



# CLAREMONT EAP *Your trusted resource for high-quality EAP, Work-Life and HR solutions*



## Brown Bags

“ I loved the Brown Bag seminar. I have been to several in the past, but none were as informative (and as simple to understand) as Claremont's. It really has motivated me to TAKE CHARGE!

*Manager  
Bay Area Public Agency*

The instructor was very professional and energetic – organized and candid. Well prepared and experienced.

*HR Manager  
Leading National Bank*

Thanks so much for the outstanding Brown Bag program. Claremont has really impressed us and we look forward to a continued happy relationship. Our broker, who also attended, has great things to say as well. We're happy to spread the good news.

*VP Human Resources  
National Business Software Firm*

The seminar was fabulous!!! You were right. Everyone should have attended. Great information. We should have Claremont back again.

*Producer  
Leading Employee Benefits Firm*

One of the best investments of an hour of my time and that of the team. Claremont's trainer was awesome! Very personable and helpful.

*HR Director  
State Agency*



**Claremont EAP Brown Bags** are short, open-format sessions designed to provide your employees and managers with a quick and practical overview of important topics such as: health and wellness, communication skills, stress or time management, and motivation.

### Objectives:

EAP Brown Bag sessions are designed to build awareness. The sessions will energize and educate your team members while providing a fun and engaging learning environment. Your professional trainer will be selected based on your expressed needs, goals and schedule.

When a little time needs to go a long way, Claremont EAP Brown Bags will:

- Strengthen team communication
- Accommodate busy schedules
- Achieve synergy in staff interactions
- Allow participants to focus on a few key features or skills
- Identify future training needs

**Please note:** Cancellation requires 3 business days advance notification, or the session will be forfeited or billed to the organization.

### EAP Brown Bags Include:

- One full hour of delivery by a professional trainer for up to 25 participants
- Electronic copy of materials is provided; group is responsible for printing and distributing session materials to participants
- Pre-Training Needs Assessment (via telephone) with your facilitator
- Post-Training Review to cover: results, challenges, and recommendations
- Round trip travel up to 100 miles or two hours

## Getting Started

At Claremont EAP, your Account Manager has two simple goals:

1. to make scheduling these Brown Bags easy for you and
2. to make you look good when they are delivered.

**CONTACT** your Account Manager at 800-834-3773 to determine how many EAP Brown Bags your organization has this year.

**CHOOSE** from 32 practical and engaging EAP-related topics.

**SCHEDULE** your EAP Brown Bag today.



## Prioritizing Positivity:

### The Pursuit of Happiness

**New!**

Happiness is the experience of joy or contentment, combined with a sense that life is good, meaningful, and worthwhile. Happiness can improve all areas of our lives – this session will show you how to cultivate it with scientifically-proven practices.

### The Attitude of Gratitude

**New!**

One way to cultivate happiness and well-being is to practice gratitude. Gratitude allows us to celebrate and magnify the goodness in our lives. Participants in this session will learn the benefits and practices of this healthy approach to life.

### Introduction to Mindfulness

Mindfulness means paying attention with compassion, curiosity and acceptance. In this session, discover how to live in the present in an enjoyable way rather than worrying about the past or future.

### Mindfulness at Work

Mindfulness is a mental discipline that can enhance your work experience. From stress management to improved focus and decision-making – this session will offer practical techniques to help you integrate increased awareness into the workplace.

### Attitude is Everything: Creating a Positive Attitude

Picture a rose bush in full bloom. What did you envision first: the roses or the thorns? Positive thinking is a choice. This session offers tips to make the choice toward success. Learning from adversity, fears and mistakes will be addressed.

### Confidence: Being Your Best at Work and Beyond

A strong sense of self-worth equips us to be successful in all areas of life. This Brown Bag provides participants with tips to enhance confidence inside and outside the workplace such as effective public speaking and positive thinking.

## Health and Wellness:

### Assess Your Stress: Tips for Stress Management

Stress is detrimental to productivity and personal health. This Brown Bag highlights the sources of stress and teaches practical solutions for maintaining composure in stressful situations.

### Preventing Burnout in the Helping Professions

Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress. Learn tips to prevent burnout so that you manage the stress, the stress doesn't manage you.

*Please note that topics and terms are subject to change without notice. In addition, not all topics are available in all locations.*

*Health and Wellness (continued next page):*



## Health and Wellness (continued) :

### **Cheers Not Tears: Dealing with Holiday Stress**

The holidays should be a time of celebration and enjoyment but often can be stressful. Relationships and finances can become strained. This Brown Bag discusses useful tips for keeping it all in perspective so the holidays can be a time of joy.

### **The Art of Forgiveness**

Forgiving someone (as well yourself) can be one of the most difficult challenges we face. Participants will learn how to confront and let go of grievances. Tips for offering effective apologies and learning from mistakes will also be covered.

