Employee Assistance of the Pacific, LLC
2025 TRAINING CATALOG

EAP Education			
1.	Employee Orientation	Participants learn about the kinds of assistance available through the EAP, including counseling, legal and financial consultation, coaching, healthcare navigation services, and referrals.	15-30 minutes
2.	Supervisor Orientation: EAP as a Management Tool	HR, supervisors, managers, and company leadership are introduced to a variety of performance and behavioral health issues and how to use EAP as a management tool to increase productivity and safety as well as morale. EAP procedures such as voluntary referrals, formal supervisory referrals, and crisis response requests are reviewed. Suggestions are made for documentation, best tools for managing challenging conversations, and self-care strategies.	45-90 minutes
3.	Supervisor Orientation: Mental Health 101 and EAP Resources	A new version of our Supervisor Orientation focusing on the mental health needs of employees, how managers can support these by informal referrals, supervisory referrals, and emergency services when needed for suicidal threat. Also included is an overview of the EAP resources from a manager's perspective – how to use Management Consultation, Supervisory Referrals, Substance Abuse Referrals, and Critical Incident Response.	60 minutes
Workplace Safety			
4.	Workplace Violence Prevention (For Managers)	Managers are being asked to take a major part in making the workplace safer. Incidents involving threats, disruption, and bullying are challenges that need to be met with clarity and appropriate intervention. Early intervention by managers has been shown to help prevent potential escalation. Supervisors are taught to recognize the types and levels of workplace violence, how to respond, and to recognize what is not violence but still needs their intervention. A review about what the organization expects them to do to reduce risks, what your policies and procedures are for maintaining a safe workplace, when to manage situations, and when to seek outside assistance.	60-90 minutes
5.	Workplace Violence Prevention (For Employees)	Workplace safety is a concern for everyone. Even if extreme violence may never happen in your company, incidents involving threats, disruption, and bullying are on the rise. Training employees has been shown to keep small incidents from escalating – so they can recognize the types and levels of workplace violence, understand options and what the organization expects, and know ways to remain safe, when to call for help, and when to walk away.	60 minutes
6.	Harassment and Sexual Harassment Prevention (for Supervisors)	This supervisor version of the Harassment Training builds on the information provided in the employee version; outlining managers' responsibilities in communicating and supporting clear policies, and their responsibilities for timely intervention and reporting. Managers have the highest level of risk here if they don't take appropriate action. This training provides guidance for providing a safe working atmosphere for all as well as guarding from the risks of liability.	60-90 minutes
7.	Harassment and Sexual Harassment Prevention (for Employees)	Everyone has a right to work free from harassment, intimidation, discrimination, and bullying. Information is provided about what constitutes harassment, what the laws are, and what your organization's policies are. Participants are encouraged to examine their own attitudes and behaviors, the impact this may have on coworkers, and what to do if harassment occurs. This training increases awareness and lowers risks for participants.	60 minutes
8.	Substance Abuse Awareness (for Supervisors)	Supervisors will gain a deeper understanding of the impact of drug and alcohol use/misuse/abuse on the workforce. Education can help company leadership confront and combat this significant problem that impacts the bottom line as well as human lives. More money is lost in American industry from untreated addiction than from any other single source, which becomes a human as well as a fiscal accountability issue for managers and supervisors.	60 minutes
9.	Substance Abuse Awareness (for Employees)	A non-judgmental training where participants will learn about the differences between substance use, abuse, misuse, and dependency/addiction, and issues related to recreational use of substances. Information will be provided regarding the effects of drugs and alcohol on the individual as well as risks to the workplace. Strategies will be introduced for addressing problems of alcohol or drug abuse and how to use EAP as well as other available resources.	60-90 minutes

10.	DOT Substance Abuse	This training meets all the requirements of the Federal Omnibus Transportation Act of 1991. Supervisors learn the information, skills, and reporting procedures that they need to comply with the DOT regulations for drug and alcohol testing programs for "safety-sensitive" workers, including the supervisor's role in conducting reasonable suspicion testing. A review of the impact of alcohol and of the other drugs tested for under DOT regulations is presented, as well as an overview of the various professionals involved.	120 minutes

