



EDITION

JANUARY-MARCH 2025

Course Catalog

[CLICK TO BROWSE CATALOG](#)

Human Resources & Talent Learning and Development

1111 Fannin Street, 6th Floor
Houston, TX 77002

For questions please email:

HRRMTraining@harriscountytexas.gov



INVEST IN
YOURSELF

COURSE CATALOG

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Registration Form Completion

Be sure you receive credit for training you attend by entering your Employee ID Number as your unique identifier when registering for a class.

It is necessary to complete ALL fields (for Class, Personal, Department & Supervisor Information) on the Registration Form. If you are unsure of any requested information when filling out the form, please reach out to your supervisor for completion.

Personal Information

- Must include your County Personnel ID (Employee ID Number)
- Must include your Harris County issued email address

Department Information

- Must select your current county Department from the drop-down
- If not listed, must enter current Department in 'Other Department' field



Class Registration








How do I register for a class?

Click on the following link: <https://webapps2.harriscountytexas.gov/hctraining/>

- Go to Human Resources & Risk Management and click the (+).
- Classes are listed by category, click the (+) to see all classes.
- Browse the class listing to determine a class to enroll in.
- Click on 'Register for this class!'
- Fill out the form and click the 'Submit' button.

*** Individuals should obtain their supervisor's approval prior to registering for a class. Registered individuals will receive a confirmation within minutes of registration.**

To Register for VIRTUAL Classes

	Human Resources and Risk Management	HR Training Classes	HUMAN RESOURCES AND RISK MANAGEMENT	212	
Event 					
+ COMPLIANCE VIRTUAL TRAINING 2024-2025				View Details...	
+ IN-PERSON LEARNING 2024-2025				View Details...	
	VIRTUAL LEARNING 2024-2025	View Details...			
Register	Subevent Name 	Venue 	Date 	Time 	Sub Event Information
Register for this class!	Approaches to Decision Making	Online	1/16/2025 - 1/16/2025	9:00 AM - 10:00 AM	View Details...
Register for this class!	Building Successful Teams	Online	1/21/2025 - 1/21/2025	11:00 AM - 12:00 PM	View Details...
Register for this class!	Bullying in the Workplace	Online	1/22/2025 - 1/22/2025	11:00 AM - 12:00 PM	View Details...

To Register for IN-PERSON Classes

Human Resources and Risk Management

HR Training Classes

HUMAN RESOURCES AND RISK MANAGEMENT

212

Event

+

COMPLIANCE VIRTUAL TRAINING 2024-2025

View Details...

-

IN-PERSON LEARNING 2024-2025

View Details...

Register

Subevent Name

Venue

Date

Time

Sub Event Information

Register for this class!

CPR/AED

1111 Fannin

1/14/2025 - 1/14/2025

9:00 AM - 12:00 PM

View Details...

Register for this class!

Microaggressions in the Workplace

County Adminis

1/16/2025 - 1/16/2025

8:00 AM - 12:00 PM

View Details...

Register for this class!

Developing the Leader Within You

County Adminis

1/29/2025 - 1/29/2025

8:30 AM - 4:30 PM

View Details...

To Register for COMPLIANCE Classes

Human Resources and Risk Management	HR Training Classes	HUMAN RESOURCES AND RISK MANAGEMENT	212		
Event			Event Information		
COMPLIANCE VIRTUAL TRAINING 2023-2024			View Details...		
Register	Subevent Name	Venue	Date	Time	Sub Event Information
Register for this class!	Employees Only: Fostering a Respe	Online	1/8/2024 - 1/8/2024	9:00 AM - 10:30 AM	View Details...
Register for this class!	Employees Only: Fostering a Respe	Online	1/10/2024 - 1/10/2024	1:30 PM - 3:00 PM	View Details...
Register for this class!	Employees Only: Fostering a Respe	Online	1/17/2024 - 1/17/2024	1:30 PM - 3:00 PM	View Details...
Register for this class!	Employees Only: Fostering a Respe	Online	1/18/2024 - 1/18/2024	1:30 PM - 3:00 PM	View Details...



Frequently Asked Questions



What happens after I register for a virtual learning class?

