AGENDA ITEM or FINAL CONTRACT REVIEW SUBMITTAL FORM

Agenda Item: Employee Assistance Program Agreement; Traid Resou

Action Requested: Board of County Commissioners' Signature

Parties to the Agreement: Gunnison County Colorado & Triad Resource Group, LLC d/b/a Triad EAP

Term Begins: 1/1/2018 **Term Ends:** **Grant Contract #:**

Summary:

2018 Service Agreement with Triad, EAP to include services offered to employees for life coaching sessions

Fiscal Impact: None

Submitted by: Cheryl Seling **Submitter's Email Address:** cseling@gunnisoncounty.org

Finance Review: (●) Required ( ) Not Required

Comments:
No fiscal impact, no concerns. ln

Reviewed by: GUNCOUNTY1\lNienhueser Discharge Date: 3/5/2018

County Attorney Review: (●) Required ( ) Not Required

Comments:
ok db 3/30/18 Please do: Paragraph 8 b. second sentence: Cross out the word "Court" and write in the word "District" and initial and date that change.

Reveiwed by: GUNCOUNTY1\dBaumgarten Discharge Date: 3/30/2018 Certificate of Insurance Required Yes ( ) No (●)

County Manager Review:

Comments:

Reveiwed by: GUNCOUNTY1\jost Discharge Date: 3/30/2018

(●) Consent Agenda ( ) Regular Agenda ( ) Worksession Time Allotted: 0

Agenda Date: 4/3/2018

Revised April 2015

EMPLOYEE ASSISTANCE PROGRAM AGREEMENT

THIS EMPLOYEE ASSISTANCE PROGRAM AGREEMENT (Agreement) is between the Triad Resource Group, LLC d/b/a Triad EAP ("Triad") and the Board of County Commissioners of Gunnison County ("EMPLOYER").

RECITALS

A. Triad offers a professional services program designed to assist (1) work organizations in addressing productivity issues and (2) employee Clients in identifying and resolving personal concerns (including, but not limited to health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues). The program provides counseling, training, referral services and access to other resources to participating employers and their employees, along with immediate family members of employees.

B. Employer desires to receive such services provided by Triad.

C. Now, therefore, in consideration of the recitals above and the mutual promises set forth below, the parties agree as follows:

1. **Definitions**. The words and terms defined below have the following definitions:

a. "Client" shall mean any Eligible Employee and any member of the Eligible Employee's Immediate Family who are receiving EAP Services.

b. "EAP Counselor" shall mean a person who is a counselor by trade, who has a minimum of a master's degree from an accredited college or university in the fields of psychology, counseling, or a comparable area of study and who provides EAP Services. EAP Counselors are generally independent contractors and not employees of Triad, but who accept referrals from Triad.

c. "EAP Services" shall mean employee assistance program services offered through Triad, which includes, but is not limited to, individual, couple and family counseling, group and training programs.

d. "Eligible Employee" shall mean a current employee of Employer, who has been properly identified in Employer's current quarterly report to Triad including employee name and other identifying information required by Triad.

e. "Immediate Family" shall mean an Eligible Employee's spouse or domestic partner, and dependent children under 26 years of age who are not emancipated.

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2. **Term of Agreement**. This Agreement shall be effective for an initial term of twelve months beginning January 1, 2018 and ending on December 31, 2018 unless terminated earlier in accordance with this Agreement. The Agreement will automatically renew at the end of the initial term for successive one-year periods unless either party gives a non-renewal notice to the other at least thirty (30) calendar days before the end of the term, stating that the party does not wish to renew, or stating different terms which are a condition of renewal. Notice by Triad of an increase in rates, regardless of when given, shall not constitute a non-renewal notice, but consistent with paragraph 4.c. Employer shall have sixty (60) calendar days from the date of the notice in which to choose to cancel the Agreement, during which period the rate increase shall not be effective.

3. **Triad's Responsibilities**.

a. **EAP Services for Clients** shall be provided as follows:

1) Counseling. Triad shall provide counseling sessions as set forth on attached Exhibit A. The areas in which counseling is provided include, but are not necessarily limited to, substance abuse, emotional distress, family, marital, financial, legal and job-related problems.

