



CapitalEAP

Training Catalog





Capital EAP

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Overview

Capital Counseling offers professional training and education services to individuals and businesses. Our experienced corporate trainers and teaching counselors can help improve organizational and interpersonal skills, including communication, leadership, and teamwork. We communicate in simple, direct language to ensure clear and concise information.

What to Expect

Our focus is on skills development. Classes are designed to be small – typically no more than 35 – however, accommodations may be made on a case-by-case basis. Attendees are expected to participate in open discussion, interactive activities, and other skills development exercises so content is not simply delivered but practiced and adopted.

- Your class will be delivered live in-person at your facility or remotely, typically via Zoom platform in a webinar-based format.
- Our program coordinator will provide training handouts to your employees via email to reference after the training has concluded.
- Your team will leave the workshop equipped with the necessary tools to improve their skills.
- Trainings are typically scheduled to last an hour long.

Schedule a Training

Please send an email to Zahra Tlaige ztlaige@capitalcounseling.org, or call 518.465.3813 x117 for scheduling, questions, and specific details.

Please keep in mind that trainings must be booked at a minimum of 2 weeks in advance.

*Any cancellations or rescheduling will require a 48-hour notice

Things to Note

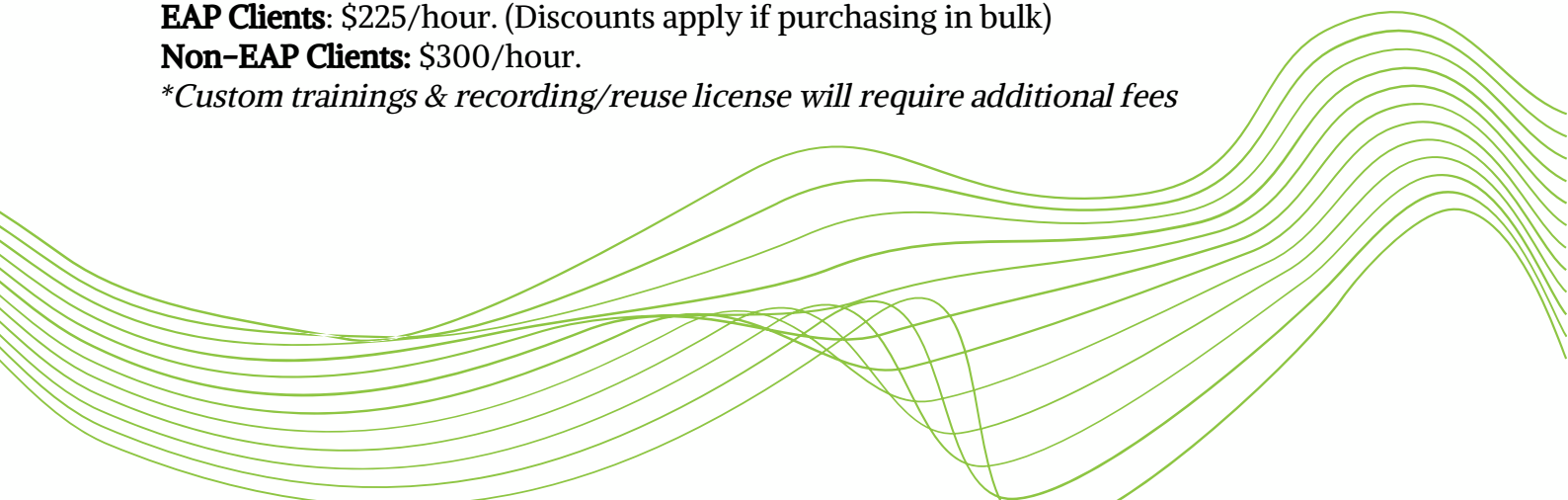
- Standard class size for all trainings is 35 people.
- Depending on the training, exceptions can sometimes be made for an additional fee.
- No classes may be recorded without prior authorization & require additional fees.
- Workshop customization is available at an additional fee.

Fees

EAP Clients: \$225/hour. (Discounts apply if purchasing in bulk)

Non-EAP Clients: \$300/hour.

