



# Training programs 2026

Inspiring employees around the world

TELUS Health Learning



# Your guide to workplace wellbeing

We understand that the landscape of workplace learning is constantly evolving. To meet the diverse needs of today's workforce, we have developed a series of cutting-edge training sessions, designed to drive personal and professional growth through innovative learning.

## Welcome to our 2026 training catalog

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# The power of customized learning

Everyone learns differently. That is why our global learning services are designed to align with the unique needs of your organization, wherever you are in the world. We work with you to understand your language, location and company culture, then recommend the most relevant topics, formats and modalities for your teams.

Our standard catalog content is ready to deliver as is in a variety of formats, including live virtual sessions, in person delivery and hybrid models that blend classroom and digital learning. For organizations that require deeper tailoring of materials, we also offer paid customization options, such as adapting examples and scenarios, incorporating your policies and branding, or building in additional content to address specific priorities.

Taking a holistic approach, our training programs cover a wide range of topics and skills. Each session is designed to be practical, engaging and applicable to real life situations at work and beyond.

Through consultations, feedback reports and ongoing guidance, we help you select and refine the right mix of topics over time. Planning support and topic recommendations are included as part of our service, while any changes to core content are scoped and priced as additional customization. This ensures your development goals stay on track and supports both individual growth and organizational success.

## Our approach

# Complementing our global offering

Our Global Learning offering is our core solution designed to elevate awareness and build foundational skills at scale. That suite delivers:

- A globally consistent and scalable learning experience with light cultural tailoring
- Full multilingual availability to reach every audience

In the USA, we bring a powerful ecosystem of expertise – pairing our seasoned internal specialists with a trusted national network of external facilitators. Together, they deliver learning experiences grounded in decades of American market insight and organizational understanding.

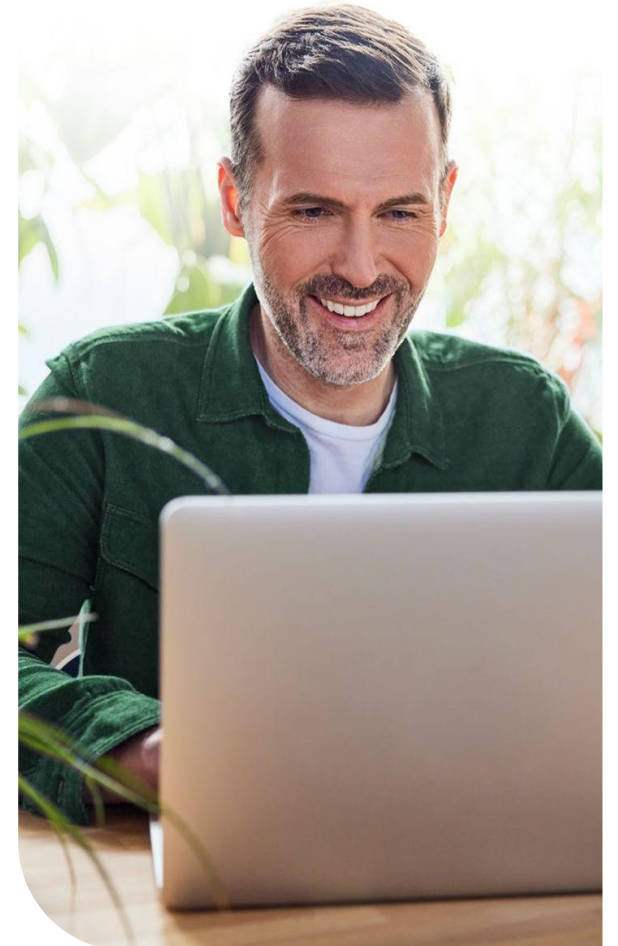


**Throughout this catalog are programs specifically for an American audience, marked by a flag icon. These programs focus on:**

- The realities of modern American work: leadership expectations, organizational culture, team dynamics
- Learning that blends insight, skill development, and behavioral anchoring for sustained impact

**All American programs are:**

- Expertly contextualized to local culture and market conditions
- Designed and delivered by American experts



# Innovative ways to engage and learn

## Seminars



Seminars deliver specialized content led by a seasoned subject matter expert.

### Expert-led Instruction

Direct access to a specialist who delivers industry-relevant knowledge.

### Focused learning

In-session learning only, designed for concentrated skill-building with no pre-work.

### Actionable takeaways

Participants leave with practical tools and strategies they can implement right away.

## Workshops\*



Workshops move learning beyond theory, emphasizing practical application in both work and personal life.

### Pre-learning

Curated resources and materials for knowledge building prior to many of the workshops.

### Facilitated discussion

Expertly-led session with problem-solving, analysis, and peer learning.

### Practical tools

Strategies and tools that participants can instantly integrate into their lives.

*\* Capacity maximums of 20-30 participants*

# Ways to engage and learn

Our training sessions embrace different delivery methods to optimize knowledge retention, skill application and employee engagement.

## Fireside Chats\*



Offer a fresh and dynamic modality for conversation, creating a warm, inviting atmosphere that fosters genuine connection and deeper engagement.

### Interactive engagement

Opportunities for audience Q&A and real-time reflections.

### Flexible format

Suitable for intimate groups or larger virtual audiences.

### Leadership Dialogues, Thought Leadership and Community

This format transforms the way we communicate, turning sessions into memorable, insightful experiences that inspire connection and action.

### Experiential

Moving beyond the traditional formal presentation, this format encourages open, candid dialogue between host(s) and guests, or among participants themselves.

*\*Previously called Learning Forums at TELUS Health. As Fireside Chats/Learning Forums involve a relational “story telling” theme, every engagement is considered custom and will include an element of customization charges (FFS or BOH)*

## eLearning



Accessible anytime and anywhere, our eLearning modules offer learners the freedom to grow at their own pace.

### Scalable training

Consistent, high-quality learning that can be deployed across an entire workforce, regardless of size.

### Performance-driven

Engaging and interactive modules designed to strengthen skills and enhance workplace productivity.

### Hosting

Content is hosted TELUS Health’s Learning Management System with flexibility to host on client platforms.

# Our training sessions

To help you navigate to the training session you need, we have grouped them by broad topic areas, including professional wellbeing, Mental wellbeing and Physical wellbeing.

## Flagship

An advanced training solution with content adapted to align to your business needs. We undertake a pre-training consultation to learn more about your organizational environment and learning objectives, and develop case studies that reflect relevant business scenarios.\*

## Key terms:

Terms that highlight the foundational ideas within a session.

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How to lead high-performing hybrid teams

Leading through crisis

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# Professional wellbeing

# Becoming a self-starter

Becoming an empowered self-starter not only unveils boundless possibilities but also lays the foundation for personal and professional development.

## Available modalities:

Seminar



30/60/90 minutes

## Key terms:

Discipline, resilience, habits, mindset, burnout

In the hustle and bustle of daily life, we often neglect what truly matters—our overall wellbeing. Thriving is about so much more than simply managing stress or avoiding illness; it's about flourishing and finding balance in every area of our lives. True wellbeing encompasses mental and physical health, financial security, strong relationships, and a sense of belonging within a supportive community.

In this engaging and insightful session, we'll dive into how these key pillars interact, offering practical strategies to help you create balance, build resilience, and achieve a fulfilling life. By exploring actionable ways to prioritize your wellbeing, you'll uncover the keys to flourishing and learn how to make meaningful, lasting changes toward a healthier, happier you!

## How participants will benefit

In this session, participants can expect to:

- **Uncover the essential qualities that define a self-starter** and set the foundation for personal success
- **Discover how to bounce back from challenges and setbacks** while maintaining self-driven momentum
- **Understand the intricacies of motivation** and learn techniques to sustain their inner drive
- **Unlock the potential of a growth mindset** to embrace challenge and continuous improvement
- **Learn self-care practices** to keep their self-starter flame burning without succumbing to burnout

# Behavioral science of excellent customer experience

Back

This session empowers participants by leveraging behavioral science strategies to enhance their customer service skills and foster impactful interactions. By delving into key psychological principles, such as understanding human motivation, decision-making processes, and emotional responses, participants will gain insights into how these factors influence customer experiences.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Professional skills,  
communication, emotional  
intelligence

The session focuses on communication techniques grounded in behavioral science, enabling participants to anticipate customer needs more effectively and respond to emotions with greater empathy. By understanding the underlying motivations behind customer behavior, they can navigate challenges more adeptly, turning potential conflicts into opportunities for connection.

They will learn how to apply behavioral insights to everyday situations, whether handling complaints or providing routine support. By the end of the workshop, participants can expect to possess a comprehensive toolkit of evidence-based techniques designed to create memorable and meaningful customer experiences, ultimately fostering loyalty and positive relationships.

## How participants will benefit

In this session, participants can expect to:

- **Learn psychological de-escalation techniques rooted in cognitive reframing:** Enable transforming customer complaints into collaborative problem-solving opportunities by recognizing emotional triggers.
- **Discover practical exercises:** To help participants acquire skills to establish trust and rapport with customers, enhancing satisfaction and loyalty.
- **Learn effective communication techniques:** Rooted in psychological insights allow responding to customer emotions with empathy and building stronger connections.
- **Lead with proven tools:** To create memorable customer experiences across various contexts

# Cross-cultural communication

Culture is a shared set of assumptions that shape how we perceive the world and influence values, norms, attitudes, and behaviors. These assumptions impact perceptions of gender, age, and social class, as well as ideas about race, ethnicity, religious practices, sexual orientation, physical appearance, ability, and regional or national identity.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Effective communication, relationships, DEI, psychological safety

This session is designed to help participants develop a deeper awareness and understanding of diverse cultures. Through thought-provoking discussions and activities, attendees will explore how cultural assumptions shape interactions and behaviors. The training challenges participants to reflect on their attitudes and values toward other cultures, fostering greater intercultural sensitivity.

By building this essential skill, participants will learn to navigate and respect cultural differences, improving communication and collaboration. This session equips attendees to create more inclusive, empathetic environments that support positive relationships across all cultures.

## How participants will benefit

In this session, participants can expect to:

- **Understand the meaning of intercultural competence:** Explore the concept of intercultural competence and identify common obstacles to effective cross-cultural communication.
- **Learn the importance of psychological safety:** Recognize how psychological safety fosters trust and openness in intercultural interactions.
- **Discover effective communication strategies:** Gain tools to communicate clearly and respectfully with individuals from diverse cultural backgrounds.
- **Plan and implement improvement strategies:** Learn actionable steps to develop and enhance intercultural communication skills within your workplace or team.

# Confident public speaking skills

Exceptional public speaking skills set employees apart, empowering them to captivate audiences, convey ideas with clarity, and elevate your organization's impact.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Public speaking, confidence, communication, adaptability

This dynamic training transforms nervous speakers into confident communicators through proven techniques that reduce anxiety, sharpen delivery, and inspire action. Many struggle with public speaking due to fear of judgment, lack of preparation, or limited practice, but these barriers can be overcome with the right strategies and guidance. Participants will learn to craft compelling narratives, connect authentically with diverse audiences, and command attention in any setting.

Engaging exercises, real-time feedback, and expert coaching ensure every participant hones their unique style and projects confidence. The training also focuses on adaptability, helping employees tailor their approach for virtual and in-person settings. Empower your team to shine, leaving a lasting impression that drives results and strengthens your organization's reputation

## How participants will benefit

In this session, participants can expect to:


- **Overcome speaking anxiety:** Master techniques to reduce fear and build confidence in public speaking.
- **Deliver impactful presentations:** Learn to craft compelling messages that captivate and persuade your audience.
- **Build authentic connections:** Develop skills to engage with diverse audiences and foster genuine rapport.
- **Inspire and influence teams:** Enhance your ability to motivate, lead, and drive action through effective communication.
- **Elevate professional impact:** Strengthen your personal and organizational reputation with polished public speaking skills.

# De-escalation skills: managing aggression in the workplace

Conflict is a natural part of any workplace, but when it escalates into aggression, it can severely disrupt teamwork, productivity, and organizational morale.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Conflict resolution,  
interpersonal skills,  
aggression

Aggressive behaviour, ranging from subtle microaggressions to overt outbursts, represents an ineffective and potentially destructive response that requires strategic management. Equipping employees with sophisticated skills to de-escalate aggression—whether from colleagues or external sources like customers—empowers them to handle challenging interactions with remarkable confidence and professional composure.

Through assertive communication, emotional regulation, and clear boundary-setting, employees can respond calmly and constructively, helping to defuse tension and prevent misunderstandings. This comprehensive approach not only protects interpersonal relationships but also promotes a respectful, collaborative work environment that values emotional intelligence and professional communication.

By teaching these nuanced de-escalation techniques, organizations create a safer, more harmonious workplace where employees are better prepared to manage external challenges and foster positive, productive interactions.

## How participants will benefit

In this session, participants can expect to:

- **Analyze psychological mechanisms triggering workplace aggression**, including stress responses and communication breakdowns.
- **Develop a framework** distinguishing passive, passive-aggressive, and active aggression with targeted intervention strategies.
- **Apply de-escalation strategies** across interactions with colleagues, clients, and external sources.
- **Implement evidence-based techniques** to respond to aggressive behaviors constructively and supportively.

# Discovering unconscious bias

In today's diverse workplace, unconscious biases can impact decision-making, team dynamics, and organizational culture.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

DEI, psychological safety, interpersonal relationships

This comprehensive session aims to help employees recognize, critically reflect on, and systematically reduce unintentional biases to foster a more inclusive, equitable, and high-performing work environment. Participants will gain deep awareness of how unconscious biases can subtly influence behaviour, interpersonal interactions, and strategic decisions. The training emphasizes the transformative power of a growth mindset, developing cultural competence, and implementing conscious inclusion practices.

Through interactive exercises and evidence-based insights, employees will explore the psychological mechanisms behind bias formation. Participants will acquire practical, actionable tools to challenge their ingrained assumptions, develop more empathetic perspectives, and actively contribute to creating a workplace environment that values diversity, promotes fairness, and harnesses the collective potential of all team members.

## How participants will benefit

In this session, participants can expect to:

- **Deconstruct complex cognitive mechanisms** underlying unconscious bias, mapping psychological pathways that shape workplace perceptions.
- **Implement transformative self-reflection techniques** to uncover deeply embedded personal biases and challenge ingrained assumptions.
- **Develop sophisticated, evidence-based strategies** to systematically mitigate unconscious bias across interpersonal and organizational contexts.
- **Cultivate advanced inclusive leadership skills** that proactively create equitable, psychologically safe workplace environments.

# Effective communication

Effective communication is a cornerstone of personal and professional success, enabling individuals to convey ideas, share information, and build strong relationships.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Communication, relationships, collaboration, self-awareness

It encompasses verbal, non-verbal, and written skills, all of which play a crucial role in fostering understanding and connection. Active listening is equally vital, ensuring that communication is not just about expressing oneself but also about truly hearing and understanding others.

This session equips participants with the essential tools to enhance their communication abilities across all forms. By developing these skills, participants can contribute to a more cohesive, collaborative, and productive workplace. The session emphasizes the importance of clarity, empathy, and adaptability in communication, helping individuals to navigate complex conversations, reduce misunderstandings, and strengthen team dynamics. By the end, attendees will be better prepared to foster meaningful connections and drive success through improved communication practices.

## How participants will benefit

In this session, participants can expect to:


- **Develop active listening skills:** Master techniques to truly hear and understand others, fostering stronger connections and better communication.
- **Increase self-awareness:** Gain insights into their personality and communication tendencies to improve interactions with colleagues and teams.
- **Overcome communication barriers:** Identify common obstacles to effective communication and learn practical strategies to address them confidently.
- **Enhance collaboration:** Discover how improved communication skills can lead to stronger team dynamics and a more cohesive, productive work environment.

# Embracing change

In recent years, many people have encountered significant change, and with the world becoming increasingly complex and the future more uncertain, the ability to cope with change has never been more important.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Change, optimism, coping, self-awareness

This session is designed to equip participants with key techniques to navigate constant change, offering valuable insights into the fundamentals of change management. By understanding common emotional reactions and the phases of change, participants will develop the awareness needed to respond thoughtfully rather than react impulsively. The session will also introduce strategies to cope with uncertainty and adapt constructively. Participants will learn how to embrace change as an opportunity for growth, build resilience, and develop a proactive mindset, all of which are critical for thriving in today's fast-paced, ever-changing environment.

In addition, participants will gain practical tools to manage their own responses to change and support others through transitions.

## How participants will benefit

In this session, participants can expect to:

- **Understand change psychology:** Exploring the deep connection between change and psychological wellbeing, examining how personal responses shape adaptability and resilience.
- **Better navigate change phases:** Learning to recognize and effectively work through different stages of change, from initial resistance to acceptance and growth.
- **Develop insights into emotional responses to change:** Developing insights into typical reactions to change, building awareness of personal trigger and response patterns.
- **Build adaptive strategies:** Master practical techniques for managing uncertainty, fostering flexibility, and maintaining emotional balance during periods of transition.

# Planning your professional growth

Now more than ever, people have diverse career path options and need to understand the importance of devoting time and energy to plan their professional growth. In today's fast-paced, ever-evolving job market, individuals have more career options than ever before, making it essential to prioritize and plan their professional growth.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Goal-setting, self-awareness, growth mindset

Identifying the right career path and making the necessary changes to achieve future goals can often feel overwhelming. However, with the right tools and strategies, navigating this process becomes more manageable.

This session will guide participants in using effective coaching tools to build a clear and compelling career vision, set SMART goals, and recognize their strengths and available resources. By focusing on personal development and aligning goals with values, participants will leave with a practical, actionable plan for their career journey. Whether considering a career change or simply looking to advance, this session will provide the insights needed to confidently map out the next steps toward professional success and fulfillment.

## How participants will benefit

In this session, participants can expect to:

- **Understand the significance of having a clear vision for professional growth** and how it guides career decisions and progress.
- **Begin developing their own personalized vision for the future**, considering their aspirations and values.
- **Learn the characteristics of effective goals**, such as being specific, measurable, achievable, relevant, and time-bound (SMART), and how to apply these principles.
- **Develop strategies to leverage personal strengths** and cultivate a growth mindset for continuous development.
- **Identify the key resources**, such as networks, skills, and tools, that will support their career goals and growth.

# Responding to bullying and harassment

Workplace bullying and harassment are serious issues that can severely impact employee morale, productivity, and overall wellbeing.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Psychological safety,  
psychosocial hazards,  
respect, communication

Addressing these problems is crucial for maintaining a positive work environment and ensuring that employees feel safe and respected. This session explores the psychological effects of bullying and harassment, emphasizing the critical role bystanders play in creating a supportive and respectful workplace culture.

Participants will learn how to identify signs of bullying and harassment, develop proactive strategies to address these behaviours, and implement effective measures to prevent future incidents. They will also explore how to intervene constructively and support those affected.

By the end of the session, attendees will be empowered with the knowledge and tools needed to drive positive change, advocate for inclusivity, and foster a healthier, more supportive work environment for everyone.

## How participants will benefit

In this session, participants can expect to:

- **Recognize inappropriate behaviour:** Learn what constitutes bullying and harassment in the workplace to identify and address problematic behaviours.
- **Understand the psychological impact:** Explore how workplace harassment and bullying affect victims mentally, emotionally, and professionally, as well as the mindset of perpetrators.
- **Acknowledge the bystander's role:** Understand how bystanders contribute to or can break the cycle of harassment by taking action.
- **Identify organizational solutions:** Gain clarity on the processes and strategies organizations can implement to tackle harassment and foster a respectful environment.

# Supporting colleagues through difficult times

When a colleague faces a chronic illness, a serious diagnosis, or the loss of a loved one, the instinct to offer support is natural.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Support, empathy, workplace wellbeing

However, many people hesitate due to uncertainty about how to approach the situation and what to say. Research shows that working in a supportive environment can significantly aid individuals going through difficult times. This session teaches participants the basics of offering help effectively, including recognizing behavioral signals of distress, using active listening techniques, and delivering compassionate, supportive messages.

By providing these practical tools, the session empowers individuals to create a more empathetic and supportive team culture. Attendees will leave with a clear understanding of how to extend genuine support, helping colleagues feel cared for and understood during challenging times. These simple, but powerful steps can make a lasting positive impact on workplace wellbeing and camaraderie.