2) Referral to Outside Professionals. Triad or EAP Counselors may from time to time refer a Client to an outside professional for consultation or treatment. Issues typically referred to outside professionals include certain legal or financial problems, medical care and psychiatric conditions presenting needs beyond the expertise of EAP Counselors. Triad is not responsible for any costs associated with or resulting from any such outside referral. All such costs are the responsibility of the Client. Triad and EAP Counselors shall not refer a Client to an outside professional without first obtaining Client's written consent and express understanding that the outside professional is not an employee or agent of Triad, that the charges for such outside professional's services are not included in the Eligible Employee's EAP Services, that charges will be billed directly to Client by the outside professional (or if coverage is available and the outside professional accepts such coverage, to a third-party insurer or payer) and that Client or Eligible Employee is responsible for payment for these charges. Outside professionals are not employees or agents of Triad and do not share fees with Triad.

3) Education. Triad shall make available to Employer the programs specified on Exhibit A for the purpose of increasing Client knowledge, awareness and skills on using the EAP appropriately and effectively.

b. **Triad will report Statistics** on utilization to Employer on a quarterly basis. Quarterly statistics will show the number of Clients who have used EAP services by Employer. Annual statistics will include information such as gender, number of employee-Clients,

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immediate family-Clients, types of referrals, and problem categories. Names will not be reported. If the identity of the Client is obvious from the statistic, the statistic shall not be disclosed unless the Client has consented to disclosure.

c. **Triad will bill Employer** for any additional services provided to Employer during the month by the 10th of the next month. Payment shall be due within thirty (30) calendar days of the statement date. "Additional services" include, but are not necessarily limited to, training programs, conflict resolution counseling and critical incident counseling that are over and above the basic services provided under the quarterly assessment amount as explained in Exhibit A attached.

4. <u>Employer's Responsibilities</u>.

a. **Coordination with Triad**. Substantial coordination is necessary between Employer and Triad for effective utilization of EAP Services. At all times, Employer shall have a representative available to Triad for such coordination.

b. **Designation of Class and Name of Eligible Employees.** Employer shall give written notice to TRIAD of the Class of Eligible Employees and shall by the tenth day of each quarter report the names of every individual on the Employer's last payroll who fall within the Class. The Class of Eligible Employees shall be all Regular and Probationary-Status Employees on the payroll (individuals who are regularly scheduled to work full-time or part time and are part of the regular work force, excluding only temporary, intermittent part time, and seasonal employees).

c. **Payment.** Employer shall pay TRIAD on or before the tenth day of the quarter, an amount equal to the base rate times the number of Eligible Employees on Employer's final payroll for the last quarter ("quarterly assessment"). The base rate for determining the monthly assessment and other charges are stated in Exhibit A. TRIAD shall have the right to increase the rates set forth in Exhibit A by giving Employer written notice of the new rates at least thirty (30) calendar days prior to the end of the Term. If such notice is given, the rates set forth in the notice shall be the applicable rates under this Agreement for the next one-year Term.

1) Payment shall entitle all Eligible Employees and the Immediate Family to receive basic services for the year. There shall be no refund for any Eligible Employee whose employment terminates during the current quarter and the Eligible Employee shall have thirty (30) calendar days after the date of termination in which to use basic EAP Services. Similarly, there shall be no extra charge for individuals who become Eligible Employees during the current quarter, so long as the number of Eligible Employees for the Employer does not increase by more than 10% during the quarter. If there is greater than a 10% increase in Eligible Employees during the quarter, Employer

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shall pay Triad an additional base charge for each additional Eligible Employee added during the quarter. The charge shall be paid within thirty (30) calendar days of Triad's statement date.

2) If Employer's use of Triad's services terminates mid-month, Triad shall refund to Employer a pro-rata share of the monthly assessment for that Employer based on the number of calendar days remaining in the month after Triad receives notice of the termination. Thereafter, Triad and its EAP Counselors shall not be obligated to provide further services to Employer's employees or the employees' Immediate Families.

3) Payment for "Additional Services" as noted in 3.c. above shall be due within thirty (30) calendar days of the statement date.

