

**NEWWT**

**New England Workforce Training**

**COURSE CATALOG**

**2018**

[NewEnglandWorkforceTraining.com](http://NewEnglandWorkforceTraining.com)

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## **Engineering Courses**

### **Accelerometer Principles**

This course provides an in depth knowledge of the working principles of piezoelectric accelerometers. It discusses the basic spring mass systems, resonant frequencies, the piezoelectric element, and useful frequency range.

### **Alternating Current Fundamentals**

This course provides an introduction to alternating current and its comparison to direct current. A-C voltage, cycle and alternation, frequency, and waveforms are introduced. The instruction material then proceeds with circuits containing resistance, inductive and capacitive reactance. Series, parallel, and series-parallel circuits are covered. A-C instruments, meters, generators, and transformers are discussed and analyzed. Three phase induction motors and three-phase synchronous motors along with motor controllers are presented.

### **Analog Electronics**

This course is intended to instruct students seeking background information on electricity and electronics fundamentals, components, circuits and applications. Theory and applications that include discrete diodes, transistors and other solid-state devices are presented.

### **Basic Acoustics**

This course presents the basic physics of sound, measurement techniques, and equipment, including various measurement and signal averaging techniques.

### **Basic Pressure Measurements**

This course describes the basic principles of pressure measurement including pressure scales, measurement devices, and comparisons between major technologies.

### **Basic Vibrations**

This course presents the basic principles of vibration analysis of structures combined with hand-on testing and data analysis.

### **Digital Electronics**

This course provides an introduction to digital circuits including logic elements, combination logic, NAND, NOR, XOR LOGIC, design of logic circuits, clocked flip-flops, master-slave flip-flops, toggling flip-flops, numbering systems, buses, read only memory, random access memory, disk storage, input/ output from small computers, TTL logic, relay logic and programmable controllers.

### **Digital Signal Processing**

This course presents the basic principles of digital signal processing including data rates, niquest theory, and aliasing.

## **Direct Current Fundamentals**

This course provides a discussion of atomic structure and electron theory as a source of electrical energy. The material continues through electrical measurement, electrostatics, series, parallel, and series-parallel circuits. DC motors along motor control are discussed.

## **Earthquake and Structural Dynamics**

This course discusses the criteria applicable to the seismic design of nuclear reactors and facilities. The criteria described include the selection of earthquake hard, ground motions, response spectra, methods of dynamic analysis, methods of designing for fault motion, and a number of special topics including margins of safety and applicable stress deformation levels for facilities and structures.

## **Electric Motor Control**

This course provides comprehensive coverage of the control devices used in contemporary industrial electrical systems. Beginning with the basics such as tools, instruments, safety, electrical symbols, and line diagrams. Motor starters, solenoids, control devices, motor circuits, power distribution systems, programmable controllers, reduced voltage starting, and accelerating and decelerating methods are discussed.

## **Electricity and Electronics**

This introductory course presents a thorough explanation of major topics in electrical technology. It covers solid-state electronics, ranging from simple measurements and control to microprocessors. IT covers basic concepts, circuitry, and components involved in manufacturing machinery, instruments, and consumer products.

## **Fluid Mechanics**

Fluid mechanics is the study of fluid motion involving a rational method of approach based on general physical law consistent with the results of modern experimental study. This course covers, fluid statics, kinematics, momentum, energy, viscosity, dimensional analysis, dynamic similarity, incompressible flows, flow of liquids in pipes and channels, compressible fluid flow, gas dynamics, general analytic relations, vector analysis, and two dimensional incompressible flow.

## **Implementing Statistical Process Control**

This workshop leads the students through the steps in implementing an SPC program in their company. Students are encouraged to bring examples of their process to class to use for the exercises. At the end of the course you will have all the tools required to implement you own program. This program features hands on examples to bring the techniques to life.

## **Introduction to Frequency Analysis**

This course gives a basic non-mathematical introduction to frequency analysis explaining signal types to be considered, parameters used to describe filters, frequency scales in relation to the different types of swept filters and the function of the detector. The influence of response time and settling time on the total analysis time is discussed and the importance of the BT product is stressed.

