

ORGANIZATIONAL HEALTH

# Workshop Catalogue



Work

Health

Life

*Strengthening the health  
of people and organizations*

Shepell·fqi™  
  
*work. health. life.*

Shepell-fgi's Organizational Health services take an advanced approach to workplace interventions and skills development and are delivered to support your organization's health and productivity.

The services address highly critical workplace issues such as workplace violence prevention, stress, trauma and change, among many others. These issues affect groups of employees and, if left unresolved, have a significant detrimental effect on your organization's ability to achieve its desired business results.

### Organizational Health services will help you:

- Create awareness of issues that affect health and productivity
- Provide skills development to your employees and people leaders
- Link with your Human Resources policy and practice in areas such as performance management, conflict resolution, employee relations, diversity, harassment, and substance abuse
- Respond to organizational needs through on-site interventions

#### **Improve Employee Effectiveness and Morale**

Our Organizational Health services are available as stand-alone services but are most effective when delivered as part of an integrated workplace wellness strategy. We understand that every organization is different and will consult with you to uncover the Organizational Health services that are right for you.

#### **Shepell-fgi's Organizational Health services address leading factors that contribute to employee health and productivity:**

- 1 **WELLNESS SEMINARS** – As an important component of a prevention-focused EAP, these seminars cover various issues, and can complement your existing Shepell-fgi EAP services.
- 2 **WORKSHOPS** – These programs are delivered by adult educators and are based on learning principles such as workplace violence prevention, stress, trauma and change.
- 3 **ORGANIZATIONAL CONSULTING** – Working with leaders in your company to assess, fact-find and analyze organizational team or work site function (or dysfunction), consultants recommend interventions to resolve the core issues that are at the root of performance declines or conflict in the workplace.
- 4 **EXECUTIVE COACHING** – This one-on-one behaviour change program is designed for professionals, senior managers or other key personnel who are experiencing communication or behaviour challenges that cause them to be less effective in the workplace.
- 5 **WORKPLACE MEDIATION** – Professional, ADR certified mediators conduct one-on-one fact finding and mediation services in cases of workplace conflict. Based on an initial assessment, mediators determine if mediation is the best course of action and work with both parties to identify the source of the conflict and to gain agreement for the action required to resolve the issue.

After gaining a thorough understanding of your current situation, challenges and objectives, we will offer a set of recommendations that may combine different Shepell-fgi services to create a truly strategic and holistic approach to overall employee and organizational health management within your organization.

#### **Did you know that Shepell-fgi can also offer you:**

- Programs that focus on claims avoidance
- Disability management and attendance support strategies
- Consultations on occupational health risks
- Services for employees working or located internationally



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# Mental Health First Aid

TARGET AUDIENCE PEOPLE LEADERS (1 DAY)

## Overview:

Mental health disabilities are growing at a faster rate than any other kind of disability in today's workplace. In fact, the World Health Organization has reported that 5 of the 10 leading causes of disability are related to mental disorders. Addressing signs of mental health issues is a challenge for the People Leader. This workshop equips People Leaders with tools to address mental health issues as and when they arise.



## Learning Objectives:

- Learn the difference between regular "First Aid" and "Mental Health First Aid"
- Identify the benefits of providing Mental Health First Aid to the organization
- Discuss the most common mental health issues: depression, anxiety, psychosis and substance abuse, as well as how these conditions relate to suicidal behaviours
- Recognize the typical symptoms associated with mental health issues and the behaviours that can be expected and exhibited at work
- Clarify the roles and responsibilities of People Leaders in addressing employee mental health issues and, when applicable, in the period before a disability, during the absence period and when planning the return-to-work strategy
- Practice holding focused conversations between People Leaders and affected employees
- Become aware of the legal requirements regarding mental health disabilities and reasonable accommodation

# Respect in the Workplace

TARGET AUDIENCE EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)

## Overview:

The clearest evidence of respect in the workplace can be found in productive, creative employees who share an awareness and appreciation of each other. When a workplace is lacking in respect, the signs can be destructive: high levels of turnover, conflict and grievances combined with low levels of morale, attendance and productivity. This seminar takes a very human approach to the workplace issue of respect, providing both employees and People Leaders with the tools needed to be active participants in creating and maintaining a respectful organization.