Individuals registered for a virtual class will receive a confirmation within minutes of registration. You will also receive an email with instructions and login credentials the day prior to the class. All individuals logged into the training via zoom MUST be registered for the course.



What does it mean to be waitlisted?

If an individual is waitlisted, this means the class is currently full and you are not able to attend unless we receive a cancellation prior to the class. In this case, we will enroll the next person on the list and send an email confirmation.



Who should I contact if unable to attend a scheduled training?

Send an email to HRRMTraining@harriscountytexas.gov for cancellations and please include your full name, the class name and date.



Will I receive a certificate after each course?

Individuals must be an active participant in the course by joining the class on time (anyone over 10 minutes late is not eligible to receive a certificate) and engage in all activities such as discussions, polls and surveys to receive a certificate of completion. Certificates are sent to all participants via Gutenberg Certs after attendance is processed. **Email requests are no longer necessary.**



Who should I contact if I have questions?

If you have any questions or concerns, you may call 713-274-5435 or email HRRMTraining@harriscountytexas.gov.

JANUARY 2025

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY**.

CLICK HERE



To Register for a Class

MON

TUE

WED

THU

FRI

		<u>1</u>	<u>2</u>	<u>3</u>
<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
<u>Employee Orientation to RFL</u> 9-10am * <u>Supervisor Orientation to RFL</u> 11am-12pm <u>Emotional Intelligence</u> 2-4pm	<u>Etiquette in the Workplace</u> 9-10am <u>Unconscious Bias in the Workplace</u> 12-3pm	<u>Job Burnout/New Year's Resolution</u> 9-10am <u>Managing Difficult Calls</u> 1-2pm	<u>Learning About Your Conflict Management Style</u> 10-11:30am	
<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>
<u>Providing Excellent Customer Service</u> 10-11am <u>Employee Creating a Positive Workplace</u> 2-3pm	<u>CPR/AED Training</u> 9am-12pm <u>Crucial Conversations</u> 10am-12pm <u>Respectful Communication in the Workplace</u> 1:30-3pm	<u>New Employee Orientation</u> 8am-12pm	<u>Microaggressions in the Workplace</u> 8am-12pm <u>Approaches to Decision Making</u> 9-10am	
<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>
Harris County Holiday: MLK Day	<u>Building Successful Teams</u> 11am-12pm <u>Unconscious Bias in the Workplace</u> 1pm-3pm:	<u>Bullying in the Workplace</u> 10-11:30am <u>Communication Styles</u> 1:30pm-3:30pm	<u>Retirement Seminar</u> 8am-3pm	
<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	
<u>Coping with Organizational Change</u> 10-11:30am <u>Change Management</u> 2-4pm	<u>Helping the Distressed Person</u> 10-11am <u>Aetna RFL Emotional Intelligence</u> 2-3pm	<u>New Employee Orientation</u> 8am-12pm <u>Developing the Leader Within You: Pillars & Personas</u> 8:30am-4:30pm	<u>Stress Management at Work</u> 11am-12pm	

**CLICK ON CLASS NAME TO
READ CLASS DESCRIPTION!**



CLICK HERE



To Register for a Class

FEBRUARY 2025

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY.**

MON

TUE

WED

THU

FRI

3

Employee Orientation to RFL
9-10am

* **Supervisor Orientation to RFL**
2-3pm

4

Managing Difficult Calls
10-11am

5

New Employee Orientation
8am-12pm

6

Emotional Intelligence
10am-12pm

7

10

Managing a Difficult Customer
10-11:30am

LGBTQ+ Awareness
1:30-3pm

11

Employee Creating a Positive Workplace
10-11am

CPR/AED Training
12-3pm

Crucial Conversations
2-4pm

12

Providing Excellent Customer Service
2-3pm

13

Communication Styles
9am-12pm

* **Supervisor Creating a Positive Workplace**
11am-12pm

Mentoring Through Coaching
1:30-2:30pm

14

17

Time Management
11am-12pm

18

Coping with Shiftwork
10-11am

Microaggressions in the Workplace
12-4pm

Who Moved My Cheese?
1-3pm

19

New Employee Orientation
11am-3pm

20

Unconscious Bias in the Workplace
9am-12pm

Effective Collaboration
10-11am

* **How to be an Effective Manager**
1-2pm

21

24

Developing the Leader Within You: Pillars & Personas
8:30am-4:30pm

Etiquette in the Workplace
10-11am

25

Defensive Driving Training
9am-3pm

Inclusion Deep Dive: Creating an Atmosphere of Belonging at Work
10am-12pm

26

Change Management
9-11am

27

In-Person Retirement Seminar
8am-3pm

28

CLICK ON CLASS NAME TO
VIEW CLASS DESCRIPTION!