## **Machine Health Monitoring**

This course presents the basic principles of rotating machinery vibration signature measurement and characterization. It describes the use of vibration information to characterize the condition of the system bearings, rotor unbalance, in order to determine when to replace critical components. The basic result is that the components are only replaced as they wear rather than at specific maintenance time intervals, where some components are replaced too early and some too late.

## **Microprocessors**

This course provides a systematic approach to cover various aspects of assembly language programming and interfacing. Number systems, logic gates, and computer terminology are presented. Microprocessor internal architecture are discussed. Stacks, flag registers, loops, jumps, I/O ports, addressing modes, logic instructions, bit manipulation, timers, serial interface, interrupts, and interrupt handlers are presented.

## **Modal Testing Theory and Analysis**

Modal testing is the process of constructing a mathematical model to describe the vibration properties of a structure based on test data, rather than conventional theoretical analysis. This three day seminar includes discussion of modal theory combined with hands-on testing and analysis. Several structures are tested and compared with theoretical analysis to illustrate the ability of modal testing to confirm theoretical assumptions and better define connections, boundary conditions, and damping.

## **Rotating Machinery Vibration Analysis & Diagnostic Techniques**

This course provides a fundamental understanding of rotating machinery and vibrations. It provides an awareness of available tools and techniques for analysis and diagnosis of rotor vibration problems, providing an appreciation of how these techniques are applied to correct vibration problems.

## **Sonar Signal Processing**

This course provides an overview of sonar signal processing. The processing techniques applicable to bottom mounted, hull mounted, towed, and sonobouy systems are discussed with emphasis on digital on digital implementation. Spectrum analysis, detection, classification, and tracking algorithms for passive and active systems are examined.

## **Systems Analysis Using the Frequency Response Function**

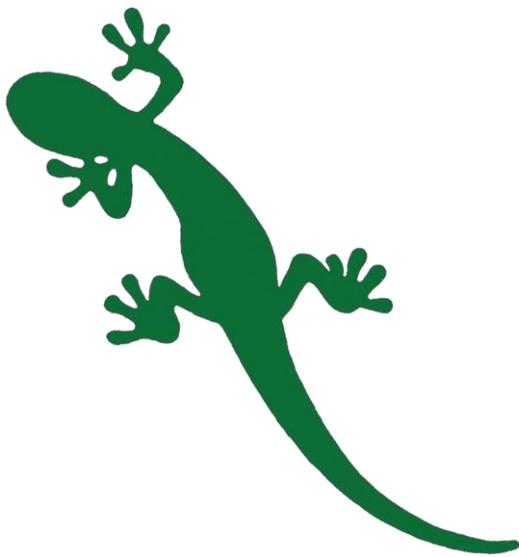
The frequency response function contains the basic parameters of resonant frequency, and modal damping. Combining a series of frequency response functions it is possible to develop complex mode shapes. This course describes the basic equations of motion, Lap lace transforms, testing and measurement techniques, curve fitting methods, modal data sorting, and scaling mode shapes.

## **Thermodynamics**

The science dealing with the relations among heat, work, and the properties of systems which are in equilibrium. It is a subject of great generality, applicable to all types of systems: mechanical, chemical, or electrical. This course presents the principles of thermodynamics in a rigorous and understandable manner and by means of mathematics, develops the relations, which are useful in science and engineering.

## Underwater Acoustics

The field of underwater acoustics requires underwater transducers able to withstand a generally hostile environment. Small broad-band underwater transducers have been developed which cover a wide range of applications able to measure down to sea state zero.



## **Management and Training Courses**

### **Designing and Managing Live Training**

This course presents the principles of learning theory, instructional theory, matching instruction to training tasks, and specific principles of technical training.

### **Effective Product Management**

This course identifies the keys to successful product management, including the product management concept, the importance of market orientation, preparing effective product plans, implementing the plan, and evaluating the results.

### **Effective Team Building for Managers**

Designed for the practicing and future manager, this course provides basic business school course of study pioneered by Harvard University. The course includes team concepts, team selection process, motivating team members, improving team communications, managing change, competition, conflict, creativity, and principals of leadership.