5. **Confidentiality**. All information provided by Triad is subject to applicable laws and professional ethics regarding confidentiality. Triad and Employer agree to enter a HIPAA compliant business associate agreement for the protection of health information regarding Clients. Except as otherwise required or allowed by applicable law, information about Clients will not be divulged by EAP Counselors or Triad to Employer or any third party, except as provided below:

a. **Statistical Information**. Triad will disclose non-identifying statistics to Employer on an annual basis as provided in paragraph 3.b above.

b. **Employer Referral, No Job Jeopardy**. When Employer notifies Triad that it has referred or will refer an Eligible Employee for EAP Services and does not state that the Eligible Employee's job position is in jeopardy, then upon request of Employer, Triad will seek written authorization from the Eligible Employee who is a current Client to disclose to Employer that the Client is receiving EAP Counseling Services. Triad may then report this information to Employer if the Client so authorizes such disclosure in writing. Only the fact that Client is receiving EAP Counseling Services will be disclosed to Employer, except as set forth in paragraph 3.b above.

c. **Employer Referral, Job Jeopardy Situation**. When Employer notifies Triad that it has or will make a referral because Employer has determined that Employee's job is in jeopardy, then upon request of Employer and with written authorization of the Eligible Employee, Triad shall provide in addition to the information provided pursuant to paragraphs 3.b and 5.b above, the following information:

1) The date(s) the Eligible Employee attends or fails to attend;

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2) Whether a follow-up appointment is scheduled and the date(s) and times of the appointment(s);

3) A brief statement indicating whether the Eligible Employee demonstrates awareness of, and is engaged in discussing the behavior(s) identified by their supervisor; and

4) Whether the Employee has been referred for treatment or other services to an Outside Professional.

d. **Referral to Outside Professional**. With the Client's prior consent, information will be provided to an Outside Professional to whom the Client is referred by Triad or an EAP Counselor for additional professional services.

6. Triad's Right to Provide Services to Others. Triad is in the business of providing EAP Services to individuals and businesses and this Agreement does not in any way limit Triad's right to conduct business or provide EAP services to parties other than Employer both during and following the Term of this Agreement.

7. Termination of Agreement. This Agreement shall terminate at the end of the Term as set forth in paragraph 2 above, or immediately upon any of the following events:

a. The bankruptcy or insolvency of either party;

b. A party's failure to cure a material breach of this Agreement within ten (10) calendar days after receiving notice stating the nature of the breach, the action needed to cure, and the date of termination if not cured;

c. A second material breach within the same one-year Term;

d. With or without cause upon sixty (60) calendar days prior notice; or

e. If either party gives a non-renewal notice to the other at least thirty (30) calendar days before the end of the term, stating that the party does not wish to renew, or stating different terms which are a condition of renewal.

Upon termination or expiration of the Agreement, Triad's obligation to provide EAP Services to Employer, Eligible Employees and their Immediate Families and dependents shall terminate immediately and Triad shall have no further obligations under this Agreement. Employer's obligations under this Agreement shall also terminate except for its obligation to allow Triad to audit the payroll records of Employer, and to pay all amounts owed under this Agreement.

8. General Provisions.

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a. **Limitation of Liability**. The EAP Counselors and other outside professionals are independent contractors and not employees of Triad. Triad has no vicarious liability or respondeat superior liability for the quality of services provided or the omissions by these individuals. Triad's liability is limited to situations where it has been reckless or grossly negligent in using the services of the independent contractor and this reckless or grossly negligent conduct is the proximate cause of the damages suffered by the claimant. In any event Triad's liability shall be limited to actual damages and shall not include any compensatory, consequential, or punitive damages, interest, penalties or attorney's fees incurred by the claimant in pursuing remedies.

b. **Governing Law and Venue**. This Agreement shall be governed by the laws of the State of Colorado. The parties agree that venue of all matters shall be in 7th Judicial Court, Colorado.

c. **Severability**. If any provisions of this Agreement shall be held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect, unless the invalid or unenforceable provision is material to this Agreement and its invalidity or unenforceability results in substantial economic detriment to either party to the Agreement.

d. **Assignment**. Employer's rights, duties and responsibilities pursuant to this Agreement may not be assigned or delegated by Employer without the prior written consent of TRIAD. TRIAD'S rights, duties and responsibilities pursuant to this Agreement may not be assigned or delegated by TRIAD without prior written consent of Employer.

e. **Entire Agreement**. This Agreement, and the Exhibits attached to this Agreement, constitute the entire understanding and agreement of the parties, and shall supersede all prior understanding and agreements of the parties on the subject matter of this Agreement.