CLICK HERE



[To Register for a Class](#)

MARCH 2025

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY.**

MON	TUE	WED	THU	FRI
<p>3</p> <p><u>Shifting the Culture: A Leader's Role in Mental Wellbeing</u> 10am-12pm</p>	<p>4</p> <p><u>Microaggressions in the Workplace</u> 9am-12pm</p> <p><u>Emotional Intelligence</u> 2-4pm</p>	<p>5</p> <p><u>New Employee Orientation</u> 8am-12pm</p>	<p>6</p> <p><u>Communication Styles</u> 9am-12pm</p> <p><u>Neurodiversity in the Workplace</u> 11am-12pm</p>	<p>7</p>
<p>10</p> <p><u>Leadership</u> 10-11:30am</p> <p>* <u>Resiliency for HR Leaders</u> 1-3pm</p>	<p>11</p> <p>* <u>Supervisor Diversity in the Workplace</u> 10-11:30am</p>	<p>12</p> <p><u>Leading in Difficult Times</u> 1:30-3pm</p>	<p>13</p> <p><u>Retirement Seminar</u> 8am-3pm</p>	<p>14</p>
<p>17</p> <p><u>Managing Difficult Calls</u> 9-10am</p>	<p>18</p> <p><u>Crucial Conversations</u> 10am-12pm</p> <p>* <u>How to be an Effective Manager</u> 2-3pm</p>	<p>19</p> <p><u>Time Management</u> 1-2pm</p>	<p>20</p> <p><u>Stress Management</u> 9-10am</p> <p><u>Strengthening Work Relationships: Team Building</u> 1-2:30pm</p>	<p>21</p>
<p>24</p> <p><u>Respectful Communication in the Workplace</u> 10-11:30am</p>	<p>25</p> <p><u>Unconscious Bias in the Workplace</u> 9am-12pm</p> <p><u>Managing Difficult Conversations in the Workplace</u> 11am-12pm</p>	<p>26</p> <p><u>New Employee Orientation</u> 8am-12pm</p>	<p>27</p> <p><u>CPR/AED Training</u> 9am-12pm</p> <p><u>Bullying in the Workplace</u> 10-11:30am</p> <p><u>Change Management</u> 1-3pm</p>	<p>28</p>
<p>31</p> <p><u>Developing the Leader Within You: Pillars & Personas</u> 8:30am-4:30pm</p>				

CLICK ON CLASS NAME TO
VIEW CLASS DESCRIPTION!



NEW EMPLOYEE ORIENTATION



DATES

JAN
15TH
29TH

FEB
5TH
19TH*

MAR
5TH
26TH

11:00am-3:00pm
*This Session Only



TIME

8:00 AM-12:00 PM

**PLEASE NOTE:
REGISTRATION IS REQUIRED!**



ALL NEW HARRIS COUNTY EMPLOYEES ARE WELCOME TO ATTEND ONE SESSION. LEARN ABOUT HARRIS COUNTY PERSONNEL POLICIES AND PROCEDURES, YOUR HEALTHCARE BENEFITS, PAYROLL, RETIREMENT BENEFITS, YOUR RIGHTS AND RESPONSIBILITIES AS AN EMPLOYEE, CAREER DEVELOPMENT PROGRAMS, AND OTHER HARRIS COUNTY SERVICES.

NEW EMPLOYEE ORIENTATION IS OFFERED VIRTUALLY VIA ZOOM.

[EMAIL FOR INFORMATION](#)



RETIREMENT SEMINAR

8:00AM-3:00PM

VIRTUAL SEMINARS

**January
23rd**

**March
13th**

8:00AM-3:00PM

IN-PERSON SEMINAR

**February
27th**

REGISTRATION IS BY INVITATION ONLY

Eligible employees may attend one seminar on County time.

