



**EM PAC**

*Choices for a Brighter Tomorrow!*

---

# Training Catalog

**EMPAC, Inc.**

**Employee Assistance Consultants**

**727 N. Waco, Suite 360**

**Wichita, KS 67203**

**316-265-9922 / 800-234-0630**

**[www.empac-eap.com](http://www.empac-eap.com)**

## **FANTASTIC CUSTOMER SERVICE**

In this very competitive business climate, satisfying the customer is no longer enough to create a loyal customer. Businesses, whether product- or service-oriented, must bowl their customer over with a clear message that they truly are the most important asset. The customer needs to feel pampered, catered to, and truly special if we are to turn a one-time customer into a loyal customer. Even in regulated businesses, this should be a top priority, as the political winds shift more and more into deregulation.

This workshop will focus on specific strategies that pamper the customers and bring them back again and again. Techniques for listening for clues regarding what the customer truly wants (which is not always what they say) will be covered, along with strategies for turning an angry customer into a happy customer.

This workshop is appropriate for anyone who interfaces with customers in any business setting: whether in call centers, utilities, banks, schools, etc...whoever desires to improve their customer service skills and treat the customer as the valuable asset they are. At the conclusion of the training, participants will:

- Be able to identify both internal and external customers with whom they interact in the course of their business
- Be able to critically assess the sensorial cues that help for their customer's first impression of their professionalism and competency
- Be aware of the importance of forming a relationship with their customers to create customer loyalty
- Be able to implement at least five procedures that enhance their relationships with customers
- Have enhanced ability to address service problems
- Have increased comfort and skill regarding calming upset/angry customers

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 3 Hours

**Includes:** PowerPoint Slideshow, Handouts

### **People who attended this training said the following:**

- I liked the "real-life" experiences that she used to emphasize her points.
- MaryAnn is an excellent presenter. Her stories were both interesting and humorous, as well as to the point of the subject matter.
- MaryAnn has a lot of enthusiasm and is very knowledgeable about her subject matter; an excellent presentation.

## **RECOGNIZING AND RESPONDING TO SUBSTANCE ABUSE IN THE WORKPLACE**

This workshop will meet the criteria for DOT supervisory training. DOT outlines that each supervisor shall receive one hour of training on alcohol and one hour on the other illicit substances tested for in a drug free workplace.

This will be an interactive workshop. The first hour will cover use, abuse and addiction to alcohol. Definitions of MRO, SAP, and BAT and how these roles overlap to maintain a drug free workplace will be explained. Blood alcohol levels will be discussed defining legal limits for the workplace, driving a vehicle, and an explanation of how these levels equate to intoxication.

The second hour will cover discussions on marijuana, cocaine, PCP, opiates, and amphetamines. These will be defined in terms of use, abuse, and addiction. Emphasis will be placed on how to determine impairment in the workplace, and what a supervisor must do to protect themselves and their employer/employees if they suspect drug use.

If time allows, an overview of some popular substances that are being abused in society today will be included. There will be time for a question/answer period.

**Presented by:** Janet Nichols Cox, LCMFT

**Length:** 2 Hours

**Includes:** PowerPoint Slideshow, Handouts, Video (optional)

### **People who attended this training said the following:**

- Janet was excellent and the information presented was interesting and applicable.
- She included updated information and processes which will be helpful.
- Stellar use of materials and verbal counseling. Janet made it a very enjoyable and knowledgeable presentation.
- She is very up front with the information, does not just use the same old proponents. She relates to the subject very well.

## **STRESS MANAGEMENT**

Each participant will:

- Define stress
- Appraise each individual's stress cues
- Discover immediate ways to stop the stress cycle
- Examine illogical and irrational beliefs which lead to stress
- List rational and logical beliefs
- Assess his/her life in terms of "balance"
- Define assertiveness
- Compose a list of assertive responses
- Explain the importance of humor
- Discuss ways to develop flexibility
- Analyze priorities in the work environment
- Design a plan for organizing time
- Develop a plan for increasing his/her support network
- Practice relaxation techniques

