

EAP Online Training Center



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

- As Simple As Respect: Diversity, Respect, and Inclusion in the Workplace
- DOT: Reasonable Suspicion of Drug and Alcohol Abuse
- Eight Keys to a More Respectful Workplace
- Getting Real About Workplace Violence: Awareness and Prevention **(Part 1)**
- Getting Real About Workplace Violence: Extreme Violence Response **(Part 2)**
- Prevencion del acoso sexual **(para empleados)**
- Stop Sexual Harassment Now: **(Employee Version)**
- Stop Sexual Harassment Now: **(Supervisor Version)**
- The Interviewing Process
- Understanding Workplace Substance Abuse **(for Employees)**
- Understanding Workplace Substance Abuse **(for Managers)**
- NYS-Sexual Harassment Prevention in the Workplace **(for Employees)**
- NYS-Sexual Harassment Prevention in the Workplace **(for Managers)**

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