f. **Amendments**. This Agreement shall not be changed, modified or altered except by amendment, which to be valid and enforceable, shall be in writing and signed by the parties. Notwithstanding the foregoing: (i) Triad may unilaterally increase the rates as provided in paragraph 4.c. and change the benefits described in Exhibit A by giving Employer at least sixty (60) calendar days advance notice, during which period the rate or benefit changes shall not be effective, and (ii) Triad may unilaterally amend this Agreement in order to comply with the applicable federal or state laws or regulations, the amendment to become effective thirty (30) calendar days following Triad's notice to Employer of the amendment.

g. **Notices**. Whenever required hereunder, notices shall be deemed sufficiently given if made in writing, upon actual receipt of the notice or three calendar days after mailing by United States Mail, postage prepaid, first class or certified or registered mail, to the address of the parties set forth hereafter, whichever occurs first. The address to which notices are

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given may be changed by notice of change of address given in the method and manner provided herein.

h. **Benefit**. The terms and provisions of this Agreement shall bind and benefit the respective parties, their agents, employees and representatives.

THE UNDERSIGNED HAS CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT AND HEREBY KNOWINGLY AND VOLUNTARILY ENTERS INTO THIS AGREEMENT AS AUTHORIZED REPRESENTATIVE OF THE PARTY INDICATED ABOVE MY SIGNATURE.

Triad EAP	Board of County Commissioners of Gunnison County
Name: John Gribben	Name: _____
_____ (signature)	_____ (signature)
Title: Owner / Manager	Title: _____
Date March 5, 2018	Date _____
Address:	Address:
844 Grand Ave., Suite C Grand Junction, CO 81501	200 E. Virginia Ave Gunnison, CO 81230

ATTACHMENTS: Exhibit A

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EXHIBIT A
Triad EAP's SERVICES

Employer: Gunnison County
Effective Date: 1/1/18 – 12/31/18

1. **Payment of Quarterly Assessment.** Payment must be received by TRIAD, on or before the tenth calendar day of the quarter, equal to the base rate times the number of Eligible Employees for Employer. All employees who are listed on the last payroll of the Employer before the beginning of the quarter and who fall within the designated Class of Eligible Employees for Employer shall be counted in computing the monthly assessment. The base rate per Eligible Employee per quarter is $6.69.

2. **Basic EAP Services Included in the Base Rate**.

a. **Counseling Sessions.** The maximum number of counseling sessions per Eligible Employee per one-year Term of the Agreement is five (5) per incident. Any counseling session provided under this Agreement for Eligible Employee's Immediate Family shall count toward the number of counseling sessions to be provided to Eligible Employee under this Agreement. The Type of Incident is defined by the primary stressor creating the need for counseling, as follows:

1) Relationship problems within the Immediate Family, including but not limited to, marital or domestic problems, separation or divorce, relationship issues between spouses or domestic partners, parents and children, or siblings.

2) Health-related problems such as physical or mental illness or substance abuse of the Eligible Employee or the Immediate Family member or death of a loved one;

3) Financial or legal problems;

4) Job-related problems;

5) All other stressors.

Counseling sessions are for the purpose of assessment, short term counseling, and/or referral. The sessions are not for long term treatment. A counseling session is up to 50 minutes in length. Depending upon counselor availability and Client consent, a counseling session may be extended in length past 50 minutes and treated as multiple sessions (in increments of up to 50 minutes) that will each count toward the number of counseling sessions to be provided within the one-year term of this Agreement. Any scheduled counseling session that a Client misses without notice to Triad and the EAP Counselor of cancellation at least 24 hours in

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advance will be assessed counted as a counseling sessions to be provided to Eligible Employee under this Agreement or as an additional counseling session charged to the Eligible Employee if the basic service number is exceeded. The basic services that are not utilized during the one-year Term are forfeited without refund and do not carry over into the next one-year Term unless Triad, in its sole discretion, makes a written exception to this rule.

b. **Financial Counseling Sessions**. Eligible employees can access a toll-free Information Line -- Financial counselors address questions on matters of financial management including debt reduction, home buying, budgeting, foreclosure prevention, and bankruptcy prevention. Certified Consumer Credit Counselors will provide hour-long confidential counseling sessions. Any financial counseling session provided under this Agreement for Eligible Employee's immediate Family shall count toward the number of counseling sessions to be provided to Eligible Employee under this Agreement.