Stress, Change, and Resiliency

11.	Enhancing Resiliency through Work/Life Balance	Conflicting demands of work and home can sometimes create stress that makes it feel like there's not enough time to do all you need to do. Participants will be guided to techniques that allow them to be more effective and satisfied with both their home and work lives. Prioritizing tasks, understanding roles we play, learning about self-care and the emotional, physical and financial advantages of resilience are a few of the topics that will help increase a capacity to handle multiple demands, reduce burnout and stress, and support work productivity and overall well-being.	60 minutes
12.	Managing Stress	Stress is a constant part of today's busy world. When stress is too frequent, severe, or cumulative, it can impact work, but it can also disrupt and risk emotional and physical health. Taking personal responsibility for self-care helps create healthy responses to any given event. Personal strategies are interactively introduced to help increase resiliency in order to find new responses to existing and future challenges and create a personal self-care anti-stress practice.	60 minutes
13.	Staying Resilient: Well-Being through Mindfulness and Extreme Self-Care	Interactive examples and exercises allow a learning atmosphere where participants practice easy to manage tools that lead to improved resiliency so they may bounce back from change or life experiences. The importance of resiliency will be introduced and discussed, as well as an opportunity given to practice methods for developing personal resilience through mindfulness and self-managed extreme self-care for long term wellbeing.	60 minutes
14.	Personal Resilience: Making Change Work for You	Change is a natural part of life and the workplace. The apparent complex nature of change, and how different people react well or poorly, can be simplified by learning why it is important to become resilient. Business success and personal well-being improve when employees and managers are given easy to manage tools that improve communication and self-care. Coping should move beyond simple survival skills to being able to anticipate change as a normal and manageable part of life and workplace.	60 minutes
15.	Managing Change (for Supervisors)	Managers may be surprised by employee reactions to change in the organization. The change process from the perspective of the supervisor is reviewed. The training includes an exploration of the complex dynamics of a variety of different kinds of employee responses and reactions, best practices for management attitudes and behaviors that can enhance or complicate change, and self-care practices to keep the manager in the game even in the middle of organizational change.	60 minutes

Communication

16.	Effective Communication Skills in the Workplace	Effective communication is the foundation upon which long-lasting working relationships are built. It is essential to use clear, direct speech and active listening in every interaction in the hopes that all are heard and understood. Verbal as well as non-verbal communication dynamics are reviewed and this interactive training allows the participant to consider their own style of communication as well as how to interact with someone who has a very different style. Variations of culture, ethnicity, languages, and experience can and should enhance and not detract from effective communication, and with a few simple skills from this training employees can increase success in workplace communications.	60 minutes
17.	Assertiveness	This training will help participants differentiate between passive, aggressive, and assertive communication styles when working with customers, co-workers, supervisors and other stakeholders; and to find a calm and efficient middle ground between being too "pushy" or holding back with fear, resentment, or frustration. Assertive communication helps employees build confidence and a shared and more respectful rapport as well as limiting the risks that occur in emotionally unbalanced miscommunications.	60 minutes

Workplace Conflict

18.	Dealing with Difficult People/Behavior	Dealing with challenging people and difficult situations may result in a big difference between what we want to say, what we should say, and what we actually end up saying. Participants can learn methods and strategies to become mindful and aware of their own responses to demanding or complex situations they may face. We can't control others, but we can manage our own reactions and find ways to better communicate our wants and needs while doing our best to remain calm and supportive of others.	60 minutes