## How participants will benefit

In this session, participants can expect to:

- **Understand common reactions to traumatic events:** Learn emotional, physical, and behavioral responses to trauma.
- **Recognize signs of anticipatory grief and distress:** Identify early indicators of grief and anxiety.
- **Understand the importance of communication and develop techniques for engaging in appropriate conversations:** Explore how talking can aid in healing and provide the right approach.
- **Learn about the process of recovery:** Understand stages of healing and the need for patience.
- **Identify strategies for coping with stress and building resilience:** Discover tools to manage stress and enhance emotional strength.

# Understanding microaggressions

In today's rapidly evolving workplace, understanding and mitigating microaggressions is not just an ethical imperative but a strategic organizational necessity.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Inclusion, effective communication, interpersonal relationships, decision making

These subtle, often unconscious interactions can significantly erode team cohesion, psychological safety, and ultimately, organizational performance.

By addressing microaggressions proactively, forward thinking organizations can transform workplace culture, enhance employee engagement, and unlock the full potential of diverse talent.

Our targeted training session provides leaders and teams with sophisticated, research-backed tools to recognize, interrupt, and prevent microaggressions. Participants will develop critical interpersonal skills that foster genuine inclusivity, strengthen communication, and cultivate a high-performance culture where every team member feels genuinely valued, respected, and empowered to contribute their best work.

## How participants will benefit

In this session, participants can expect to:

- **Decode the psychological mechanisms of microaggressions**, revealing their profound impact on workplace dynamics and team performance.
- **Develop sophisticated diagnostic skills** to identify subtle communication patterns that marginalize and undermine colleague experiences.
- **Master evidence-based intervention strategies** to interrupt and transform harmful interaction patterns proactively.
- **Cultivate a transformative inclusive leadership approach** that drives cultural change and organizational psychological safety.

# Virtual presentation mastery

Presenting in virtual meetings demands a unique set of skills to connect and communicate effectively in an online environment.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Hybrid workplace, engagement, digital tools, presentation skills

This session empowers participants to overcome virtual barriers, such as distractions, limited non-verbal cues, and technical challenges. Attendees will learn to deliver engaging, impactful presentations that hold attention and inspire action.

From mastering tone and body language on camera to leveraging digital tools for visual impact, this training provides techniques for creating interactive experiences. Participants will also explore strategies to foster engagement, manage Q&A sessions confidently, and ensure clarity of message.

Presenting virtually can be challenging due to the lack of in-person interaction and real-time feedback, but with the right tools, you can turn those challenges into opportunities. Whether leading a small meeting or addressing a large audience, this session equips you to shine on screen and make every virtual presentation a success.

## How participants will benefit

In this session, participants can expect to:

- **Build professional virtual presence:** Gaining confidence in delivering professional and compelling presentations in any online environment.
- **Overcome digital barriers:** Understand how to tackle common challenges in virtual presentations, ensuring clarity and engagement.
- **Learn practical strategies to create engaging virtual presentations:** Participants will learn skills to captivate the audience, keeping them focused and interested throughout virtual meetings.
- **Develop effective communication techniques:** Master the use of tone, body language, and camera positioning to deliver clear, impactful messages.
- **Build confidence in Q&A sessions:** Participants will develop skills to manage questions and discussions confidently even in virtual settings.

# Work smart, achieve more

Time management is a skill that many individuals struggle to master, often leading to feelings of being overwhelmed and stressed, even as the to-do list grows longer.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Time management,  
delegation, work-life balance

However, effective time management is crucial for not only completing tasks but also feeling accomplished and in control at the end of a busy day. This session will provide participants with a clear understanding of the time management process and the key traits that effective time managers possess. They will learn how to prioritize tasks based on urgency and importance, and how to delegate tasks effectively to others, ensuring a more organized and productive workday.

Additionally, participants will explore how to communicate delegation requests clearly to avoid misunderstandings and ensure successful task completion. By the end of the session, attendees will have practical tools and techniques to take control of their time and increase their productivity.

## How participants will benefit

In this session, participants can expect to:

- **Master time management skills:** Gain a deeper understanding of the key principles behind effective time management and how to apply them daily.
- **Identify key traits of successful time managers:** Discover the characteristics and habits that define highly effective time managers and how to adopt them.
- **Prioritize tasks for maximum impact:** Learn strategies to prioritize important tasks and events, ensuring you focus on what truly matters.
- **Leverage delegation and set boundaries:** Explore the power of delegation, how to communicate it effectively, and the importance of setting boundaries to manage workloads.

# Developing a growth mindset

## A session for employees

Cultivating a growth mindset within the workplace plays a pivotal role in unlocking potential and propelling professional growth.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Optimism, resilience, mindset

This session empowers participants to embrace challenges, view setbacks as opportunities, and develop a passion for continuous learning and improvement. Through engaging discussions and practical exercises, participants will explore the key principles of a growth mindset and its impact on success.

They will gain effective strategies to shift from fixed to growth-oriented thinking, build resilience, and enhance their adaptability in dynamic work environments. Participants will also learn actionable approaches to foster a culture of learning within their teams, encouraging collaboration and innovation. By the end of this session, attendees will be equipped to embrace personal and professional growth, develop a proactive attitude toward challenges, and inspire others to adopt a mindset that thrives on possibility and progress.

## How participants will benefit

In this session, participants can expect to:

- **Understand the benefits of a growth mindset:** Explore how adopting this perspective can positively impact professional development and unlock potential.
- **Recognize triggers for a fixed mindset:** Identify common scenarios that hinder progress and learn techniques to shift towards a growth-oriented approach.
- **Adopt a ‘yet’ attitude:** Discover the power of adding “yet” to reframe limitations into opportunities for learning and continuous improvement.
- **Navigate challenges effectively:** Gain practical strategies to approach obstacles with confidence, adaptability, and proactive problem-solving skills.

# Fostering a sense of belonging

## A session for employees

In today's complex workplace environment, the human need for affiliation and belonging stands as a fundamental driver of organizational success.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Inclusion, team cohesion, culture

This transformative workshop explores how workplace belonging shapes employee behaviours, beliefs, and performance outcomes. Drawing from compelling research, including Harvard Business Review findings, we examine how strong workplace connections can increase job performance by 56%, reduce turnover risk by 50%, and decrease sick days by 75%. Participants will discover how employees with a genuine sense of belonging are 3.5 times more likely to achieve their full potential.

Through interactive learning and practical exercises, attendees will gain evidence-based strategies for fostering inclusive environments, enhancing team connection, and building cultures where every individual can thrive. This session equips leaders and team members with tools to create meaningful workplace connections that drive both personal and organizational success.

## How participants will benefit

In this session, participants can expect to:

- **Explore the psychological foundations of belonging:** Examine how this essential human need drives workplace behaviour and influences organizational success.
- **Develop personal connection strategies:** Master practical techniques for building authentic workplace relationships and fostering inclusive environments that enhance team dynamics.
- **Build organizational belonging:** Learn to implement systematic approaches to cultivating workplace belonging, including leadership practices and cultural initiatives that create sustainable, inclusive environments.

# Giving and receiving feedback

## A session for employees

Performance appraisals provide an essential opportunity for employees to reflect on their achievements and set meaningful intentions for their professional development. These reviews are not only a time to celebrate successes but also to identify areas for growth and improvement. Despite their importance, performance appraisals can often be met with apprehension by both managers and employees.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Growth mindset, self-reflection, communication, feedback

In this session, participants will explore the positive aspects of appraisals and understand the common reasons for resistance. They will gain insights into why feedback is critical to growth, learn the importance of self-compassion in receiving feedback, and discover practical strategies for giving and receiving feedback constructively. By the end of the session, participants will be equipped with tools to approach performance appraisals confidently and with a growth mindset, fostering stronger communication and a culture of continuous improvement within their teams.

## How participants will benefit

In this session, participants can expect to:

- **Understand the significance of feedback** and the common reasons it is dreaded by both managers and employees.
- **Identify irrational beliefs** that hinder the ability to receive feedback constructively and positively.
- **Explore the differences between a fixed mindset** and a growth mindset and their impact on feedback reception.
- **Learn practical strategies for giving feedback** in a way that is both constructive and fosters a positive, growth-oriented response.

# Recognition in the workplace

## A session for employees

Recognition—the open acknowledgment and praise of behaviour or achievement—is a fundamental human need that greatly influences motivation and wellbeing.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Communication, self-awareness, cohesion, employee engagement

When employees feel genuinely recognized, it fosters a positive work environment, improving engagement, productivity, morale, and company loyalty. Employee engagement surveys consistently show that sincere recognition is one of the most powerful tools to boost workplace satisfaction and performance. In this session, participants will explore the importance of recognition and learn practical strategies to incorporate it into daily interactions.

They will build a personal toolbox for recognizing the efforts of their colleagues and, equally important, themselves. By the end of the session, participants will understand the different forms of recognition and how to tailor it to meet the diverse needs of their team, creating a culture of appreciation that drives success and fosters a more connected, motivated workforce.

## How participants will benefit

In this session, participants can expect to:

- **Understand the importance of recognition in the workplace** and its impact on motivation, engagement, and morale.
- **Learn strategies for giving meaningful recognition** to colleagues, leaders, and oneself to foster a culture of appreciation.
- **Discover the key aspects of recognition** and how to become a “recognition champion” within the organization.
- **Identify both internal and external tools for recognizing achievements** and fostering an environment where recognition is consistently practiced.

# Basic leadership skills for everyone in every job

Core leadership behaviors anyone can use—communicate clearly, take initiative, build trust, and support others to deliver strong results in any role.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Leadership development, effective communication, initiative, growth

Most people believe that only directors, managers, presidents and CEOs can be leaders. While there is some truth to that, everyone who works can utilize the skills that enable leaders to excel at what they do. Today leadership skills are necessary for every job since employees often work in teams, rotating the managing position. In addition, organizations expect employees to assume the habits of successful leaders so that business results may be achieved faster, more efficiently, and better, thus enabling competitiveness and viability.

This seminar is not the ultimate word on leadership – it is an overview of some basic time-honored strategies that leaders use to be successful on the job.

## How participants will benefit

In this session, participants can expect to:

- Recognize how using basic leadership skills can **promote professional and personal wellbeing.**
- **Assess your leadership capabilities.**
- **Identify eight critical leadership behaviors** and practical tips to implement them.
- **Develop a personal plan** for continued leadership development.

# Understanding different personalities for better collaboration

Teams include diverse personalities and communication styles; collaboration requires navigating these differences with professionalism.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Effective communication, awareness, solution-focused

Workplaces can produce high achievers and dynamic team players. They can also be places where employees become regularly frustrated or annoyed with co-workers, be they bullies, people-pleasers, whiners, or gossipers.

Developing techniques to address these challenging personality types can greatly increase staff morale and job satisfaction.

This seminar will look at the distinction between difficult behaviour and difficult people, and provide participants with strategies to respond effectively to challenging situations, with a focus on assertive communication.

## How participants will benefit

In this session, participants can expect to:

- Identify common types of difficult people.
- Understand people's needs and motivations.
- Deal with difficult people.
- Recognize areas for personal development.



# Dealing with difficult behaviors

## A session for employees

Handling disruptive or challenging behaviour with confidence, clarity, and professionalism.



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### Available modalities:

#### Workshop

 3 hours

### Key terms:

Conflict, Workplace collaboration

One of the most frustrating and potentially costly workplace challenges is dealing with difficult situations and behaviors demonstrated by co-workers, customers and clients.

This workshop will teach participants how to be clear, calm, and constructive in completing required projects while preserving, and even improving, their relationships with others; the essentials of dealing with difficult behaviours.

## How participants will benefit

In this session, participants can expect to:

- **Understand** what constitutes a difficult, aggressive, or hostile behaviour in the workplace.
- **Apply techniques** to handle a difficult, aggressive, or hostile situation.
- **Practice effective listening skills** as well as calming, validating, and defusing strategies



# Resiliency at Work: Challenging Situations

Strengthening the mindset and skills needed to navigate pressure, setbacks, and difficult workplace situations.

## Available modalities:

### Workshop

 3 hours

## Key terms:

Mental health and wellbeing,  
Resiliency

Resilience is often described as your ability to bounce back from adversity. Being resilient is an important building block of individual and organizational health and well-being. Everyone is born with a natural resilience. This workshop will teach participants that with improved self-awareness and practice, they can continue to strengthen and develop their abilities to be resilient in the face of most challenging situations.



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## How participants will benefit

In this session, participants can expect to:

- **Understand why** some people thrive in challenging situations, while others become overwhelmed.
- **Recognize how** their attitudes, actions, and choices contribute to their level of resiliency.
- **Be aware** of the mind-body connection and how it can both support or hijack resilient attitudes.
- **Implement strategies** for thriving under pressure, including in the face of challenging situations.

# Personal wellbeing

# Balance not burnout

Chronic stress, when unmanaged, can lead to burnout—an emotional and physical exhaustion that makes individuals feel detached and overwhelmed.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Burnout, wellbeing, time management, work-life balance

Often building up unnoticed, burnout can have serious long-term effects, hindering both personal and professional wellbeing. In today's fast-paced world, it's more important than ever to understand how to manage stress and prevent burnout before it takes root.

This session will help participants recognize the signs of excessive pressure and develop strategies for creating a balanced life. By exploring tools for stress management, mindfulness, and healthy coping mechanisms, attendees will learn how to take proactive steps toward managing stress and preserving their mental health. With the right awareness and tools, individuals can avoid burnout, promote resilience, and sustain high performance both at work and in personal life.

## How participants will benefit

In this session, participants can expect to:

- **Understand burnout and its causes:** Learn what burnout is and how it develops over time due to excessive stress.
- **Identify risk factors for burnout:** Recognize the key factors that contribute to burnout and how to spot them early.
- **Spot the signs and stages:** Learn to identify the physical, emotional, and behavioral signs of burnout.
- **Learn prevention techniques:** Explore healthy coping strategies to safeguard wellbeing and prevent burnout.
- **Practise wellbeing exercises:** Engage in practical exercises that enhance resilience and reduce stress.

# Discovering the power of self-awareness

Self-awareness is a key component of personal and professional success.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Self-awareness, reflection, optimism, growth mindset

It allows individuals to make informed decisions, build meaningful relationships, and navigate life's challenges with clarity. This session will delve into the concept of self-awareness, offering tools and insights to help participants explore their own identity and motivations. By understanding their strengths, weaknesses, and emotional triggers, individuals can improve their decision-making, communication, and overall emotional intelligence.

Participants will learn how to use self-awareness to develop more effective strategies for tackling obstacles, seizing opportunities, and building a sense of purpose. Through practical exercises and reflective practices, attendees will leave with a deeper understanding of themselves and a renewed sense of confidence to face life's adventures with greater resilience and authenticity.

## How participants will benefit

In this session, participants can expect to:

- **Understand the power of self-awareness:** Discover how self-awareness influences decisions, relationships, and life experiences.
- **Explore personal identity:** Dive into values, passions, and dreams to understand what drives them.
- **Identify strengths and growth areas:** Recognize unique strengths and areas where personal growth is needed.
- **Engage in self-reflection:** Participate in activities that promote self-reflection and foster deeper personal understanding.

# Foundations of wellbeing: building resilience and balance for everyone

In our busy lives, it's easy to get caught up in daily demands and forget what truly matters—our wellbeing. It's not just about avoiding illness or managing stress; it's about thriving in every aspect of life.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Resilience, wellbeing, optimism, growth mindset

True wellbeing encompasses mental and physical health, financial security, strong relationships, and a sense of community. In this engaging session, we'll dive deep into how these elements interact and influence each other, helping you build a more balanced, resilient, and fulfilling life.

**Join us as we uncover the keys to flourishing in ways that last!**

## How participants will benefit

In this session, participants can expect to:

- **Uncover the secrets to thriving** in every area of life—mental, physical, financial, and social wellbeing.
- **Gain actionable strategies** to build unshakable mental resilience and emotional strength.
- **Transform their environment and community** into sources of positivity and growth.
- **Harness powerful mindfulness and self-care techniques** to banish stress, sharpen focus, and unlock lasting peace and balance.

# Life beyond digital devices

In our hyper-connected working world, constant digital engagement can be both a blessing and a curse.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Work-life balance, burnout, stress, wellbeing

The pressures of staying “plugged in” 24/7 are leading many people to experience stress, burnout, insomnia, and anxiety. This session will explore the impact of digital overload on mental health and overall wellbeing, providing insight into how continuous connectivity affects productivity and personal life.

Participants will learn practical strategies for reclaiming work-life balance by setting boundaries, managing technology use, and developing healthy digital habits. Through hands-on exercises, attendees will explore ways to unplug both digitally and mentally, creating space for rest, relaxation, and selfcare. The goal is to equip participants with tools to navigate the digital world in a way that enhances their productivity without sacrificing their health, happiness, or emotional wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Understand the impact of constant connectivity:** Learn about the psychological toll of being “always on” and its effects on mental health.
- **Discover strategies to unplug:** Gain practical methods to disconnect digitally and mentally for improved wellbeing.
- **Reclaim work-life balance:** Explore ways to manage your digital habits and restore balance between work and life.
- **Prioritize mental health:** Implement techniques to improve mental health and maintain healthier digital boundaries.

# Overcome imposter syndrome

Imposter syndrome is a psychological pattern where individuals doubt their abilities, fearing they'll be exposed as a "fraud."

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Anxiety, self-doubt, performance, wellbeing, optimism

It often prevents employees from performing at their best and maintaining a positive self-image. This session will address the causes and effects of imposter syndrome, offering valuable insights into how it impacts both professional performance and personal wellbeing. Participants will learn how to recognize the signs of self-doubt and develop strategies to combat the inner critic that fuels imposter feelings.

Attendees will explore techniques to build confidence, embrace their achievements, and silence self-sabotaging thoughts. By fostering greater self-awareness and understanding, this session will help individuals reclaim their sense of value and self-worth, empowering them to perform at their highest potential without fear of inadequacy.

## How participants will benefit

In this session, participants can expect to:


- **Understand imposter syndrome:** Learn what imposter syndrome is and how it impacts self-esteem and confidence.
- **Recognize the causes of self-doubt:** Identify what triggers imposter feelings and how to address them.
- **Overcome the inner critic:** Gain strategies to silence the inner critic and embrace successes.
- **Build confidence:** Learn how to acknowledge achievements and cultivate a stronger sense of self-worth.

# Self-care toolkit

In today's demanding environment, many people neglect their own self-care routines, which can negatively impact their overall wellbeing.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Self-care, work-life balance, energy, wellbeing

It's more crucial than ever to focus on maintaining personal mental health, energy, and work-life balance. This session will introduce the concept of the "wellbeing wheel," a holistic approach to self-care that encompasses physical, emotional, and mental health. Participants will learn strategies for maintaining a balanced life, including how to integrate mindfulness, energy management, and stress reduction into their daily routines.

By reflecting on personal wellbeing, attendees will discover new perspectives and techniques to build a sustainable self-care routine. This session provides actionable steps to enhance resilience, improve focus, and foster a deeper sense of satisfaction in both personal and professional lives.

## How participants will benefit

In this session, participants can expect to:

- **Assess their wellbeing:** Identify the key areas of wellbeing in their life using the "wellbeing wheel."
- **Explore self-care strategies:** Discover a range of strategies to care for their physical, emotional, and mental health.
- **Build a sustainable plan:** Create a personalized self-care plan that suits their lifestyle and goals.
- **Maintain their wellbeing:** Learn how to, sustain their self-care plan for long-term health and happiness.

# Setting healthy boundaries

Balancing work, family, and personal time often feels challenging, especially when competing demands create stress.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Self-care, work-life balance, wellbeing, communication

This session will help participants identify practical strategies for setting healthy boundaries to manage personal, family, and work responsibilities effectively. By learning to prioritize tasks, communicate expectations, and say “no” when needed, participants can prevent burnout and reduce stress.

The session will also explore the importance of time management, self-care, and creating time for personal rejuvenation. Attendees will gain tools to better navigate the complexities of daily life, fostering a more balanced, satisfying approach to both work and home life. Participants will leave with actionable techniques to set boundaries, reduce feelings of being overwhelmed, and achieve greater satisfaction across all areas of their lives.