LEARN ABOUT

- YOUR TCDRS ACCOUNT
- POST-RETIREMENT BENEFITS AND INSURANCE
- HEALTH AND WELLNESS ISSUES
- SOCIAL SECURITY
- WILLS AND PROBATE
- THE REQUIRED FORMS AND PROCESSES
- OTHER SERVICES FOR FUTURE RETIREES

***IF YOU PREVIOUSLY
ATTENDED, YOU MAY
REGISTER FOR A
SUBSEQUENT CLASS ON
YOUR OWN TIME.**



KnowledgeCity

Online Training

Participate in
online training at
your convenience
with internet
access.

[View Catalog](#) >



**FOR ACCESS TO KNOWLEDGECITY,
PLEASE SEND AN EMAIL TO:
HRRMTRAINING@HARRISCOUNTYTX.GOV**





Texas Online Notary Training

This online course will review the steps required to become a Texas Notary. Learn the nine basic steps every notary must follow when performing notarial acts, along with the powers and duties as authorized by Texas law.

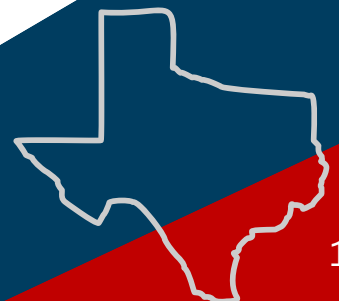
LEARN HOW TO:

- IDENTIFY PROHIBITED NOTARIAL ACTS AND AVOID NOTARIAL MISCONDUCT
- AVOID CONFLICTS OF INTEREST WHEN PERFORMING NOTARIAL ACTS
- HANDLE UNLAWFUL NOTARIAL REQUESTS
- IDENTIFY THE THREE ALLOWABLE METHODS FOR A DOCUMENT'S SIGNER
- DETECT ALTERED IDENTIFICATION DOCUMENTS
- PROPERLY USE YOUR TEXAS NOTARY STAMP, SEAL, AND RECORD BOOK
- RECORD THE REQUIRED INFORMATION IN YOUR NOTARY RECORD BOOK
- PROPERLY CORRECT NOTARIAL RECORD BOOK ENTRIES
- IDENTIFY DIFFERENT TYPES OF NOTARIAL ACTS
- IDENTIFY WHICH DOCUMENTS CAN AND CANNOT BE NOTARIZED AND WHEN TO REFUSE
- COMPLY WITH ELECTRONIC NOTARIZATION LAWS

**Please acquire management approval
prior to registration.**

For Registration, Please Email:

HRRMTraining@harriscountytexas.gov



L&D Course Descriptions

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS &
SUPERVISORS ONLY.**

Topics and presenters are subject to change or cancel without notice.

Change Management

Virtual

What is your approach to take on the velocity and pace of change happening around you? Do you feel equipped to lead yourself and others through change? Understanding "how" you approach change is the first step in creating the framework for managing change events that are beyond your control. And seeking to understand how others adapt to change invites a cohesive and supportive alliance for dealing with change together.

Communication Styles

Virtual/In-Person

Is your workplace Communication Style as effective as it could be? According to Harvard Division of Continuing Education, knowing your personal communication style—and adapting that style to the needs of your team—will help avoid misunderstandings and keep your team operating at peak effectiveness. Your communication style can have a tremendous impact, either positive or negative, on your ability to lead. Developing the ability to adapt your communication style to meet the diverse needs of your colleagues will help you to create a positive workplace culture that fosters both motivation and collaboration toward a common goal.

CPR/AED

In-Person

The CPR/AED course provides clear, concise direction on how to perform CPR and use an AED in an emergency situation. You will gather knowledge of CPR for victims of all ages and sizes. You will also learn how to easily and appropriately use an (AED) automated external defibrillator, and alleviate choking (foreign-body airway obstruction.)The course focus is on the ability to recognize, respond to, and treat emergencies such as sudden cardiac arrest.