19.	Mastering the Respectful Workplace	There are many factors that go into creating or maintaining a workplace environment that promotes respect for others. Respect starts with self-care and ends with regard for others. The participant will be introduced to what a respectful workplace is and given opportunity to explore what are the factors that decrease or enhance collective respect in that environment. Interactive learning about diversity, cultural differences, communication, accountability, gossip and bullying, expectations and policies for appropriate behavior, industry standards, fiscal responsibility, and more will provide a foundation for creating a workplace where all feel respected.	60 minutes
20.	Civility in the Workplace	A review of workplace Civility and Incivility in the workplace, how this is tied in with a company's workplace violence (or other) policy, and the responsibilities of all to maintain a safe and respectful workplace. Nine areas of focus for creating and maintaining a safe and respectful workplace are covered.	60 minutes
21.	Conflict and Resolutions	Conflict in the workplace can be simple or complex, acute or chronic, annoying or malignant. Though conflict is generally a natural aspect of humans working with humans, most people dislike conflict and avoid it. While passionate exchanges can lead to creativity, most fail to see the benefits of direct, appropriate, assertive confrontations. Ongoing conflict in the workplace is counterproductive and can reduce effective communication between team members as well as cause fiscal risks or lead to violence. Participants will examine common causes of conflict, when to confront or not to confront, how to address or exit from aggression, issues of entitlement, positional thinking, diversity, and communication errors that lead to conflict.	60 minutes
22.	Managing Your Responses to Anger in the Workplace	Anger is simply dysfunctional communication with a lot of energy behind it. When someone is angry, they are trying to tell you something. Can you hear them? When you are angry, what are you trying to say? Whether people rub us the wrong way, push our buttons, or are passive aggressive, we can all learn to recognize when we get triggered, how to best manage strong emotions, and develop ways to keep our cool by learning about the dynamics of anger and ways to communicate more efficiently.	60 minutes
23.	Excellent Customer Service	We all know and appreciate excellent customer service when we receive it, and most of us want to provide that level of service to both internal and external customers and stakeholders. Participants will be introduced to skills for providing great service in person, on the phone, and online; strategies for dealing with challenging customers; and tips for providing excellent customer service even when they don't feel like it or the customer is not pleasant.	60 minutes
24.	Diversity and Respect in Today's Workplace	Today's workplaces are more diverse than ever. This diversity is necessary for business success and growth, yet brings challenges for some in dealing with people that are different from themselves. Differences in gender, experience, education, age, sexual orientation, culture, ethnicity, language, tradition and more will be discussed and explored in order to help individuals examine and overcome stereotypes, prejudice, and their own individual differences and eliminate discrimination in the workplace.	60 minutes

Skill Enhancement

25.	The Mindful Supervisor	Balancing the many tasks of being a manager becomes more manageable when supervisors learn and practice mindfulness. We will review what this means, why it matters, how it helps leaders be more present and make better decisions, as well as how mindfulness can increase their emotional intelligence, self-awareness, and ability to find better ways to communicate. Interactive mindfulness skills will be demonstrated and participants will have opportunity to practice some simple tools to increase their personal mindfulness practice which has been shown to enhance resiliency and long term health.	60 minutes
26.	Managing the Range of Employees	Two dynamics are explored that help managers deal with the full range of real employees. Managing based on employees' performance and potential is reviewed, with tips for managing top, average, and low performers. Managing based on employees' functionality is also reviewed, with tips for managing healthy, dysfunctional, and pathological employees, as well as "emotional terrorists"— employees that use emotions as weapons to create office chaos.	60-90 minutes
27.	Multigenerational Workforce	It has been shown that distinct generational groupings at work have different responses to events – even to the notion of "work" and "jobs" – and exhibit a variety of sometimes difficult to comprehend behaviors and values. Taking some of the mystery out of these differences helps participants understand the varied types of communication, feedback, and rewards that work for different groups and sub-groups.	60 minutes
28.	Time Management	We can't control time but we can manage it well. This training starts with an understanding of some of the dynamics of time and our relationship to it. Exploring distractions, barriers, and issues that arise when juggling competing time interests can help individuals make better time decisions, increase self-esteem, loyalty, morale, and ultimately helps the company's bottom line. Time is complex and so are human beings. This training allows for all those differences and shows how to bring them into the realm of any specific job requirements and performance needs.	60 minutes