### **Kepner Tregoe**

Kepner Tregoe analytic tools are used to facilitate handling both routine and non-routine functions. These tools are systematic techniques, or processes, designed to improve your ability to gather, organize, and evaluate information in areas of problem solving, decision making, and plan implementation.

### **Managing Change**

This course discusses the three basic types of change, why people resist change, how to inform teammates of changes and strategies for dealing with change even under unfavorable conditions.

### **Professional Interviewing Techniques**

This course presents techniques for high volume interviewing where there is normally 30 minutes or less to perform the interview and make basic decisions concerning the candidates' potential for the positions available. Developed as an adjunct to on-campus interviewing, this course teaches you how to use every moment effectively from the first hello and handshake to the final good bye. Designed with role playing exercises in teams three you will use the techniques and see others use them in the non-threatening class environment.

### **The Engineer as Manager**

This course is a practical program for first and second level technical managers who are responsible for supervision of engineers, scientists, and support personnel. The course includes, the functions of a manager, delegation, motivation, leadership, communications, performance appraisals, training, time management, planning and controlling.

## **Manufacturing Skills Courses**

### **5S for the Factory**

This one day workshop leads the students through the steps in developing and implementing a 5 S program. 5S is the starting point of any on-the-floor improvement activity and the key to successful change.

### **Advanced AutoCAD**

For users who have a strong knowledge in AutoCAD and want to learn how to communicate with external databases and programs and develop an understanding more efficient and complex instructions in AutoCAD. This course will cover all basics from drawing and editing, to layer controls, dimensioning and plotting.

### **Advanced Geometric Dimensioning and Tolerancing**

. You will learn unique applications of true position and extended datum principles. Through lectures, discussions and workshops, you will better understand and interpret the effects of RFS(regardless of feature size) and MMC(maximum material condition), as well as learn its impact on functional gage principles.

### **Advanced Geometric Dimensioning and Tolerancing with a Metrology Perspective**

This seminar combines the measurement techniques learned in Fundamentals of Dimensional Metrology with the theory learned in Geometric Dimensioning and Tolerancing using hand-on workshops to setup and measure parts.

### **Autonomous Maintenance**

This workshop leads the students through the steps in understanding, why autonomous maintenance is a powerful shop floor tool for keeping machines running longer, faster, and more efficiently.

### **Basic AutoCAD**

For beginning users who want a solid foundation in the latest release of AutoCAD. This course will cover all basics from drawing and editing, to layer controls, dimensioning and plotting.

At the end of the course you will have all the tools required to create and modify drawings using AutoCAD

This program features hands on use of AutoCAD with realistic examples.

### **Blueprint Reading for Construction**

This program features hands on use of actual construction prints to provide realistic job experience. Upon completion of the program you will be able to read and work with a variety of print types such as Plot Plans, Foundation Prints, and Framing Prints , including knowledge of Plan and Elevation views, dimensioning techniques and construction materials.

### **Blueprint Reading For Manufacturing**

This program features a series of workshops using actual shop prints taken from industry to reinforce the learning experience. Upon completion of the program, you will have gained a new set of skills for reading engineering drawings.

## **Cellular Manufacturing**

This workshop leads the students through the steps in understanding, cellular manufacturing. You will learn about cell design, work leveling. Cellular manufacturing involves rearranging traditional operation- based factory layouts into process-based cells that promote a smooth production flow by cutting waste.

## **Creating Continuous Flow**

This workshop leads the students through the steps in understanding, and implementing lean flows of material and information in pacemaker cells and lines. At the end of the course you will have learned about continuous flow and how to achieve it in your factory This program features hands on workshops to bring the techniques to life.

## **Focused Equipment Improvement**

This workshop leads the students through the steps in understanding, and implementing visual factory control system. Visual controls can be an important tool in gaining greater efficiency, quality, productivity , and safety in your factory.

## **Fundamentals of Dimensional Metrology**

Fundamentals of Dimensional Metrology Workshop presents measuring tools used in manufacturing today and describes their proper use and level of accuracy. This practical program features a series of hands-on measurement workshops where standard component dimensions will be measured with various tools( including steel rules, micrometers, vernier calipers, dial indicators, squares, protractors, height gages , etc..)