## How participants will benefit

In this session, participants can expect to:

- **Understand the importance of balance:** Learn what work-life balance means and why it’s essential for your overall wellbeing.
- **Identify work-life imbalances:** Recognize the factors that are creating imbalance and adding unnecessary stress.
- **Implement time management techniques:** Discover how to effectively manage multiple responsibilities and reduce stress.
- **Develop a balanced action plan:** Create an actionable plan to prioritize, delegate, and communicate to achieve a better work-life balance.

# Tackling loneliness

Loneliness is often a signal that a person is yearning for deeper connections, yet it can persist even when surrounded by others.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Self-care, work-life balance, wellbeing, communication

This session will explore the multifaceted nature of loneliness, helping participants understand its psychological, emotional, and social dimensions. Attendees will learn strategies to overcome isolation, strengthen their relationships, and cultivate meaningful connections.

By addressing the underlying causes of loneliness, participants will discover how to build authentic connections with others, moving from solitude to a greater sense of belonging. This session offers valuable insights into developing the skills necessary to combat feelings of isolation and build supportive, fulfilling relationships in both personal and professional contexts.

## How participants will benefit

In this session, participants can expect to:

- **Understand loneliness vs. solitude:** Learn how to differentiate between moments of solitude and persistent loneliness.
- **Recognize early signs of loneliness:** Identify the early signs of prolonged loneliness and take proactive steps to address it.
- **Address the emotional impact:** Understand how loneliness affects mental and emotional wellbeing and how to heal.
- **Build meaningful connections:** Gain strategies to foster genuine relationships and overcome isolation.

# Healthy living strategies for unsociable shifts

Maintaining wellness and energy while working outside the 9–5.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

FIFO, shift work, routine, sleep, healthy lifestyle

Working evenings, late nights, overnights or rotating shifts can bring unique challenges – such as disrupted sleep cycles, missed social connections, and difficulty balancing health, relationships, and family life. While some people may thrive on these schedules, others may find them draining over time.

This session provides relatable, practical strategies rooted in the lived experiences of people working outside the traditional “9–5.” Participants will gain tools they can apply to improve sleep quality, sustain energy, protect mental health, nurture relationships, and maintain healthy habits while managing the demands of varying shift patterns.

## How participants will benefit

In this session, participants can expect to:

- **Apply strategies for improving rest and sleep quality** while managing the challenges of daytime sleep and irregular hours.
- **Identify practical ways to maintain balanced eating** patterns and sustain energy levels across shifts.
- **Recognize common stressors** unique to shift work and practice techniques to manage stress, mood, and resilience.
- **Explore approaches to maintaining connection** with family and friends, even when schedules don't align.
- **Develop personalized routines** and microhabits that make daily life on shift patterns healthier and more sustainable.

# Successful transition to retirement

A successful transition blends finances, health, and relationships. Align your plan across money, time, and wellbeing.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Lifestyle, retirement

Moving toward retirement brings both challenges and new possibilities. You should ask yourself: “What do I want to do with my time and energy when I am no longer working full time?”

It is never too early to consider the future, and this training will appeal to people of all ages.

This seminar will help participants plan early to set retirement goals across life domains, explore available resources, and identify ways to overcome obstacles to reaching those goals.

## How participants will benefit

In this session, participants can expect to:

- **Recall the five emotional stages** of retirement.
- **Discuss how to have a successful transition** into retirement.
- **Recognize the importance of planning** the various areas of their lives.

# Mental wellbeing

# Calming the anxious mind

Anxiety is one of the most prevalent mental health challenges, yet many individuals hesitate to seek help due to stigma, misinformation, or a belief that it's untreatable.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Anxiety, wellbeing, self-care, toolkit

Anxiety manifests differently for everyone, with varying symptoms and triggers, but its impact on mental, emotional, and physical wellbeing is significant and far-reaching. This session offers a comprehensive understanding of anxiety, its root causes, and how it affects daily life.

Participants will learn actionable strategies to manage anxious thoughts, reduce stress, and regain control. With a focus on self-care, emotional resilience, and calming techniques, attendees will leave equipped to address anxiety effectively and foster a more balanced and fulfilling life. By demystifying anxiety and providing empowering tools, this session helps participants break barriers, seek support, and build lasting emotional strength and confidence.

## How participants will benefit

In this session, participants can expect to:

- **Define anxiety and symptoms:** Gain a clear understanding of anxiety, its symptoms, and how it manifests in daily life.
- **Identify triggers:** Explore personal anxiety triggers and recognize patterns that may increase stress.
- **Circle of control:** Learn how to differentiate between what is within your control and what isn't, empowering better focus.
- **Self-care toolkit:** Develop practical self-care tools to calm the anxious mind and foster emotional resilience.
- **Action plan:** Create a personalized plan to effectively manage and cope with anxiety over time.

# Creating a culture of support: suicide prevention in the workplace

Suicide and self-harm represent critical mental health challenges that demand compassionate, informed dialogue.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Suicide, peer-to-peer support, crisis management, stigma

Despite the profound impact on individuals and communities, these topics remain shrouded in silence and misunderstanding. This comprehensive session breaks through barriers of stigma, offering participants a nuanced, evidence-based approach to understanding complex emotional struggles. Attendees will gain sophisticated insights into the psychological underpinnings of suicide and self-harm, learning to recognize subtle warning signs and develop meaningful, supportive communication strategies.

Through expert-guided instruction, participants will acquire practical crisis intervention tools, emotional support techniques, and resources for professional guidance. By cultivating a culture of empathy, understanding, and proactive care, this training empowers individuals to create safer, more supportive environments that can potentially save lives and promote mental wellness.

## How participants will benefit

In this session, participants can expect to:

- **Learn about suicide and risk factors:** Understand the complexities of suicide, self-harm behaviours, and associated risk and protective factors.
- **Tackle stigma:** Demystify taboo topics and discover ways to address societal stigma and encourage open conversations.
- **Establish practical skills:** Learning the skills that can be used to support someone in crisis while maintaining awareness of their role and limits.
- **Develop self-care strategies:** Learn essential selfcare techniques and explore additional resources to maintain personal wellbeing.

# Creating a resilient mindset

Resilience represents a transformative mental framework crucial for navigating complex personal and professional landscapes.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Resilience, mindset, optimism, growth mindset

In today's rapidly evolving world, individuals constantly face unprecedented challenges that demand psychological flexibility and emotional strength. This dynamic session delves deep into the art and science of building robust resilience, exploring how personal perceptions of failure, vulnerability, and adversity directly impact one's ability to thrive. Participants will uncover powerful strategies for reframing mental obstacles, transforming limiting beliefs, and developing a growth-oriented mindset.

Through expert-guided insights, attendees will learn to understand their unique psychological patterns, identify internal barriers, and cultivate practical techniques for maintaining emotional equilibrium. By embracing vulnerability as a strength and failure as a learning opportunity, individuals can unlock extraordinary potential for personal development, adaptability, and sustained success.

## How participants will benefit

In this session, participants can expect to:

- **Harness the power of vulnerability:** Understanding how vulnerability can help reframe failure and build emotional strength.
- **Discover learning through adversity:** Perceive challenges as opportunities for growth and personal development.
- **Tackle limiting beliefs:** Address negative thought patterns and transform them into positive, productive outlooks.
- **Embrace fear and risks:** Understand how to confront fear constructively and take calculated risks confidently.

# Demystifying counseling

Counseling can often feel intimidating, shaped by stigma and misconceptions. This workshop is designed to help your team view counseling as a valuable and approachable resource for mental wellbeing, breaking down barriers and building understanding.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Mental wellbeing, stigma, awareness, mental health

Participants will gain clarity on the counseling process, from what to expect in sessions to exploring different therapeutic approaches and their benefits. We'll address common myths, ease fears, and demonstrate how counseling strategies can be applied to tackle workplace and personal challenges.

By the end of the session, participants will feel confident in recognizing counseling as a powerful tool to enhance mental health and resilience. This workshop provides practical insights and a supportive perspective, making it an ideal offering to promote wellbeing and foster a healthier, more productive team environment.

## How participants will benefit

In this session, participants can expect to:

- **Break barriers, build confidence:** Demystify counseling with a clear step-by-step understanding, shattering misconceptions and reducing stigma.
- **Harness counseling for growth:** Unlock powerful tools to conquer stress, strengthen resilience, and fuel personal and professional success.
- **Find your perfect match:** Learn how to confidently select a counsellor who truly aligns with your goals and values.
- **Transform everyday challenges:** Master practical counseling techniques to tackle stress and enhance wellbeing in daily life.

# Effective stress management

Stress has emerged as a pervasive modern challenge, silently undermining individual and organizational wellbeing with profound physiological and psychological consequences.

## Available modalities:

### Seminar



30/60/90 minutes

## Key terms:

Stress, self-awareness, toolkit, wellbeing

This comprehensive session offers a sophisticated exploration of stress dynamics, unravelling the complex mechanisms that transform pressure into potential health risks. Participants will gain cutting-edge insights into the intricate interactions between stress responses, emotional regulation, and systemic health.

Through expert-guided analysis, attendees will discover advanced strategies for identifying personal stress triggers, implementing targeted intervention techniques, and developing a holistic approach to resilience. By understanding the nuanced relationship between mental and physical stress responses, individuals will learn to transform potential burnout into opportunities for growth, balance, and sustained performance. The result is a transformative approach to managing stress that empowers participants to cultivate robust emotional intelligence and long-term wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Discover the science of stress:** Learn how stress affects the body and mind, leading to mental and physical health challenges.
- **Recognize triggers:** Identify their personal stressors and understand their impact on wellbeing.
- **Explore responding vs. reacting:** Gain techniques to pause, assess, and respond thoughtfully rather than reacting impulsively to stress.
- **Identify stress-busting strategies:** Discover practical, actionable methods to release stress and promote relaxation, improving overall mental health.

# Healthy mind toolkit

Mental health and wellbeing are fundamental pillars of personal resilience, yet often overlooked in our hyperconnected, performance-driven world.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Mental health, wellbeing, self care, resilience, toolkit, optimism

This transformative session challenges the misconception that mental wellness is only relevant during crisis, instead presenting a proactive approach to psychological self-care. Participants will explore the intricate connections between emotional balance, personal effectiveness, and holistic health. Through engaging, evidence-based strategies, attendees will learn to recognize early signs of mental strain, develop robust coping mechanisms, and create personalized frameworks for sustained psychological wellness.

By understanding the profound impact of mental health on overall life quality, individuals will gain powerful tools to navigate adversity, manage stress, and cultivate emotional resilience. The session empowers participants to prioritize their mental wellbeing, transforming potential vulnerabilities into strengths and creating a foundation for long-term personal growth and fulfillment.

## How participants will benefit

In this session, participants can expect to:

- **Optimize mental health:** Discover effective strategies to enhance mental health, resilience, and overall wellbeing, ensuring they thrive in daily life.
- **Explore managing adversity:** Learn how to effectively navigate life's changes and challenges by adopting a positive and growth-focused mindset.
- **Discover stress management tools:** Explore techniques to manage stress, reduce anxiety and maintain a healthy balance between personal and professional demands.
- **Build strategies:** Develop long-term strategies to cultivate sustained mental health, wellbeing, and personal growth for lasting resilience.

# Staying optimistic

Our minds generate approximately 60,000 thoughts daily, with research revealing that 75% lean towards negativity – a primitive survival mechanism deeply rooted in our psychological architecture.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Optimism, mindset, self awareness, emotional intelligence

Studies demonstrate that chronic negative thinking can increase mental health risks by up to 60%, impacting emotional wellbeing and personal effectiveness. With 65% of individuals struggling to manage persistent negative thoughts, understanding their origin becomes crucial. This transformative session bridges scientific insights and practical strategies, offering participants evidence-based techniques to interrupt and reshape destructive cognitive patterns.

Through engaging exercises, attendees will explore the neuroscience of thought generation, learning sophisticated methods to transform unhelpful mental narratives into constructive, empowering perspectives. Participants will gain powerful tools to challenge unhealthy thinking habits, cultivate mental resilience, and develop a more balanced approach to internal dialogue.

## How participants will benefit

In this session, participants can expect to:

- **Identify causes of negative thoughts:** Understand the causes and patterns that fuel negative thinking; including past experiences and mental habits.
- **Break the cycle:** Learn to apply proven techniques to shift from negative to positive thinking, fostering a healthier mindset.
- **Understand the importance of help:** Recognize when negative thoughts become persistent and acknowledge the importance of seeking professional support.
- **Explore various resources:** Including therapy, support groups, and self-help tools, to support long-term mental health and personal growth.

# Understanding emotional triggers

Emotional triggers are deeply personal and can disrupt resilience, productivity, and relationships when left unmanaged.

## Available modalities:

Seminar

 30/60/90 minutes

## Key terms:

Emotional intelligence, resilience, peer-to-peer support

This session equips participants with the tools to identify their emotional triggers, understand the root causes of their responses, and develop practical strategies to navigate challenging situations. Attendees will learn to recognize patterns in their emotional reactions, gaining insight into how these responses influence decision making, communication, and wellbeing. They will explore techniques to prepare for and recover from emotionally charged events, building tools to manage triggers constructively.

Beyond personal development, this session emphasizes the importance of supporting others by fostering empathy, understanding, and collaboration. Participants will discover how addressing emotional triggers effectively can enhance resilience, strengthen connections with colleagues, and contribute to a more compassionate and emotionally intelligent workplace culture.

## How participants will benefit

In this session, participants can expect to:

- **Discover the impact of triggers:** Learn how emotional triggers can significantly impact thoughts, behaviours, and personal resilience, affecting both mental and physical wellbeing.
- **Understand the importance of support:** Recognize the benefit of reaching out for professional or personal help when dealing with intense emotional reactions, and the benefits of support in emotional regulation.
- **Be better equipped to support others:** Recognize when a colleague or peer is emotionally triggered and explore effective, empathetic ways to offer support without judgement.
- **Foster empathy:** Learn strategies to cultivate a compassionate, understanding environment where emotional challenges are addressed in a constructive, supportive manner.

# Mental Health – recognize and respond

## A session for employees

Normalizing mental health conversations has become a critical imperative in creating compassionate, supportive workplace environments.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Mental health, wellbeing, peer-support, awareness, stigma

This transformative session bridges the gap between awareness and action, providing participants with nuanced, practical strategies for understanding and supporting colleagues' psychological wellbeing. Attendees will explore sophisticated yet approachable techniques for recognizing subtle signs of mental health struggles, developing compassionate communication skills, and dismantling long-standing workplace stigmas.

Through interactive learning, participants will gain valuable insights into fostering genuine, supportive dialogues that prioritize human dignity and mutual understanding. By equipping team members with empathetic intervention strategies, this session empowers individuals to cultivate a culture of genuine care, mutual respect, and psychological safety where every person feels valued, understood, and supported in their professional and personal journey.

## How participants will benefit

In this session, participants can expect to:

- **Understand the significance of mental health:** Its impact on workplace culture and wellbeing.
- **Learn about mental health conditions:** Their symptoms, and their effects on individuals.
- **Recognize concerns:** Identify early signs of mental health issues in colleagues to offer timely support.
- **Be better equipped to support others:** Discover how to support peers and encourage them to seek help when needed.
- **Discover crisis response:** Learn the steps to take when a colleague is in immediate need of mental health support.

# Mental health in the workplace

## A session for managers

Mental health shapes every workplace—affecting engagement, safety, and performance. Yet signs often go unrecognized due to stigma and silence, allowing issues to escalate.

### Available modalities:

#### Workshop

 3.5 hours

### Key terms:

Leadership, mental health, stigma, support

The majority of people living with some form of mental health issue are working among us, coping with symptoms while trying to perform duties. However, mental health issues are often not addressed in the workplace because symptoms go unrecognized.

There is a lack of awareness of what people leaders can/should do and because of the stigma associated with common disorders such as depression and anxiety. Even leaders in specialist roles such as human resources or occupational health can feel ill-equipped to address the challenges presented by those experiencing a mental health issue.

This workshop will arm participants with practical performance management tools to address behaviour and performance concerns within the workplace that are often indicative of an underlying mental health issue.

## How participants will benefit

In this session, participants can expect to:

- **Explain why mental health issues are increasingly relevant** to the workplace.
- **Understand how stigma acts as a barrier** to a mentally healthy workplace.
- **Describe the link between mental health issues and behaviour** and performance issues.
- **Describe their role and responsibilities** as a people leader in helping to manage and support an employee with a mental health issue.
- **Follow a process for helping someone** who may be exhibiting symptoms.

# Balancing work and life

Work–life balance is a performance enabler, not a luxury. Clear priorities, boundaries, and recovery time sustain results.

## Available modalities:

Seminar

 60 minutes

## Key terms:

Work-life balance, wellbeing, self-care, practical skills

Remote work arrangements, 24/7 digital connectivity, and perfectionistic habits have blurred the boundaries between work and personal life.

With more than 40% of global employees reporting high stress (Gallup), many face increased risk of burnout and declining wellbeing.

This interactive workshop helps you break free from the “always on” culture by identifying the hidden barriers undermining balance and assessing how current commitments align with what truly matters.

Learn practical strategies to set digital boundaries, say no with confidence, and build sustainable habits that support performance and health in today’s demanding environment.

## How participants will benefit

In this session, participants can expect to:

- **Define work-life balance** and identify common barriers to achieving it in today’s modern workplace.
- **Evaluate current commitments** and determine how they align with personal priorities and time allocation.
- **Apply proactive strategies** that promote sustainable work-life balance including effective boundaries, healthy work habits, and managing perfectionism.
- **Develop a personalized self-care plan** to maintain energy and wellbeing.

# Building confidence in sharing mental health experiences

Candid experiences shift norms faster than policies. One informed conversation can open the door for many.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Communication, mental health, awareness

Research shows that early intervention and support-seeking behaviors promote sustained emotional wellbeing and reduce health care costs.

This interactive session equips participants to navigate mental health conversations through practical, hands-on activities.

Collaborative discussion and real-world scenarios help participants assess their current state of mental wellbeing, explore common barriers to sharing mental health experiences, and apply a simple four-step plan to prepare to share and obtain additional support.

Participants will also identify the key characteristics of a supportive person and explore community and workplace resources that provide informal and formal support to promote emotional wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Recognize how sharing** mental health challenges can benefit you and others.
- **Identify signs of mental health decline** and when to seek support.
- **Develop effective communication strategies** to share your mental health and obtain support when needed.

# Relaxation techniques

Small pauses, big impact. Structured micro-practices lower cortisol and restore energy.

## Available modalities:

Seminar

 60 minutes

## Key terms:

Mental wellbeing, habit-building, self-care, coping

In today's 24/7 digital culture, stress levels remain significantly higher than a decade ago, making the ability to truly relax a critical yet underused skill.

This interactive workshop explains the key differences between relaxation and stress management techniques while guiding you through three proven methods that promote physical relaxation and improve mental clarity.

You'll build a personalized toolkit of practical relaxation techniques that work anywhere—from mindful single-tasking to creating meaningful tech-free zones—so you leave with skills you can apply immediately to transform how you respond to stress.

## How participants will benefit

In this session, participants can expect to:

- **Understand the difference between relaxation and stress management techniques.**
- **Describe how regular breaks and relaxation support your health and overall wellbeing.**
- **Apply evidence-based relaxation techniques that can be used in real-time.**
- **Create a personalized relaxation routine that fits your lifestyle and schedule.**

# Seasonal stress

Holiday pressure strains focus, energy, and morale. Prioritize essentials and make renewal part of the schedule.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Resilience, stress management, wellbeing, coping

Seasonal transitions can be stressful on both body and mind. For many, the holiday period brings hectic schedules, overindulgence, and added responsibilities.

For others, changes in weather and reduced sunlight lead to sleep disturbances or decreased energy and motivation.

This seminar provides simple strategies to stay energized over the holidays, including practical tips to improve sleep and eating habits, and guidance on maintaining a positive outlook during a demanding time.

## How participants will benefit

In this session, participants can expect to:

- **Discuss what seasonal stress** is and what causes it.
- **Understand seasonal changes** on physiology and the human response.
- **Discuss tips and tactics for managing seasonal stress** and boosting resilience.

# Understanding your mental health: from awareness to action

Awareness is the first step; action sustains progress. Name what you feel, then choose what to do next.

