

# Webinars Descriptions for 2023

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Employee seminars are one hour in length, including time for questions unless otherwise noted.  
Manager seminars are typically 1.5 – 2.0 hours in length.

## Caregivers/Health Care Organizations

**These 30 minute webinars were developed to support the limited time restrictions and schedules experienced by our Caregiver/Healthcare Organizations. The numbered items indicate the order sequence to schedule these specific webinars as each one builds on the previous one delivered. All 30 minute webinars will be charged as one hour.**

**1. NEW! Part 1 – Communication Skills for the Workplace (30 min)**

During the “Tridemic,” stress for health care professionals has increased. Staffing issues, workload, time pressures all conspire to increase the risk that stress will lead to conflict and disagreement among colleagues. In this seminar, we will address the basics of healthy communication, essential in managing differences and fostering good working relationships. We will focus on concrete methods and specific skills to minimize conflict as well as methods to resolve differences when they arise.

**2. NEW! Part 2 – Communication Styles in the Workplace (30 min)**

The healthcare field is fast-paced and challenging with high levels of stress. To ensure good patient care, and to provide a healthy workplace environment where healthcare providers can thrive, effective communication is vital. In this seminar, we will examine four interpersonal communication styles, describe how they impact individuals and teams, and provide strategies to effectively respond when an ineffective exchange occurs.

**3. NEW! Respectful & Positive Workplace Relationships (30 min)**

Clinical teams are successful because of their members’ clinical expertise and their emotional intelligence and social skills. In this seminar, we will recognize how healthy teams depend upon each member’s capacity to navigate the relational challenges of working closely with each other. We will explore how team members can positively influence workplace culture so that all members can thrive, enjoy lowered stress, and work in harmony

**4. NEW! Resolving Conflict in the Workplace (30 min)**

In today’s work environment of stress, diversity and change, disagreements and conflict are inevitable. In a culture that supports and encourages open dialogue where there are differences, we see the benefits of ‘positive conflict’. In this seminar, we will discuss team and individual strengths that will lead to effective resolution of conflicts and allow the work to continue unimpeded.

**5. NEW! Creating Healthy Teams (30 min)**

A team comes together for a common purpose. A healthy team is one in which attention is paid to how team members interact with each other in the service of achieving this purpose. In this seminar, we will review the common elements that support not only the achievement of goals, but also the effective functioning of the team, and the health of each team member.

**6. NEW! Managing Compassion Fatigue (30 min)**

Witnessing the suffering of others has a profound effect on the human psyche. As healthcare providers, the daily exposure to illness and death may result in what is called vicarious traumatization, leading to compassion fatigue and emotional exhaustion. In this seminar, we will review the professional and personal signs of trauma and exhaustion and discuss ways to recover and prevent long-term effects.

**NEW! Practical Stress Reduction Tools (30 min)**

In times of stress, we can attempt to change the circumstances in which we find ourselves, and/or, change our responses to stress to minimize its adverse effects on our minds and bodies. In this seminar, we will practice tools that will reduce physical, mental and emotional stress, enhance a sense of calmness, and increase our presence to meet life's challenges.

# Webinars Descriptions for 2023

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## Caregivers/Health Care Organizations *(continued)*

### **NEW! Shift Work: Making it Work for You** (30 min.)

One of the greatest challenges for shift workers is getting a good day's sleep. Sixty percent of Americans say they struggle with sleep every night and an even higher percentage of shift workers struggle with sleep every day. In this presentation, you will learn about getting better sleep and the important benefits of sleeping better. We will focus on sleep improvement strategies specific to night shift work that can make your shift work healthier and less challenging.

### Communication

**We have introduced several 30 minute webinars in this category to support our regular customers who also may have limited schedules and time restrictions. They are stand alone 30 minute webinars not intended to be combined into one hour. The numbered items indicate the order sequence to schedule these specific webinars as each one builds on the previous one delivered. All 30 minute webinars will be charged as one hour.**

### **Conflict Resolution Skills for the Workplace**

Learn about sources of conflict as well as methods to minimize its presence and resolve conflict when it arises.

### **Dealing with Difficult Behavior**

Define difficult behavior, identify unhealthy reactions, set limits, and respond in productive ways. Change your behavior to help achieve harmonious relationships at work and home.

### **Effective, Assertive Communication**

Explore various modes of communication and learn to develop or enhance open interpersonal styles to improve personal and professional relationships.