## **Geometric Dimensioning and Tolerancing**

Learn how geometric dimensioning and tolerancing complements your SPC program by helping you to better define compete specifications in your manufacturing cycle.

## **Geometric Dimensioning and Tolerancing for the Automotive Industry**

This program features hands on use of actual automotive prints to provide realistic job experience. Upon completion of the program you will be able to read and work with a variety of automotive prints and understand how GD&T is applied to the automotive industry.

## **Identifying Waste**

This workshop guides you through quickly understanding, identifying, and eliminating waste on the shop floor. Rom Inventory waste to process related waste.

## **Intermediate AutoCAD**

For users who have knowledge of AutoCAD basics and want to be more efficient using more powerful commands to enhance their knowledge in the latest release of AutoCAD . Learn more advanced techniques such as using external references, blocks and attributes, advanced drawing and editing techniques, paperspace, and modelspace environments, advanced dimensioning controls and more.

## **Introduction to AutoCAD**

For new users who want a solid foundation in the latest release of AutoCAD. This course will cover all basics from drawing and editing, to layer controls, dimensioning and plotting.

At the end of the course you will have all the tools required to create and modify drawings using AutoCAD

This program features hands on use of AutoCAD with realistic examples.

## **Introduction to Lean Manufacturing**

This one day workshop provides an overview of Lean Manufacturing providing an understanding of how using lean tools can improve your company's productivity. It focuses on the use of lean tools with specific examples that will enable you to apply the tools to your factory.

## **Just-In-Time Manufacturing**

This workshop leads the students through the steps in understanding the concepts of just-in-time manufacturing. It focuses on the techniques and benefits of JIT.

## **Kanban**

This workshop leads the students through the understanding of how kanban is used to reduce overproduction- the most critical of the seven deadly wastes. You will learn how a kanban systems produces exactly what is ordered, when it is ordered, and in the quantities ordered.

## **Lean Six Sigma for Manufacturing**

This lean six sigma program outlines the steps for combining the six sigma quality with lean speed to help achieve major cost, inventory, and lead time reductions. When a company uses both lean and six sigma together, significant improvements are achieved more rapidly. "Lean cannot bring a process under statistical control and six sigma alone cannot dramatically improve process speed or reduce invested capital"

## **Lean Six Sigma for Service**

This program explains how to apply lean six sigma to services and transactions. It reveals how to apply relatively simple statistical tools and Lean tools that will reduce costs and dramatically speed up service processes and transactions. Actual case studies of service companies will be utilized to make the process relevant to your industry.

## **Math for Manufacturing**

This program features offers a step-by-step approach to the mastery of essential skills in mathematics including decimals, fractions, ratios, and proportions. Solve problems dealing measurements and fabrication. Problems related to the use of Micrometers, Calipers, Steel Rules, Sine Bars and Vernier scales are included with exercises related to gears, sheet metal machining, screw threads, lathe and cutting, and turning operations.

## **Mistake Proofing**

This workshop leads the students through the steps in understanding, the basic principles of mistake-proofing. You will learn how zero quality control and mistake proofing devices strive to eliminate errors in manufacturing.

## **OEE- Overall Equipment Effectiveness**

This workshop leads the students through the steps in understanding how Overall- Equipment –Effectiveness can be used as a measurement tool to help understand equipment problems and take steps to eliminate them. You will discover how OEE can be used as a crucial; tool that tells you how well your equipment is running. It links three elements in one percentage: the time the machine is actually running, the quantity of products the machine is turning out, and the quantity of good output.

## **Planning and Managing Kaizen**

This one day workshop leads the students through the steps understanding, developing, and managing a program of continuous improvement. Kaizen events are opportunities to make focused changes in the workplace.

## **Process Mapping**

This workshop provides the students with an accurate picture of work flow and customer-supplier relationships, which in turn helps an organization make the right improvements. This workshop introduces process mapping and show the student how to use it. The two levels of process mapping detailed are relationship mapping and cross functional process mapping.