## Available modalities:

### Seminar

 60 minutes

## Key terms:

Mental health, wellbeing, awareness, stigma, peer support

One in eight people globally experience mental illness. Although anxiety and depression rates have risen 25% in recent years, many still suffer in silence due to stigma or uncertainty about seeking help.

This crisis costs the global economy \$1 trillion annually in lost productivity, making mental health literacy essential for every workplace. This interactive session teaches participants to recognize early warning signs of declining mental health—using tools such as the WHO-5 assessment—while building practical techniques to support personal wellbeing and assist colleagues who may be struggling.

You'll learn when and how to seek support, creating a foundation for early intervention that fosters a more resilient and compassionate workplace culture.

## How participants will benefit

In this session, participants can expect to:

- **Recognize what it means to be in a positive** state of mental health.
- **Identify early indicators** of a decline in mental health.
- **Identify best practices for supporting yourself** or others, including appropriate resources and when to seek professional help.
- **Implement evidence-based strategies** and habits that promote mental wellbeing.

# Setting and achieving your goals

Effective goals start with clear outcomes and end with disciplined follow-through. Define what success looks like, schedule the work, and hold yourself accountable to delivery.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Goal-setting, habit-building, accountability, behaviour change

Setting goals can help you achieve your aspirations in life. Yet relatively few people formally set their objectives—often due to limited time, perceived lack of skills or resources, or hesitation to commit.

This seminar addresses common challenges participants encounter when they begin to focus on a positive future.

It also outlines proven strategies to design clear goals, evaluate their completeness, and implement a practical plan to achieve them.

## How participants will benefit

In this session, participants can expect to:

- **Understand the benefits of goal setting.**
- **Design their personal goals** using proven goal setting formulas.
- **Implement effective strategies** to measure goal achievement.

# The cost of caring - overcoming stress and vicarious trauma

Leaders reduce vicarious trauma by normalizing help-seeking, monitoring workload and risk, and providing evidence-based resources that strengthen resilience.

## Available modalities:

### Workshop



3.5 hours

## Key terms:

Cumulative stress, vicarious trauma, resilience, self-care, coping strategies

Frequent exposure to stressful situations—such as supporting vulnerable populations in crisis or witnessing traumatic events—can accumulate over time.

Designed for employees in high-impact roles routinely facing real or perceived threats to emotional and physical wellbeing, this workshop explores the physical, emotional, and professional effects of cumulative stress and vicarious trauma.

The highly interactive format creates space to examine how stigma can deter “high-exposure” teams from seeking support.

Participants will also practice five solution-focused strategies that promote self-care and resilience.

## How participants will benefit

In this session, participants can expect to:

- **Demonstrate an understanding of the cost of caring**, including the factors which can increase risk for cumulative stress and vicarious trauma.
- **Identify the physical, emotional, and professional impacts of cumulative stress** and vicarious trauma on employees in “high exposure” role.
- **Apply 5 solution focused strategies** that help to promote self-care and improve resilience.

# Understanding loss and moving beyond

Moving beyond does not mean forgetting—it means integrating what changed and rebuilding purpose, connection, and daily rhythm.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Grief, coping, change

The more you understand about surviving and rebuilding after a loss, the sooner you can take positive action to get your personal and professional lives back on track.

This seminar examines the grieving process across multiple types of loss—such as the death of a loved one, job loss, changes in health, or a child moving away—and offers practical strategies for living through and beyond these experiences.

Participants will gain insight into effective, proactive healing and rebuilding approaches. They will learn how to work through the changes caused by loss in order to move forward with clarity and resilience.

## How participants will benefit

In this session, participants can expect to:

- **Understand loss** and the importance of managing their emotional health.
- **Develop proactive healing strategies.**
- **Identify strategies to help rebuild their lives** and manage any changes caused by the loss.

# Cultivating wellbeing in the context of crisis and media exposure

Practical strategies to protect your mental well-being during high-stress moments—reduce overwhelm from constant news, set healthy boundaries with media, and stay grounded when crisis coverage is everywhere.

## Available modalities:

### Seminar

 60 minutes

## Key terms:

Wellbeing, media exposure, stress, coping

In the context of a rapidly changing and volatile world, our experiences related to a range of crises can impact mental health and wellbeing. Conflict, violence, political, economic and social instability, climate and weather-related disasters, pandemics and other crises related to our health and safety can create anxiety, whether these events are near or far.

How we weather these crises, particularly in a context of heightened information exposure (and overload) from the many media and social media sources we engage with each day, is important for cultivating wellbeing.

This workshop looks at the potential impacts of exposure to crises on our wellbeing, including the ways in which (social) media overexposure can magnify those impacts. Participants will explore strategies for coping and supporting wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Recognize the influence of media exposure** to crisis on wellbeing.
- **Identify the health impacts of media overload**, particularly related to crises.
- **Practise positive coping techniques** for managing and attending to the impact of media overload.
- **Explore ways to support wellbeing** during contexts of crisis exposure.



# BRAVE Leadership advanced certificate program

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The BRAVE Leadership program is for organizations who want to support their leaders in proactively creating a culture of wellbeing that allows individuals, teams, and organizations to thrive during times of challenge, uncertainty and change.

## Standard

Twelve hours of virtual / classroom learning (recommended over three days) plus one hour of eLearning

## Flagship

## Key terms:

Mental health and wellbeing,  
Workplace mental health

This program equips leaders with essential skills to meet the needs of today's complex world of work by integrating best practices in leadership development, workplace mental health and organizational culture.

Throughout this experiential learning program, leaders will develop their own BRAVE Leadership toolkit & create an action plan that will help them to foster healthier ways of working, increase psychological safety and mental wellbeing for their teams and improve organizational outcomes.

Upon successful completion of the entire program, participants are awarded a Certificate of Completion from TELUS Health and Queen's university.

## How participants will benefit

In this program, participants will:

- **Proactively promote mental health** and wellbeing at work during times of adversity, challenge and ongoing change.
- **Identify and address factors that erode wellbeing** (such as bias, stigma and unhealthy ways of working) within teams and across the workplace.
- **Self-regulate emotions**, thoughts and behaviors when under stress.
- **Lead successful teams** by meeting performance objectives while also supporting wellbeing.
- **Play a key role in fostering a psychologically safe workplace culture.**
- **Collaborate with team members** and other leaders to problem-solve workplace challenges and leverage them into opportunities to learn and adapt.



# Workplace Mental Health Leadership™ certificate program

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Nearly all working adults experience mental health issues that affect their ability to remain productive and focused on the job. Managing the associated costs and risks is an important focus for every organization, but what about the human impact of mental health challenges in the workplace?

## Standard

Seven hours of virtual / classroom learning (recommended over two days) plus eLearning and exam

## Flagship

## Key terms:

Mental health and wellbeing, Workplace mental health

Delivered by TELUS Health Learning, the Workplace Mental Health Leadership™ certificate program was developed in partnership with the Bell Canada Mental Health and Anti-Stigma Research Chair and Faculty of Health Sciences at Queen's University.

This certificate program focuses on fostering leadership practices and competencies that support the development of a mentally healthy workplace. It equips leaders to effectively respond to and manage mental health challenges in the workplace. The practical framework and leadership skills introduced in the program align with evidence-based and industry best practices, including the standards for psychological health and safety in the workplace.

This program builds leadership skills for each stage of the Workplace Mental Health Framework.

## How participants will benefit

In this program, participants will explore:

- **Optimal mental health and practices** for fostering it in the workplace.
- **Mental health challenges and their impact** on individuals, teams and the organization.
- **Best practices for preventing and addressing mental health challenges in the workplace** throughout the five stages of the Workplace Mental Health Framework.
- **Tools and communication** techniques that support development of compassionate and solution-focused leadership practices to support individual team members and teams.



# Workplace mental health peer team training

Back

The experts at TELUS Health provide training for new and experienced workplace peer support teams, using a modular approach to support the development of the knowledge, skills and confidence required to be an effective peer.

## Module format

3.5 hours per module with multiple paths to choose from.

## Flagship

## Key terms:

Mental health and wellbeing,  
Workplace mental health

A workplace peer support team is a group of volunteers trained to assist and empower colleagues experiencing personal distress to find a path to recovery and mental well-being. Additionally, a peer team can help to promote psychological safety in the workplace and champion employer-led mental health initiatives.

### Modules include:

- Module 1: Becoming a peer
- Module 2: Understanding mental health and stigma
- Module 3: Conducting a peer interaction
- Module 4: Responding to challenging situations
- Module 5: The cost of caring
- Module 6: Responding to critical incidents

## How participants will benefit

In this program, participants will:

- **Clearly identify the role of a mental health peer** and how to respond to requests for support which are outside their role.
- **Apply strategies which can reduce mental health stigma** and increase the likelihood a colleague will access resources that promote wellbeing.
- **Demonstrate an understanding of how to provide effective peer support** with distressed colleagues using the peer support framework.
- **Identify the physical, emotional, and professional impact of exposure to cumulative stress and vicarious trauma**, and solution focused strategies that promote resilience and personal wellbeing.
- **Demonstrate how to conduct an individual or group defusing** following a critical incident using the SAFER-R model of crisis intervention.

# Physical wellbeing

# Breaking Free: strategies for overcoming modern tobacco and vaping challenges

Quitting tobacco today presents modern challenges, including the rise of vaping, social pressures, and easy access to nicotine products.

These factors make the cessation process more complex. This workshop provides participants with powerful psychological strategies to help individuals overcome these obstacles and achieve lasting change.

Through interactive discussions and hands-on exercises, attendees will delve into the psychology of motivation, habit formation, and the triggers that fuel tobacco and vaping behaviours. They will learn how to cultivate intrinsic motivation and apply cognitive-behavioral techniques to empower individuals to quit successfully.

By the end of this session, participants will walk away with a practical toolkit of effective strategies to support tobacco cessation efforts. These tools will help create healthier communities and drive sustainable change, giving participants the confidence to make a real impact in the fight against tobacco use.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Smoking, vaping, habit breaking, habit forming

## How participants will benefit

In this session, participants can expect to:


- **Gain insights into the psychological and social factors that fuel tobacco and vaping use**, and learn how they impact cessation efforts.
- **Learn to recognize the common triggers** that sustain nicotine habits and how to address them effectively in cessation support.
- **Develop strategies for fostering self-motivation and commitment**, empowering individuals to pursue long-term change.
- **Practise evidence-based cognitive-behavioral approaches** to help individuals manage cravings and reinforce healthy behaviour changes.
- **Leave with a toolkit of actionable techniques** and approaches to support tobacco cessation and contribute to healthier communities.

# Eat well. Move more. Sleep better.

With the increasing demands of modern life, maintaining healthy habits often takes a backseat to competing priorities.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Physical wellbeing, vitality, focus, wellbeing

Yet, neglecting proper nutrition, regular physical activity, and quality sleep can lead to long-term health risks such as chronic illnesses, reduced energy levels, and impaired mental wellbeing. This practical session focuses on the three essential pillars of a healthy lifestyle: nutrition, movement, and sleep.

Participants will uncover how small, consistent changes can create meaningful improvements in overall health and vitality. Through engaging discussions and hands-on activities, they will learn to adopt balanced eating habits, incorporate achievable movement into daily routines, and establish effective sleep hygiene practices. Attendees will leave with actionable, personalized strategies to eat better, move more, and rest well equipping them to prioritize wellness and thrive even in the midst of life's challenges and demands.

## How participants will benefit

In this session, participants can expect to:

- **Discover the basics of eating for energy:** Learn how to select foods that nourish the body, boost energy, and support mental clarity.
- **Overcome barriers to healthy eating:** Explore strategies to tackle time constraints, cravings, and misinformation, making healthier choices easier.
- **Move more and combat sedentary habits:** Gain practical tips for integrating movement into daily routines to improve overall physical health.
- **Identify good sleep hygiene practices:** Learn to create bedtime routines, optimize sleep environments, and address challenges for better rest and recovery.

# Mastering sleep for health and focus

Sleep smarter. Recover fully. Show up sharper.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Habits, sleep, physical wellbeing, toolkit

In a busy lifestyle and quest for productivity sleep is often the first casualty- but the science is clear: quality sleep is essential for optimal brain function, physical health, and overall performance.

This captivating session dives into the biological foundations of sleep, revealing how crucial restorative rest is for memory, learning, emotional regulation, and physical recovery.

Participants explore sleep cycles, circadian rhythms, and how sleep directly impacts cognitive function and wellbeing. Armed with this scientific understanding, participants discover practical, evidence-based strategies to optimize their sleep—even amidst a hectic lifestyle. From crafting the ideal sleep environment, to establishing effective nighttime rituals to managing stress and respecting the body's natural rhythms, this session offers tools to transform sleep

Participants finish the session with a personalized toolkit grounded in science to optimize sleep, enhance mental sharpness, and thrive in today's demanding world.

## How participants will benefit

In this session, participants can expect to:

- **Understand the biological mechanisms of sleep** and why quality rest is vital for brain function and physical health.
- **Explain how sleep influences** learning, memory consolidation, and emotional wellbeing.
- **Identify common barriers** to healthy sleep and their effects on overall performance.
- **Apply science-backed strategies** to optimize your sleep environment and routines.
- **Learn how to manage stress** and align with your body's natural sleep rhythms for better rest.
- **Create a personalized sleep plan** to improve energy, focus, and resilience in daily life.

# Men's health matters

While physical health is often prioritized, mental wellbeing is equally vital for achieving a balanced and fulfilling life.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Male health, healthy habits, stress management

However, many men delay seeking medical advice until physical symptoms become severe and often overlook their mental health entirely, leaving critical issues unaddressed. This session seeks to break stigma and shed light on the critical aspects of men's health, focusing on preventative care, stress management, and the profound connection between mental wellbeing and physical health. Participants will learn about common health challenges, such as cardiovascular issues and mental health conditions, and the importance of early intervention for both.

Through practical advice and open discussions, this session will help men adopt healthier lifestyle choices, manage stress effectively, and prioritize regular checkups. By encouraging proactive health management, participants will be empowered to lead longer, healthier lives while breaking stigmas surrounding men's health and wellness for future generations.

## How participants will benefit

In this session, participants can expect to:

- **Unlock the power of health:** Understand how balancing physical and mental health boosts overall wellbeing and success.
- **Break through stigmas:** Address men's unique health challenges and mental health stigmas for better self-care.
- **Spot warning signs:** Learn to identify early physical and mental health concerns for proactive action.
- **Transform their wellbeing:** Discover the benefits of physical activity, quality sleep, and routines that support mental health.
- **Master stress and understand the value of support:** Manage stress effectively and see how mental health support strengthens resilience and happiness.

# Menopause 101

Menopause is a natural life stage that directly affects 51% of the population but indirectly impacts everyone through relationships at work, home, or in roles as careers.

## Available modalities:

### Seminar



30/60/90 minutes

## Key terms:

Physical wellbeing, female health, stigma, peer-to-peer support

Despite its universality, menopause remains shrouded in misunderstanding and stigma, preventing many from seeking support or discussing it openly. This interactive session seeks to demystify menopause by fostering informed, supportive conversations for all genders. Participants will learn about the physiological and emotional changes associated with menopause, as well as practical ways to provide empathy and support to those experiencing it.

By addressing misconceptions and promoting understanding, this workshop encourages inclusivity and equips attendees with tools to navigate menopause-related challenges in both personal and professional settings. Informative, engaging, and upbeat, this session empowers individuals to create a more supportive and compassionate environment for everyone affected by menopause.

## How participants will benefit

In this session, participants can expect to:

- **Learn about menopause's impact:** Understand menopause, challenge myths, and recognize its direct and indirect effects on everyone.
- **Track and manage symptoms:** Gain tools to identify and monitor symptoms, improving personal understanding and care.
- **Acknowledge diverse experiences:** Explore how menopause varies for everyone, validating unique perspectives and challenges.
- **Access support and foster conversations:** Discover ways to access resources and engage in supportive discussions at work and home.
- **Prioritize self-care:** Embrace wellness strategies to navigate menopause and maintain overall health and balance.

# Wellbeing for women

Women fulfill diverse and demanding roles—professional, caregiver, partner, friend, and more—often leaving little time or energy to focus on their own health and wellbeing.

## Available modalities:

Seminar

 30/60/90 minutes

## Key terms:

Physical wellbeing, female health, stress

This session is designed to address the unique wellness needs of women, emphasizing the five key pillars of wellbeing: nutrition, exercise, sleep, relaxation, and connection. Participants will explore how stress and neglecting self-care can impact physical and mental health and discover practical strategies to restore balance and vitality.

Through interactive discussions and actionable insights, the session highlights the importance of prioritizing personal needs, setting boundaries, and carving out time for self-care. Attendees will leave with a deeper understanding of how to nurture their wellbeing, enabling them to thrive in every area of life while embracing the critical role that self-care plays in sustaining long-term health and happiness.

## How participants will benefit

In this session, participants can expect to:

- **Define personal wellbeing:** Reflect on what wellbeing means and how it aligns with their unique needs and priorities.
- **Address common health concerns:** Learn about female health risks, such as hormonal changes, and proactive management strategies.
- **Explore five pillars of wellness:** Focus on nutrition, sleep, exercise, relaxation, and connection for a balanced, sustainable approach.
- **Work with energy and cycles:** Align routines with natural energy levels and hormonal cycles for improved health outcomes.
- **Reduce stress:** Discover practical methods to lower stress and enhance overall health and happiness.

# Healthy active living

Active living supports long-term health—build movement into daily routines for strength, stamina, and quality of life.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Wellbeing, habit-building, behaviour change

Anyone can benefit from regular physical activity. Research shows that moderate amounts of physical activity on most days of the week can improve your health and quality of life.

This seminar will teach participants about the benefits of being active as well as the risks of inactivity.

They will also learn about the components of fitness and activities, and the six stages of behaviour change toward a healthier lifestyle.

## How participants will benefit

In this session, participants can expect to:

- **Discuss the barriers** and challenges of becoming active.
- **Understand how to change** their behaviour.
- **Understand the types** and examples of activities.
- **Know how** to stay motivated.



# Eat well, live well

Building healthier habits through balanced nutrition and everyday food choices.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Healthy eating can make a positive impact on your overall health. According to Healthy Eating Guidelines, “It is more than the foods you eat. Healthy Eating is also about where, when, why and how you eat.” This session will discuss Healthy Eating Guidelines to help participants be mindful of their eating habits and food choices.

## How participants will benefit

In this session, participants can expect to:

- **Reduce health risks** by making healthy food choices
- **Understand Canada’s Healthy Eating Guidelines**
- **Discover new ways** to improve eating habits and food choices



# Eating for energy

Choosing foods and habits that help support steady energy throughout the day.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

People often find themselves trapped in a peak-and-valley pattern of high and low energy fueled by coffee, sugary snacks, and Sunday sleep-ins that never seem to provide them with quite enough rest. Keeping your energy up and at a steady pace can be made easier by selecting appropriate foods. This seminar will discuss nutritious food choices that can increase participants' energy and reduce the mid-afternoon drowsiness that they may feel.

## How participants will benefit

In this session, participants can expect to:

- **Choose** foods that can increase their energy throughout the day.
- **Maintain** a stable level of energy.
- **Identify** super foods



# Eating plan for stress management

Using balanced nutrition to help support the body and mind during times of stress.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Stress is a common workplace challenge that can have an impact on mental and physical wellbeing. Eating habits play a significant role in helping the body combat stress, yet as stress mounts, even healthy employees can see their eating habits deteriorate. In this session, participants will learn how the right foods can bolster energy levels, immune defenses, and mental clarity. They will also explore what they can do to maintain a balanced diet that promotes a stress-free lifestyle.

## How participants will benefit

In this session, participants can expect to:

- **Identify** the physical effects of stress
- **Understand** the Glycemic Index and the link between food and stress
- **Learn** about vitamins & minerals to boost the immune system and brain function
- **Discover** superfoods for the brain



# Eating well to optimize performance

Using nutrition to support focus, stamina, and overall performance.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Striking the right balance of healthy foods can boost energy, concentration, and productivity, while warding off irritability and mood swings. Participants will learn how to create healthy plates and choose the right combination of foods to keep stress levels in check, and optimize their health, energy, and performance at work.