## Learning Objectives:

- Define in common terms what is meant by the word "Respect"
- Learn the more classical and legal definitions of discrimination, harassment, sexual harassment and abuse of authority
- Recognize the role and responsibility of each person in the creation and promotion of a respectful work environment
- Explore ways to challenge impertinent behaviour respectfully
- Understand the legal requirements each individual has, to behave in a respectful manner, as per human rights legislation
- Find out how to bring forward a complaint according to the principles and policies of the organization

## In addition, People Leaders will learn to:

- Stay up to date with their legal obligations and responsibilities
- Handle issues brought forward effectively and with a solution-focused point of view
- Identify potential problems and resolve them respectfully

# Professionalism in the Workplace

**TARGET AUDIENCE** EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)

## Overview:

Many workplace “people issues” arise due to the lack of a professional approach at work between colleagues. This session charges the individual and the group of co-workers to take ownership, responsibility and accountability for the maintenance of professionalism at work.

This session is designed as a key step in the promotion of a “respectful” workplace training initiative with a focus on promoting behavioural change at work.

## Learning Objectives:

- Discuss the meaning of “professionalism”
- Understand the importance of professionalism and respect in the workplace
- Recognize respectful and non-respectful behaviours in the workplace
- Promote individual responsibility for creating and maintaining norms of professionalism in the workplace
- Learn how to contribute to a professional and respectful work environment



# Easing the Pressure (Stress Management)

**TARGET AUDIENCE** EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)

## Overview:

Everyone experiences stress at some point during the course of one’s work life. The key is to prevent long-term, intense feelings of stress. This workshop is an effective program designed to contribute to the participants’ deeper understanding and sense of control over the effects of stress. Participants will explore their possible sources of stress and develop ways to tackle them with a focus on improved performance and enhanced well-being.

The course is highly interactive, combining research and best practices with first-hand participant involvement. Participants will be able to measure their own stress levels by completing an online stress survey prior to the classroom session and will be provided with links to resources, tools and tactics for handling their specific stressors. They will also be encouraged to apply their learning to the specific issues they face and to create action plans for managing their own stress, improving the health of their own work environment and assisting colleagues when required.

## Learning Objectives:

- Define what stress is and measure one’s own stress level
- Understand the impact of stress in today’s work environment and the importance of managing it
- Learn the classical techniques of the “Change Your Mind, Change Your Behaviour” approach to easing the pressures of stress
- Find practical ways for dealing with the day-to-day stress experienced at work and at home
- Develop longer-term plans to reduce stress and make commitments to “easing the pressure”

## In addition, People Leaders will learn to:

- Identify their own stress triggers
- Support themselves and those they manage through interaction and role-play exercises specifically designed to portray workplace events
- Promote behaviour change in their employees and the organization to enhance workplace effectiveness



# Getting Along with Change

TARGET AUDIENCE EMPLOYEES (1/2 DAY)

## Overview:

During times of organizational change, people usually experience a range of strong reactions, primarily since few people enjoy or are engaged in the challenges associated with change. In many cases, these responses can be quite unsettling, leading to heightened stress. This workshop will provide participants with a common sense way of thinking about and effectively dealing with significant workplace changes. Beginning with an exploration of the emotional reaction of participants to the change, this session offers a variety of strategies for increasing one's adaptability during periods of transition.



## Learning Objectives:

- Learn about the personal and corporate impact of change on people when they experience change by imposition or even by choice
- Become familiar with the change and transition process, including recognition of the endings and new beginnings involved
- Explore ways work can contribute to people's sense of fulfillment and the impact of a changing work environment
- Understand the stress associated with change at work, as well as how motivation and a positive attitude can be rekindled with thought and practice
- Gain practical tools for dealing with change

# Leading Through Change

TARGET AUDIENCE PEOPLE LEADERS (1 DAY)

## Overview:

Leading others through challenging and often turbulent organizational changes requires all the usual "people management" skills plus some transition-specific techniques. This session will provide People Leaders with the opportunity to reflect on the ways in which change can affect a workplace, along with its employees and their performance. In addition to the content from the "Getting Along with Change" employee workshop, "Leading Through Change" includes best practices on survivorship, change-related communication and rebuilding trust. Scenarios specific to the customer organization will be incorporated into the workshop.

