



For training to be truly effective, it cannot be applied as a band-aid or used as a cure all. Effective training addresses and reinforces an organization's goals, mission and values.

When a client contacts Continuum EAP interested in training, we first ask about the company's organizational goals and how training fits into those goals. This approach allows us to target topics that most effectively address those goals.

In this brochure we have identified some of the most common goals and objectives and have recommended topics that would address them.



Continuum's goal is to provide solutions that effectively address your training and development objectives. Contact us at easpecialist@4continuum.com and let us help you reach your organizational goals.



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▶ Targeted to Your Goals: The 2009 Training Offerings



If your objective is *promoting wellness*, consider a Continuum EAP booth at your Health/Benefits Fair or these topics:

- Achieving Work/Life Balance
- SMART Goal Setting
- Stress Management Skills: Thriving, Not Just Surviving
- Time Management
- Workplace Humor: Looking Forward to Monday
- *Improving Workplace Morale*

If your objectives include *effective communication, conflict management, positive workplace relationships, productive work teams*, consider:

- Being an Effective Team Member
- Communicating in a High-Tech World
- Cross-Cultural Communication
- Internal Customer Service
- *Leading Effective Meetings*
- Listening and Being Heard
- No Frills Team Training
- Out of Your Shell: Strategies for Success in an Extraverted World
- *Professionalism:: Creating a Culture of Respect*
- Professionalism: Contributing to a Culture of Respect
- Successfully Managing Conflict

If your objectives include *making good hiring decisions, improving leadership skills, effectively setting and communicating goals, reducing turn-over, increasing productivity and improving performance*, consider:

- *Behavior-Based Selection and Interviewing*

- Branding: Beyond the Logo
- *Building Effective Teams*
- *Coaching, Motivating and Keeping Your Best People*
- Dealing With Difficult People
- *Distance Management: Out of Sight, Not Out of Mind*
- *Effective Goal Setting for Supervisors*
- *Improving Workplace Morale*
- *Leading Effective Meetings*
- *Leading Through Change*
- Listening and Being Heard
- *Managing the Multi-Generational Workforce*
- *Managing For Innovation*
- *Performance Management*
- *Professionalism: Creating a Culture of Respect*
- *Recruiting in Today's Economy*
- Successfully Managing Conflict
- *Technology in the Workplace: Managing the "Kids in the Candy Store"*
- *Understanding Your Role as a Supervisor*

If your objectives include *employee empowerment, alignment with company mission, greater employee cooperation, employee buy in, teamwork and productivity*, consider:

- Branding: Beyond the Logo
- *Building Effective Teams*
- Cross-Cultural Communication
- *Effective Goal Setting for Supervisors*
- *Improving Workplace Morale*
- Internal Customer Service
- *Leading Through Change*
- *Performance Management*

- *Professionalism:: Creating a Culture of Respect*
- Problem-Solving for the Workplace
- Professionalism: Contributing to a Culture of Respect
- SMART Goal Setting
- Thriving Through Change
- Understanding the Multi-Generational Workforce

If your goal is *effective and professional business communication*, consider:

- Business Writing
- Communicating in a High-Tech World
- Internal Customer Service
- *Leading Effective Meetings*
- More Than a Smile: Providing Exceptional Customer Service
- Out of Your Shell: Strategies for Success in and Extraverted World
- Presentation Skills

If your goal is a *safe and harassment free workplace*, consider:

- *Drug Testing Training for Supervisors*
- *Handling Workplace Dilemmas (Harassment and Violence)*
- Alcohol/Drug Testing Education
- Preventing Workplace Harassment

Continuum's Leadership programs (designed for supervisors and managers) appear in *italics*. For a synopsis of any of these programs go to **www.4continuum.com** and click **training**.