## How participants will benefit

In this session, participants can expect to:

- **Understand** the relationship between stress, diet, and performance
- **Strike the right balance** of carbohydrates, protein and fat for optimal energy
- **Choose the right** drinks and snacks for prolonged energy and concentration



# Food and Mood: Supporting mental health through nutrition

Exploring how nutrition can help support emotional wellbeing, mental health, and overall balance.



## Available modalities:

Seminar



60 minutes

## Key terms:

Nutrition, Physical health

In a world where stress and mental health challenges are prevalent, unveil the impact of food on mental health. In this session, participants will explore the roles of sugar, protein, and fat in brain function. They will also learn about the gut's influence on mood and discover specific vitamins and minerals for emotional well-being. Gain practical tools to nourish your mind through everyday food choices.

## How participants will benefit

In this session, participants can expect to:

- **Discover practical strategies** to enhance their eating habits and foster mental well-being.
- **Uncover the fascinating link** between gut-health and the brain.
- **Explore and identify** key nutrients and foods to boost their mood.
- **Make informed and mindful choices**, ensuring a positive impact on your mental health.



# Food power: Reducing cancer risk

Exploring nutrition and lifestyle habits that may help reduce cancer risk and support long-term health.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Everyday food choices can have an important impact on long-term health. This session will show participants how a healthy diet can make a difference and be one of their best defenses against cancer. They'll learn about the real dietary risks and discover some antioxidant-rich foods.

## How participants will benefit

In this session, participants can expect to:

- **Understand** cancer risk and dietary factors
- **Reduce the risk** of cancer
- **Plan a healthy diet**
- **Identify** antioxidant-rich foods



# Healthy eating for Diabetes prevention & management

Using healthy eating habits to help prevent diabetes and support ongoing blood sugar management.



## Available modalities:

Seminar



60 minutes

## Key terms:

Nutrition, Physical health

According to the World Health Organization, about 422 million people worldwide have diabetes. Prevalence has been rising more rapidly in low- and middle-income countries than in high-income countries. More than 95% of people with diabetes have type 2 diabetes. The good news is type 2 diabetes is not only preventable but can also be reversible when detected and managed early. This session will teach participants about the important role of nutrition in managing and possibly preventing or delaying the onset of type 2 diabetes.

## How participants will benefit

In this session, participants can expect to:

- **Understand the importance** of diet lifestyle modification
- **Learn which food choices** can impact diabetes prevention and reversal
- **Discover dietary strategies** to regulate blood sugar, and reduce or avoid medication



# Healthy eating on a budget

Making nutritious food choices while managing costs and everyday spending.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

In today's reality of rising food costs, going to the grocery can feel like an expensive trip, especially if you are looking to make healthy choices. This session highlights simple strategies to plan, shop, and cook nutritious meals without overspending. Participants will learn how to shop smarter, reduce food waste, and make nutritious swaps that maximize both health and value. Gain confidence in building balanced meals that are nourishing, cost-effective, and practical for everyday life.

## How participants will benefit

In this session, participants can expect to:

- **Plan nutritious**, delicious, budget-friendly meals
- **Identify affordable** nutrient-dense foods
- **See through health halos** around inexpensive, highly refined foods
- **Save money** by reducing food waste and applying smart grocery shopping strategies



# Healthy workplace habits

Gain knowledge and nutrition tips to strengthen your heart and live a healthier life.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Rushed mornings, a packed schedule, and pastry-filled boardroom meetings can make healthy eating at work a real challenge. Establishing healthy workplace habits can improve energy and concentration, avoid the afternoon slump, and reduce sick days. This session will help participants make healthier meal and snack choices at work, avoid mindless eating, and stay energized without relying on caffeine throughout the workday.

## How participants will benefit

In this session, participants can expect to:

- **Plan healthy** workday lunches.
- **Keep healthy**, well-portioned snacks handy.
- **Stay energized** without caffeine.
- **Discover useful tools** to stay on track.



# Heart smart

Gain knowledge and nutrition tips to strengthen your heart and live a healthier life.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

Getting reliable information on heart health risk factors is essential to understanding what they mean and how managing them can improve your health. This session will discuss the key nutritional concepts for heart health and provide superfood selections and practical tips for living a heart healthy life.

## How participants will benefit

In this session, participants can expect to:

- **Understand** cardiovascular risk factors
- **Know how** to reduce the risk of heart disease
- **Adopt a diet** for a healthy heart
- **Discover** heart healthy foods



# Nutrition strategies for navigating menopause

Food choices that can help support wellbeing and manage common changes associated with menopause.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

In this session, participants will feel supported and prepared as they navigate the intricacies of the menopausal journey. Key areas of focus include understanding the distinct nutritional needs during menopause, gaining valuable insights into heart health, bone health, and effective weight management. Additionally, participants will explore the nuanced aspects of traditional versus medical approaches to hormonal therapy and receive practical lifestyle insights for overall well-being.

## How participants will benefit

In this session, participants can expect to:

- **Understand** their unique nutritional needs during menopause
- **Comprehend** the essential connection between nutrition heart health, bone health and weight management
- **Explore** the nuanced aspects of traditional versus medical approaches to hormonal therapy and practical lifestyle insights for overall well-being



# Women's wellness: A nutrition guide to optimal health

Nutrition insights to support women's health through every life stage.



## How participants will benefit

In this session, participants can expect to:

- **Explore and identify** their unique nutrition needs throughout different life stages.
- **Discover** the intriguing connection between nutrition and hormonal balance
- **Get practical nutrition strategies** to foster wellness, especially in health conditions prone to women
- **Make informed and mindful choices** to develop healthy eating habits

### Available modalities:

Seminar



60 minutes

### Key terms:

Nutrition, Physical health

Dive into the dynamic landscape of women's health and explore evolving nutritional needs throughout various life stages.

This empowering session aims to equip participants with knowledge to nourish their bodies, addressing unique requirements from pregnancy to menopause. Uncover the crucial role of food in hormonal balance, addressing issues like polycystic ovary syndrome (PCOS) and menstrual cycles. Learn nutrition strategies for managing digestive health, menopausal symptoms, and reducing the risk of long-term health problems such as heart disease and osteoporosis. Additionally, discover practical tools for cultivating sustainable and healthy eating habits, along with time-saving tips for busy women juggling work and family life.



# Ergonomics and wellness for working from home

Creating an at-home work setup and daily routine that support comfort, movement, and overall wellbeing.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Nutrition, Physical health

This webinar provides expert information and tips to stay safe, productive, and healthy while working from home. We discuss how to pick a good workspace, making ergonomics work with what you've got at home, and how to build a good work routine. In addition, we'll talk about the dynamics of working at home, and staying physically and mentally healthy. Our step-by-step Ergonomics and Wellness Guide for Working at Home provides you the resources to put the information you learn in this webinar into action.

## How participants will benefit

In this session, participants can expect to:

- **Discuss the link** between body mechanics and ergonomics.
- **Modify their workstations and work routines** to be healthy.
- **Do simple exercises** to stay strong and limber at work

# Parental + caregiver wellbeing

# Caring for you while caring for others

Caring for a family member with an illness or disability, an elderly relative, or a child can be an incredibly fulfilling experience.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Child wellbeing, parenting skills, trauma, practical skills

However, the demands placed on a carer's time, energy, and emotional resources can be overwhelming. The impact of caregiving is far-reaching, affecting various aspects of life, including practical, physical, emotional, and financial wellbeing. Often, carers find themselves focusing so much on the needs of others that they neglect their own health.

This session will explore simple, yet effective, strategies for carers to improve their own wellbeing, offering practical tools for managing stress, enhancing self-care, and maintaining balance. By recognizing and addressing the unique challenges of providing care, carers can promote a healthier, more sustainable lifestyle while continuing to provide compassionate care for their loved ones, ensuring both their own and their family's wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Recognize the emotional impact of caregiving:** Understand how providing care affects emotional wellbeing and relationships.
- **Identify strategies to maintain wellbeing:** Learn practical methods for staying healthy while caring for others.
- **Build a personal wellbeing toolkit:** Develop a set of tools to manage stress and maintain balance.
- **Explore available support systems:** Learn about resources and support networks designed for carers.
- **Reflect on the caregiving experience:** Gain insights into how caregiving influences life and relationships.

# Changing relationships: you and your aging parents

Life is a constant flow of change, and one of the most significant transformations a person may experience is watching their parents grow older.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Child wellbeing, parenting skills, trauma, practical skills

As time passes, roles shift, conversations evolve, and new challenges emerge. This natural life transition brings a mix of emotions—love, concern, and sometimes frustration—that can leave individuals unsure of how to navigate these changes. In this session, participants will explore how to approach this phase with compassion, empathy, and practicality. They will learn the importance of active listening to understand the stories and experiences that have shaped their parents' lives.

Participants will also explore strategies for building bridges across generations, creating an environment of mutual respect and appreciation. Ultimately, this session aims to provide the tools to support individuals and their parents as they navigate the evolving dynamics of ageing with grace and understanding.

## How participants will benefit

In this session, participants can expect to:

- **Understand the ageing process:** Learn about the physical, emotional, and cognitive changes that come with ageing.
- **Learn and practice effective communication strategies:** Discover how to communicate clearly and compassionately with ageing parents.
- **Develop skills to navigate challenging conversations:** Gain techniques for handling sensitive topics with care and respect.
- **Explore ways to build empathy and connection:** Learn how to foster deeper understanding and strengthen your relationship.
- **Develop a mindset that embraces the natural changes in the parent-child relationship:** Adapt to evolving roles with compassion and flexibility.

# Children and the media

Helping families navigate screens with confidence—so children build healthy media habits, think critically about what they consume, and stay safe online.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Child wellbeing, parenting skills, trauma, practical skills

Media significantly influences children’s perceptions, behaviours, and overall wellbeing. While positive content fosters learning and social skills, exposure to distressing news can lead to anxiety, confusion, and misinformation. During critical developmental stages, it’s vital for parents and caregivers to guide media consumption—setting healthy boundaries, nurturing curiosity, and ensuring a balanced perspective that prioritizes emotional and mental health.

Participants will gain practical strategies to help children navigate the media landscape, promoting resilience, critical thinking, and emotional wellbeing. Attendees will leave with actionable insights and tools to support children in developing a healthy relationship with media, preparing them to engage with the world in a mindful, informed way, and fostering a positive outlook despite challenges.

## How participants will benefit

In this session, participants can expect to:

- **Gain insights into how various forms of media influence children’s perceptions,** emotions, and behaviours, especially in response to global events and adverse news coverage.
- **Learn practical strategies for monitoring and managing children’s media exposure,** fostering a balanced, age-appropriate media diet that supports healthy development.
- **Develop tools to help children critically assess and process media content,** building resilience and emotional awareness in the face of potentially distressing information.
- **Discover techniques for setting healthy boundaries around media consumption,** empowering children to engage thoughtfully with content and prioritize their wellbeing.

# Parental and caregiver leave – a smooth transition

More than 80 percent of employees become working parents at some point in their career, and the transition from a childless employee to a working parent is a significant change for everyone.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Parenting, change, emotional intelligence, work life balance

How individuals prepare for this transition can greatly impact how smoothly they integrate work and family life. In this session, participants will explore the range of conflicting emotions that arise during this life shift—from employee to parent, and ultimately to working parent. They will gain insights into the common challenges faced during parental leave and the importance of proactive preparation.

Attendees will learn strategies for effectively planning a successful parental leave, as well as how to navigate the return to work with confidence, ensuring a balanced approach to both career and family responsibilities. The session will provide actionable tools to make this transition smoother and more manageable for all involved.

## How participants will benefit

In this session, participants can expect to:

- **Learn about what to expect as a new parent:** Gain insights into the physical, emotional, and logistical changes that come with parenthood.
- **Know how to prepare for the changes:** Learn practical tips to manage these transitions and adjust to new responsibilities.
- **Learn how to prepare for a smooth transition out of work:** Understand how to plan for parental leave, balancing work and personal life.
- **Gain strategies to simplify their return to work:** Discover actionable tips to navigate the return-to-work process with confidence and ease.

# Supporting your child's mental health

Clinically diagnosable mental health problems affect 20 percent of children and young people aged 5-16 years, with an additional 15 percent at risk of developing mental health issues in the future.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Children's wellbeing, mental health, parenting, wellbeing

Despite this, two-thirds of children and adolescents who face mental health challenges do not receive timely or appropriate interventions. Recognizing signs of mental health concerns in children can be difficult for parents and carers, and understanding how to respond appropriately can add to the challenge. This session will provide participants with a deeper understanding of children's mental health, equipping them with practical tools to respond effectively when concerns arise.

Attendees will also gain insight into identifying suitable resources and support systems for their child's mental health. By the end of the session, participants will feel more confident in recognizing early warning signs and taking proactive steps to support their child's emotional and mental wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Gain awareness on children's mental health and recognize the signs of mental health concerns:** Understand common mental health issues in children and identify early signs.
- **Learn how to respond in an appropriate way:** Discover supportive responses that create a safe environment for children.
- **Discover communication strategies for addressing concerns:** Learn how to start open, empathetic conversations about mental wellbeing.
- **Identify support networks and resources to support their child's mental health:** Explore available resources and community support systems for children's mental health.

# Thriving as a parent and caregiver

Balancing the roles of parent, caregiver, and professional can be overwhelming, especially with the added pressures of managing personal and professional demands.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Parenting skills, wellbeing, thriving, boundaries

This workshop is designed to help parents and caregivers achieve wellbeing and peak performance in all areas of life. Through actionable tips and practical strategies, participants will learn how to not only manage their responsibilities but thrive in them.

In this session, participants will explore how to cultivate resilience, manage stress, and set healthy boundaries to support personal and professional growth. They will also discover techniques for enhancing productivity, prioritizing self-care, and maintaining strong relationships amid competing demands. The session will provide effective communication strategies for navigating work and family conversations. By the end, participants will leave with a toolkit of adaptable strategies to boost wellbeing, build resilience, and sustain high performance, helping them flourish in all aspects of life.

## How participants will benefit

In this session, participants can expect to:

- **Master techniques for restful sleep:** Learn effective strategies to improve sleep for both parents and children, boosting energy, mood, and resilience.
- **Develop resilience to daily stressors:** Discover practical techniques to manage everyday stress, fostering calmness and long-term wellbeing.
- **Create meaningful family connections:** Explore ways to prioritize quality family time, even with busy schedules, strengthening bonds and creating lasting memories.
- **Enhance personal wellbeing and balance:** Gain tools for balancing personal and professional life, empowering parents to feel fulfilled and in control.

# Raising resilient children

Resilience is an essential life skill in today's tumultuous and ever-changing world.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Children's wellbeing, resilience, parenting, optimism

It's widely recognized as one of the most valuable qualities a parent can instill in their child. But what does this mean for parents and caregivers in their daily lives? What exactly is resilience, and how is it developed? Is it an innate trait, or can it be learned and nurtured over time? This session will provide participants with key insights into building resilience in children and the role caregivers play in fostering this vital skill.

Through practical guidance and expert advice, attendees will learn strategies to model resilience, support their children through challenges, and cultivate an environment where resilience can thrive. By the end of the session, participants will be equipped with tools to raise resilient, confident children capable of navigating life's difficulties with strength and perseverance.

## How participants will benefit

In this session, participants can expect to:

- **Understand resilience and why it's crucial for children:** Learn about resilience and how it helps children cope with challenges.
- **Recognize the role of the carer's mindset in fostering resilience:** Discover how a carer's beliefs and mindset shape a child's ability to be resilient.
- **Develop strategies to help children build emotional resilience:** Learn practical techniques to support children in developing emotional strength.
- **Obtain parenting tips and resources:** Access useful resources and tips to effectively nurture resilience in children.

# Positive parenting

Positive parenting focuses on connection, consistency, and guidance—teaching behaviour through encouragement rather than punishment.



## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Parenting, child wellbeing, practical skills

Your toddler has been having a tantrum every time you run errands. Your preschooler refuses to go to bed. Your 6-year-old has been hitting his little sister. Every child is different, but chances are that more than once you've found yourself wondering how on Earth you can teach your child to behave.

This seminar identifies how to use positive parenting to help guide and improve your child's behaviour, as an alternative to yelling, nagging, and punishing.

## How participants will benefit

In this session, participants can expect to:

- **Define the philosophy of positive parenting** and how it differs from punishment.
- **Understand common reasons why children misbehave.**
- **Identify strategies** to manage common behavioral issues.

# Relationship wellbeing

# Finding digital balance: strengthening real-life connections

Navigating technology while prioritizing relationships takes intention.



## How participants will benefit

In this session, participants can expect to:

- **Strengthen real-life connections** by balancing digital use with face-to-face interaction.
- **Recognize and manager “technoference”** – interruptions caused by devices – to be more present with others.
- **Set healthy boundaries for technology** use that support wellbeing, intimacy and trust in relationships.
- **Apply techniques to reduce digital distractions** and increase the quality of time spent with family, friends and colleagues.

### Available modalities:

#### Seminar

 30/60/90 minutes

### Key terms:

Navigating technology while prioritizing relationships takes intention.

Digital devices and platforms have become central to how we live, work and connect. While technology can bring us closer together, it can also distract us, interrupt meaningful interactions, and blur healthy boundaries.

This session explores how to build a healthier relationship with technology – one that strengthens, rather than weakens, our most important connections. Through practical strategies and reflection, participants will learn how to balance online activity with offline presence, reduce “technoference”, and create more intentional time for relationships that matter most.

# Recognizing unhealthy relationships: gaslighting, toxic dynamics, and love-bombing

Identifying harmful patterns is the first step toward protecting your wellbeing.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Relationships, Healthy Boundaries, Self-Esteem

Relationships play a central role in our wellbeing, yet sometimes subtle patterns can undermine trust, respect, and emotional health. This session helps participants recognize the warning signs of manipulation, control and unhealthy dynamics – such as gaslighting, lovebombing, and toxic cycles – that can be difficult to spot in the moment. Through practical examples, and guided reflection, participants will explore how to distinguish between healthy and unhealthy behaviours, build stronger boundaries, and protect their self-worth. By building awareness and confidence, participants will feel more prepared to nurture healthy connections and reduce the impact of harmful dynamics.

## How participants will benefit

In this session, participants can expect to:

- **Recognize** common signs of manipulation, and unhealthy dynamics, including gaslighting and lovebombing.
- **Differentiate** between healthy and unhealthy relationship behaviors using practical red-flag awareness.
- **Develop skills to set and communicate clear** boundaries with confidence.
- **Strengthen resilience and self-worth** to protect emotional wellbeing in personal relationships

# Sandwich generation: working, caring for children, and caring for aging parents

Managing multiple caregiving roles while working can lead to stress and burnout.

## How participants will benefit

In this session, participants can expect to:

- **Recognize** the common pressures and stressors of balancing work, childcare, and elder care.
- **Explore** simple, sustainable techniques for time management, self-care and setting boundaries.
- **Practise** communication strategies to ask for support and share caregiving responsibilities.
- **Identify** ways to create realistic care routines that balance both personal capacity and family needs.

### Available modalities:

#### Seminar

 30/60/90 minutes

### Key terms:

Relationships, Healthy Boundaries, Self-Esteem

Balancing the needs of children, ageing parents, and work responsibilities can feel overwhelming – yet many find themselves navigating these competing demands daily. This session offers practical tools to help participants manage stress, strengthen resilience, and care for themselves while supporting multiple generations as well. Participants will explore strategies for time management, self-care, and boundary-setting, alongside ways to communicate needs and share responsibilities more effectively with family members and support networks.

Through practical discussion and reflection, participants will build their personalized toolkit focusing on small, sustainable changes that will help maintain wellbeing while caring for loved ones.

# Financial wellbeing

# Financially smart parenting

In today's unpredictable financial landscape, teaching children the value of money and instilling strong financial habits is more important than ever.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Financial wellbeing, parenting, children, habits, effective communication

This session equips participants with practical tools to introduce money management skills in an age-appropriate way, creating a foundation for lifelong financial wellbeing. Participants will explore strategies for fostering open discussions about money, teaching children essential concepts like budgeting, saving, and mindful spending.

Additionally, the session highlights the benefits of involving the entire family in everyday money decisions, making financial learning a shared experience. By empowering children to understand the basics of money and its role in their lives, participants will help their children grow into confident, resilient adults who can navigate financial challenges effectively. Attendees will leave with actionable insights and confidence to support their family's financial education journey.