### **Respectful & Positive Interaction in the Workplace**

Identify, promote, and practice healthy ways of interacting and relating to coworkers and foster an atmosphere that enhances the morale and positive self-image of each individual.

#### **1. NEW! Part 1 – Communication Skills for the Workplace** (30 min)

In this seminar, we will address the basics of healthy communication, essential in managing differences and fostering good working relationships. We will focus on concrete methods and specific skills to minimize conflict as well as methods to resolve differences when they arise.

#### **2. NEW! Part 2 – Communication Styles for the Workplace** (30 Min)

In this seminar, we will examine four interpersonal communication styles, describe how they impact individuals and teams, and provide strategies to effectively respond when an ineffective exchange occurs.

#### **3. NEW! Respectful & Positive Workplace Relationships** (30 min)

In this seminar we will recognize how healthy teams depend upon each member's capacity to navigate the relational challenges of working closely with each other. We will explore how team members can positively influence workplace culture so that all members can thrive, enjoy lowered stress, and work in harmony.

#### **4. NEW! Resolving Conflict in the Workplace** (30 Min)

In a culture that supports and encourages open dialogue where there are differences, we see the benefits of 'positive conflict'. In this seminar, we will discuss team and individual strengths that will lead to effective resolution of conflicts and allow the work to continue unimpeded.

#### **5. NEW! Creating Healthy Teams** (30 min)

In this seminar, we will review the common elements that support not only the achievement of goals, but also the effective functioning of the team, and the health of each team member.

# Webinars Descriptions for 2023

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## Health and Wellness

### **Better Sleep Better Health**

Attendees will learn about their own sleep and be able to recognize symptoms of the most common sleep disorders. We will discuss the far-reaching effects of insufficient sleep and learn about the many effective treatments for sleep disorders. The topic of weight loss and sleep is often enlightening.

### **Health and Wellness** *(continued)*

### **Deep Relaxation for Better Sleep**

In this webinar, we will focus on mind/body relaxation, one of the most important factors in falling asleep, staying asleep, and getting restorative sleep.

### **Five Tips for Getting Deeper Sleep**

Deep Stage 3 sleep or restorative sleep is the stage of sleep most responsible for mending the wear and tear of daily life and rejuvenating the mind/body. While the body wants to spend about 20% of the night in stage 3 sleep, most people get much less stage 3 sleep. The results are lower levels of energy, more body pain, and the experience of waking up feeling less restored.

### **NEW! It's Not Selfish It's Self-Care**

Self-care often gets pushed to the back burner. It might be that we feel selfish taking time for ourselves when we could be doing things for others. Or, we might struggle to find the time and to make self-care a priority. But particularly in today's wireless world, where we are constantly responding to others, making time for self-care is a key component to managing stress and remaining resilient. During this interactive session, you'll learn strategies for building up your self-care reserve as well as how to say "no"-without any guilt.

### **NEW! Shift Work: Making it Work for You**

One of the greatest challenges for shift workers is getting a good day's sleep. Sixty percent of Americans say they struggle with sleep every night and an even higher percentage of shift workers struggle with sleep every day. In this presentation, you will learn about getting better sleep and the important benefits of sleeping better. We will focus on sleep improvement strategies specific to night shift work that can make your shift work healthier and less challenging.

### **Jumpstart to a Healthier You**

You are ready to make a change, be it weight loss, reducing your risk of disease, or any other goal. Getting started is often the hardest part. Learn why most initial efforts to change do not work and discover how you can set goals for lasting success. Not only will you learn how to achieve your goals, you will also walk away with the strategies you need to maintain them.

### **Life in the Fast Lane: A Survival Guide to Healthy Eating**

Some people claim that their lives are so busy that they do not ever have the time to exercise. Others simply state that they are too tired and cannot seem to muster the energy after working a full day. These same people are often concerned about their physical condition and tend to believe that good health is beyond their reach—out of their control. However, even if one is not able to control their schedule, they are able to control what they eat. Healthy nutrition is a choice we can make and a commitment we can maintain to participate in our overall wellness.

### **Letting Your Emotions Interfere with Eating**

How many times do you eat simply because you are bored or need comfort? We often tend not to even notice why we are eating and many times, it is not because we are hungry, but rather our emotions are coming into play. Learn how to identify when you are eating emotionally and what your triggers may be. Learn how not to use food to fill an emotional void in this engaging, introspective seminar.