**Custom trainings & recording/reuse license will require additional fees*



Meat the Team



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Mental Health & Wellness

Compassion Fatigue & Recovery: Nurturing the Caregiver



Discover the profound impact of compassion fatigue on mental, physical, and spiritual well-being in this insightful training session. Participants will explore preventive measures and effective solutions tailored to overcoming compassion fatigue, making it a valuable resource for those in the medical or mental health field and caregivers for the elderly, developmentally disabled, or anyone seeking to enhance self-nurturing practices while caring for others.

De-Stress for Work Success: Strategies for Workday Well-Being



Gain valuable insights into stress's impact on the mind and body. Learn practical coping mechanisms, including breathwork and mindfulness techniques, to enhance energy levels and concentration in the workplace. The program also incorporates easy-to-follow stretches that can be seamlessly integrated into the workday. Concluding with a brief guided meditation, this session aims to release tension and induce relaxation. Enhance your work experience by prioritizing well-being.

Preventing and Coping with Burnout



This training will help participants understand what burnout is and how to identify it in their own lives. Participants will learn various techniques to prevent burnout from happening and will gain strategies they can use to cope with it.

Work-Life Balance: The Secrets to Living a Balanced Life



In this training, participants will explore beliefs and perspectives of the meaning of a balanced life, map an accurate picture of their current and ideal balanced lives, and walk away with applicable, practical strategies to create more excellent balance in their lives.

Reducing Stress Through Self-Care



Participants will learn what self-care is and how a failure to take care of oneself in one area can affect them in another. A Self-Care Assessment Tool will be given to you to help you identify self-care strategies in the following areas: physical, psychological, emotional, spiritual, and professional.

Mental Health & Wellness continued...

Desk Detox:

Chair-Based Stress Relief for Workplace Wellness



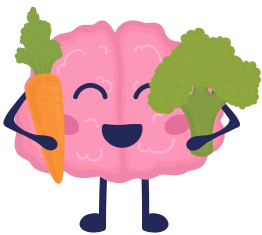
Delve into the art of mindful breathing techniques, simple stretches, and a guided flow that incorporates breathwork and stretching poses with the chair as a supportive tool for balance. This training is designed to equip participants with the skills to cultivate a personal sense of calm for both the mind and body. Walk away with practical knowledge and techniques to promote serenity in your daily life. Discover the tranquility that can be achieved through the harmonious union of breath, movement, and the support of a chair.

Nutrition and Stress



A Registered Dietitian will walk you through how we experience stress, the dangerous health effects of stress, and how real food and decreased stress levels can work together to prevent adverse health effects. The Registered Dietitian will go through several foods that can help mitigate stress levels and improve your quality of life. She will also touch on lifestyle changes outside of what you eat that can decrease stress levels and improve your health.

Brain Health and Nutrition



In this training, hosted by a board-certified dietician, participants will learn about the chemistry of how your brain interprets hunger, fullness, and thirst and how your brain and your gut communicate! You will learn how to boost your brain health through diet and understand how food can affect your mood!

Rethink Your Drink



Say hello to hydration! A board-certified dietician will walk you through the many functions that water plays in our body and why it is essential to stay hydrated. You will learn how to monitor hydration, which foods and beverages provide hydration, and tips to help you stay hydrated!

Understanding Anger



This training will explore the roots, masks, and risks of anger. The training will also focus on practical strategies for managing anger and creative alternatives to anger.

Mental Health & Wellness continued...



Understanding Social Styles in the Workplace

This training is designed to help participants identify different social styles and how they influence interactions in the workplace. The training helps participants understand their social style as well as the styles of their colleagues by learning about each of the four styles and how they interact at work.



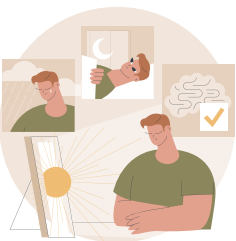
Understanding Depression & Mood Disorders

This overview of depression will consider its wide-ranging effects on an individual. Participants will engage in activities that allow them to learn to experience uncomfortable emotions and thoughts and continue to be in control of their day. Participants will benefit by understanding depression and learning tools to cope with the associated symptoms.



Understanding Personality Disorders

This session is ideal for anyone interested in the complexities of personality disorders, including individuals seeking to explore their symptoms, family members and friends who support someone with a personality disorder, or professionals seeking professional development and increased understanding in the area of personality disorders.