## How participants will benefit

In this session, participants can expect to:

- **Identify ways to teach children about money:** Explore fun, engaging methods to introduce children to financial concepts and spark their curiosity.
- **Learn how to discuss finances positively:** Discover strategies for open, age-appropriate conversations that build a healthy money mindset.
- **Build sustainable money habits for the future:** Help children develop lasting habits like saving, budgeting, and mindful spending.
- **Involve the whole family in money management:** Encourage family teamwork in managing finances, teaching children the importance of shared financial responsibility.

# Money on my mind: dealing with anxiety

Financial management can be overwhelming, especially during periods of economic uncertainty when fears about debt, fluctuating incomes, and rising expenses often dominate.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Financial wellbeing, emotional wellbeing, anxiety, self-awareness

This session provides a supportive and practical framework for addressing financial anxiety and overcoming the paralysis it can create. Participants will learn to take control of their finances through actionable strategies, such as reducing discretionary spending, optimizing energy use, and managing debt more effectively. Beyond these practical tips, the session will also emphasize setting realistic goals to foster long-term financial health and resilience.

Attendees will explore ways to shift their mindset, making it easier to approach financial challenges with clarity and confidence. By the end of the session, participants will be equipped with tools and techniques to navigate economic uncertainty, regain a sense of stability, and build a more secure financial future.

## How participants will benefit

In this session, participants can expect to:

- **Understand the difference between anxiety, worry, and stress:** Recognize how each affects financial wellbeing, decision-making, and long-term planning.
- **Apply practical thinking to reduce financial overwhelm:** Learn strategies to manage anxiety and stay grounded, allowing for clearer, more confident financial decisions.
- **Implement ways to increase financial stability:** Gain tools to build a secure financial foundation, including budgeting, saving, and managing debt amidst uncertainty.
- **Develop resilience to face financial challenges:** Explore techniques for staying positive and proactive when dealing with financial stress, fostering a mindset of long-term stability.

# Unlock the secret to financial wellbeing

Taking control of personal finances is an essential step toward achieving financial stability and freedom.

## Available modalities:

Seminar

 30/60/90 minutes

## Key terms:

Financial wellbeing, goal-setting, self-awareness, toolkit

This session begins by helping participants define clear financial goals—both short- and long-term—tailored to their unique circumstances. Through guided exercises, attendees will learn how to track their spending, identify areas for adjustment, and uncover patterns in their financial habits. Participants will explore practical strategies to overcome common obstacles, such as managing debt and curbing unnecessary expenses, while building a personalized financial plan.

The session also emphasizes the importance of prioritizing goals to align with individual values and needs, fostering a sustainable approach to managing money. Attendees will leave equipped with actionable tools and knowledge to create a balanced financial strategy, empowering them to take control of their financial future with confidence and clarity. Whether striving for financial independence or greater security, this workshop provides practical strategies for success.

## How participants will benefit

In this session, participants can expect to:

- **Understand how money beliefs influence financial decisions:** Learn how personal beliefs shape financial habits and how to shift them for better financial health.
- **Track spending effectively:** Discover tools to monitor expenses, identify patterns, and find areas for improvement.
- **Explore strategies for reducing debt and managing expenses:** Learn effective debt reduction techniques and how to prioritize expenses for savings.
- **Recognize emotional vs logical spending:** An understanding of how our emotions can impact our spending patterns.

# Achieving financial stability

Achieving financial security often means finding balance between today's needs and tomorrow's plans.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Budgeting, financial stability, managing money, building savings

Financial wellbeing is about more than just numbers – it's about feeling confident and in control of your money. This session helps participants understand their personal relationship with money, explore practical ways to manage their spending, and build sustainable habits that support long-term stability. Through simple tips and real-world strategies, participants will learn how to reduce financial stress, create a realistic budget, and make choices that align with their lifestyle and goals. Whether you're looking to strengthen your financial foundations or simply feel more at ease with everyday money decisions, this session provides tools to move forward with clarity and confidence.

## How participants will benefit

In this session, participants can expect to:

- **Reflect** on their personal relationship with money and how it shapes financial decisions.
- **Apply** practical techniques to manage spending and reduce unnecessary expenses.
- **Understand** how to create and maintain a realistic budget that works for their lifestyle .
- **Identify** simple strategies to ease financial stress.
- **Build** sustainable money habits that support long-term stability.

# Foundations of financial wellbeing

Building financial wellbeing starts with small, consistent steps toward stability.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Financial literacy, cost of living, financial security, managing money

Financial wellbeing is an important part of overall health and peace of mind. This introductory session is designed to help participants build confidence in navigating everyday money matters and understand how financial decisions impact wellbeing. Whether you're managing expenses, saving for future goals, or just starting to get more intentional with your money, this session offers simple, practical guidance to building your next steps. Participants will explore key financial concepts like budgeting, saving, and debt, while also considering how habits and choices connect to long-term stability. By the end of the session participant will gain knowledge and tools to feel more confident and in control of their financial journey.

## How participants will benefit

In this session, participants can expect to:


- **Learn** the basics of key financial concepts such as budgeting, saving, debt, and credit.
- Understand how everyday money choices can **impact** overall wellbeing and stress.
- **Explore** practical approaches to setting realistic financial goals.
- **Gain awareness** of common financial tools that support better money management.
- **Build** confidence to make informed financial decisions and strengthen long-term financial health.

# Investing basics: building confidence in your financial future

Getting started with investing can feel overwhelming, but simple steps build lasting confidence.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Building wealth, financial education, financial goals

Investing is one of the most effective ways to build long-term financial wellbeing, yet it can often feel overwhelming. This introductory session focuses on the universal principles of investing, helping participants understand key concepts such as risk and return, diversification, and time horizons. Participants will also explore examples of common investment options used worldwide, including savings accounts, bonds, stocks and pooled funds. By the end of the session, participants will gain better understanding and confidence to how investing fits within their broader financial goals.

## How participants will benefit

In this session, participants can expect to:

- **Understand** basic investment concepts, including risk, return, diversification, and time horizon.
- **Explore** common investment options such as savings accounts, bonds, stocks, and mutual funds.
- **Recognize** the importance of setting clear realistic financial goals before investing.
- **Build** confidence to ask informed questions and consider next steps in their investing journey.

# Retirement planning and pension

Preparing for retirement can feel overwhelming, but planning ahead brings peace of mind.

## Available modalities:

### Seminar

 30/60/90 minutes

## Key terms:

Financial education, retirement, managing money

Planning for retirement is one of the most significant financial milestones, with lasting impact on wellbeing and quality of life. This introductory session helps participants understand the fundamentals of retirement planning and the key factors that influence financial security in later life.

Participants will explore core concepts such as setting retirement goals, understanding common retirement savings approaches (including pensions, personal savings, and investments), and considering long-term factors like inflation and changing needs. In this session, participants will gain awareness and confidence needed to evaluate options and identify their next steps when it comes to planning their retirement.

## How participants will benefit

In this session, participants can expect to:

- **Understand the fundamentals of retirement planning** and why early preparation matters.
- **Explore different types of retirement savings** approaches including pensions, personal savings, and investment options.
- **Recognize key factors that affect retirement readiness**, such as lifestyle needs, inflation, and healthcare considerations.
- **Reflect on their own goals** and assess how pensions and other savings options can fit into their broader retirement plan.

# Mindfulness



# Mindfulness for resilience and vitality

This introductory mindfulness session offers a practical and accessible exploration of mindfulness, designed to help you cultivate greater awareness and presence in everyday life.

## Available modalities:

### Seminar

 30/60 minutes

## Key terms:

Mental health, wellbeing, self-care, resilience, toolkit, optimism

You will learn the foundational concepts of mindfulness—what it is, why it matters, and how it can positively impact your mental and physical wellbeing. The session includes guided mindfulness exercises tailored to a theme of your choice, such as:

- The art of taking a walk
- Compassion
- Emotional strength
- Healthy eating
- Practice of gratitude
- Concentrate and pay attention

Through simple, experiential practices, you'll develop skills to bring calmness, focus, and intentionality into your daily routine. Whether you want to deepen your appreciation for life, boost your attention, foster healthier eating habits, or build emotional resilience, this session provides practical tools that can be easily integrated into your busy lifestyle. Experience the power of mindfulness firsthand and leave equipped to cultivate greater balance, clarity, and wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Discover effective strategies** to enhance mental health, resilience, and overall wellbeing, ensuring they thrive in daily life.
- **Experience a guided mindfulness activity** to help reset for the rest of the day, with guidance on how to implement the exercise independently.
- **Explore techniques to manage stress**, reduce anxiety and maintain a healthy balance between personal and professional demands.
- **Develop long-term strategies** to cultivate sustained mental health, wellbeing, and personal growth for lasting resilience.

# Diversity, equity and inclusion (DEI)

# Inclusion matters

## A session for employees

An essential first step in any diversity, equity, and inclusion (DE&I) program is cultivating inclusion as a mindset.

### Available modalities:

#### Seminar

 30/60/90 minutes

### Key terms:

Inclusion, psychological safety, communication, cohesion

Developing an attitude that embraces all individuals and fosters a sense of belonging is critical to organizational success. Inclusive team members actively contribute to creating a safe and supportive work environment where everyone feels valued and can bring their authentic selves. In this session, participants will explore the importance of an inclusive workplace, delving into the benefits, complexities, and barriers that can hinder inclusivity.

They will also learn practical actions that can be taken to overcome these challenges and create a truly inclusive environment. By the end of the session, participants will have a deeper understanding of what it means to be an ally and will leave with actionable strategies for fostering inclusivity and driving positive change within their organization.

## How participants will benefit

In this session, participants can expect to:

- **Discover how positive, inclusive relationships enhance productivity** and create a supportive work environment for all team members.
- **Understand the importance of psychological safety** and how to implement inclusive practices that ensure respect and value for everyone.
- **Identify common barriers to inclusivity**, such as bias, resistance, communication styles, and representation, and learn strategies to address them.
- **Learn how to support and practice allyship**, fostering an inclusive culture where colleagues feel seen, heard, and valued.

# Neurodiversity in the workplace

## A session for employees

Neurodiversity is a workplace reality—recognizing varied cognitive profiles and using inclusive practices enables fair participation and performance.



## How participants will benefit

In this session, participants can expect to:

- **Discover the positive impact of a Neurodiverse team** and workplace culture.
- **Understand different types** of Neurodiversity.
- **Universal strategies** that support all learners.
- **Select actions you can take to promote being an ally** in your workplace.

### Available modalities:

#### Seminar

 60 minutes

### Key terms:

Neurodiversity, practical skills, awareness, effective communication

This seminar provides practical insights and strategies to create an inclusive, supportive work environment for neurodivergent colleagues. We focus on day-to-day practices that reduce friction and enable fair participation across roles and levels.

Participants will build foundational understanding of autism, ADHD, and dyslexia, including common strengths (e.g., pattern recognition, hyper-focus, creative problem-solving) and workplace friction points (e.g., sensory load, executive function demands, rapid context switching).

Using real workplace scenarios, we cover inclusive hiring and onboarding, clear communication norms (plain language, written follow-ups, structured agendas), sensory and environmental adjustments (lighting, noise, camera expectations), and workflow supports (task chunking, visual schedules, flexible pacing).

# Championing neurodiversity in the workplace

## A session for managers

Neurodiversity acknowledges that there are natural variations in brain functioning, such as ADHD, autism, dyslexia, and more.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Neurodiversity, leadership, team performance, Toolkit

Addressing neurodiversity is crucial because individuals with different cognitive styles bring unique perspectives, creativity, and problem-solving skills to organizations. However, many organizations still face challenges in accommodating these differences, leading to potential underutilization of talent.

By fostering an inclusive workplace, organizations can harness these diverse strengths and improve employee engagement, satisfaction, and productivity.

## How participants will benefit

In this session, participants can expect to:

- **Identify common neurodivergent profiles** and the typical challenges individuals and organizations face.
- **Understand the specific needs** and strengths of neurodivergent employees to support their success.
- **Explore strategies for maximizing the potential of neurodiverse employees** within teams and departments.
- **Develop an action plan** to apply neurodiversity best practices to build a more inclusive, supportive, and equitable work environment.



# Diversity, equity, and inclusion in the workplace

Fostering a workplace culture where differences are valued, opportunities are fair, and everyone feels respected and included.



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## Available modalities:

### Workshop

 3 hours

## Key terms:

Diversity Equity & Inclusion,  
Workplace culture

Having a diverse and inclusive culture is one of the goals of organizations today. It has been considered one of the factors that help drive innovation and performance. By capitalizing on the diverse skills, background and experiences of its workforce, organizations can start unlocking its potentials.

## How participants will benefit

In this session, participants can expect to:

- **Define diversity** in its various forms and understand inclusion.
- **Understand the value** of diversity
- **Describe possible grounds** for discrimination / exclusion.
- **Identify the behaviors** that align with valuing diversity in the workplace



# Mitigating unconscious bias in the workplace

Recognizing hidden assumptions that can influence decisions, interactions, and workplace culture.

## Available modalities:

### Workshop



2 hours

## Key terms:

Diversity Equity & Inclusion, Workplace culture

Our brain automatically uses short-cuts to navigate an incredible amount of data and information and makes snap decisions about who we prefer and who we avoid. This workshop is an interactive and engaging training session that features a deep dive into unconscious bias, how it leads to stereotyping, and how everyone of us is affected by it. It will take the team through practical tips on how to limit the damaging power of stereotyping and build inclusion. Disrupting bias using tools and creating a more balanced and inclusive culture is an important part of the session.

## How participants will benefit

In this session, participants can expect to:

- **Raise self and team awareness** on the limiting effect of unconscious bias and stereotyping
- **Learn about ways to identify bias** at structural/institutional/interpersonal and internalized level
- **Learn practical tips and tools** to mitigate bias
- **Strengthen team culture** and build true inclusion
- **Take away tactics** for disrupting bias in everyday work interactions



# Walking the talk: Inclusive leadership in action

## A session for leaders

Turning inclusive values into everyday leadership behaviors that build trust, belonging, and accountability.

### Available modalities:

#### Workshop



### Key terms:

Diversity Equity & Inclusion, Workplace culture

What leaders say and do has an outsized impact on others, research indicates that this effect is even more pronounced when they are leading diverse teams. Subtle words and acts of exclusion by leaders, or overlooking the exclusive behaviors of others, easily reinforces the status quo. It takes energy and deliberate effort to create an inclusive culture, and that starts with leaders paying much more attention to what they say and do on a daily basis and making adjustments as necessary.

**Inclusive leadership is not about occasional grand gestures, but regular, smaller scale deliberate actions.**

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## How participants will benefit

This interactive, insights-based module helps leaders actively look to strengthen their skills. The module recognizes that leaders wear many hats and is designed to achieve the following objectives:


- **Develop insights** into workplace situations, practices in which inequities occur and how these negatively impact women, LGBTQ2+ people, racial and ethnic minorities, indigenous people and other underrepresenting groups.
- **Gain awareness** about the approach and strategies to lead inclusively using a three-pronged approach:
  - As a leader, displaying inclusive behaviors,
  - As a team manager managing team conflicts using range of tools
  - As a C-suite leader impacting organization wide culture and performance through decision making and metrics.

# Leadership training

# AIR: awareness, intervention, resilience

When managers come across employees in distress because of work responsibilities, work overload or personal issues, they are in a unique position to help.

## Available modalities:

 AIR 3hrs  
+ custom options

## Flagship

## Key terms:

Manager skills, emotional wellbeing, peer-to-peer support, resilience, toolkit

With proper skills, managers can often reverse declining performance by refocusing tasks, implementing accommodations or providing additional support. Managers navigate performance issues while managing employees facing constant pressure of high work volumes, tight timelines, limited resources, changing business requirements and operating in multiple time zones.

The AIR program for managers is a three-hour workshop that equips managers to use the proprietary stress and pressure impact scale to assess the level of employee distress and determine the appropriate intervention.

The AIR program offers managers a way to assess the emotional health of employees by understanding basic concepts of emotional health, observing key performance indicators, and reinforcing resilience skills of both individuals and teams.

## How participants will benefit


In this session, participants can expect to:

- **Learn about the signs and symptoms of emotional distress** related to performance.
- **Understand basic concepts of emotional health** and how they align with emotional wellbeing.
- **Use the stress and pressure impact tool** to manage the performance of individual team members.
- **Recognize employees who are experiencing a decline in performance** and learn how to respond proactively.
- **Learn about existing resources** to develop intervention plans.
- **Understand practical strategies** to build resilience with team members,
- **Learn how to foster effective collaboration and communication** with individuals and teams.

# AIR 2.0: leading in a VUCA world

In recent years, a series of global events have taken place which are challenging to individual and organizational wellbeing.

## Available modalities:

 AIR 3hrs  
+ custom options

Individuals around the world are experiencing the impact of natural disasters, rising cost of living pressures, civil unrest, war and political uncertainty. This new environment can be described by the acronym VUCA (Volatile, Uncertain, Complex, Ambiguous) – a term that describes the challenging context that many organizations are operating in. In this new environment, the manager's role is more complex, as it is hyperfocused on the human factor.

## Flagship

## Key terms:

Manager skills, emotional wellbeing, peer-to-peer support, resilience, change, toolkit

AIR 2.0: Leading in a VUCA World alerts managers to how emotional issues manifest in the workplace and how to intervene in the most appropriate way. Awareness, combined with intervention strategies and options to enhance resilience skills, equips managers with the knowledge and competence to lead during these exceptional times.

## How participants will benefit


In this session, participants can expect to:

- **Understand the signs and symptoms of anxiety and trauma** caused by a VUCA environment.
- **Understand the impact of organizational changes** and how to navigate them with your team.
- **Implement risk-mitigation procedures** and remote work priorities equitably.
- **Use the anxiety scale** to assess the wellbeing of team members.
- **Practise effective communication strategies** to build trust and foster collaboration.
- **Learn how to apply resilience principles** to strengthen team performance.
- **Use the manager energy audit** to manage challenging situations.

# AIR25: building psychological safety through inclusive leadership

The enhanced AIR program—Awareness, Intervention, and Resilience—equips leaders with the tools to create inclusive, psychologically safe workplaces where employees feel valued and supported.

## Available modalities:

 AIR 3hrs  
+ custom options

## Flagship

## Key terms:

Manager skills, emotional wellbeing, peer-to-peer support, resilience, change, toolkit

In such environments, individuals are empowered to contribute openly, challenge the status quo, and collaborate freely, which boosts engagement and performance.

This edition of AIR focuses on the seven key competencies of inclusive leadership as a foundation for psychological safety. Leaders will learn strategies to build trust, encourage diverse perspectives, and foster resilience within their teams while identifying and addressing barriers to inclusion. Inclusive leadership not only strengthens psychological safety but also drives higher workplace performance.

By leveraging diverse talents and viewpoints, leaders can cultivate innovative solutions and improve decision-making. AIR combines awareness, intervention, and resilience-building, enabling leaders to create supportive, high-performing workplaces where teams can thrive and reach their full potential.

## How participants will benefit

In this session, participants can expect to:

- **Master the core of psychological safety:** Participants will gain a deep understanding of the four pillars of psychological safety—Inclusion, Learning, Contribution, and Challenge—and learn how to foster these elements within their teams.
- **Develop inclusive leadership competencies:** Leaders will acquire the seven core competencies of inclusive leadership, enabling them to build trust, encourage diverse perspectives, and create a collaborative environment.
- **Enhance team engagement and resilience:** Attendees will learn actionable strategies to boost team resilience, promote open dialogue, and cultivate a safe space for innovation, ultimately leading to stronger engagement and performance.
- **Build sustainable, high-performing cultures:** Participants will leave with tools to embed psychological safety into their team's daily practices, creating a culture that supports continuous growth, adaptability, and sustained high performance.

# Employee engagement: building and maintaining an engaged workforce

In today's rapidly changing workplace, employee engagement plays a crucial role in driving productivity, innovation, and retention.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Employee engagement, inclusion, motivation, morale

When employees feel genuinely connected to their work and aligned with their organization's values, they become motivated to contribute their best and help the company succeed.