c. **Legal Assistance Sessions**. The legal assistance benefit allows Eligible Employees consultation for any legal issue, with the exception of those involving disputes or actions between an employee/dependent and their employer or Triad. The legal consultant will provide connection to an attorney in the user's state for a free 30-minute consultation and/or refer the client to a local attorney for a free 30-minute consultation. If additional assistance is desired, clients are entitled to 25% off of the attorney's normal and customary fees. Certain legal issues are excluded from the 25% discounted rate. Excluded from the free consultation and other legal work is any matter in which the adverse party is a party or Employer under this Agreement, an affiliate, parent company or subsidiary of any party of Employer under this Agreement, or an Eligible Employee or Immediate Family of an Eligible Employee under this Agreement.

d. **Integrated ID Recovery—**30 minute consultation with a skilled ID Theft resolution Specialist who provides the caller with the tools to implement a resolution action plan. Includes 25% fee reduction for individuals who choose to purchase the Enhanced ID Recovery.

e. **Life Coaching.** Eligible Employees can consult with a Triad Life Coach for various issues such as career development, goal setting, life transitions, time management and work-life balance. Mental health conditions are not appropriate for Life Coaching. Up to five sessions are included during each one-year term; sessions can take anywhere from 15 to 90 minutes and can take place by phone, video chat, and / or in person. Immediate Family are not eligible for Life Coaching.

f. **Training Programs.** TRIAD shall present two one-hour work-site training programs during each one-year Term on topics selected by Employer from topics listed on Exhibit B as "Wellness & Personal Growth Seminars".

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g. **Conflict Resolution Counseling.** Conflict Resolution Counseling shall mean a group session for two or more Eligible Employees referred to EAP by Employer for the purposes of addressing issues causing conflict in the workplace. Three Conflict Resolution Counseling sessions will be provided by TRIAD to Employer each one-year Term (1 counselor for up to 3 hours per session).

h. **Critical Incident Counseling.** Critical Incident Counseling shall mean an on-site group session for Eligible Employee counseling purposes following a critical or traumatic incident that affects workplace productivity or has an impact on the Eligible Employees' ability to cope or function in the work place. TRIAD shall make available to Employer three critical incident Counseling sessions each one-year Term (1 counselor for up to 3 hours per session).

i. **Management consultations –** Unlimited management consultations regarding EAP services & policy development as it relates to the EAP Services are included at no charge.

3. <u>Charges for Additional Services</u>.

a. **Additional Counseling Sessions.** Additional Counseling Sessions may be provided at a cost of $85.00 per session, up to 50 minutes. Such sessions must be paid for at the time the service is provided, unless arrangements are made with the EAP Counselor and Client, in advance, for billing to the Eligible Employee, Client, Employer or other party.

b. **Training Programs.** Work-site training programs will be provided at a charge to Employer of $225 per hour plus travel costs for work-sites outside Mesa County, Colorado, or as otherwise agreed to in writing prior to the program presentation.

c. **Conflict Resolution Sessions.** Conflict Resolution Counseling shall mean a group session for two or more Eligible Employees referred to EAP by Employer for the purposes of addressing issues causing conflict in the workplace. Additional Conflict Resolution Sessions will be provided to Employer at the rate of $95 per one-hour session plus travel costs where applicable.

d. **Additional Critical Incident Counseling Sessions.** Additional Critical Incident Counseling Sessions will be provided to Employer at the rate of $125 per one-hour session plus travel costs where applicable.

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EXHIBIT B
Triad Trainings

FOR MANAGERS AND SUPERVISORS

Recognize and Assist the Troubled Employee: This 60 – 90 minute training is a must for all managers and supervisors. Sometimes life can weigh heavy on an employee and all it takes is a helping hand to make a difference. Supervisors and managers can be that helping hand but first they need to learn to recognize when an employee might be in trouble. This training helps managers recognize employees who may be struggling and then gives instructions on how to help that employee find the help they need.

The Art of Conflict Resolution: Nothing can be more stressful than employees who don't click. Dealing with workplace conflict can take up to 20-42% of a manager's time, drain productivity, and lower morale within the entire organization. This training teaches effective, hands-on ways managers can help turn negative conflict into positive change within the organization by learning simple, yet powerful communication skills. 90 minutes

Managing Burnout: This training is designed specifically for supervisors and managers to help address signs of burnout and provides data on leadership behaviors and approaches that reduce burnout in the workforce. If your employees seem exhausted and unhappy, procrastinate, are often out sick, and simply not engaging, this training can provide direction. If your energy is sapped at the end of the day, here are tools to create an environment that supports resilience in you and in your workforce.