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## Health and Wellness *(continued)*

### **NEW! Sleepwise: A Family Guide to a Good Night's Rest**

Research reveals most of us don't get the needed sleep to function at our best. A sleep-deprived family can experience decreased quality of life and find it hard to function smoothly. In this session, you'll learn the importance of good sleep and how routines can lead to better health and happiness for the entire household. Getting a good night's rest allows the family to focus on what matters most.

### **NEW! Strategies for Weight Control**

With an epidemic of obesity plaguing the United States, many individuals are becoming concerned about their personal potential for weight gain. In this session, we will explore factors that influence calorie burn, and therefore affect long-term weight management. Participants will learn how to assess their individual energy balance and critical lifestyle factors, then build a practical strategy for maintaining a healthy body.

### **Healthy Living for Your Brain and Body: Tips from the Latest Research™\***

The health of your brain plays a critical role in almost everything you do —thinking, feeling, remembering, working, playing, and even sleeping. Discover how taking care of your body has a direct impact on brain health and may reduce the risk of memory problems.

*Presented for Concern by the Alzheimer's Association*

## Self-Development

### **Building a Positive Attitude**

Learn what a positive attitude is and what it is not. Explore concrete methods and specific skills for cultivating a positive attitude.

### **Emotional Intelligence (EQ)**

This seminar is designed to normalize a participant's feelings, help them understand the importance of EQ to maintain a sense of control at work, and learn techniques to appropriately express those emotions. Participants will learn strategies and models that will help them regain a sense of control by developing their EQ.

### **The Road to Balance: Your Work and Personal Life**

Learn how to balance the pressures, expectations, and desires in your life by identifying priorities and taking responsibility for your choices. Explore how achieving and maintaining balance can improve the quality of your life.

## Stress & Resilience

### **A More Resilient You (30 min or one hour)**

Today more than ever, employees need to thrive in the changing workplace. Learn strategies to strengthen your resilience and become more productive and effective while experiencing less stress.

### **Practicing Gratitude to Improve Resilience**

Gratitude is the extremely powerful quality of being thankful that can change your life for the better. If you are looking to bring more resilience and happiness into your life, then practicing gratitude is your answer. We will start by introducing the concept of resilience and provide a better understanding of what it means to live a resilient happy life.

### **Resilience in Times of Change**

Change is an inevitable part of life. Sometimes it hits us unexpectedly and other times it happens because of a decision we made. Either way, change can be scary if we are not prepared to be flexible and resilient in the face of it. Especially in the workplace, where organizational change can impact individual employee performance and productivity. In this webinar, participants will learn the skills necessary to foster resilience and make healthy transitions.

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## Stress & Resilience *(continued)*

### **How to Avoid Running on Empty**

Mind and body are connected; we cannot have physical health without mental health. Learn what it means to be mentally healthy and how to identify distress in yourself or a coworker. Explore healthy coping strategies for difficult situations, learn how to bounce back, and know when to ask for help.

### **Making the Holidays Happy**

You will have the opportunity to examine the sources of stress that often accompany the holiday season and will develop coping strategies to reduce stress and increase enjoyment.

### **Navigating Emotions During Turbulent Times**

We are living in turbulent times right now. World events such as the “Tridemic,” economic uncertainty, and social unrest have created unprecedented levels of fear and anxiety in people. This session will help you become more aware of your stress symptoms and emotional responses. You will learn positive strategies to manage stress and anxiety by implementing simple self-care practices such as relaxation techniques and focusing on the three pillars of health—diet, exercise, and sleep.

### **Mindful Self-Awareness**

Mindfulness is intentionally observing our thoughts and feelings in the present, non-judgmentally. This seminar is primarily an experiential training where you will have an opportunity to try different mindfulness techniques. Mindful self-awareness can help us gain perspective, listen better, and step back to consider decisions more clearly and intentionally, rather than reactively.

### **Mindfulness: Time to Practice (30 min)**

Mindfulness can help us focus, gain perspective, listen more effectively, and step back to consider decisions more clearly and intentionally, rather than reactively. We can pause to acknowledge our thoughts, feelings, body sensations in the moment. You will have an opportunity to try different mindfulness techniques

### **Overcoming Overwhelm: Handling Stress Well**

Learn about stress and techniques for managing it. The presenter will share concrete methods and specific skills for holding yourself together in a world that pulls us in a hundred different directions.