Crucial Conversations

Virtual

Think about how you feel when an important conversation needs to take place. Do you look forward to that conversation or would you rather avoid it? Most of us know that feeling when someone says, "we need to talk," or when your boss approaches you and says, "I need to talk to you about something." Maybe your heart starts racing and fear sets in. Perhaps you begin to second guess your strategy or feel ill prepared. Although we realize these conversations are necessary, we often don't look forward to having them for various reasons. We may not know where to start, or what to say, or how to say it. We may even delay it because the thought of it scares us, and this may result in avoidance.

Defensive Driving

In-Person

An interactive learning environment where participants will analyze real driving situations, spot driving hazards and identify and execute the correct defenses. Participants will learn the five characteristics of a defensive driver, discuss the 3-basic principal of defensive driving and review the eight labels that are attached to drivers. The course will also focus on collision prevention and Fleet safety management.

Developing the Leader Within You

In-Person

- The Pillars of Leadership: "Follow the Leader" is a common expression most of us are familiar with. But what is a Leader? What compels us to "follow the leader?" With leadership being an integral part of organizational success, it is important to understand how our leadership influences others. Have you ever asked yourself, "Why would someone want to follow me?" Does the way you lead improve relationships and business performance? Who are the leaders you admire? What are the qualities that make them great leaders? The answers to these questions highlight the skills we may need to develop in order to become the leaders we want to be, and the good news is leadership is a skill that can be developed in all of us.
- The Personas of Leadership: As a leader, how often do you ask yourself, "How am I being perceived?" Take a moment to consider the persona you believe your team sees versus the one they actually perceive. Leadership is a delicate dance, and the perception of those you lead can be a powerful force in achieving success. By understanding how your leadership is perceived, you can cultivate a positive and productive environment that supports your team's growth and success. Reflecting on these personas can reveal blind spots in your leadership style and help you understand the energy, effect, and influence you have on your team.

Emotional Intelligence

Virtual

We all encounter stressful, challenging, and demanding situations that can raise strong emotions. Most of us have been there, when unpredictable and uncontrollable events occur at work, and we struggle to stay calm under pressure or to respond effectively when emotions overwhelm us! It's important we understand how our emotions impact the way we work and interact with others. People who demonstrate Emotional Intelligence (EQ) are better able to deal with and manage emotions within themselves and be more socially aware of the emotions of others to more effectively communicate and collaborate.

Microaggressions in the Workplace

Virtual/In-Person

Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership. This training teaches you about the impact of microaggressions, how to recognize them and how to respond to them either as the target or as an observer. This interactive training will teach you how to be an ally and empower each participant to address microaggressions in the workplace. 14

Resiliency for HR Leaders*

Virtual

When faced with tough options, HR Leaders are expected to demonstrate resiliency as they navigate effective ways to bounce-back from workplace challenges to move ahead and continue leading. This course seeks to increase resiliency skillsets for HR Leaders and provides an opportunity to explore strategies that will empower them to build mental strength, examine thought patterns, observe behavior cycles that disengage resilience muscles, and shift perspectives to arrive at a more balanced view of the challenges faced in the workplace and everyday life. Participants will learn to assess resiliency skills to increase strength where it's most needed, enhance their personal and professional well-being by developing resilience, and identify abilities to change the trajectory of outcomes using resiliency.

Unconscious Bias in the Workplace

Virtual/In-Person

This training will help participants recognize and address the hidden biases that can influence their decisions and interactions at work. These biases, often based on stereotypes or prejudices we aren't consciously aware of, can negatively impact hiring, promotions, and workplace culture. Participants will learn about the different types of unconscious biases, how they manifest in the workplace, and strategies to mitigate their effects.

Who Moved My Cheese?

Virtual

Learn principles that teach you how to deal with change in life and work. The parable of two mice, Sniff and Scurry and two humans Hem and Haw, who live in a maze and look for cheese, which represents what they want in life, offers their different perspectives and reactions in coping with change. This course reveals how each character reacts to change and what lessons they learn from it. The main message is that change is inevitable, and we need to adapt to it quickly and positively. We should not cling to our old ways or be afraid of new opportunities. Participants will gain valuable insights on adapting to change in today's dynamic workplace, learn practical strategies to embrace uncertainty, overcome obstacles, and achieve success, develop a growth mindset that empowers you to thrive in any situation, both personally and professionally.

**Courses are valid for PDC for the SHRM-CP® or SHRM-SCP®
for the timeframe in which they are offered.**

Topics and presenters are subject to change or cancel without notice.