## Learning Objectives:

- Gain a working knowledge of the dynamics of change and its impact on employees
- Recognize the importance of one's own reactions when leading change initiatives
- Learn best practices for fostering employee resiliency and engagement
- Acquire key strategies of effective communication for managing organizational change, building morale and demonstrating role model leadership
- Develop strategies for supporting employees through transition

# Dealing with Difficult Behaviours

**TARGET AUDIENCE** EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)



## Overview:

One of the most frustrating and potentially costly workplace challenges is dealing with the difficult situations and behaviours demonstrated by co-workers, customers and clients during the course of the workday. Strategies and resources are available, however, to prepare the People Leader and workforce to be clear, calm and constructive in completing required projects while preserving, and even improving, relationships. This workshop provides strategies to help People Leaders and employees gain control and increase the satisfaction of all stakeholders.

## Learning Objectives:

- Learn from an experiential point of view what constitutes difficult, aggressive and hostile behaviours in the workplace
- Acquire techniques to handle a difficult, aggressive or hostile situation
- Build attributes of skilled communication to respond to difficult situations effectively
- Discover methods for the effective use of listening skills as well as calming, validating and defusing strategies

## In addition, People Leaders will learn to:

- Develop skills to support People Leaders in assessing situations that may escalate
- Implement strategies to improve the management of employees who are demonstrating difficult behaviours
- Apply effective ways to support their employees who are experiencing challenging situations with their co-workers
- Identify potential problem situations and respond appropriately

# Workplace Violence Prevention

**TARGET AUDIENCE** EMPLOYEES (1/2 DAY) AND/OR PEOPLE LEADERS (1 DAY)

## Overview:

Many industries are required by federal and provincial legislation to have policies and programs in place that address aggression in the workplace. This program has been developed to comply with that legislation and to promote the vital safety and protection of the workforce and business. Both the half day program for employees and the one day program for People Leaders and personnel in Human Resources, Corporate Security, Medical, Occupational Health, Risk Management and/or Legal can be customized to reflect the organization's specific issues and objectives, as well as the organization's own current policies and procedures.

## Learning Objectives:

- Define and understand the broad spectrum of behaviours considered unacceptable, abusive or aggressive
- Recognize that the past is a predictor of future behaviour, and understand ways to apply this principle in the workplace
- Learn how to identify unsafe situations at work that may escalate into workplace violence
- Become aware of liability in light of current and proposed legislation
- Understand the individual and corporate responsibilities for contributing to a safe workplace

## In addition, People Leaders will also learn to:

- Assess the potential for unstable behaviour in their workplace
- Identify the warning signs and implement countermeasures
- Apply non-violent crisis intervention techniques as a means of prevention and protection
- Provide appropriate support channels and enforce zero-tolerance in the work environment
- Understand corporate liability issues

## Expect the Unexpected (Trauma Training)

**TARGET AUDIENCE** EMPLOYEES (1/2 DAY) AND/OR PEOPLE LEADERS (1 DAY)

### Overview:

The "Expect the Unexpected" workshop prepares the organization to respond quickly and effectively to any critical incident that disrupts organizational functioning. This workshop trains employees and People Leaders on ways to respond in the event of any critical incident - from a robbery to a workplace accident, incident of serious violence or terrorism. Whether the organization has individuals in safety-sensitive positions, public service responsibilities, a high-risk industry such as transportation or banking, or are experiencing a higher-than-average level of change, the organization has to be prepared. It must be equipped with the resources and information to help people resume their routines and address their concerns as quickly as possible. Employees and People Leaders must also know how to spot and support individuals who are struggling to cope and need additional assistance to recover.