### **NEW! Practical Stress Reduction Tools (30 min.)**

In times of stress, we can attempt to change the circumstances in which we find ourselves, and/or, change our responses to stress to minimize its adverse effects on our minds and bodies. In this seminar, we will practice tools that will reduce physical, mental, and emotional stress, enhance a sense of calmness, and increase our presence to meet life's challenges.

### **Putting Out the Fire: Managing Burnout**

Present day professional demands not only cause stress, but chronic stress. Stress contributes to the development of myriad physical and mental health conditions such as hypertension, diabetes, depression, and anxiety. Research suggests that two-thirds of American employees experience some degree of burnout. Burnout impacts productivity, morale, and the financial bottom line due to the health-related costs of burnout.

### **Relaxation Techniques for Wellness and Stress Reduction**

Relaxation is about creating practices that support and sustain balance in our lives. We will discuss how relaxation can reduce the effects of stress and learn techniques to help you better shape your responses to events. The goal is to improve your mind, body, behavior, and emotions.

### **Relaxation Techniques: Time to Practice (30 min)**

Relaxation is more than escape — it is about practices that support and sustain our health and wellbeing. While stress is a natural part of life, intentional breaks throughout the day help us recharge. Come practice simple relaxation techniques to help calm the body and mind so you can respond more effectively to everyday stress.

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## Stress & Resilience *(continued)*

### Strategies for Managing Compassion Fatigue and Burnout

In the process of helping others who are undergoing heightened distress or trauma, our compassion and empathy for them (*if we do not practice good self-care*) may result in experiencing secondary traumatic stress. We will explore the various symptoms of secondary stress, how to identify its impact on our quality of life and discuss various ways to minimize or avoid its effects. We will discuss the need to develop and maintain emotional intelligence and resilience to prevent burnout and review practical tools that will support our commitment to rigorous self-care while supporting others.

### Understanding and Managing Stress (30 min)

In this short seminar, we will look at five elements that affect stress levels and balance in our lives. We will also discuss how you can maintain optimal health as you busily engage in life.

## Time Management

### Strategies for Managing Multiple Priorities

We often feel pressure because we feel we have too many tasks and not enough time to complete them. Learn new tools and techniques to manage the numerous and complex priorities in today's workplace. Explore roadblocks and demands that can derail your plans and define your current priorities.

### **NEW!** The Struggle is Real: Strategies for Time Management

Meet your deadlines, be on time for meetings and stop procrastinating! Most of us can become overwhelmed when we have a lot to do, like responsibilities at work, planning our kid's birthday party, and remembering all the details of daily life. This seminar will discuss realistic strategies for more effective time management. Some of the things we will review include managing email clutter, the roots of procrastination and keeping yourself motivated.

### Time Management Approaches: Planning Time in Our Busy Lives

This seminar will help you learn to use your time more effectively and accomplish your goals. We will review time management techniques, time saving hints, and learn how to say "no."

## Eldercare

### Caring for Aging Adults

Being a caregiver for an aging adult can be a rewarding experience for both the aging adult and the caregiver. However, without understanding the unique needs of the aging adult, or developing a plan of action, it can be time-consuming and stressful. This seminar will address their needs, the caregiver's needs and action plan, and ways to care for caregivers.

## Financial

*Presented for Concern by our partners, CLC, MSA and WTI-Life Advantages*

### Avoiding Holiday Shopping Fraud (CLC)

Huge sales, must-have gifts, and rushing for last minute items. Identity theft is one of the fastest growing crimes in the nation. Every two seconds someone becomes a victim. In this class, our Fraud Resolution Specialist will discuss how to prevent fraudsters from using your shopping to their benefit.

### Disaster Proof Your Finances (WTI)

When you are experiencing financial distress, there's an increased risk of making emotional money mistakes from a place of panic. In this webinar, you will learn what to do right now, what mistakes to avoid and how to disaster proof your finances.



# Webinars Descriptions for 2023

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## Financial (continued)

*Presented for Concern by our partners, CLC, MSA and WTI-Life Advantages*

### **NEW! Adjusting Finances During Challenging Times (MSA)**

Feeling the sting of a tough economy? Market volatility and inflation can lead to rising levels of financial stress. We will discuss steps you can consider to reduce or avoid added strain. We'll also talk about what may be causing the change in prices, how you might adjust your budget, and the resources available to you.

### **Estate Planning 101 (CLC)**

Believe it or not, you have an estate! Think about family possessions, bank accounts, houses, investments, even furniture – and what will happen to them. Estate planning helps you prepare for how your estate will be distributed to those you care about most. In this class, we explore the common legal tools used to manage and preserve assets.