This session dives into the core principles of engagement, offering practical strategies to cultivate it within your team. You'll discover how inclusivity, meaningful recognition, and shared purpose boost morale, enhance collaboration, and spark sustained growth. Drawing on the latest research, the session reveals that highly engaged employees demonstrate greater initiative, embrace change, and drive stronger performance outcomes for the organization. Participants will leave equipped with actionable tools and proven approaches to energize their teams, foster commitment, and help build a thriving workplace culture where everyone contributes and succeeds together.

## How participants will benefit

In this session, participants can expect to:

- **Be able to identify and describe** the distinct values, communication styles, and work preferences of each generation within the workforce.
- **Gain insights into common misconceptions** and challenges associated with multi-generational teams, learning effective strategies to bridge these gaps.
- **Develop skills to adapt their leadership styles** to better engage and motivate employees from different age groups, enhancing team cohesion and performance.
- **Participants will learn how to create an inclusive workplace culture** that celebrates diversity, promotes mutual respect, and encourages collaboration among all generations.

# Engaging a multi-generational workforce

In today's diverse work environment, managers face the unique challenge of engaging a multi-generational workforce that spans Baby Boomers to Gen Z.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Employee engagement, generational wellbeing, leadership, morale

This workshop is designed to equip managers with the skills and strategies needed to effectively lead and inspire employees across all age groups, leveraging their unique strengths while fostering a cohesive team dynamic.

Participants will explore the distinct values, communication styles, and work preferences of each generation, gaining insight into how these differences impact collaboration and performance. Through interactive discussions and practical exercises, managers will learn to tailor their leadership approaches to meet the diverse needs of their teams, enhancing motivation, productivity, and job satisfaction.

The workshop will cover key topics such as bridging generational gaps, addressing common misconceptions, and creating an inclusive work culture that celebrates diversity. Participants will also develop actionable strategies to facilitate intergenerational collaboration and mentorship, empowering employees to share their knowledge and experiences.

By the end of this session, managers will be well-prepared to engage and lead a multi-generational workforce, fostering a supportive and dynamic workplace that drives innovation and success. Join us in unlocking the potential of your diverse team and creating a more harmonious and productive work environment.

## How participants will benefit

In this session, participants can expect to:

- **Recognize generational differences:** Understand how values, communication styles, and work preferences vary across generations to navigate team dynamics.
- **Bridge gaps effectively:** Gain strategies to address challenges and misconceptions in multi-generational teams, fostering collaboration.
- **Adapt leadership styles:** Learn to engage and motivate employees of all ages, improving team performance.
- **Foster inclusivity:** Create a workplace culture that celebrates diversity, mutual respect, and collaboration.
- **Encourage mentorship:** Implement intergenerational mentorship to promote knowledge-sharing and unlock team potential.

# Getting comfortable with conflict: a leadership guide

Almost every workplace has a diverse blend of personalities and preferences, so it is to be expected that there will be some dispute and conflict.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Effective communication,  
teamwork, conflict resolution,  
psychological safety

Not all employees are the same; some personalities are easier to interact with than others. Some individuals are fearful of conflict, and discord amongst the team can make work very difficult for them. However, not all conflict is bad. Conflict can lead to growth and change.

It is important that managers learn how to communicate and facilitate a positive working relationship with any personality type, to explore how to reach resolutions that are acceptable to all parties involved and focus the team on moving forwards.

This session will help leaders apply conflict management strategies to boost performance and increase collaboration. It will also examine the role perceptions and biases play and help leaders cultivate functional relationships amongst a diverse population.

## How participants will benefit

In this session, participants can expect to:

- **Explore the origin of conflict and tension in the workplace**, understanding how differences in perspective, values, and communication styles can create friction.
- **Identify various conflict management styles** and learn how to adapt them to different situations.
- **Develop an understanding of the intent behind messages**, recognizing how tone, language, and context influence interpretation.
- **Connect conflict management styles with different personality types** to navigate diverse team dynamics effectively.
- **Consider ways to foster a collaborative environment** where open communication and mutual respect lead to constructive resolution of conflicts.

# How to lead high-performing hybrid teams

As the hybrid work model continues to evolve, virtual teams are becoming a permanent fixture in the modern workplace.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Effective communication, people management, remote work, teamwork

They offer employers the ability to tap into a global talent pool, bringing diverse perspectives and skillsets. For employees, virtual teams offer the freedom to work from any location, enabling greater flexibility, optimizing contributions, and fostering a better work-life balance. While virtual teams can increase productivity and reduce attrition, they also present unique challenges for managers. These include ensuring effective communication, building trust, managing workloads, and supporting team member wellbeing in a remote setting.

This session will address these challenges head-on, providing managers with actionable strategies to enhance team performance, foster engagement, and maintain a positive work environment. Managers will learn practical tools for improving collaboration, overcoming virtual barriers, and ensuring that remote teams remain cohesive, motivated, and productive, even without face-to-face interactions.

## How participants will benefit

In this session, participants can expect to:

- **Explore practical ways to communicate and reconnect with virtual teams:** Gain tools to enhance communication and engagement, strengthening remote relationships.
- **Develop an appreciation for both remote and in-person collaboration:** Understand how to blend both work styles for better team synergy.
- **Understand the importance of monitoring employee wellbeing:** Learn strategies to prioritize and support the wellbeing of virtual team members.
- **Discover ways to contribute to a compassionate hybrid work culture:** Learn how to foster inclusivity and empathy within your team, promoting a supportive environment

# Leading through crisis

Any crisis event – such as a workplace accident, violence, sudden death of an employee, natural disaster or terrorist attack – can have a traumatic impact on employees.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Crisis management, effective communication, psychosocial risk, toolkit, wellbeing

Organizational and team leaders play a key role in helping to mitigate the psychological impact of such events, while at the same time dealing with the impact of these events on themselves. This session prepares frontline managers to effectively lead during a crisis situation. Upon successful completion of this training, participants also receive a comprehensive managers' toolkit.

Following up on the learning objectives from the course, the toolkit provides frontline managers with leadership approaches, resilience strategies and directions to employees during and immediately following a traumatic event. By using the resources in the toolkit, managers can meet the basic needs of employees, resulting in a swift return to productivity.

## How participants will benefit

In this session, participants can expect to:

- **Learn how to expedite the safety and wellbeing of employees:** Gain strategies to ensure swift action and support for employees during a crisis.
- **Understand how to ensure preparation for potential disasters:** Develop proactive measures to anticipate and respond to emergencies effectively.
- **Establish how to coordinate with internal stakeholders for timely communications:** Learn methods for seamless collaboration with teams to deliver accurate, timely information.
- **Know how to meet employees' basic needs fairly and consistently:** Discover approaches to support employees equitably, ensuring a smooth transition back to productivity.

# Navigating performance reviews and feedback

Performance reviews and feedback sessions are crucial for employee development, engagement, and motivation, but delivering effective feedback can be a challenge for many managers.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Effective communication, leadership, solution-focused, confidence

This workshop is designed to equip managers with the skills and confidence needed to conduct performance reviews that foster trust, inspire motivation, and encourage continuous improvement.

Participants will learn best practices for preparing and delivering feedback that is clear, actionable, and supportive, focusing on alignment with both individual and organizational goals. Through real-life scenarios and interactive exercises, managers will practice handling feedback conversations, gaining confidence in delivering constructive feedback.

The session will emphasize the importance of follow-up to ensure feedback leads to measurable growth and improvement. By the end of this session, participants will have gained the confidence and practical skills to turn performance reviews into valuable opportunities for employee development, engagement, and organizational success.

## How participants will benefit

In this session, participants can expect to:

- **Understand the purpose of performance reviews and feedback:** Recognize how feedback drives employee development, engagement, and motivation, contributing to organizational success.
- **Deliver constructive and motivational feedback:** Learn to provide clear, actionable feedback that balances strengths with areas for improvement, fostering growth.
- **Navigate challenging conversations:** Gain strategies to handle performance issues and difficult discussions confidently, while maintaining trust and respect.
- **Implement effective follow-up actions:** Reinforce development with actionable follow-ups that ensure continued growth and accountability after reviews.

# People-centric leadership

Leaders who adopt a people-centric approach prioritize the wellbeing and growth of their teams, knowing that success is built upon strong, compassionate relationships.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Emotional intelligence, people management, team performance, employee engagement, effective communication

Great leaders not only understand themselves but are attuned to the needs and motivations of those they manage. Emotional intelligence (EQ) plays a pivotal role in fostering these relationships, as it enables leaders to recognize their own emotions and those of others. Leaders with high EQ are better equipped to create an environment that is healthy, supportive, and productive. This session delves into the components of emotional intelligence, including self-awareness, empathy, and interpersonal skills.

Through practical strategies, participants will learn how to leverage their EQ to inspire trust, manage conflicts effectively, and improve team dynamics, ultimately contributing to a more cohesive and engaged workforce. Leaders will leave this session with actionable insights that empower them to cultivate stronger connections and drive team performance.

## How participants will benefit

In this session, participants can expect to:

- **Increase self-awareness and understand others:** Gain insights into their own behavioral tendencies and adapt their approach to support diverse work styles and personalities.
- **Communicate with compassion, empathy, and professionalism:** Master techniques for connecting with others on a deeper level, building trust, and ensuring open, respectful communication.
- **Develop emotional intelligence:** Learn how to recognize and manage emotions, as well as understand and respond effectively to the emotions of others.
- **Collaborate to optimize motivation and morale:** Explore strategies to foster team cohesion and create a positive, high-performing work environment.

# The coach approach to leadership

Leaders must draw upon multiple skills to be successful.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Employee engagement, effective communication, people management, team building, thriving

Many recognize the value of connecting using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce wants a coach approach to leadership. Participants will learn methods to achieve success in guiding and motivating others while leading with a sense of focus, purpose and direction.

Furthermore, they will learn strategies for optimizing performance and bringing out the best in their people. Participants will recognize the value of integrating the coach approach communication principles into their leadership style and organizational culture to develop employees who thrive.

## How participants will benefit

In this session, participants can expect to:

- **Examine their current leadership style:** Reflect on their leadership approach to identify areas for growth.
- **Recall the four types of listening:** Understand and practice the different listening styles to improve communication.
- **Formulate powerful questions:** Develop the skill of asking insightful questions to foster deeper conversations and support growth.
- **Provide information and advice:** Learn to deliver empowering feedback and guidance that promotes employee development.
- **Increase staff self-efficiency:** Explore strategies to boost team morale, productivity, and employee independence.

# Giving and receiving feedback

## A session for managers

In this workshop, leaders will develop the essential skill of giving constructive feedback, a powerful tool for driving employee growth, improving performance, and fostering stronger workplace relationships.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Effective communication, active listening, emotional intelligence

Attendees will learn how to provide feedback that identifies areas for development while acknowledging individual strengths, which helps motivate and build confidence. The workshop will also cover the critical role of feedback in conflict management, offering strategies to address misunderstandings and resolve conflicts with empathy, enhancing collaboration and mutual respect.

Participants will explore how feedback can strengthen team dynamics, build trust, and contribute to a positive, high-performing work culture. By prioritizing continuous improvement and open communication, this session will provide practical techniques for creating an environment where employees are engaged, motivated, and empowered to reach their full potential. Leaders will leave equipped to deliver clear, respectful feedback that drives growth, enhances team performance, and contributes to organizational success.

## How participants will benefit

In this session, participants can expect to:

- **Establish mutual understanding:** Develop their ability to communicate effectively, both when giving and receiving feedback and during conflict resolution.
- **Develop their emotional intelligence** to better manage their own emotions and understand others' emotions during feedback and conflict situations.
- **Foster a culture of trust and openness.** Create an environment where feedback is seen as a positive tool for growth and conflicts are addressed openly and constructively.
- **Promote continuous improvement,** collaboration and growth.

# Mental health – recognize and respond

## A session for managers

Every manager has a legal, business, and moral responsibility to proactively support employees during times of need, particularly when their working environment can significantly impact their mental and emotional wellbeing.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Peer-to-peer support, effective communication, stigma, toolkit, emotional wellbeing, awareness

In today's demanding and high-pressure world, managers must be equipped with the confidence and competence to identify signs of distress in their team members and intervene effectively. This session focuses on helping leaders recognize early warning signs of mental health issues, fostering a supportive environment where individuals feel safe seeking help.

Participants will learn how to respond to concerns with care and sensitivity, ensuring that employees receive the necessary support. By developing these skills, leaders will be able to contribute positively to their team's mental health and wellbeing, enabling a more resilient and productive workplace. Ultimately, this training will empower leaders to create a culture of openness and trust, where employee wellbeing is prioritized and supported.

## How participants will benefit

In this session, participants can expect to:

- **Learn why mental health awareness is crucial:** Understand how mental health impacts workplace productivity, engagement, and wellbeing.
- **Understand mental health and different conditions:** Gain insights into common mental health conditions and their potential effects on employees.
- **Recognize signs of concern:** Identify early indicators of mental health struggles to intervene before issues escalate.
- **Develop strategies for having supportive conversations:** Learn how to approach employees with empathy and provide the correct support.
- **Manage teams during high-stress:** Acquire tools to lead effectively and support your team during high-stress situations.

# Nurturing a growth mindset in your team

## A session for managers

Managers are pivotal in cultivating a growth mindset within their teams, a mindset that drives both individual and collective success.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Growth mindset, effective communication, people management, mindset, innovation

Research shows that employees with a growth mindset are 34% more likely to take on challenging projects, and they demonstrate a 47% increase in work performance. By fostering a growth mindset, managers empower team members to embrace challenges, learn from mistakes, and continuously improve. This approach unlocks the full potential of each individual and helps teams work toward shared goals with increased collaboration and creativity.

This session will provide managers with the tools and strategies necessary to create an environment that supports continuous learning, innovation, and development. Managers will learn how to shape their team's mindset, guide them through setbacks, and celebrate successes to maintain momentum. Through effective leadership, teams will be empowered to adapt, grow, and succeed in an ever-evolving workplace.

## How participants will benefit

In this session, participants can expect to:

- **Understand the concept of a growth mindset:** Learn how embracing a growth mindset enhances adaptability, learning, and success.
- **Explore the benefits of a growth mindset on team dynamics:** See how it improves performance, collaboration, and cohesion.
- **Identify triggers of a fixed mindset:** Recognize challenges that lead to a fixed mindset and how to address them.
- **Learn to give constructive feedback:** Master providing feedback that fosters a growth mindset.
- **Discover strategies to sustain and reinforce a growth mindset** within teams.

# Supporting teams in the age of AI

## A session for managers

Guidance to help leaders navigate change and support their people with confidence.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

AI, organizational change, leadership, disruption

As AI transforms the workplace, leaders play a vital role in helping teams adapt with confidence and resilience. This session equips managers and team leaders with practical strategies to guide their people through change, communicate the opportunities AI brings, and address common concerns in a supportive manner.

Participants will explore how to foster psychological safety, encourage open dialogue and create an environment where employees feel empowered to learn and adapt. With practical tools, real-world examples and a focus on people-first leadership, this session helps managers support their team's wellbeing, skill development and performance in an AI-enabled workplace.

## How participants will benefit

In this session, participants can expect to:

- **Recognize common challenges** and concerns employees may face when adapting to AI.
- **Communicate clearly** about the benefits and opportunities AI offers to individuals and teams.
- **Apply practical strategies** for leading change, easing transitions and supporting skill growth.
- **Foster psychological safety** by creating spaces for open dialogue, feedback and collaboration.

# Supporting yourself and your team in a changing world

## A session for managers

Strategies to navigate uncertainty while fostering resilience and connection.

### Available modalities:

#### Seminar

 30/60/90 minutes

#### Workshop

 60/90 minutes

### Key terms:

Growth mindset, effective communication, people management, mindset, innovation

Uncertainty and rapid change have become defining features of the modern workplace, challenging leaders to guide their teams with resilience and clarity.

This dynamic training equips managers to understand and address the impact of disruption on mental health and performance, fostering an environment where teams stay focused and motivated no matter what arises. Participants will learn how to proactively spot burnout, offer meaningful support, and communicate decisively through ambiguity.

Key outcomes include building a personal resilience plan, confidently leading through stress, establishing clear direction, and opening dialogue about wellbeing. Managers leave this session able to reinforce psychological safety, model self-care practices, and strengthen team commitment—empowering themselves and their teams to thrive together, even amid the toughest challenges.

## How participants will benefit

In this session, participants can expect to:

- **Understand the impact** of ongoing uncertainty in the world and its effects on individuals and teams.
- **Build resilience** to better navigate change and stress.
- **Learn the importance of communicating clearly and effectively** to foster trust and alignment.
- **Discover the importance** of mental health support.

# Authentic leadership

## A session for managers

Authenticity turns authority into trust. By aligning words and actions, leaders foster psychological safety and sustained results.

### Available modalities:

#### Workshop

 90 minutes

### Key terms:

Leadership, relationships, effective communication, empathy

Authentic leadership isn't just good practice—it's a strategic advantage that increases employee engagement and reduces turnover costs.

Designed for emerging and experienced leaders, this high-impact session explores the four pillars of authentic leadership: self-awareness, integrity, intention, and relationships of trust. Through case scenarios and interactive discussions, participants will assess their leadership style and apply authentic leadership skills in a range of challenging, real-world situations.

Participants will leave with practical tools and strategies to build team trust and communicate with greater intention, empathy, and transparency.

## How participants will benefit

In this session, participants can expect to:

- **Identify the key 4 characteristics** of authentic leadership.
- **Develop awareness of authentic leadership** strengths and growth opportunities.
- **Build and maintain relationships** of trust with team members.
- **Communicate and act with integrity** and intention at work.
- **Foster a team culture** that promotes open communication and feedback.

# Managing resistance through change

## A session for managers

Resistance is a natural response, not a defect. Clear rationale and consistent communication convert concern into commitment



### Available modalities:

#### Seminar

 60 minutes

### Key terms:

Leadership, change,  
effective communication

The natural reaction to change is resistance. If resistance to change is a normal and natural reaction, then resistance should be expected.

If resistance is expected, our change planning activities should be designed to mitigate that resistance.

When our change management strategies and plans are built to prevent and manage resistance, we are prepared for it when it happens. Planning for change is one part; the other is supporting and coaching people through change, especially those who are resistant.

In change management, it is important to understand that change is the event—and transition is people's response to it.

## How participants will benefit

In this session, participants can expect to:

- **Identify the drivers of and restraints** on organizational change.
- **Assess** how individuals and teams deal with and adapt to change.
- **Examine communication strategies** to reduce resistance to change.

# Leading with psychological safety

## A session for managers

Teams do their best work when risk-taking isn't punished. Normalize questions, surface concerns early, and decisions get better.

### Available modalities:

#### Workshop

 90 minutes

### Key terms:

Leadership, psychological safety, team culture

The best teams have one thing in common: leaders who make it safe for people to share new ideas, ask tough questions, and learn from mistakes without fear.

Recent research shows that psychological safety is the most important factor separating high-performing teams from all others. It is a critical driver of innovation, collaboration, and performance in today's workplace.

Yet McKinsey reports that 74% of leaders struggle to create this environment. This interactive session teaches three essential leadership skills—backed by Harvard researcher Dr. Amy Edmondson—that help teams perform at their best and drive real innovation.

## How participants will benefit

In this session, participants can expect to:

- **Identify why psychological safety matters** for team and organizational success.
- **Recognize the characteristics of psychological safety** and assess their presence/absence on your team.
- **Apply 3 fundamental leadership behaviors** that promote psychological safety.
- **Foster a team culture** that promotes open communication, growth, and collaboration.

# The power of influence

## A session for managers

Influence moves decisions when authority cannot. Credibility, clarity, and trust turn ideas into action.

### Available modalities:

#### Workshop



3 hours

### Key terms:

Leadership, effective communication, self-awareness, influence

This workshop equips employees with tools and resources to supervise and influence colleagues and direct reports.

Participants develop strategies to strengthen their influence and learn to use communication as their most effective tool.

Employees will identify their influence style and adjust their leadership and feedback approach to help the team evolve and work toward a common goal.

## How participants will benefit

In this session, participants can expect to:

- **Recognize the importance of leadership** and influence.
- **Describe and define** the differences between a leader and a manager.
- **Examine your influence** style and learn the benefits and drawbacks of various influence styles.
- **Enhance your ability** to communicate effectively.
- **Recognize and apply** a model for influencing people.
- **Identify and practice strategies** for providing effective feedback.