### Learning Objectives:

- Learn the meaning and definition of a traumatic situation
- Understand which elements add to the crisis reaction that people experience
- Recognize and support victims of trauma
- Discover what can initiate a reaction to a past traumatic experience
- Identify predictable reactions to a traumatic situation and types of interventions that can support people in crisis
- Acquire practical skills and strategies to deal with a traumatized individual

### In addition, People Leaders will learn to:

- Recognize signs of difficulty in employees
- Apply helpful tips to assist a troubled employee
- Introduce and facilitate a discussion with a troubled employee

## Crisis Response Team Training

**TARGET AUDIENCE** DESIGNATED PEER TEAM MEMBERS; CAN BE EMPLOYEES AND/OR PEOPLE LEADERS (2 DAYS)

### Overview:

This workshop focuses on developing an Internal Crisis Response Team within your organization that will respond quickly and effectively to a traumatic situation or critical incident in the workplace. In this training, specially selected and designated team members will learn to act as first responders to colleagues affected by trauma, to implement strategies to support their colleagues and to establish efforts to maintain a productive and healthy work environment during and after a critical incident.

This workshop is comprised of four modules delivered over 2 days. This program would be preceded by a commitment from the organization to develop an Internal Crisis Response Team (peer support network) and would follow several consultations between Shepell · fgi and your organization.

### Learning Objectives:

- Examine different types of traumatic events
- Understand the normal reactions to traumatic stress
- Recognize trigger events
- Learn how vicarious traumatization can affect Crisis Responders
- Develop skills to become a "Helper", and observe the boundaries associated with helping
- Gain awareness of intervention strategies such as demobilization, defusing, debriefing, follow up and stress management
- Apply effective communication to formulate and initiate an assertive, empathetic and focused conversation with a colleague at a time of crisis
- Learn about the difference between sympathetic and empathetic approaches and how not to cross the line from a helping to a therapeutic relationship
- Help initiate the recovery process for employees by relaying education on physical, emotional and mental recovery
- Understand how to prepare for and engage in this work while minimizing the risk of burnout and developing care for the caregiver support mechanisms





## Substance Abuse

TARGET AUDIENCE PEOPLE LEADERS (1/2 DAY)

### Overview:

Most addictions take a high personal toll on employees, and the cost to employers can be staggering. According to the Canadian Centre on Substance Abuse, addictions to alcohol and illegal drugs cost the Canadian economy nearly \$23 billion a year. Absenteeism, lost productivity, accidents, turnover, recruitment and training are only a few of the costs organizations will bear if substance abuse is not identified and treated.

This session introduces the use/abuse dependency continuum, contributing factors to substance abuse and signs and symptoms of abuse. Employers will then be provided with practical information on the various steps they can take to understand, assist and support the addicted employee.

### Learning Objectives:

- Recognize signs and symptoms of substance abuse impacting job performance
- Understand the organizational costs of ignoring an employee addiction
- Clarify the supervisor's role when faced with concerns about substance abuse
- Provide a framework for facilitating a meeting with an employee related to performance concerns
- Assist People Leaders in developing and planning the most appropriate corrective course of action
- Identify resources to assist in the process



## Strike out Stress

TARGET AUDIENCE PEOPLE LEADERS (1/2 DAY)

### Overview:

Any strike situation, regardless of its length or the issues involved, is a difficult time for both employees and People Leaders. The working climate, both inside and outside, may include mixed emotions, anger, depression, frustration and even guilt. Whether the organization is preparing for a strike, is currently experiencing one or is dealing with the aftermath, this workshop will help People Leaders maintain a healthy approach when dealing with people and their concerns during this challenging period of organizational unrest.

This workshop will provide a practical approach to non-violent intervention techniques, equipping People Leaders with tips and strategies to maintain safety while facing possible aggression.

### Learning Objectives:

- Understand employee dynamics as they relate to a strike situation
- Learn how to deal with strike harassment
- Discuss strategies for dealing with employee anger and resentment both inside the workplace and outside on the picket line
- Recognize the lingering impact among staff of "Strike Stress"
- Develop a plan for the employees' return to work in the post-strike period
- Develop techniques to address residual issues after the strike in order to promote a positive work environment

# Achieving Work-Life Balance

TARGET AUDIENCE EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)

## Overview:

Work-Life Balance is often thought of as the equal division between work, life and sleep. Trying to fit everything into one day is a common source of stress for many people. With high levels of job and personal commitments, one or the other often suffers because time, energy or patience runs out. The Achieving Work-Life Balance Workshop seeks to equip employees to make life choices that are more conducive to their desired lifestyle.