**Presented by:** Gordon W. Rogers, CEAP

Length: 3 Hours

**Includes:** PowerPoint Slideshow, Handouts

### **People who attended this training said the following:**

- Gordon is enjoyable and easy to listen to. You can tell that he genuinely cares about people.
- It was easy to discuss things in the small break-out groups.
- The group activities got me thinking and were very informative.
- Great presentation – very clear and open-minded. Gordon has a very pleasant way of getting you to think about things and helping you realize just how much stress is really in your life. He showed me ways to better manage my stress.
- This session was not simply information-sharing. Gordon took each of us through the process – he shared stories and examples to help each of us relate and understand.
- I enjoyed the open discussions, positive feedback, and encouragement. The presenter made us feel comfortable in sharing ideas.
- Gordon is very focused on the group he is presenting to. He uses personal experiences to facilitate and laughter to engage. The seminar was excellent.
- I enjoy how Gordon brings humor into his presentations. He is very comfortable in relating to his audience.

## **DEVELOPING YOUR LEADERSHIP SKILLS**

Participants will:

- Define leadership
- Discuss and apply principles of leadership
- Analyze how leaders obtain influence
- Appraise current strategies and build upon these strategies
- List growth areas and compose a plan to develop these areas

The presentation will point out the role of vision, influence, walking the talk, trust, respect, courage, empowerment, leadership development, and sacrifice.

The instructor will utilize a variety of teaching methods such as group work, discussion, lecture, partner exercises, and individual pen and paper exercises.

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 3 Hours

**Includes:** PowerPoint Slideshow, Handouts

**People who attended this training said the following:**

- I liked the instructor's knowledge of the material.
- The instructor had an obvious interest and love of the subject matter. I left feeling energized and excited, as well as informed.
- The variation of the presentation – not just a lecture, but interaction, discussion, and writing – made it enjoyable.
- Gordon is interesting, positive, provocative, and dynamic; everything was good.
- Everything that Gordon discusses is dead-on. He makes it clear and understandable. I am leaving today with a ton of valuable information.

## **POSITIVE WAYS TO DEAL WITH NEGATIVE PEOPLE**

Goal: The participants in this training will have improved ability to identify and address negative behaviors in the workplace. At the conclusion of this course, participants will:

- Be able to identify the specific behaviors that create discord in the workplace
- Be able to respond to negative people in ways that improve work relationships
- Be knowledgeable about the dynamics of conflict in the workplace
- Have improved ability to detach emotionally from negative behaviors and personalities
- Increase their self-awareness regarding the role of thinking and interpretation in conflicts

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 2 hours

**Includes:** PowerPoint Slideshow, Handouts

### **People who attended this training said the following:**

- MaryAnn gave good, pertinent examples and did a great job explaining further when there were questions.
- The presentation moved along at a good pace and was full of good suggestions and examples.
- Bev is very down-to-earth. She used good examples and utilized input from the group.
- The presenter had a good rapport with the group. She easily encouraged participation and interaction from the attendees.

## **CONFLICT RESOLUTION FOR SUPERVISORS**

Goal: The participants in this training will have an increased comfort level in coping with a resolving interpersonal and professional conflicts in the workplace. At the conclusion of this training, participants will:

- Be able to describe the dynamics of conflict
- Have enhanced assertiveness skill
- Have improved ability to work through conflict
- Recognize the value of resolving conflict from a win/win stance
- Be able to identify four models for resolving conflict
- Be able to mediate disputes between employees

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 2 Hours

**Includes:** PowerPoint Slideshow, Handouts

**People who attended this training said the following:**

- MaryAnn is knowledgeable and energized. She gave good, practical examples and was obviously very comfortable with the material.
- The information and the slides were easy to understand.

## **INTERVIEWING FOR KEEPS**

Goal: The participants in this training will have improved ability to utilize the job interview to identify the best candidates for open positions, thus reducing turnover in their firms. At the conclusion of the training, participants will:

- Be able to adequately prepare for an interview
- Be able to identify those core competencies that are essential for each position
- Have awareness of the value and technique of a Behavior Based Interview
- Be practiced in the four steps of a Behavior Based Interview
- Have increased awareness of how job candidates embellish credentials and experience, and how to screen for embellishments
- Possess the ability to check and verify references in a meaningful way

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 2 Hours

**Includes:** PowerPoint Slideshow, Handouts

**People who attended this training said the following:**

- MaryAnn has a lot of knowledge and gave us new, useful information.
- The real-life examples add spice to the presentation.
- Her experience with social service/not-for-profit business makes the information very useful for our hiring practices.
- I came away with quality information that I will be able to use on a regular basis.
- The information presented was new and quite useful. She covered the topic well.
- It was informative, and gave me some valuable insight into the hiring process.