## **Pull Production**

This workshop leads the students through the steps in understanding, how in a pull production system the upstream supplier produces nothing until the downstream customer signals a need.

## **Quick Changeover**

This workshop uses the SMED (Single Minute Die Changeover) system to teach you how to turn hours of setup into minutes. It focuses on separating internal from external set-ups and using organization of tools and workplace to greater reduce changeover time.

## **Standard Work**

This workshop introduces production teams and managers to basic standard work concepts and applications. Learn how establish procedures that combine people, materials, and machines to maintain quality, efficiency, safety, and predictability. Learn how to describe work precisely in terms of cycle time, work in process, sequence, take time ,layout, and inventory needed to conduct the activity.

## **Statistical Process Control Basics**

This workshop leads the students through the steps in qualifying a process for the use of Statistical Process Control, setting up control parameters and charts and controlling the process.

## **TPM**

This workshop leads the students through the steps in understanding the fundamental concepts of TPM, understanding the root causes of defects and failures in equipment and provides you with a system for effectively controlling these root causes.

## **Value Stream Management**

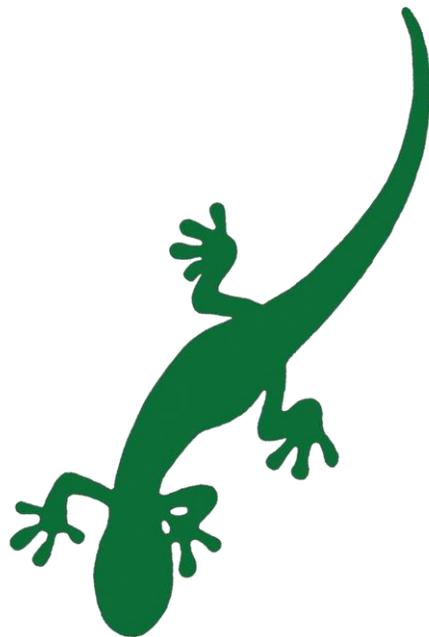
This three day workshop leads the students through the eight steps in planning, Mapping, and Sustaining Lean Improvements This course designed for managers identifies why value Stream Management is useful and describes the commitment that management must make to create a successful environment for Lean manufacturing. It includes understanding the commitment you must make to your customers, your people and your company.

## **Value Stream Mapping**

This three day workshop leads the students through the steps in identifying processes in your manufacturing flow , pulling them out of the background of clutter and building an entire value stream according to lean principles.

## **Visual Factory Controls**

This workshop leads the students through the steps in understanding, and implementing visual factory control system. Visual controls can be an important tool in gaining greater efficiency, quality, productivity, and safety in your factory.



## **Sales and Marketing Courses**

### **Customer Engineering**

This course presents an integration of market research with marketing and sales functions into a combined measurement system which optimizes sales profitability.

### **Customer Oriented Selling**

Customer Oriented selling is both a selling philosophy and a selling process. It is based on two ideas: During the sales call the sales person focuses on the customer's needs and obtains a series of preliminary agreements leading to a final agreement of the customer to buy the product.

### **Direct Mail for Profit**

This course contains everything you need to produce effective response getting sales letters, direct mail packages, and campaigns.

### **How to Write a Marketing Plan**

Designed specifically for the practicing manager this course covers obstacles to market planning, developing a corporate strategy, the market planning process, environmental analysis, market analysis, marketing strategies, marketing plan documentation, implementing the marketing plan, and evaluating the marketing plan.

### **Sales Forecasting**

An attempt to estimate future sales on the basis of past and present knowledge and experience. This course describes various techniques for future sales averaging techniques, time series models, seasonality, regression analysis, and autocorrelation, and judgment techniques.

### **Technical Sales Presentations**

This course presents the basic differences between presenting technical and non-technical information with a focus on how to present technical information to non-technical personnel or person with technical backgrounds but not in the area of the material being presented.

## **Hospitality Courses**

### **Hospitality Style of Service That Sells**

Hospitality Style of Service That Sells (HSSTS). It's all about making a lasting connection with your customer which will bring them back time and time again. This class will focus on not only the knowledge and skills necessary to execute this, but more importantly, the behaviors that need to be built, trained and reinforced with outstanding follow-up and leadership.