**COURSES WITH AN ASTERISK*
ARE OPEN TO MANAGERS & SUPERVISORS ONLY.**

Aetna Resources for Living (RFL) Course Descriptions

All courses are VIRTUAL
unless otherwise noted.

Approaches to Decision Making*

Staffing resources are limited, time is short and you must do more with less — so how do you get that job done? Look for simple answers first before searching for complicated ones. But, will the simple answers work the next time? Join us as we review problem-solving techniques that give new meaning to “thinking outside of the box.” Participants will get a chance to discover how to:

- Review decision levels
- Plan for decision making
- Define consensus
- Develop a team approach
- Solve problems creatively

Bullying in the Workplace

Workplace bullying can create poor morale, physical illness and splitting of teams. But through awareness and education, workplaces can build a bully-free environment. This training will review:

- Definition of bullying
- Statistics
- Types of bullying
- Signs of bullying
- What bullied targets can do
- What coworkers can do

Building Successful Teams

This one-hour training focuses on the four stages of team development and key ingredients that make up a successful team. The story of the geese will be used to consider ways to enhance team unity and support. We'll help participants:

- Understand team development issues
- Consider where their team is at in terms of development and its chance of success
- Increase understanding and use of team building techniques

Coping with Organizational Change

In today's organizations, change is the rule rather than the exception. Reorganization, downsizing, mergers, takeovers, rapid growth and new technology are among the major changes. The purpose of this training is to highlight practical and proven methods for coping with organizational change. We'll discuss:

- Low- and high-magnitude organizational change
- Personal impact of change
- The seven stages of change
- Coping skills for work and home

Aetna Resources for Living (RFL) Course Descriptions

All courses are VIRTUAL
unless otherwise noted.
Continued...

Coping with Shift Work

The unique demands of shift work affect employees personally and professionally. Conflicts can arise between balancing work and family. And these may impact job productivity. This training will focus on identifying resources to help create successful strategies to effectively respond to the demands of shift work. This training will review:

- Types of shift work stress
- How to identify shift work stress and its impact
- Personal strategies for managing shift work stress

Creating a Positive Workplace (Employee)

Negativity can have a significant impact on a workplace's performance and productivity. This training will look at the two types of negativity found in the workplace and some common causes. Participants will also walk away from this training with practical solutions to help promote a more positive work environment. We'll discuss:

- The two types of negativity
- Common reasons negativity occurs in the workplace
- Ways negativity impacts the workplace
- Solutions for creating a more positive workplace

Creating a Positive Workplace (Supervisor)*

Negativity is bound to happen in a workplace and completely eliminating it is unrealistic. This training will help you focus your energy on the negativity you can impact and will provide tools to create positive change. Participants will:

- Identify two types of negativity
- Review common causes of workplace negativity
- Identify ways negativity impacts the workplace
- Discuss solutions for creating a more positive workplace

Diversity in the Workplace (Supervisor)*

What makes us different? This training will look at several areas of diversity including age, sexual orientation, gender, race, religion, physical ability, family situation, class and ethnicity. It offers a sensitivity-raising training about the do's and don'ts of appropriate respect of coworker differences. Participants will have a chance to:

- Learn about discrimination, harassment and protected classes
- Find tips to respect the rights of others
- Discover ways to truly embrace diversity

Aetna Resources for Living (RFL) Course Descriptions

All courses are VIRTUAL
unless otherwise noted.
Continued...

Effective Collaboration

Join us as we look at the challenges of collaboration and ways to make teams work well together. We'll look at how to effectively communicate and learn how to manage the collaborative process. Participants will learn about how to:

- Manage the collaborative process
- Identify barriers to collaboration and communication
- Overcome barriers

Emotional Intelligence (Aetna/RFL)

In today's interconnected world, understanding emotions—both yours and others'—is a crucial skill. This course will guide you through the essentials of recognizing, managing, and using emotions effectively and build stronger, more empathetic relationships. Participants will learn:

- The definition of emotional intelligence
- Key skills like self-awareness, empathy, and managing emotions
- Practical strategies to develop your EQ and manage emotions in challenging situations