Understanding Seasonal Affective Disorder (SAD)

Participants will learn the common symptoms of SAD, theories for why it happens, as well as treatments that can be effective. Anyone concerned that they may suffer from this type of seasonal depression will leave with a plan for improving their symptoms to help them feel better throughout the year.



Understanding Substance Use Disorders

This training is designed to help its viewers understand the basics of Substance Use Disorder and break down some of the stigma that is associated with substance use. There is also a brief overview of different types of substances and how they are typically administered. Other types of treatment for those living with a Substance Use Disorder are also explained, along with steps one can take to help a loved one or peer.

Mental Health & Wellness continued...

Understanding Stress & How to Stress Less



This training introduces participants to the psychology and physiology of stress as a means for understanding and mitigating adverse stress reactions. This session will demonstrate how variable stress levels affect performance – positively and negatively. The training will discuss factors contributing to stress and how to minimize them and offer insight into practical ways to manage stress when unavoidable. The session will also help participants understand how our perception of an experience as “stressful” affects our reactions and, ultimately, how to use that process to alter our perceptions to reduce stress.

Mental Health Awareness & Assistance



This training explores recognizing signs of someone’s distress and taking practical, caring steps to help. This session will discuss preventing distress, signs, and symptoms of distress, how a person might behave when they are experiencing mood problems, addictions, and suicidal thoughts, and focus on building trust and establishing rapport, not on diagnosing.

Suicide Awareness & Prevention



This training will cover the basic principles of suicide risk, including who is at risk and how to identify signs of suicidality. Participants will also develop communication strategies to engage someone who may be at risk and where to go for help. For those interested in getting more involved in suicide prevention efforts, a list of community and national resources will be provided.

Caregiver Issues



Studies show that more than half of all caregivers suffer from depression, while a significant majority experience what is commonly referred to as "caregiver stress." This training will present an overview of the challenges facing caregivers, discuss common signs that stress may be affecting your physical and mental health, and guide you through new strategies for coping that may help during these difficult times.

Mental Health & Wellness continued...

Anxiety Free

Restructuring Thoughts to Eliminate Anxiety



Anxiety affects more Americans every year than any other mental health disorder but it is also the disorder that can be treated most effectively. This training will outline approaches to anxiety management and reduction proven to work. Participants will learn about the physiology of anxiety and will have the opportunity to try out techniques in class, such as identifying core beliefs, breathing and relaxation, and anxiety acceptance. Participants will leave with an understanding of tools that can be used to reduce anxiety and how the therapeutic process can be used to support this process.

Promoting Kindness and Compassion in the Workplace



This training is intended to create a kinder and more compassionate workplace. Participants will first learn about different types of workplace cultures and gain a deeper understanding of how workplace culture can directly influence workplace attitudes and how we treat each other within our workplace. Participants will also gain insights on becoming a more compassionate employee and inspiring compassion in others.

De-Escalating Distressed Individuals



In this comprehensive training, participants will become equipped with the essential tools to handle complex, effective, and escalated individuals in the workplace. The training delves into the intricate facets of de-escalation, viewing it through crisis management and communication lenses. Participants also will learn the nuances of emotional regulation, gaining insight into how it manifests within the workplace. The training also explores conflict resolution strategies, focusing on implementing these skills safely and clearly. Participants will leave with the ability to establish and maintain safe workplace boundaries with a personal safety plan tailored to navigate challenging situations effectively.

How to Set and Enforce Boundaries



In this training, you will walk away with a definition of boundaries and learn about different types of boundaries. You will also be provided strategies to help you enforce and maintain boundaries, both in your personal life and at your place of work. You will also learn what to do if someone accuses you of breaking their boundaries. Ultimately, you will learn about the importance and benefit of setting and keeping personal and workplace boundaries.

Mental Health & Wellness continued...



No More Stinkin' Thinkin'

This stress management training helps individuals change how they view stress to help boost resiliency and improve work-life satisfaction. Participants will learn how to identify the signs and symptoms of anxiety by looking at their thoughts, feelings, physical sensations, and behaviors.