### **Win-Win Guest Solutions**

Have you ever had to deal with an irate guest? Have you ever had to have an embarrassing conversation because of your product or service? Have you ever addressed a situation, but the guest still left unhappy? Don't worry; we all have. It may have been the problem you were brought into wasn't the real problem at all; there may have been more to it. In Win-Win Guest Solutions our facilitators will discuss, practice and explain how any situation can be turned into a win for the guest and win for your company. There is always a way to finding the right solution. We'll help you on your way.

### **Hospitality Management**

The Hospitality Management Class focuses on three major components of a day in the hospitality industry. First, we have the pre-shift; everything that leads in to preparing for a perfect day. Secondly, there is the shift, which we run by performing Figure 8 Management. We'll take you through those 8 areas of the restaurant. Finally, there is the post-shift hand-off which entails everything leading up to you walking out the door on your way home confident that your leaving your establishment exactly the way you'd like to find it. We'll take you from the old, reactive way of letting the shift drive you, to the proactive way of preparing, planning and then driving the shift to success.

### **Diversity**

Diversity is something that is very important to your company and part of what makes you who you are. But what is it? How do we use it? Can you train it? How does it affect the bottom line? These are topics and questions that will be answered. You'll be surprised what you'll learn about diversity, about yourself and the way it will affect the future of your business.

### **Harassment Prevention**

While most reasonable people know right from wrong, the Harassment Prevention class helps to clarify your company's stance on harassment and discrimination; who gets affected, who is protected and how to handle those sensitive and difficult situations.

### **Progressive Discipline**

The Progressive Discipline will help your company enact/ and expand on a system of disciplining employees. There are always those questions about who this applies to and why do we do this? Progressive Discipline will help illustrate how this is all connected to our bottom line, but especially how it applies to you.

## Recruiting

The hospitality business is a constant process of selecting and staffing the right people to achieve success. We've heard all the terms, "Aces in Places," "right people on the bus," "Superstars," "studs". All of these relate to having those great employees who we rely on to help make our business successful. But how do we get them to walk through the door? How do we identify those "superstars" during an interview?

This class is focused on helping to give you the tools to find those people your company is looking for to help you succeed. We will also discuss the tough decisions and critical conversations we sometimes need to have with those current employees who just don't want to move in the direction needed for you to succeed. Finally, we will share with you the most recent case studies on where to find these people and the most cost effective way.

## Server Accountability

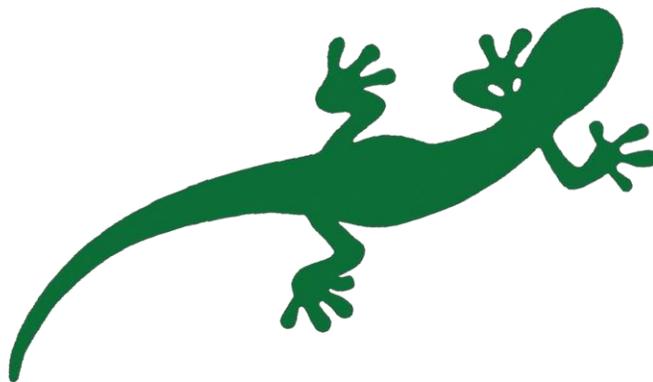
This is an in depth exploration of how we can use tools and systems within our industry to measure service team members performance and in turn hold them accountable.

## Local Store Marketing

Once you've created a positive environment that is focused on success and staffed your business, it is now time to go out and build that top line. A successful hospitality business doesn't just wait for the sales to walk through the door; they must make a connection with the community, become their guest's favorite establishment and reap the rewards. What's Proactive marketing vs. Reactive marketing? We will help answer these questions and more; as well as, fill up your bag with the tools you can use to drive your own top line.

## Lean Six Sigma for Service

This program explains how to apply lean six sigma to services and transactions. It reveals how to apply relatively simple statistical tools and Lean tools that will reduce costs and dramatically speed up service processes and transactions. Actual case studies of service companies will be utilized to make the process relevant to your industry.