Employee Orientation to Aetna Resources for Living

Come hear what RFL is all about and what it offers you. In today's times we find ourselves having to do more with less and time is in short supply. Let us help you juggle those work and life demands. Our services are confidential. You'll learn about:

- What is RFL?
- Ways we can help
- Web-based services

Etiquette In the Workplace

Do you ever wonder how your workplace behavior affects others? Are you ever concerned you may present yourself in a way you don't intend? Understanding workplace etiquette is a must. It can affect your work relationships as well as how managers perceive you and your abilities. In this training, you will learn:

- The basics of workplace etiquette
- Etiquette tips for different areas of the work environment
- The little things that impact your image in the workplace

Helping the Distressed Person (Managers)*

Do you encounter those who've experienced severe distress at work? Maybe they've been through a bank robbery, weather-related disasters or other trauma. It can be helpful to recognize distress and manage the encounter. In this one-hour training, you will learn:

- How to recognize distress in others
- How to manage critical behaviors and encounters
- Best practices and protocols
- Resources available to help
- Ways to take care of yourself in a stressful environment

Aetna Resources for Living (RFL) Course Descriptions

All courses are VIRTUAL
unless otherwise noted.

Continued...

How to Be an Effective Manager*

What comes after the promotion? You work hard, you do a good job and now you have to manage a team of people. But management skills don't always come naturally. Geared toward newer managers, this training will discuss:

- The qualities of an effective manager
- Leadership skills
- Tips for healthy communication and conflict management
- How to deal with performance issues

Inclusion Deep Dive: Creating an Atmosphere of Belonging at Work

Every employee deserves to feel valued and included at work. Join us to discover how to create a sense of belonging for all employees and build a more inclusive company culture.

This training will review:

- What workplace inclusion really means and why it's so important
- Common challenges, like hidden biases, that get in the way of inclusion
- Simple, practical ways to create a welcoming, supportive environment where everyone's voice is heard

Job Burnout

Today's workforce has to do more with less. Heavy workloads and long hours can lead to burnout. This brief training helps participants develop basic tools to deal with feelings of burnout. Participants will:

- Take a burnout quiz
- Review skills to cope with feelings of burnout
- Make a plan to deal with burnout

Leadership

To manage or to lead? Do you want to manage the people who report to you or lead them? This training presents values and behaviors that help develop good leadership skills. It also debunks some myths concerning leadership. We'll discuss:

- Leadership competencies
- Leadership myths
- Common leadership traps
- Tips for effective leadership

Leading in Difficult Times*

Changes can present a challenging environment for managers. This training will explore how managers can respond to this challenge by increasing the effectiveness of their communication and addressing employee disengagement. This training will:

- Discuss the impact of organizational change
- Review the seven stages of change
- Explain key management skills for each stage
- Review how to create a vision for the future
- Provide action steps to help with the transition

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Continued...

Learning About Your Conflict Management Style

When confronted with a conflict in the workplace there are several ways a person might handle the situation. One might “take the bull by the horns” and meet others head-on with the facts. One could wait it out and see if the problem resolves itself. One might focus on short-term gains in an effort to appease the conflicting parties or attempt to split the difference. Or one could take the time to engineer a “win-win” scenario that would balance the needs of all interested parties. Learning more about the personal styles used to deal with conflict situations can help you handle conflict more effectively. We’ll help participants:

- Identify their personal approaches to conflict
- Learn to identify the conflict management style of others
- Discuss how to use this information to improve conflict management skills

LGBTQ+ Awareness

Diverse workplaces are productive workplaces. And diversity is about more than race and religious differences. This training will increase participants’ knowledge of what it means to be LGBTQ+ and what it means to be an ally. It will:

- Explore diversity, gender and sexual orientation
- Define LGBTQ+ terms and review statistics
- Discuss the importance of inclusion for LGBTQ+ employees
- Provide tools to support a positive workplace

Managing a Difficult Customer

Argumentative? Demanding? Angry? In this training, we’ll explore how to deal with challenging customers. We explore the role of perception in shaping a customer's behavior and its impact on you as an employee. Throughout the training, attendees will:

- Gain insight into the nature of difficult customers and how it can affect your own well-being
- Learn effective strategies to navigate challenging customer interactions
- Discuss self-care to maintain emotional balance while providing excellent service

