



2011 Continuum Training

Continuum's Learning Center offers a variety of skill developing trainings geared toward management and employee groups. The training topics we make available are related to our EAP expertise areas – Behavioral Risk Management and Productivity.

Continuum's Training Partnerships along with our own EAP Consultant/Trainers make available a number of experienced trainers with expertise in a wide range of workplace topics as well as provide an enriched variety of training experiences for your participants.

Tailored Training Formats can range from “stand-up” programs held on-site at your workplace or our training facilities, to webinars and on-line skill builders. On-site trainings are tailored to your participants and many can be designed as Lunch and Learns or 1 – 2 hour interactive programs. Longer trainings are available for certain topics for additional fees.

Continuum Leadership Academy programs are designed for human resources, managers and supervisors. Programs are hosted regularly at Continuum's training facilities.

Continuum Training Requests start with a free Training Needs Assessment with your EAP Consultant. Together, you and your consultant examine your goals and desired outcomes for training and then make a selection that best meets your needs. We offer a variety of specific topics within each of the areas outlined below.

2011 Training Areas

ALCOHOL AND DRUGS

Continuum EAP is an important partner in assisting organizations with their efforts to improve safety and productivity by addressing substance abuse issues. We provide alcohol and drug training programs designed to assist you in implementing alcohol/drug policies or drug testing programs, meet DOT supervisory training requirements for supervisors or simply provide credible alcohol/drug education information to all employees.

CHANGE

In today's fast paced world, change is inevitable. More than ever, companies must change quickly in order to remain viable in an extremely competitive market. Mergers, acquisitions, downsizings, and reorganizations are routine occurrences. Change itself is not inherently good or bad. However, our attitudes and responses to change largely determine how successfully we adjust and move forward. Continuum EAP offers trainings to help your supervisors and employees manage and adapt to the myriad of changes they face.

COMMUNICATIONS

We cannot NOT communicate. By our very nature, we are always communicating something- even when we are silent. Many variables can impact how well we send and receive messages. The diversity of the workforce and the different communication styles individuals bring to the workplace increase the odds for miscommunications. Effective communications throughout an organization is a key to success. Continuum EAP offers trainings to help employees at all levels achieve effective and professional business communications.

CONFLICT MANAGEMENT

Conflict is inherent in the workplace where people with different attitudes, beliefs, values and needs are brought together. When not managed, conflict can lead to destructive behavior and negative consequences for individuals and the organization as a whole. Continuum EAP's trainings help companies promote positive work relationships, productive work teams, and cope with conflicts that arise between employees.

CUSTOMER SERVICE

Consistently maintaining excellent customer service can give organizations an edge over their competitors. Many successful companies promote great internal as well as external customer service. Continuum EAP offers a variety of training programs designed to assist your supervisors and employees gain the skills and confidence to provide great customer service even when dealing with difficult people and uncomfortable situations.

EAP

Continuum EAP offers a wide array of programs and services for your employees, their families, and your organization. Being aware of and understanding the resources that are available to your employees and supervisors is a great way to most effectively utilize your Employee Assistance Program. These presentations are tailored to meet your company needs and help promote the services of Continuum EAP.

HARASSMENT

Creating a safe and welcoming environment is an important focus for any company interested in attracting and retaining quality employees. Effectively communicating your workplace culture and your expectations for professional and respectful behavior are critical components. Continuum EAP has training programs to assist you in your efforts to be compliant with federal and state regulations, educate supervisors about their role and inform employees of their rights and responsibilities.

MULTI-GENERATIONAL WORKFORCE

Today's workforce is multi-generational. Each generation has different ideas about what work means and different mindsets about what is effective communication. These trainings provide employees and supervisors with a deeper understanding about the differences, how these differences impact perceptions, and provide tools to help your organization become more harmonious, productive, and mutually respectful.

PERFORMANCE MANAGEMENT

A supervisor's job consists of getting work done through others. It requires a number of different skills as well as an understanding of human nature. Fortunately, these skills can be taught. Continuum EAP has programs ranging from the basic skills and tasks of performance management to enhancing the leadership skills of experienced supervisors.

TEAM BUILDING

Whether an organization utilizes formal teams or basic work groups, employees must work well together and support the goals of their department and company as a whole. Successful team building can have far reaching ramifications in your organization. Continuum EAP has programs to assist team leaders be most effective. Other team building programs allow employees to get to know each other's strengths and weaknesses and improve the way team members interact and solve problems.

WELLNESS

Providing resources to help keep your employees healthy and happy can also help them be more productive. Continuum EAP offers fun and interactive wellness presentations that provide valuable information about personal wellness on a variety of topics.