Foundations of Mindfulness: Tools for a Balanced & Purposeful Lifestyle



Participants will be equipped with various mindfulness tools, including progressive muscle relaxation, grounding exercises, mindful eating, deep breathing, meditation, guided imagery, gratitude, and more. Delve into the numerous benefits of mindfulness, from enhancing reasoning and memory to fostering balance in work, school, relationships, and responsibilities. Embrace the potential for increased happiness and a profound sense of purpose, all while cultivating a healthier and more mindful lifestyle.

Foundations of Meditation: Navigating Strategies for a Balanced Work-Life



Delve into the rich history of meditation, learn practical techniques for meditation practice, and discover strategies for overcoming challenges on the path to mindfulness. Gain a profound understanding of how meditation can be a powerful tool for coping with stress, anxiety, and depression. This class fosters relaxation, releases stress, and enhances mind clarity and focus.

Compliance



Diversity & Cultural Competency

In this training, participants will gain an increased awareness of diversity and improve their ability to value diversity and inclusion in the workplace and their personal lives. Participants will learn how to...

- Define the current definition of diversity and inclusion
- Understand changing viewpoints on diversity
- Apply employee engagement practices
- Handle conflict in the workplace as it relates to diversity issues
- Explore the role of hidden bias and the current demographic trends that demonstrate the reality of diversity.

Discussion will also address sensitivity and awareness of gender issues to promote effective working relationships. We will look at the legal responsibilities of individuals and organizations and behaviors that, while not specifically illegal, can cause undue stress and harm.

Cultural Competency & Religious Diversity in Schools

This training is specifically designed for the public schools. In this training, teachers, principals, and all school staff will gain an increased awareness of religious diversity in the school system and understand how to handle holidays and the December Dilemma. Improved knowledge of the difference between bias, discrimination, prejudice, and other key terms will be reviewed. Participants will learn the primary and secondary dimensions of diversity and identify the communication skills needed to handle cross-cultural communication amongst students, families, and within the school organization.



Sexual Harassment Prevention

(Meets NYS Regulation Requirements)

Harassment includes repeated and intentional behaviors intended to degrade, humiliate, embarrass, or otherwise undermine an employee's performance. It can come from colleagues, supervisors, or management. This session is an introduction to sexual harassment, including the definition of what constitutes sexual harassment and discrimination, the responsibilities of managers and supervisors in maintaining a harassment-free workplace, and a review of relevant organization policies and procedures.



Compliance continued...



Workplace Violence Awareness & Prevention

This training is for managers and supervisors to promoting an understanding of workplace violence: its prevalence, causes, and ways to diffuse difficult situations before they escalate to violence, when to access outside help, and preventative measures.



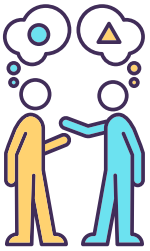
Reasonable Suspicion Training

(Meets DOT Regulation Requirements)

⌚ *Duration: 2 hours (Non-DOT), 3 hours (DOT)*

This training delivers the necessary tools and skills to recognize and appropriately handle employees exhibiting signs of substance abuse. This training will prepare supervisors to determine whether or not reasonable suspicion exists and what to do when they suspect it. The course content meets DOT-mandated 60/60 49 CFR Part 40 requirements, requiring all persons designated to supervise drivers to receive at least 60 minutes of training on alcohol misuse and an additional 60 minutes of exercise on controlled substance use. By the end, you will be able to: 1 - learn how to recognize the signs and symptoms of substance abuse in the workplace, 2- understand the proper testing protocols and documentation, and 3- receive practical intervention instructions and tips for confronting the employee using scenarios requiring them to respond to sensitive situations.

Supervisory



Introduction to Unconscious Bias & Inclusion

Unconscious bias exists in every organization. The training objectives are to review the various types of this bias, the cost for a company, and how it impacts everyone in the workplace. We will also discuss eliminating unconscious bias with proven inclusion strategies, management support, and employee awareness.



Introduction to LGBTQIA+ Awareness in the Workplace

The LGBTQ+ training reviews the basics surrounding sexual and gender identity. It then explores avenues and tactics to make the workplace safe, including a discussion about language. The training will have an educational component covering statistics on the LGBTQ+ workplace experience and provide examples of companies that have successfully created true equality and a haven for all their employees.