## **THE PRACTICAL COACH**

The Practical Coach is designed to be an everyday guide for managers. Managers in all types of businesses will find the information straightforward and insightful. Effective and not-so-effective coaching will be demonstrated in realistic vignettes. Key training points include:

- Letting people know when they are doing great work
- Letting people know when they are doing poor work
- Utilizing the “Two-Minute Challenge” when employees are performing on a dead-end road

This two-hour seminar will utilize instructor lecture, professional video, and class discussion. Participants will also receive a very concise and useful workbook.

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 2 Hours

**Includes:** PowerPoint Slideshow, Handouts, Workbook (optional), Video

### **People who attended this training said the following:**

- The presentation was great; the video was very helpful.
- I enjoyed the different information that was presented, and the open discussion format.
- The timing was great for me! Right now I’m struggling with some staffing issues, and this will be very beneficial to me.
- The easy-to-use suggestions were a plus. I will be able to incorporate the ideas presented without complications.
- The information presented was both useful and practical.

## **ESSENTIALS OF SUPERVISION**

Essentials of Supervision is a 6-hour course designed to be a support tool for managers and supervisors, taught by Executive Director Gordon W. Rogers. Participants will examine the responsibilities of supervisors, identify characteristics of leadership, analyze the art of motivation, discuss ways to manage stress, communication skills, learn to reinforce positive behavior and utilize discipline effectively, and examine how to use EMPAC.

Each session is broken down into two 3-hour blocks. Attendees should plan to attend **both sessions**.

### **I. Leadership**

- Show the differences between leadership and supervision
- Identify transformational Leaders
- Identify transactional Leaders
- Describe situational Leadership
- Outline "Leadership from the Heart"

### **II. Motivation**

- Discuss Maslow's Hierarchy of Needs
- Explain the Reinforcement Theory
- Discuss Herzberg's Theory
- Examine the role of dignity and respect in motivation
- Discover what really motivates employees.

### **III. Stress Management**

- Identify healthy thoughts
- Develop assertion
- Discover humor
- Develop balance
- Develop organization
- Generate flexibility
- Develop relaxation

### **IV. Communication**

- Identify ways to enhance communication
- Analyze attending behavior
- Learn to paraphrase
- Identify appropriate questions
- Prepare summaries
- Discuss reflection of feelings

## **V. Discipline**

- Identify common errors in discipline
- Emphasize the importance of positive discipline

## **VI. Positive Reinforcement**

- Emphasize the role of positive reinforcement in changing behavior
- Discuss the elements of positive reinforcement

## **VII. How to make EMPAC an important tool for supervisors**

- Examine how to utilize EMPAC

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 6 Hours

**Includes:** PowerPoint Slideshow, Handouts, Video

### **People who attended this training said the following:**

- The group discussions were excellent. It was good to hear different perspectives from people in diverse occupations.
- The format was fun and informative, and the environment was open and friendly.
- The session is very straight-forward – no psychobabble.
- Gordon's scenarios are pertinent to work situations and are helpful in gaining a better understanding of people's behavior.
- I enjoyed being taught by someone who is so knowledgeable on the subject matter. It was not only informative, but also entertaining.
- There was a lot of useful information in this seminar. I think it will help me tremendously along the road of supervisory work.
- Thanks, I needed some tools for performance support.

## **HOLDING PEOPLE ACCOUNTABLE**

This workshop explores employee motivation, barriers to effective performance, types of feedback, barriers to effective feedback, accountability do's and don'ts, how to talk with employees about performance, and how to handle recurring performance issues.

**Presented by:** Gordon W. Rogers, CEAP

**Length:** 2 Hours

**Includes:** PowerPoint Slideshow, Handouts

### **People who attended this training said the following:**

- The open discussion and group participation were very helpful.
- Gordon gave clear, useful information, and kept it lively with his sense of humor. I really enjoyed the class.