remain in the workforce after a downsizing event. Discussion explores common emotional reactions experienced by staff as their colleagues depart and work responsibilities are reorganized. Participants will learn strategies to effectively handle their feelings, and ways to adjust to a changed work environment.

### **Peer Coaching**

This class presents coaching as a tool for promoting positive peer interaction. Discussion highlights the role and boundaries of a peer coach. Participants will learn how to make meaningful connections with colleagues, offer support in a manner that is productive and objective rather than critical and personal, and recognize the efforts and contributions of their teammates in an appropriate way.

### **Procrastination**

This class explores the tendency to procrastinate. Discussion reviews common signs, reasons, and results of procrastination. Participants will explore their individual procrastination challenges and behaviors, and learn strategies to take control and better position themselves for success.

### **Team Membership**

This class emphasizes the value and impact of individual contributions to team success. Discussion helps employees understand their position within the team and basic responsibilities of team membership. Participants will learn the importance of leveraging the unique traits of team members and ways to conduct themselves that will benefit overall team performance.

### **Time Management**

This class provides practical strategies to encourage more effective use of time. Discussion reviews common pitfalls of inefficiency and helps employees identify their personal time-wasters. Participants receive specific tips on how to organize their workspace, how to prioritize tasks, and how to build good time management habits.

### **Trust in the Workplace**

This class explores what trust means as a member of a work team. Discussion examines personal perceptions of trust and what happens to the team dynamic when trust is lacking. Participants will learn strategies for increasing their trustworthiness, fostering trust in their work relationships, and maintaining their trust in the organization during times of change and challenge.

### **Workplace Etiquette**

This class reviews basic professional etiquette. Discussion reviews the impact of impolite behavior on an employee's job satisfaction and productivity, and identifies specific behaviors in a workplace that are often considered problematic. Participants reflect upon their own behavior, learn ways to break "bad habits," and receive guidance on creating a more harmonious work environment.

### **Workplace Stress**

This class is designed to help individuals effectively handle stress in the workplace. Discussion explores common causes and manifestations of professional stress and the risks of burnout. Participants will learn strategies to respond to work stress in productive ways and proactive measures that can be taken to reduce the occurrence and severity of future stressors.

## **General Wellness**

### **Balance**

This class reviews ways for individuals to create a sense of balance in their lives and reduce stress. Discussion reviews the danger of imbalance, the importance of defining priorities, the power of choice, and the benefit of protecting boundaries. Participants will be given an opportunity to assess the level of control they feel in their own life and identify specific strategies they can employ to increase their sense of satisfaction.

### **Calm in Uncertainty**

This class addresses the challenge of living with uncertainty, whether related to events in our personal and professional life, or the world at large. Discussion addresses the stress of uncertainty and the anxiety it may create. Participants will learn strategies for calming and grounding themselves in these situations, with the hope of becoming a bit more comfortable when facing uncertainty.

### **Caregiver Concerns**

This class provides general information for individuals to consider as they assume a caregiving role. Discussion addresses emerging caregiver trends, unique challenges that caregivers face, tips on how to identify sources of support and establish a care plan, and the importance of self-care.

### **Emotional Intelligence**

This class introduces the concept of emotional intelligence. Discussion explores key components of emotional intelligence and strategies to increase competency. Participants will learn how to use emotional information as a tool to enrich their interpersonal relationships and enhance their personal effectiveness.

### **Financial Wellness**

This class approaches the concept of financial wellness through the lens of personal responsibility and empowerment. Discussion explores the role that money plays in life, emphasizes the importance of planning, and identifies productive financial

behaviors. Participants receive practical ideas that they can immediately apply to their financial lives and learn basic strategies for maintaining long-term financial health.

### **Goal Setting**

This class highlights the impact of the goal setting process on personal effectiveness. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities, and receive specific tips for success.

### **Grief**

This presentation reviews loss and grief as a natural part of the life cycle. Discussion details the various ways individuals experience grief and examines the different stages of the grieving process. Participants will learn coping strategies as well as ways to help others heal after experiencing a loss.

### **Happiness**

This class challenges commonly-held myths about happiness and encourages individuals to create happiness in the present moment. Discussion identifies obstacles to happiness, addresses the importance of choice, and offers strategies to build a lifetime of happiness—one minute at a time.

### **Healthy Boundaries**

This class highlights the role of boundaries in personal effectiveness and satisfaction. Discussion explores the different types of boundaries encountered, ways for individuals to establish and protect boundaries for themselves, and tips to respect the boundaries of others. Participants will learn proactive measures to prevent boundary issues.

### **Holiday Wellness**

This class is designed to help individuals approach holiday seasons with a positive attitude and realistic expectations. Discussion focuses on practical techniques that individuals can apply in the areas of

mental, physical, and financial health to reduce stress and enhance enjoyment during these special times of the year.

### **Internet Use Concerns**

This presentation reviews potential behavioral problems related to use of the internet. Discussion explores various risks, areas of concern, and common problematic behaviors. Participants will gain greater awareness of the potential negative impacts of high-risk online activities as well as preventive measures and available treatment options.

### **Interviewing Skills**

This class helps position individuals for success in employment interviews. Discussion reviews how to prepare for an interview, explores various types of interviews, defines basic “dos and don’ts” when being interviewed, and offers guidance on what to do after an interview. Participants will learn strategies to effectively convey their strengths and project confidence.