### **Financial Setback Regroup & Rebuild (MSA)**

Whether a financial setback catches you by surprise or is planned, this class helps you get through the event and take steps to be better prepared for any future challenge. We'll walk you through a ten-step process that includes assessing your expenses, managing your spending, protecting your credit, and writing goals to address any area of your finances causing you stress.

### **Investing: Education for Beginners (MSA)**

Learn more about why investing can be a critical factor in achieving long-term goals. We will explain how different types of personal goals work and how timeframes and types of investment accounts can play a key role in helping you reach your savings targets. Then, build your knowledge as we explain how mutual funds, stocks, bonds and other types of investments work. We will conclude with the action steps attendees can take.

### **Money Basics, Let's Build a Plan (MSA)**

Financial goals are rarely achieved without managing spending, following a budget, and growing savings. Follow the steps from planning to execution and learn the ins and outs of having a manageable budget and spending plan. Get the guidance you need to not only create a plan but to stick to it!

### **NEW! Planning Future Medical Decisions (CLC)**

If you become incapacitated or unconscious, you'll want to have your voice still heard when it comes to your health treatments. An Advance Health Care Directive can help ensure pre-determined health care choices are kept and ease the burden on your family. In this case, we discuss what legal documents are needed to start a future medical plan.

## Parenting

### **Parenting for Positive Behavior**

Discuss how to recognize and value the special needs of your children. Learn new techniques to guide your children and understand the impact of our environment on them and their behavior. By becoming a more competent parent, you will find greater enjoyment in your parental role.

### **The Working Parent**

What does balance look like and how do people achieve it? Learn ways to assess your current lifestyle, set priorities, and choose realistic goals. You will also learn about tools to help you meet the many demands confronting you on a daily basis.

# Webinars Descriptions for 2023

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## Parenting *(continued)*

### Parenting Teens

This seminar helps parents improve communication and have positive interactions with their teenage children. Learn to understand what is happening with your teens in their world so that you can react with more neutral, even positive thoughts and emotions. Special attention will be paid to how to build resiliency, so your teens can better deal with challenges and difficulties, and what parents need to do for themselves to stay balanced through these challenging years.

### Technology's Impact on Your Children

Children used to play hopscotch outside and ride bikes. Now it is all about downloading games on the nearest tablet. In this presentation you will discover how technology is affecting children's development, social interaction, and the way children think and focus.

## Work and Career

### Making Time for Everything: Dual Careers and Family Life

Two busy partners can make for a stressful household. Managing the unromantic tasks of daily life and household management can be difficult. Making time for the things that really matter - connecting, having fun, playing, and resting - can be quite challenging. In this seminar, we will discuss ways to better manage one's household and make time for what matters most. We will discuss the realities of busy, working partners and making the most of the time and energy we have.

### Prospering Through Changes at Work

Too often during change, employees begin to feel a sense of disillusionment and powerlessness that can lead to a loss of vision and clarity of goals. This seminar provides a greater understanding of the process of change and transition, includes strategies for prospering during these times and dealing with the emotional aspects of change.

## Workplace Issues for Employees

### Concern Employee Benefits Orientation

This presentation provides a 30-60-minute overview of Concern benefits presented by your Account Executive. There is no charge for this presentation.

### **NEW!** Adjusting to a Reduced Workforce

Layoffs in the workplace affect everyone, not just those who were laid off. For "survivors" of layoffs, the impact can be immense. Feelings of guilt, anger, anxiety, and more are common. During this session, we will provide strategies for coping during layoffs as well as for adjusting to the new normal and finding opportunities for both personal and professional growth.

### Recognizing a Colleague in Need

As a colleague, you can play a crucial role in assisting a co-worker who appears to be struggling and exhibiting worrisome behavior. Perhaps you have noticed signs of emotional or mental distress from issues arising in the workplace. Join us for this informative presentation and engage in a discussion on how to address and find support for your concerns.

### Sexual Harassment Awareness for Employees *(California only)*

This seminar covers what constitutes sexual harassment, how to avoid being perceived as harassing, and how to respond if it is occurring in the workplace.

*This Course meets the requirements of California AB 1825, Training for Supervisors, AB 2053 Abusive Conduct, SB 396 Gender Issues, & SB 1343 Training for Non-Supervisors*



# Webinars Descriptions for 2023

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## Workplace Issues for Employees *(Continued)*

### **Substance Abuse in the Workplace**

During this informative training, you will learn how to identify employees who may be impaired on the job, what to do if you encounter an impaired coworker, and become familiar with your company's substance abuse policy to ensure a safe work environment.