Workplace Violence Prevention – A Team Effort: Learn what to do to help reduce risk through policies, training, recognition, and implementation of Incident Response Teams. This training will instruct managers and supervisors about how to create a safe work environment but also plan for the unexpected if a violent event occurred.

FOR ALL STAFF

A Respectful Workplace: The topic of workplace civility and its opposing dynamics of workplace incivility, harassment, and bullying are highly impactful and determine whether the workplace provides a safe, productive, and engaging environment. This training helps your employees understand your workplace policies around workplace harassment and bullying, helps raise awareness about our behaviors, and provides methods and processes of dealing with these subtle yet impactful behaviors.

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Coping with Compassion Fatigue: Employees who are frequently exposed to the pain, trauma, and misfortune of others may be susceptible to compassion fatigue; a condition that may lead presenteeism, absenteeism, and health problems for the employee. This training provides the recognition, causes, and methods of preventing and treating compassion fatigue and is appropriate for health care workers, mental health workers, first responders, police personnel, and teachers.

Customer Service: Organizations face more competition more than ever. Once you get a customer, keep them by providing world-class customer service. This training also teaches skills on the most challenging, yet potentially rewarding, imperatives: dealing with a dissatisfied customer. Learn skills to address and recover from a customer's poor experience and provide exceptional customer service that will be the talk of the town.
Full day or half day training

Domestic Violence – Make it Your Business: Domestic violence is more common and devastating than you might imagine. Studies have shown that violence in the home follows victims into the workplace, resulting in absenteeism, low productivity and turnover. Learn about how it impacts all areas of life, and how to assist employees who are affected.

EAP 101: This training gives a brief overview of the EAP benefit either onsite or via Google Hangouts.

Effective Communication in Today's Business World: Communication skills are important and powerful tools for success in life. As an effective communicator, you are better able to lead, resolve conflict, and motivate others. This training looks at basic communication principles as well as the impact of nonverbal cues on communication. Learn how you can master effective communication to reduce conflict, improve productivity and become a better listener.

A Guide to Crucial Conversations: Conversations can be tricky. Put together two or more people who have different communication styles, personalities, and expectations who are trying to navigate important topics and varying emotions and a conversation just turned crucial. This training helps attendees understand their own strengths, challenges, and communication styles and how they interact with others. They will also learn tips and techniques on how to have a successful crucial conversation.

Mind Over Math: If creating a desired financial outcome was as easy as simple math, a little budgeting know-how, and a modicum of self-control, everyone would have a perfect financial situation. Instead, more and more Americans are facing financial stress and it's taking its toll on health. A 2015 Consumer Financial Literacy Survey shows 80% of U.S. adults have financial worries. Learn how to tackle the problem head-on and turn stress into a sense of financial empowerment. 60, 75 or 90 minutes

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Mindfulness and You: Studies show that learning to direct your mind to the present moment can help reduce stress, distraction and worry. Get the basics down with a one-hour mindfulness training session that will leave employees feeling happier, more productive, and re-engaged in work and home life.

Personal Assessment: Know Thyself: Identify habits that influence how you and others you work with communicate, solve problems, and make decisions. Knowing yourself habits, strengths, and challenges will help you become more resilient in your day-to-day interactions. Two-hour training; course materials require extra charge

Preventing and Addressing Sexual Harassment: Learn to identify sexual harassment at work; what to do if it happens to you or someone reports it to you; the legal ramifications involved with sexual harassment; and ways to avoid acting in harassing ways.

Stress Resiliency: Life isn't always smooth sailing so learning to navigate life's storms will help reduce stress and create more joy in life. This training will teach participants how to remain resilient and healthy no matter what happens in life from stressors (divorce, job loss, or financial problems) to life transitions (new baby, job promotion, or moving houses). Learn how to empower yourself by understanding the role of your thoughts and perceptions and how they shape your reaction to life events.

Resiliency: Stress Management Through Greater Self-Awareness: Becoming more resilient through life's difficulties requires higher emotional intelligence. This training will help participants better understand themselves and their strengths, challenges, and communication styles as well as the various ways different social styles prefer to communicate. Learn how to work alongside different social styles as well as how to have difficult conversations.

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