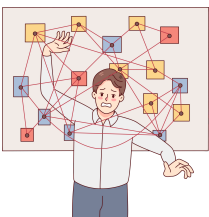
Decision Making & Delegating

Participants will learn successful decision-making strategies, including a one-minute decision-making process. They will also learn techniques for delegating responsibilities and examine rationalizations for not delegating.



Qualities of an Effective Supervisor

This training is designed for first-time supervisors or supervisors who have not received supervision training. It will concentrate on the roles and functions of a supervisor, emphasizing the communication process and how it relates to supervision.



Supervisory Challenges & Solutions

In this training, supervisors will learn how to recognize and identify a distressed employee, their role in helping that employee meet work performance standards and effectively utilize EAP as a tool for successful intervention.



Leading Change

This training is designed for managers and supervisors managing staff during organizational change. Participants will learn the dynamics of organizational change, the stages of response to change, and specific strategies for helping employees move through the change process.

Supervisory continued...



Managing Multiple Generations

In this training supervisors will learn about the five generations in the workplace today, understand what makes them different, recognize the keys to managing and working with multiple generations, and realize the importance of each generation's values, collaboration, and communication.



Leadership Styles & Effectiveness

This training will take a theoretical and philosophical look at leadership. Recent contemporary leadership styles will be introduced, especially “transformational leadership.” This workshop will create a better understanding of personalizing leadership and choosing effective leadership behaviors.



Addressing Difficult Subjects

This training is designed for managers and supervisors looking for assistance addressing complex subjects with their employees. These subjects might include performance-related issues, poor co-worker relationships, hygiene, workplace gossip, inappropriate dress codes, etc. Participants will learn steps to help provide constructive feedback to their employees, including how to approach the situation, select the correct word choices, learn how to be direct in our feedback, reach an agreement with the employee, and make a plan to follow up.



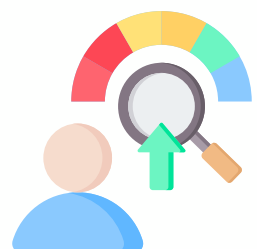
Behavioral Based Interviewing

In this training, participants will learn what Behavioral-Based Interviewing is, why they should use it, and how to plan the interview, conduct it, and evaluate the results. Participants will be given sample questions, including those you may or may not ask.



Best Hiring Practices

In this training, supervisors will be taught tips regarding resume review, interview tactics, and choosing the best candidate for the job. This training will also discuss Equal Employment Opportunities and provide case studies on ensuring compliance with the law.



Performance Management

In this training, supervisors will learn the purpose of a performance evaluation, understand what makes a performance evaluation effective, and understand the pros and cons of different approaches. Topics covered include developing S.M.A.R.T. goals and which questions to ask and avoid during the performance evaluation process.

Supervisory continued...

De-escalating Aggressive Student Behavior

This training aims to provide teachers with information regarding factors that contribute to student aggression in the classroom and practical non-violent strategies for de-escalating the behavior of agitated and aggressive students. Understanding aggression and agitation in the school will help teachers implement classroom management techniques that eliminate the need to use stressful and counterproductive methods. Utilizing relationship-building skills will help to address power struggles in the classroom and allow teachers to successfully lower emotional tension, reduce and eliminate threats, and re-establish and increase students' self-control.



Free Increasing EAP Program Utilization

This training is designed to help companies increase their EAP utilization. This training would benefit Human Resources or anyone with management or supervisory responsibilities. Individuals will learn about their EAP benefits and how to speak to their employees about the value of the benefits. Individuals will also learn practical ways to market EAP benefits to their employees, how to utilize your account manager, the importance of scheduling orientations, and having EAP present at benefits fairs. Lastly, this training will intensely focus on how to talk to employees about EAP in a way that doesn't seem punitive or stigmatizing. By the end of this training, individuals will have developed tools to increase their agency's EAP utilization, reducing employee turnover and increasing productivity.

Free EAP General Benefits Orientation



Professional Skills Development



Assertive Communication Strategies

This training is designed to help people become more assertive. Clear communication skills and practical applications are emphasized to empower participants to create “win/win” situations in their lives.