### **Valuing Diversity for Employees**

Despite many advances, discrimination still exists. We will discuss issues of diversity in the workplace and ways to successfully negotiate differences and enhance the benefits of a diverse workforce.

## **Webinars for Managers, Supervisors**

*(1.5 – 2.0 hrs. in length unless otherwise noted)*

### **Improving Communication and Team Building Skills**

This interactive program reviews the critical nature of communication within teams and skill building to enhance teamwork. Learn about your personal work style and the values that support an effective team. A process to refine and further develop team guidelines for future meetings will be provided.

### **Managing Organizational Transitions**

This seminar provides support to managers as they set trends and lead change in uncertain times. They will be given tools, techniques, and tips to achieve the best enhance teamwork. Learn about your personal work style and the values that support an effective team. A process to refine and further develop team guidelines for future meetings will also be provided.

### **Overcoming Overwhelm: Handling Stress for Managers**

Participants will discuss a simple definition of overwhelm or stress, the components of what is believed to cause stress, and how a person interacts with the chain reaction of stress. They will explore ways to break the chain at each step, as interrupting the process can change the outcome, and will discuss guidelines and role plays for working with stressed employees.

### **Recognizing and Supporting an Employee in Need - Managers**

As a manager, you play a crucial role in the success of the company and the performance of your team. Maybe you observe worrisome behavior in an employee, or an employee may come to you seeking advice or expressing concern about a coworker. You want to assist members of your team who have issues that arise in the workplace, but maybe you are a bit unsure how to proceed. Join us for this informative seminar.

### **Managing Impact of Workforce Changes**

Workforce changes that occur because of mergers, acquisitions and RIFs can have a profound emotional impact on employees; their sense of security and level of trust will be affected. Each team member will have their own unique response to these organizational changes, however, during this time of uncertainty, it is not unusual for engagement, commitment, and performance to suffer. Managers will not only need to provide support as stress levels rise, but also mitigate the impact of losses associated with the reorganization. In this seminar, we will discuss the ways in which managers can lead their team through this process and provide their team members with tools needed to navigate these changes successfully.

### **Sexual Harassment Awareness for Managers and Supervisors**

Workplace sexual harassment is unwelcome sexual conduct that deprives an employee of a discrimination-free workplace whether a tangible benefit is lost. This seminar equips managers with the necessary tools to recognize what types of behaviors constitute sexual harassment and how to avoid being perceived as harassing in the workplace. Topics include supervisor liability, employer responsibility, and how to address harassment if it is occurring in the work environment.

*This Course meets the requirements of California AB 1825, Training for Supervisors, AB 2053 Abusive Conduct, SB 396 Gender Issues, & SB 1343 Training for Non-Supervisors*

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## **Webinars for Managers, Supervisors (Continued)** *(1.5 – 2.0 hrs. in length unless otherwise noted)*

### **Substance Abuse in the Workplace: Awareness and Actions for Managers**

Effects of substance abuse in the workplace include excessive safety risks, high accident rates, declining performance, absenteeism, tardiness, and unreliability. Managers are expected to be alert to behavior that may indicate a substance abuse impairment and take appropriate steps to ensure employees are able to perform their jobs in a safe, efficient manner. Managers will learn to identify behaviors that signal a problem, determine when and what actions to take, and understand how to use available resources.

### **Workplace Conflict Tools and Techniques**

In this seminar, participants will learn how to manage challenging discussions with direct reports if and when they arise and develop conflict management skills to address difficult interactions in the workplace. It will also provide an opportunity to practice these new skills and develop a toolbox to use in resolving disagreements and managing differences successfully.

**Scheduling a Seminar:** Contact your Account Executive by e-mail or phone or send an e-mail to Concern's Training Coordinator at [theresa\\_gilmour@concernhealth.com](mailto:theresa_gilmour@concernhealth.com)

#### **Scheduling Timeline:**

4 Weeks for Standard Webinars

5 Weeks for Financial topics

#### **Set Up:**

**Webinar:** Host will set up and send invitation/link.

**Cancellation Policy:** Cancellation with less than 3 business days' notice (for standard seminars) and 5 business days' notice (for financial seminars) may result in a fee or forfeit of training hours.

**Recording:** Video or audio recording is not allowed without written permission.