

EAP Online Training Center



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP
TotalCare Wellness

Just go to your EAP website, logon, and choose the Training Center tab to discover an entire collection of new and improved trainings – check out the listing below for a preview. Online training is just one of the extra added-value benefits we offer to you and your family members. Best of all, there is no cost to you!

PERSONAL DEVELOPMENT

- Achieving Personal Goals
- Anger Management
- Applying Emotional Intelligence in the Workplace
- Appreciating Personal Differences
- Attention Management
- Balancing Work and Family
- Becoming an Effective Team Member
- Business Ethics
- Business Writing
- Business Writing Basics
- Change Management
- Choosing a Childcare Provider
- Civility In The Workplace
- Communication Strategies
- Conflict Resolution
- Creative Problem Solving
- Developing Critical Thinking Skills in Children
- Emotional Intelligence
- Goal Setting and Getting Things Done
- Guardianship Decisions for Elderly Loved Ones
- Health and Wellness at Work
- Improving Mindfulness
- Increasing Self-Awareness
- Interpersonal Skills
- Managing Your 401(k)
- Office Politics For Managers
- Organizing Your Workspace
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Recognizing and Responding to Signals of Violence in Children
- Social Intelligence
- Social Media In The Workplace
- Stress Management
- Understanding and Using Contracts
- Workplace Diversity

CUSTOMER SERVICE & SALES

- Basics of Effective Selling
- Building Strong Customer Relationships
- Closing the Sale
- Creating an Effective Sales Team
- Dealing with Difficult Customers
- Mastering Cold Calls
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Qualifying Sales Prospects
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service

MANAGEMENT ACADEMY

Level 1: Compliance Training

These courses are available in both video and non-video formats

- Best Practices for Interviewing and Hiring
- Best Practices for Progressive Discipline
- DOT Drug and Alcohol for Supervisors (part 1 & 2)
- Drug-Free Workplace for Employees
- Drug-Free Workplace for Supervisors (part 1 & 2)
- Harassment and Discrimination for Employees
- Harassment and Discrimination for Supervisors
- Violence Prevention in the Workplace for Employees
- Violence Prevention in the Workplace for Supervisors

Level 2: Core Competencies

- Basics of Effective Communication
- Coaching and Counseling
- Disciplining and Redirecting Employees
- Financial Basics for Non-Financial Managers
- Intercultural Business Etiquette
- Managing a Virtual Office
- Providing Effective Feedback
- Recognizing and Avoiding Burnout
- Recognizing Employee Performance
- Time Management
- Valuing Diversity

Level 3: Advanced Supervisory Skills

- Applying Leadership Basics
- Conducting a Performance Review
- Conflict Intervention
- Delegating
- Discharging Employees
- Executive-to-Employee Communication Strategies
- Leading Effective Meetings
- Managing Change
- Managing Negative People
- Motivating Employees
- Presentation Skills
- Providing Effective Feedback
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor

Level 4: Team Leadership

- Building a Successful Team
- Creating a Strong Leadership Team
- Developing a Strategic Plan
- Interviewing Job Candidates
- Leading Effective Teams
- Managing Disagreement
- Managing Projects
- Managing Stress
- Recognizing and Managing Anger
- Solving Problems as a Team