Conflict Resolution 1: Communication Climate and Causes of Conflict



This training is designed to enhance an employee’s skills in conflict resolution by delving into the root causes of workplace conflicts. Participants will explore the distinctions between conducive and detrimental communication climates. The training will equip participants with the capabilities for effective communication, enabling them to facilitate constructive resolutions to workplace conflicts.

Conflict Resolution 2: Types of Workplace Conflict & Generators



This training is designed for managers and supervisors looking for assistance addressing complex subjects with their employees. These subjects might include performance-related issues, poor co-worker relationships, hygiene, workplace gossip, inappropriate dress codes, etc. Participants will learn steps to help provide constructive feedback to their employees, including how to approach the situation, select the correct word choices, learn how to be direct in our feedback, reach an agreement with the employee, and make a plan to follow up.

Dealing with Difficult People



This training offers the insight needed to understand the difficult people in our lives. It includes introducing the behavioral dynamics and essential communication strategies designed to diffuse challenging encounters and move beyond conflict to problem resolution.

Effective Listening



This training will heighten awareness of how people use their listening skills. It will introduce participants to various types of listening, the anatomy of effective listening, and increase awareness of their unique listening style.

Professional Skills Development continued...



Public Speaking

This engaging training will teach the components of effective public speaking and will address communication styles. Strategies and elements of the presentation will be discussed, including proper planning, information within the limits, effective introductions and conclusions, and outlining.



Time Management

Participants will add the following tools to their professional tool kit: key concepts about time management, positive affirmations, the 3-Tests of Time, short and long-term planning aids, how to organize, and the pros and cons of technology and multitasking.



Team Building

This training is designed to maximize team productivity and growth. Tools are integrated to recognize individual needs and maximize unique strengths to benefit the entire team. Teams will be taught conflict resolution skills to optimize peak performance.



Successful Communication

This training will heighten awareness of the ways we communicate with our co-workers. Participants will identify communication strategies to overcome resistance and conflict. Also included is an overview of common communication pitfalls, the use of non-verbal skills for more significant impact, assertiveness skills, and specific techniques for managing complex interactions.



Skillful Customer Service

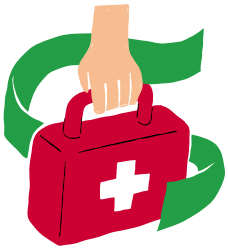
In this training, participants will be able to state three customer service expectations, list the steps in the customer contact sequence, identify behaviors that may cause hostility, develop strategies for handling demanding customers, and identify positive communication techniques to use with customers.



Increasing Productivity While Working Remotely

Understanding the core components of time management, defining boundaries, increasing communication skills, practicing self-care, and controlling your environment can improve productivity, lower stress, and enjoy greater flexibility. This training will provide you with knowledge of these core competencies.

First Responders



First Responder EAP Program Overview

(Free)

This presentation will explain the First Responder services available at Capital EAP and the standards and protocol set by Initiative 13. This training will provide education and explanation for effectively implementing these evidence-based strategies, such as After Action Review, into your department.



Behavioral Health Conditions & First Responders

This training covers behavioral health concerns impacting First Responders, such as Depression, PTSD, Compassion Fatigue, and Substance Use. It equips participants with tools to recognize signs of suicidal ideation and understand relevant statistics. Additionally, it addresses barriers to accessing care and offers coping and self-care strategies.



First Responders & The Effects of Post-Traumatic Stress Disorder

This training covers behavioral health issues for First Responders, including Depression, PTSD, Compassion Fatigue, Burnout, and Substance Use. It teaches participants to recognize signs of suicidal ideation, understand relevant statistics, address access barriers to care, and develop coping strategies.



Suicide Risks, Prevention and Intervention for First Responders

In this training, participants will learn how to identify factors that can lead to conflict with citizens, as well as identifying natural reactions that can fuel conflict. This training will provide First Responders with communication strategies to reduce conflict and hostility as well as provide an understanding of anger and de-escalation strategies.



The Impact of Workplace Violence on First Responders

In this training, participants will learn how to identify factors that can lead to conflict with citizens and identify natural reactions that can fuel conflict. This training will provide first responders with communication strategies to reduce conflict and hostility and an understanding of anger and de-escalation strategies.



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