29.	Mindfulness	Becoming mindful and purposefully aware of thoughts, feelings, and decisions in a non-judgmental way serves as a pre-requisite for developing insight and wisdom and dealing with everyday challenges. Tips and interactive demonstrations are shared to help employees become more mindful at work, increase emotional intelligence, and improve communication while learning how and why to begin a mindfulness practice.	60 minutes
30.	Boundaries when Working with Children	Educators and anyone working with children face special challenges in establishing positive relationships while also establishing and maintaining healthy, clear and effective boundaries for the safety of the child and the provider. Avoiding misunderstanding, miscommunication, or misconduct allegations and charges involves developing, defining and maintaining clear boundaries. Boundary making skills are explained, justified, demonstrated and practiced in this training.	60 minutes
31.	Responding to Critical Incidents at the Workplace	This training will help prepare supervisors for the potential challenges of any kind of "critical incident" at the workplace, such as (but not limited to) robbery, threat of violence or actual violence, client or employee injury or death, suicide or homicide, active shooter situations, natural or man-made disasters, fire, flood, tsunami, or any such catastrophic event. It is important to always hope for the best while also being prepared for the worst of days. Suggestions will be provided from first-hand experts, as well as a review of the range of responses and resources available from your EAP.	60 minutes
32.	Psychological Aspects of Retirement	Developing strengths for a successful retirement and paying attention to tips from others who have retired can be helpful in preparing people for the psychological adjustments that come with this significant life and work/life transition. This can be a standalone training or a part of a more thorough retirement training event.	15-60 minutes
33.	Recognizing Suicide Risk	Knowing what to do if an employee or coworker says something that makes you wonder whether they are suicidal, or what to do, is a important tool for all of us, especially managers. We review the scope of suicide, common misconceptions, risk factors, warning signs and statements, and most importantly, what to do. Assessing risk and knowing the options can help save a life.	60 minutes
34.	Burnout, Stress, & Compassion Fatigue	An overview of COVID-related changes that impacted the mental health and productivity of employees, along with helpful tips and tools including attitude, resiliency, extreme self-care, and mental fitness. Tailored to your industry and your employees.	60 minutes
35.	Emotional Intelligence	Tips for improving relationships and workplace harmony. Includes discussions on customer service, skill sets needed, and the impact on Teamwork.	60 minutes
36.	Supporting Mental Health & Strengthening Well-Being	These days, the more employees know about how to support mental health in the workplace, the better. We cover the importance of supporting mental health at work and outside work, and strengthening well-being; avoiding burnout, practicing extreme self-care, and building a culture of Psychological Safety in any organization. Suicide Prevention can also be a helpful part of this training.	30-60 minutes
37.	Responding to Critical Incidents in the Workplace	An overview of how people respond to trauma at work, how to help others after a critical incident, and the role of the EAP in helping teams and individuals impacted by a critical incident (death, suicide, robbery, natural disaster, etc.).	60 minutes
38.	Building a Culture of Trust & Respect	How teams or organizations can build their workplace culture, taking steps toward mindful communication and mastering the need for trust and respect in every workplace.	60 minutes

Other training topics can be customized for your organization or your training needs.
Additional trainings are available on a fee-for-service basis from our vendors,
including a variety of Financial topics, Legal topics, and Eldercare topics.

The curriculum for each topic is based upon principles of adult learning, including practical examples, local experiences, and ideas to reinforce the content. We continually update these courses with the most current experiences and research related to the topic. We also can customize each topic to your company and work environment, including your policies and procedures as necessary. Trainings are also designed to promote the use of EAP services, so you obtain more value from your EAP.

To schedule a training, call us at (808) 597-8222. To help us accommodate your request, we usually request you allow a minimum of four weeks' lead time. We require at least one week's notice when cancelling a training. Contracted, reduced training fees are charged for all trainings; and contractually-included training hours may be used for most training programs. Customized course design may require additional time. Please note that not every training is available on every island in-person without additional travel expenses (agreed to in advance). All our trainings are available through Zoom, Microsoft Teams, or whatever platform you are using. We have successfully completed a variety of these remote trainings for many corporate customers with positive feedback and results.