## Learning Objectives:

- Understand what Work-Life Balance means
- Determine what striking balance in one's life would look like
- Recognize that choice has an important part to play in Work-Life Balance challenges
- Apply practical tips and techniques to achieve the greater sense of balance the participant would like to create



# Time Management

TARGET AUDIENCE EMPLOYEES AND/OR PEOPLE LEADERS (1/2 DAY)

## Overview:

People often wonder how they can find more time and get more done. This workshop addresses the management of the time available everyday and seeks to assist in the mindful planning, organizing and strategizing of the workday without indulging in the “cult” of busyness.



## Learning Objectives:

- Develop tools and strategies, including prioritization, organization skills, stress management and effective handling of unplanned events to increase the effectiveness of your time management
- Acquire skills to overcome common challenges such as procrastination and perfectionism
- Identify coping strategies to overcome “time wasters”
- Build assertive communication skills to achieve a more creative and fulfilling use of time

# Retirement - A Focus on Lifestyle

**TARGET AUDIENCE** EMPLOYEES AND PEOPLE LEADERS...FAMILY MEMBERS ARE WELCOME (1/2 DAY)

## Overview:

This workshop encourages retiring employees to consider key lifestyle decisions carefully and well in advance of their retirement date. Participants will discuss the physical and emotional challenges of transitions from full-time work to full-time retirement. Other topics covered in the workshop include managing one's time, choosing a second career or turning a hobby into a business, downsizing the family home, moving to a new community, enrolling in new learning opportunities and promoting stress resiliency.

## Learning Objectives:

- Create an opportunity and venue to consider lifestyle issues and choices
- Explore key retirement lifestyle factors
- Understand the contributors to retirement satisfaction
- Gain new awareness and solutions for retirement lifestyle planning



## How to Schedule a Shepell·fgi Workshop

### Timelines

We require a minimum of four weeks advance notice to allow for the proper organization of workshop facilitators and materials. This advanced notice should be provided to your Shepell · fgi Account Manager.

### Room and Equipment

PowerPoint presentations are central to the delivery of our workshops, along with handouts and interactive exercises and discussion. All workshops require an in-focus machine and computer/laptop as well a room that will accommodate the participants and equipment.

### Participants

For adult learning, the best learning retention occurs where there is opportunity for good interaction amongst participants. We therefore recommend 15-25 participants as the optimum group size.

### Materials and Handouts

The contents of all handouts remain the intellectual property of Shepell · fgi. No duplication or publication of this material is allowed without the prior written consent of Shepell · fgi. Inquiries can be sent to [orghealthrequests@shepellfgi.com](mailto:orghealthrequests@shepellfgi.com).

### At the Workshop

We recommend that a representative from your company be present to briefly introduce the workshop and facilitator.

### Consultations and Revisions

In the event that extended consultation or changes to a workshop are requested, the company will be invoiced at the rate of \$200.00 per hour.

### Cancellation/Rescheduling Policy

We understand that circumstances can arise that necessitate the cancellation of a scheduled workshop. In these cases, a 25% non-refundable fee is payable to Shepell · fgi regardless of when a session is cancelled.

In the event that any such session is cancelled with a notice of 5 or fewer business days, the full service fee and all expenses associated with the delivery of service will be charged to the company.

### Pricing

For pricing information, please contact your Account Management representative. Discounts may apply for purchases of multiple workshops.

**Shepell·fgi**, the leading provider of prevention-focused Employee Assistance Programs, offers an enhanced choice of services that address physical, mental and social health issues.

We'll help you identify the factors and health risks that contribute to your organization's rising benefits costs and work with you to create lasting behavioural change leading to a healthier working environment.

You'll have access to expanded health management products and prevention tools that promote early identification of health risks.

**Shepell·fgi** can help your organization maintain a healthy employee population and a healthy workplace.

Ask us about how our expanded health management products and prevention tools can meet your needs.

*Strengthening the health  
of people and organizations*

1-800-461-9722  
info@shepellfgi.com  
www.shepellfgi.com

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