## Healthcare Industry Courses

### Managing Personal Change

This program focuses on change as an inevitable part of life and how people can deal with that phenomenon. Participants in this program will follow a step-by-step process for mastering change. Topics covered include: (1) recognizing the rhythm of change; (2) identifying changes proactively; (3) developing personal plans to respond to change; (4) reducing negative fallout; and (5) seizing opportunities.

### Working Through Change: How to Move from Endings to New Beginnings

This program addresses the issues of change in the workplace (i.e., mergers, acquisitions, down- or rightsizing, and growth) and its disorienting effects on organizations and people. It examines the different phases of change - from endings and transitions to new beginnings. This program will help employees make the transition from one reality to another.

### Working Through Change: How to Help Your People Get Back on Track

(a program for managers and supervisors)

This program addresses the issues of change in the workplace (i.e., mergers, acquisitions, down- or rightsizing, and growth) and its disorienting effects on organizations and people. It examines the different phases of change - from endings and transitions to new beginnings. While reviewing material presented in the employee version, it focuses on specific steps supervisors can take both to manage themselves, and to assist their employees in coping. Intervention strategies, and helpful skills are identified and discussed.

### Coping With Job Loss

This program focuses on the issue of job loss. It is targeted to employees (and their family members) who have been notified of the termination of employment. The intent of the program is to normalize and validate individual reactions, while helping participants to identify and develop effective strategies for coping with this traumatic life experience.

### *Communication Series*

#### Listening: The Art of Understanding Others

This program helps participants identify their own poor listening habits and helps them learn techniques to rid themselves of these poor habits. The program describes how to eliminate barriers to effective listening and how to non-verbally attend to others to encourage open, honest communication. Further, it helps people learn how to ask questions that enable them to gather more information about what others are saying. Finally, it teaches the listener how to demonstrate that he/she understands the other person's message.

#### Expressing Yourself: The Art of Being Understood

This program teaches the skills of effective communication, i.e., thinking before speaking, planning the message, knowing the audience, using feedback for clarification, enhancing visual effectiveness, and coping with difficult situations.

## Conflict Management: The Art of Handling Interpersonal Tension

This program teaches people how to evaluate conflicts, set the stage for conflict resolution, use conflict resolution skills, and negotiate mutually agreeable solutions.

### *Additional 'Communication' Workshops*

#### He Said – She Said: Gender and Communication in the Workplace

Did you ever wonder why talking to *him* is so difficult? Did you ever wonder why *she* is so hard to deal with? Men and women are different, so it should come as no surprise that our styles of communication often are different. Yet each and every day men and women experience mystifying, often frustrating, clashes of their contrasting styles of communicating.

For example, when is a question not a question? When is an apology not an apology? Differences are a matter of degree...and not all differences show up in all men and all women...but differences do exist. During this workshop, we will uncover some of these differences in male-female communication and, with that understanding, explore ways to bridge the gaps.

#### “So what’s YOUR problem?” Dealing With Difficult Personalities at Work

Each and every day people disagree with or don’t understand each other, and experience each other as “difficult.” How come? Perhaps because we feel threatened or unappreciated. Or we feel we have a position we must defend. Or there is something, or someone, we care deeply about. Conflict is ultimately about caring and about passion. Through lecture, discussion, and interactive exercises we will learn to uncover conflict’s underlying emotion, to release the energy it contains, and to channel it in to more productive and satisfying interactions.

##### Outline:

Participants will

- Identify the roots of negative communication in the workplace
- Recognize Difficult Personality types
- Examine their own defensive strategies
- Practice positive coping strategies
- Establish the foundations for positive workplace relationships

## ***Stress Management Programs***

### **Preventing Burnout**

This program identifies the factors which contribute to job stress burnout, and explores strategies for their control and/or reduction. Participants examine their own attitudes and behaviors, and develop skills which increase "stress hardiness" -- and prevent burnout.

### **Achieving Balance: How to Handle the Stress of Work and Family Life**

This program examines the difficult task of balancing the demands of work and family. It helps participants to: (1) identify the sources of work and family stress; (2) develop skills to become more organized and efficient with their time and energy; (3) improve their communication skills; (4) create support networks; (5) learn how to effectively delegate and set limits.