Managing Difficult Calls

Business professionals face all kinds of challenges, including at times managing unhappy clients or customers. Dealing with difficult calls is never an easy task. Maintaining your composure among other skills is important in ensuring a difficult caller turns into a satisfied customer. Join this training as we:

- Understand the impact of difficult calls
- Discuss how to stay professional
- Identify ways to care for yourself

Managing Difficult Conversations in the Workplace

Difficult conversations are part of every workplace, but they don’t have to be overwhelming. They are even opportunities for growth. Join us to build the skills you need to navigate difficult conversations with confidence and understanding. Attendees will learn:

- Why some conversations feel challenging
- Practical tips for handling tough discussions with confidence
- Simple techniques to handle conflict and improve communication

Aetna Resources for Living (RFL) Course Descriptions

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Continued...

Mentoring Through Coaching*

A mentor's role is to provide guidance to the person he or she is mentoring. This training will help you identify the principles that have made you successful so you can help the person you are mentoring put those principles to use. Participants will gain an understanding of:

- The four-step coaching method
- How to apply the four-step method during a role play
- Ways to develop a plan to coach on the job

Neurodiversity in the Workplace

Neurodiversity seeks to recognize, respect and value the strengths and differences of all individuals. Join this training to:

- Learn the characteristics of the neurotypical and neurodiverse brain
- Discuss the strengths of those who are neurodiverse
- Identify benefits and strategies to be more inclusive in the workplace

Providing Excellent Customer Service

As a consumer, we choose the companies that we do business with. What makes us want to be a loyal customer? What makes us run to a competitor? It often comes down to customer service. We want to feel heard. And we want to feel like companies care about us. Understanding these concepts helps us service our clients and customers. This is key to a successful business. This training will review:

- Why excellent customer service matters
- Communication tips
- Ways to deal with upset customers

Respectful Communication in the Workplace

The workplace is focused on getting tasks done. It's also a place where work and personal relationships are formed. So, it's important to understand your own workplace culture so you know how to navigate these relationships successfully.

This training helps you to:

Distinguish different kinds of boundaries

- Develop skills to maintain healthy boundaries
- Understand successful communication
- Understand the wide range of factors in dealing with different personalities and situations
- Learn helpful strategies when dealing with different personalities

Aetna Resources for Living (RFL) Course Descriptions

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Continued...

Shifting the Culture: A Leader's Role in Mental Wellbeing*

This training for leaders highlights the importance of mental health for a productive, engaged workforce. Leaders will understand the importance of prioritizing mental health with practical tools specifically for executive, managers, and supervisors. Leaders will understand their role in creating a mentally healthy culture. This training will:

- Address stigma and how to help
- Discuss the importance of self-awareness
- Examine your team's awareness
- Discuss suicide and prevention
- Provide helpful resources

Strengthening Work Relationships

Some people love working in teams. Some people prefer to work alone. Either way, it's important to work well with your colleagues. This brief training walks participants through a team building exercise. Participants will have a chance to:

- Identify how they contribute to team goals
- Appreciate the skills each member brings to the team
- Share personal needs from a team environment

Stress Management

Stress bothers all of us at some point. It helps to know how our choices can make stress worse or better. This brief training provides participants with a better understanding of how to cope with stress. Participants will get to:

- Identify stressful thinking
- Identify stressful behavior
- Work through items within your control

Supervisor Orientation to Aetna Resources for Living*

This training for supervisors discusses the RFL benefits. It details who is eligible, how the process works, confidentiality, what types of problems are often addressed and how to access benefits. It also provides information for supervisors on how to identify a troubled employee and walks them through the process of referring an employee to RFL. This training will offer:

- Guidance on how to focus on managing an employee's performance issues instead of their personal issues
- Information about management consultations
- Facts to help support staff after traumatic workplace events
- Ways RFL can help employees

Time Management

This training looks at the two factors that drive how we choose to use our time: Urgency and Importance. It helps participants identify their personal time management style and offers tips and tools to support their style. They'll learn:

- Why time management is important
- Common barriers to effective time management
- Helpful tools for managing time



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course catalog!

For questions email:

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(713) 274-5435

To register please visit:

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