### **Keeping Your Cool When Things Get Hot: Tips to Control Anger**

Anger is a normal, usually healthy, human emotion. But when it gets out of control, it can lead to problems. This Brown Bag reviews basic tips for mitigating anger in the moment – and for expressing anger in an effective way.

### **Enhancing Your Emotional Intelligence**

A person can have book smarts and street smarts – but that doesn't mean they have emotional intelligence. Enhance your understanding of the emotional landscape (particularly empathy) among others and within yourself.

### **Understanding the Introversion Extroversion Spectrum**

Do you prefer to read in the quiet library or the noisy cafe? Introversion and extroversion are two of the most exhaustively researched subjects in personality psychology. Come learn more about yourself and the people around you.

### **Healthy Sleep Habits**

Can't sleep? Not sleeping soundly? This session provides a general overview of the sleep cycle and offers practical tips to help you feel refreshed, energized, alert, and ready to take on a new day.

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## Career Management:

### Managing Your Career: Being Your Best at Work

When employees effectively manage their careers, they can access new opportunities and perform at their best—while supporting their organization's goals. This seminar covers style, visibility, networking and mentoring.

### Essential Presentation Skills

Most of us fear it, some of us enjoy it. No matter how you feel about public speaking, this session provides tips to enhance your presentation skills so that you can connect with your audience and deliver effective speeches.

### Goal-Setting: How To Set and Achieve Your Goals at Work

We all have dreams and goals. We all know people who soar from one project to another, achieving their personal and professional goals. How do they do it? Participants will learn how to write solid goal statements as well as tips for executing a plan.

### Motivating Yourself and Others

Is money the main motivator for employees? What does motivation look like in daily practice? Participants will assess personal motivators and learn concrete steps to motivate others. (Most appropriate for managers, supervisors, mentors and project leaders.)

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## Workplace:

### Customer Service 101

Whether you work with the public or in the IT department, we all have customers. This session reviews elements of service excellence, how to deal with difficult customers and how to transform a complaint into a business opportunity.

### Respect and Professionalism at Work

Being consistently respectful is a win-win approach to working with others. This session covers appropriate work behaviour as well as general communication skills that demonstrate respect.

### Creating Positive Relationships, Handling Difficult Situations

Working with a range of personalities and work styles can be challenging. If employees can identify and adapt to various styles, they will be better equipped to overcome conflicts when they arise. This Brown Bag focuses on reducing friction and resolving conflict.

### Managing Multiple Priorities

What do you do when all your priorities are urgent? Busy administrators need to juggle the priorities of their daily tasks with those of ad hoc and ongoing projects. This session focuses on efficiency and reviews priority and organization systems.

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*Workplace (continued next page):*



## Workplace (continued):

### Guidelines for Adapting to Change

Change is one constant we can count on in life. And yet, so many of us are unprepared for it when it happens. This session reviews techniques for managing change so that the experience becomes a learning and growth opportunity.

### Making Meetings Matter: The Art of Effective Meetings

Meetings take up a lot of time so it is critical that they are time well spent. An effective meeting serves to define responsibilities, motivate, teach and generate decisions. Participants will learn how to be a strong meeting participant, meeting facilitator and public speaker.

### Count Me In: How to Be a Strong Team Player at Work

For a team to be effective, its members need to inte

grate their individual efforts to achieve collective results. Participants will assess their team skills and learn the six key elements of a strong team player at work.

### Conflict Resolution in the Workplace: An Overview

When you're faced with conflicts at work, do you know when to step in, when to stay out, and how best to communicate? This session reviews basic tips to resolve conflicts at work and how to handle common challenging reactions.

### Business Etiquette 101

Want to be on your best business behavior? This session reviews how to be your most gracious and polite self in a range of business contexts such as the cubicle, phone, email, meeting and restaurant.

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## Communication Skills:

### Communication Skills: Business Basics

Who are the people that are most successful in business? In part, they are the ones that are effective in all areas of communication. Participants will learn tips and strategies for handling email, telephone, meetings, and public speaking.

### Communication Skills: Giving Effective Feedback

Giving feedback is a challenging yet critical task. This seminar reviews the elements of effective feedback and gives participants the opportunity to practice and discuss the techniques.

### Assertive Speaking and Active Listening

The goal of the communication process is mutual understanding, which is no small feat. Participants will learn how to maximize interactions with others through listening actively and expressing messages assertively – no matter what the situation.

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## Time Management:

### Juggling Act: Overview of Work/Life Balance

Employees need to balance the demands of work, family, friends, personal interests, community activities and, of course, self. Often the burden becomes too great, leading to job burnout and overall life stress. Participants will learn how to manage their time to maximize professional and personal fulfillment.

### It's About Time: Tips for Time Management

The effective use of time is critical to getting the job done. This session provides the techniques for minimizing wasted time and maximizing effort. Participants will assess where their time goes, and learn how to set realistic goals.

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