### **Personal Stress Management**

This program provides a comprehensive overview of the impact of stress and the factors involved in stress management. It focuses on the effects of stress and how individuals can cope. The workshop covers (1) facts about stress; (2) understanding stress, i.e., symptom identification; stressor identification, stress management skills identification and implementation; (3) stress management "contracting" and progress review.

### **Handling the Holidays**

This program is designed to help employees understand the special stresses and strains which often accompany the holiday season. This understanding will allow the participants to approach the holiday's season in such a way that it becomes the enjoyable time it was meant to be. Topic areas include: The meaning of the holidays; Family dynamics at holiday time; How to handle guests; Handling expectations; Gifts; Behaviors to avoid; Holiday "spirits."

### **The Stresses of Caring for Elder Relatives**

With the fastest growing segment of the population being the group over 85 years, more and more employees find they have added elder care responsibilities to their already full plates. This workshop provides an overview of the aging process and the varieties of resources available for the elderly. The focus then moves to help participants identify and manage the complex emotional issues and stresses associated with elder caregiving while at the same time managing other parts of their lives.

## *Health and Wellness*

### **Building Self-Esteem: The Key to Self-Confidence**

This program helps participants explore the impact of self-esteem on their emotional, physical, and mental health. It defines and examines the origins of self-image and discusses the relationship between self-image and self-ideal. The program helps participants determine their own level of self-esteem. Finally, it guides participants through a ten-step process for building self-esteem and acting with self-confidence.

### **Dealing With Depression: Training for Managers**

This program helps participants learn about depression. It's not just the „blues,“ it's a medical illness. Managers and supervisors can play an important role in recognizing the early warning signs. This program explains the illness that costs American business more than \$27 billion a year, and coaches managers and supervisors on how to refer an employee who may need help.

### **Dealing With Depression: More Than „Just the Blues“ (employee program)**

This program helps participants learn about depression. It's not just the „blues,“ it's a medical illness. People with major stress, such as job loss, divorce, the death of a loved one, often feel even more „blue.“ Maybe their energy level is down; their concentration is not as sharp as usual; they might find it difficult to sleep, or they may sleep more than usual. That is to be expected. But sometimes these problems become severe enough to be labeled depression and require treatment. This workshop will teach employees how to tell the difference and when and where to get help for themselves, their spouses, their children.

### **ADHD: What Is It and How Do We Manage It?**

This program explains ADHD and looks at the difficulties experienced by children and adults with ADHD. Included in the discussion are problems inherent in parenting a child with ADHD and suggestions on managing difficult behavior, interacting with school personnel, and advocating for the ADHD child.

### **ADHD in the Workplace**

This program explores the kinds of situations that can prevent employees with attention problems from achieving their most effective job performance. Included in this presentation are a review of common symptoms, ways to manage such symptoms, alternatives to help maximize strengths, and suggestions for supervisors and managers to assist that employee to more effective job performance.

### **Anger Control**

This program consists of three sections. Part 1, Evaluating Your Anger, provides information about participants' behaviors when they are angry and an evaluation of the ways in which that anger may be advantageous or disadvantageous to the individual. Part 2, Understanding Your Anger, reviews the process of anger arousal. Part 3, Controlling Your Anger, covers specific techniques for controlling anger and for monitoring one's progress in the use of these techniques.

## ***Family Life Programs***

### **Blended Families: Survival Skills**

The percentage of blended families in our society has surged dramatically in the past two decades. This program looks at the strengths and struggles inherent in the blended family. Included in the discussion are power struggles, parenting dilemmas and issues of fairness. Participants will be encouraged to ask questions and share their dilemmas for group problem-solving.

### **Parenting Your Teen: What Works and What Doesn't Work**

This program helps parents understand how the normal developmental changes of adolescence impact the parent-child relationship. The program includes discussion of problems parents are experiencing with their teens, along with ideas about what works and what doesn't work in managing difficult behaviors. Positive communication and successful limit-setting will also be addressed.