### **Post-Traumatic Stress Disorder**

This presentation provides an overview of post-traumatic stress disorder (PTSD) to help those who may be experiencing it, as well as those who wish to support others who have the condition. Discussion will address common misconceptions about PTSD and explore its prevalence. Participants will learn about the disorder, including its causes, symptoms, and treatment options.

### **Resilience**

This class explores the concept of resilience and its benefits to our personal and professional effectiveness. Discussion explores the key characteristics that individuals can develop to enable them to more easily handle life’s challenges, including a healthy self-concept and sense of purpose, an optimistic and grateful outlook, and an ability to turn misfortune around. Participants will learn how to motivate themselves in the midst of challenging circumstances and how to use hardships as opportunities for growth.

### **Retirement Transitions**

This class supports a healthy transition to retirement and positions individuals for success as they embark upon this new stage of life. Discussion explores the variety of feelings and attitudes toward retirement and addresses challenges associated with the transition. Participants will learn to set realistic expectations, review tips for maintaining old connections and developing new ones, and explore ways to enhance their joy and satisfaction during their retirement years.

### **Self-Care**

This class is designed to help individuals understand the importance of creating time and opportunities to look after their own personal needs and well-being. Discussion addresses common attitudes around feeling “selfish” and why self-care is so important for successfully managing stress and creating balance. Participants will learn that in order to be effective at supporting others, they must first support themselves.

### **Stress Management**

This class is designed to help individuals productively manage the many stressors faced in life. Discussion identifies common sources of stress; the physical, mental, and emotional manifestations of stress; and the danger of burnout. Participants will learn a three-step strategy to respond to stress in healthy ways, and to reduce the occurrence and severity of future stressors.

### **Success Mindset**

This class emphasizes the power that productive thinking patterns can have on creating a mindset for success. Discussion explores the thought-action connection and identifies common mental constructs and perceptions that can hinder an individual’s attempts to succeed. Participants will learn specific mental strategies to define and drive their success. **Suicide Concerns** This presentation helps participants to understand the risk factors and warning signs of suicide. Discussion explores the physiological and situational factors that can negatively impact one’s sense of hope and control. Participants will receive guidelines for appropriate intervention and helpful “dos and don’ts” when interacting with someone who is experiencing a crisis.

## Digital Learning Resources

Available 24/7 through [SentaraEAP.com](https://SentaraEAP.com), our digital resources offer high-quality content on a wide range of topics and are a convenient, cost-effective way to build knowledge and get trusted information. Our digital offerings include self-paced modules and on-demand recordings of webinar broadcasts. These valuable resources are perfect for individuals who are pursuing their own growth and leaders who are looking for employee development tools.



### Self-Paced Modules

Our web-based training modules span a variety of topics and deliver general information on the topic presented, a brief discussion of best practices, and additional resources for continued education. Our website has more than 80 training modules to support employee development.



### Webinar Broadcasts

Our webinar broadcasts are a great on-demand learning tool to help employees better navigate life's demands. Facilitated by subject matter experts, our webinars cover a robust mix of personal and professional topics. Employees and leaders can access more than 190 archived webinars and view a new webinar each month.



# Suggested Training Plans

Need guidance on choosing classes to meet your employees' development needs and interests? The Sentara EAP Training Team can help. Below are some suggested training plans, organized by knowledge category.

- **Managing Your Workload**
  - Competing Demands
  - Time Management
  - Procrastination
- **Being an Effective Team Member**
  - Team Membership
  - Communication
  - Peer Coaching
  - Workplace Etiquette
- **Interpersonal Skill Development**
  - Emotional Intelligence
  - Assertive Communication
  - Healthy Boundaries
  - Conflict Management
- **Personal Effectiveness**
  - Goal Setting
  - Change Management
  - Self-Care
- **Staying Emotionally Well**
  - Stress Management
  - Resilience
  - Compassion Fatigue
- **Leadership Skill Development**
  - Leadership Basics
  - Communication
  - Team Management
  - Goal Setting
  - Feedback
  - Change Management



Contact us for a training plan  
customized to your needs!  
**1-800-899-8174**

Your organization's contract with Sentara EAP will indicate how many trainings are included as a part of our agreement. If you would like us to facilitate additional trainings beyond the contracted amount, we will provide pricing on a per-training basis.



## WorkLife Training Institute Classes

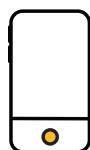
**Sentara EAP is also pleased to make nearly 200 training classes available to our groups from the Work-Life Training Institute. Their team has decades of experience working in the EAP industry. They are dedicated to revolutionizing all aspects of the training experience.**

WorkLife Training Institute trainers facilitate either webinar or in-person classes. Trainings fall under the following categories:

- **Emotional Well-Being**– promoting resiliency
- **Family Effectiveness**– family dynamics and building a strong family unit
- **Healthcare Organizations**– support for the unique needs of healthcare organizations
- **Healthy You** – health improvement
- **Legal and Financial**– financial and legal education
- **Workplace**– supporting both employees and managers

To view a complete listing of classes, please visit **SentaraEAP.com** and click on the Training Center tile and then Additional Services.

WorkLife Training Institute classes are separate from your contracted Sentara EAP training benefit. Your group can purchase these classes on a fee-for-service basis.



**For more information on classes, pricing, or to schedule a training, contact the Sentara EAP Training Team at [EAPeducation@sentara.com](mailto:EAPeducation@sentara.com) or call 1-800-899-8174.**

# Supporting Employees. Strengthening Organizations.

**1-800-899-8174**

**EAPeducation@sentara.com**

**sentaraEAP.com**



Sentara EAP is administered by Sentara  
Behavioral Health Services, Inc.