# Preventing burnout: supporting your team and yourself

Back

## A session for managers

Burnout is a systemic risk with real costs to performance, safety, and retention. Sustainable workload, clear priorities, and recovery time protect people and results.



## How participants will benefit

In this session, participants can expect to:

- **Recognize and respond to signs of burnout** in your team.
- **Identify proactive leadership strategies** that prevent burnout and create a resilient team culture.
- **Support team members** who are struggling with burnout.
- **Identify personal stressors**, burnout risk factors, and strategies to mitigate them.

### Available modalities:

#### Workshop

 90 minutes

### Key terms:

Leadership, burnout, support, self-care

Burnout is a critical challenge in today's fast-paced work environment, with more than 40% of the global workforce experiencing signs that negatively affect wellbeing and productivity.

This session uses practical exercises and real-world scenarios to help leaders discuss and apply five evidence-based strategies to prevent burnout in their teams. Topics include managing workload pressures, implementing flexible work arrangements, and promoting psychological safety.

Leaders will also assess their personal burnout risk factors and create an action plan to reduce risk and support their own wellbeing.



# Dealing with difficult behaviors

[Back](#)



## A session for leaders

Preparing leaders to respond to challenging behaviors with confidence, clarity, and professionalism while fostering constructive collaboration.

### Available modalities:

#### Workshop

 3.5 hours

### Key terms:

Conflict, Workplace collaboration

One of the most frustrating and potentially costly workplace challenges is dealing with difficult situations and behaviors demonstrated by co-workers, customers and clients.

This workshop will teach participant show to be clear, calm, and constructive in completing required projects while preserving, and even improving, their relationships with others; the essentials of dealing with difficult behaviours.

## How participants will benefit

In this session, participants can expect to:

- **Understand** what constitutes a difficult, aggressive, or hostile behaviour in the workplace.
- **Apply techniques** to handle a difficult, aggressive, or hostile situation.
- **Practice effective listening skills** as well as calming, validating, and defusing strategies
- **Implement strategies** to improve the management of employees who are demonstrating difficult behaviours
- **Support employees** who are experiencing challenging situations with their co-workers.
- **Identify potential problem situations** and respond appropriately.



# Fostering a mentally healthy workplace

## A session for leaders

Building a culture where mental health is recognized as part of a healthy and productive workplace.

### Available modalities:

Specialized program:  
eLearning + Learning Lab



30 minutes + 3 hours

### Key terms:

Mental health, leadership

Many people with mental health issues work among us, struggling with symptoms while trying to fulfil their responsibilities to the best of their ability. People leaders often question their role and what they can or should do to support their team members. This program introduces people leaders to sound management practices that support a mentally healthy workplace and provides two conversation models to use when addressing sensitive situations such as behavioral or performance issues that are often indicative of an underlying mental health problem.



[Back](#)

## How participants will benefit

In this session, participants can expect to:

- **Understand the challenges** faced by people living with mental health issues and what they may experience in the workplace
- **Explore leadership practices** that support prevention of mental health issues in the workplace
- **Practice the Supportive Coaching Model**, for use when a team member confides in them
- **Practice the Early Performance Coaching Model**, for use when starting a coaching conversation with a team member showing signs of decline in performance and/or behaviour
- **Learn more about their role** as a mental health ambassador in the workplace



# Reasonable suspicion

## A session for leaders

Recognizing the signs and circumstances that may warrant concern about impairment or risk in the workplace.



### Available modalities:

Workshop

 2 hours

### Key terms:

Mental health and wellbeing,  
Substance Use

Substance abuse in the workplace is a very real problem that managers face every day. This workshop will focus on the signs and symptoms of substance abuse in the workplace and appropriate ways to manage the situation.

## How participants will benefit

In this session, participants can expect to:

- **Increase awareness** of alcohol and drug related problems
- **Recognize signs and symptoms** of commonly used drugs
- **Understand the impact** of substance abuse on the workplace
- **Review your company policy**



# Respect in the workplace

[Back](#)

## A session for leaders

Promoting professional behaviour, consideration for others, and a culture of mutual respect at work.



### Available modalities:

Workshop

 3 hours

### Key terms:

Respect and Professionalism,  
Workplace culture

Managers are key players in maintaining and promoting respect in the workplace. When inappropriate behaviour is tolerated, the signs can be destructive: high levels of turnover, conflict, and grievances, low levels of morale, attendance, and productivity. The boundaries of what is and is not acceptable are becoming increasingly clear and must be respected. This workshop takes a human approach to the workplace issue of respect, providing people leaders with the tools they need to be active participants in creating and maintaining a respectful organization. This workshop will assist people leaders in understanding obligations under the law, how to handle issues brought forward, and how to identify possible problems.

## How participants will benefit

In this session, participants can expect to:

- **Clarify responsibilities** for promoting respect in the workplace
- **Explore the impact of behaviors** in the workplace
- **Identify and practice strategies** for communicating concerns constructively
- **Understand** personal and corporate liabilities



# Understanding suicide for leaders

Back

## A session for leaders

Helping leaders recognize warning signs, respond appropriately, and support a safer workplace.




## How participants will benefit

In this session, participants can expect to:

- **Recognize** risk factors and warning signs of suicide.
- **Identify techniques** to support distressed colleagues and build a bridge to professional resources
- **Demonstrate strategies** to intervene with colleagues at risk for suicide
- **Identify practical tips** that promote individual and team resilience following a distressing workplace event

### Available modalities:

Workshop

 3 hours

### Key terms:

Mental health and wellbeing,  
Workplace mental health

Although suicide is a complex phenomenon influenced by a variety of individual and environmental factors, organizational leaders can play an important role in suicide prevention. According to the World Health Organization (WHO), suicide is among the top 10 leading causes of death in North America, Europe, and Latin America, and for individuals between the age of 15-29, it is the leading cause of death. Many people who consider or plan for suicide may not really want to die, but rather, simply see it as the only solution to end their pain and suffering. This workshop will equip leaders with information to recognize the signs that someone may be considering suicide, the skills to build rapport with colleagues in distress, and strategies to establish a dialog that helps guide at risk employees to resources for professional help.



# Workplace violence prevention

[Back](#)

## A session for leaders

Recognizing risk factors, warning signs, and prevention practices that help promote safety at work.

### Available modalities:

#### Workshop

 3.5 hours

### Key terms:

Respect and Professionalism,  
Workplace culture

Many industries are required by federal and provincial legislation to have policies and programs in place that address aggression in the workplace. This workshop has been developed to comply with legislation and to promote the safety and protection of the workforce and business.

This workshop, ideal for those in human resources, corporate security, medical, occupational health, risk management, and/or legal roles, will additionally address legislation. People leaders will be given the tools they need to effectively deal with violence in the workplace. This workshop can be customized to reflect the organization's specific issues and objectives, as well as the organization's own current policies and procedure.

## How participants will benefit

In this session, participants can expect to:

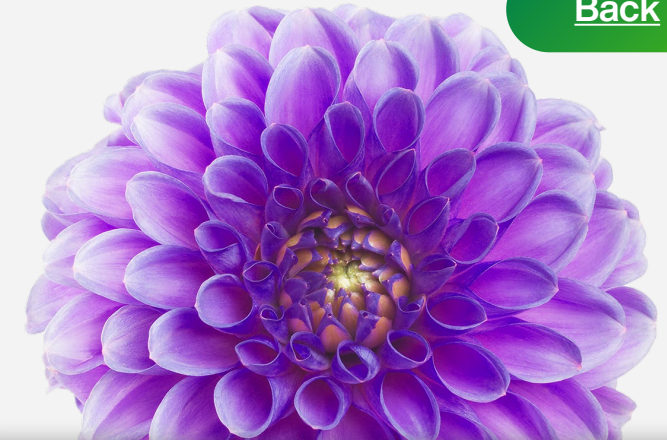
- **Define and understand** the broad spectrum of behaviour considered unacceptable, abusive, or aggressive.
- **Learn how to identify** unsafe situations at work that may escalate into workplace violence.
- **Understand the individual and corporate responsibilities** for contributing to a safe workplace.
- **Identify the warning signs** and implement countermeasures.
- **Apply non-violent crisis intervention techniques** as a means of prevention and protection.
- **Understand corporate liability issues.**



# Workplace wellness and substance use

## A session for leaders

Examining how substance use can affect health, safety, performance, and wellbeing in the workplace.



[Back](#)

### Available modalities:

#### Workshop

 3.5 hours

### Key terms:

Mental health and wellbeing,  
Substance Use

Most addictions take a high personal toll on employees, and the expense to employers can be staggering. Absenteeism, lost productivity, accidents, turnover, recruitment, and training are only a few of the costs organizations bear if substance abuse is not identified and treated. This workshop will introduce the use and abuse dependency continuum, discuss contributing factors to substance abuse, and identify resources participants can use to assist and support an addicted employee.

## How participants will benefit

In this session, participants can expect to:

- **Recognize the signs and symptoms** of substance abuse impacting job performance
- **Understand the organizational costs** of ignoring an employee's addiction
- **Develop and plan** the most appropriate corrective course of action

# Workplace essentials /compliance

# From Incident to response: responding to critical incidents in the workplace

Key personnel play a crucial role in managing incidents that significantly impact employee wellbeing, such as workplace accidents, violence, redundancies, or sudden loss.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Crisis management, effective communication, team work, leadership

This workshop focuses on how to use Rapid Response Critical Incident (RRCI) engagements to mitigate negative outcomes and provide support during such events. Participants will learn to recognize signs of distress, understand when to initiate an RRCI, and how manage the work environment during the critical period between the incident and the response. Through case studies and discussions, attendees will develop frameworks to support recovery, build resilience, and improve communication.

By the end, participants will be equipped to navigate critical incidents, fostering a workplace culture that prioritizes mental health, wellbeing, and compassionate leadership, ensuring a swift, effective response that enables teams to recover and continue performing at their best. These skills will also help maintain team cohesion and morale during challenging times.

## How participants will benefit

In this session, participants can expect to:

- **Recognize critical incidents:** Learn to identify various types of critical incidents, including accidents, violence, or loss, and understand their potential impact on employee wellbeing.
- **Assess emotional responses:** Understand the emotional reactions of individuals affected by such incidents and develop the ability to respond with empathy and support.
- **Initiate rapid response:** Gain strategies for activating and implementing a Rapid Response framework to address and manage incidents effectively.
- **Promote mental health:** Develop a proactive approach to creating a workplace culture that prioritizes mental health and resilience after an incident.

# Managing intra-team conflict

Conflict is a natural part of any team environment, but when left unmanaged, it can create a toxic atmosphere that undermines trust, stifles collaboration, and negatively impacts team performance.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Conflict resolution, effective communication, leadership, team work

This workshop equips managers with the essential tools to identify and address conflicts early, turning disagreements into opportunities for growth. Participants will learn proactive strategies to prevent conflicts from escalating, while fostering a culture of open communication, respect, and mutual understanding. The session focuses on recognizing symptoms and root causes of conflict, enabling managers to intervene effectively.

Through improved communication techniques, managers will strengthen team cohesion, promote resilience, and enhance productivity. By the end of the workshop, participants will feel confident in managing conflicts constructively, leading to a more collaborative, high-performing team environment. This training is vital for managers committed to building and maintaining a harmonious, productive workplace.

## How participants will benefit

In this session, participants can expect to:

- **Identify and address conflict early:** Learn to recognize early signs of conflict and resolve issues proactively to maintain team cohesion and prevent escalation.
- **Differentiate healthy debate from harmful conflict:** Understand how to encourage productive discussions while managing harmful disagreements to preserve a positive environment.
- **Develop effective communication strategies:** Master communication tools and techniques to address misunderstandings, de-escalate tension, and navigate difficult conversations with ease.
- **Turn conflict into growth:** Transform conflict into opportunities for team resilience, strengthening relationships, improving collaboration, and driving collective progress toward shared goals.

# Psychological safety 101

Psychological safety is a fundamental aspect of healthy workplace dynamics, directly affecting how individuals' function, collaborate, and innovate.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Psychological safety, leadership, employee engagement, employee performance

Addressing psychological safety helps harness the brain's natural ability to thrive when stress is managed, which leads to increased resilience, openness, and productivity. By understanding psychological safety and how to promote it, organizations can create an environment where team members feel respected, valued, and able to share ideas without fear of negative consequences.

## How participants will benefit

In this session, participants can expect to:

- **Understand psychological safety:** Learn why psychological safety is crucial for fostering trust, creativity, and high performance within teams.
- **Recognize safe behaviours:** Identify behaviors that promote psychological safety and the actions that help reinforce a safe environment.
- **Implement effective policies:** Discover key strategies and policies that encourage psychological safety in your organization, ensuring open communication and collaboration.
- **Foster a safe culture:** Develop ongoing practices and initiatives that support and sustain psychological safety, making it a core part of your team's culture.

# Psychosocial risks: introduction for staff and managers

This introductory workshop on psychosocial risks is tailored for staff and managers looking to gain insight into common workplace stressors that can impact workplace safety, employee wellbeing, and organizational effectiveness.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Psychosocial risk, compliance, safety, injury prevention, employee wellbeing

Participants will explore various psychosocial risks, including excessive workload, workplace bullying, poor communication, lack of support, and unclear job roles. Through interactive discussions and real-world scenarios, attendees will learn to identify these risks in their workplace and understand the critical role each employee plays in recognizing and responding to them.

The workshop emphasizes the importance of continually monitoring the work environment for psychosocial risks and mitigate those present. After the session participants will be equipped with practical strategies to address psychosocial risks, enhance workplace resilience, and contribute to a healthier environment that prioritizes mental health and boosts overall productivity. Participants will leave with actionable steps to help create a safe work environment.

## How participants will benefit

In this session, participants can expect to:

- **Identify psychosocial risks:** Recognize common workplace stressors such as excessive workload, bullying, lack of support, and communication breakdowns that can impact mental health and performance.
- **Understand what control methods are available** to respond to risks present in the environment.
- **Understand employee roles:** Learn how every individual, from management to staff, can contribute to identifying and addressing psychosocial risks, ensuring a supportive and inclusive workplace.
- **Mitigate risks and foster wellbeing:** Implement practical strategies to improve communication, reduce stress, and create a positive, mentally healthy work environment.

# Psychosocial risks: managing in high-risk environments

Managing teams in high-risk environments, such as frontline roles with exposure to aggression, trauma, or crisis situations, requires specialised leadership skills.

## Available modalities:

### Seminar

 30/60/90 minutes

### Workshop

 60/90 minutes

## Key terms:

Psychosocial risk, frontline workers, leadership, trauma, employee safety

This workshop equips managers with the essential tools to identify, assess, and address psychosocial risks effectively. The focus is on proactive strategies to support mental wellbeing, resilience, and team cohesion. Participants will learn to recognize the signs of stress, burnout, and emotional strain, and implement tailored support systems to help team members cope.

The session also covers how to foster open communication, build coping skills, and create a psychologically safe team culture. Through practical tools and case studies, managers will gain the confidence to handle difficult situations and promote a supportive work environment. By the end of the session, managers will be prepared to manage high-risk teams with an emphasis on mental health, resilience, and employee wellbeing.

## How participants will benefit

In this session, participants can expect to:

- **Identify and assess psychosocial risks in the workplace:** Gain the skills to recognize specific psychosocial risks, such as exposure to aggression, trauma, or high emotional demands, and understand their impact on team wellbeing and performance.
- **Recognize early warning signs of stress and burnout:** Learn how to spot early indicators of stress, burnout, and other mental health challenges in team members, enabling proactive support and intervention.
- **Implement effective support systems for high-risk environments:** Discover practical strategies to create a supportive framework that helps team members manage the psychological demands of high-risk roles, fostering resilience and emotional stability.
- **Foster a culture of psychological safety and open communication:** Develop techniques for building a psychologically safe environment where team members feel comfortable discussing challenges, expressing concerns, and accessing necessary support.

# Building bridges: collaboration at work

Collaboration is the structured practice of working together across roles and functions, with shared context and documented decisions.

## Available modalities:

### Seminar

 60 minutes

## Key terms:

Collaboration, relationships, communication, professional skills

Working with others is a common requirement in the workplace. When collaboration is successful, people feel positive, productive, and prepared to face challenges.

This seminar reinforces that cooperation and bridge-building are learned skills that should be practiced. It outlines the key elements of effective teamwork and provides opportunities to apply collaboration-building techniques.

## How participants will benefit

In this session, participants can expect to:

- **Understand emotional reactions** and what their underlying causes may be.
- **Discuss human motivators** and ways to address them for increased collaboration.
- **Identify relationship-building strategies.**

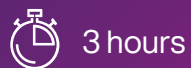
# Emotional intelligence

Emotional intelligence is the disciplined practice of recognizing, naming, and regulating emotions—your own and others—in day-to-day work.



## Available modalities:

### Workshop



3 hours

## Key terms:

Emotional intelligence, communication, relationships, self-awareness

In this workshop, participants explore how the brain processes emotion and how those signals shape attention, decisions, and behaviour at work.

They build skills across the five components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—using everyday scenarios like feedback, conflict, and change.

Through brief, guided practice (e.g., emotion labelling, productive pause, needs-based questioning), participants leave with practical techniques to communicate clearly, de-escalate under pressure, and strengthen working relationships.

## How participants will benefit

In this session, participants can expect to:

- **Clarify the key concepts behind Emotional Intelligence (EI).**
- **Understand the connection** between their emotions and behaviours.
- **Implement skills to improve their workplace relationships**, while making the best use of their emotional intelligence.

# Virtual fatigue

Virtual burnout is the cumulative exhaustion that builds from high volumes of screen-mediated work—back-to-back video calls, constant context switching, and persistent notifications. It shows up as sustained mental fatigue and reduced bandwidth



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Virtual fatigue, awareness, habit-building

Many employees report significant fatigue after managing caseloads via video conferencing and digital tools. Beyond general tiredness, common issues include back or neck pain, headaches, and eye strain. Researchers have linked these effects to heightened cognitive load in virtual settings—often referred to as “Zoom fatigue.”

This webinar explains the phenomenon, how to reduce risks, and practical strategies to ease the strain of daily video calls and technology use.

## How participants will benefit

In this session, participants can expect to:

- **Define what virtual fatigue is.**
- **Understand why** virtual interactions can be a source of fatigue.
- **Adopt practical strategies** to reduce impacts.
- **Develop habits to stay engaged** in virtual meetings and to adapt to this mode of communication.

# Working with difficult customer behaviors

Customer interactions can involve escalated emotions, boundary-testing, and unpredictable communication across phone, chat, and in-person channels.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Communication, conflict resolution, professional skills

This course focuses on individual skill development for effectively managing challenging behaviours.

We emphasize three points: respond to behaviours, not people; read and respond with rational thinking; and recognize that it is difficult to learn new ways of interpreting and addressing behaviors we perceive as negative or challenging.

The course provides a practical toolbox of strategies to handle challenging behaviors with consistency and professionalism.

## How participants will benefit

In this session, participants can expect to:

- **Describe factors of human behaviour** that cause customers to behave in challenging ways.
- **Identify your personal “hot buttons”** and learn to control your immediate response.
- **Apply communication strategies** to prevent escalation and resolve the situation.
- **Identify tools that help you manage your emotions** after a difficult interaction.

# Conflict resolution in the workplace

Workplace conflict is inevitable; outcomes depend on the approach. Clear frameworks and disciplined conversations turn friction into forward progress.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Conflict resolution,  
communication, negotiation

Unresolved conflict in the workplace can undermine productivity and morale—affecting the individuals involved, their colleagues, and the organization as a whole.

How you approach conflict determines whether it generates stress or creates opportunities for growth.

This seminar examines common types of workplace conflict and introduces a practical model for resolving disputes effectively.

## How participants will benefit

In this session, participants can expect to:

- **Define the nature of conflict**, including its cause and effect.
- **Understand the different conflict management** styles and when each one is most effective.
- **Resolve conflict through negotiation.**

# Making time work for you

Learn how to make time work for you by focusing on what you can control—your actions and priorities—to turn overwhelming days into productive, satisfying ones.



## Available modalities:

### Seminar

 60 minutes

## Key terms:

Time management,  
delegation, prioritization

Most of us are often under some kind of pressure to produce results; however, it may feel as though the day is not long enough to be able to meet all of our commitments and deadlines. This seminar will teach participants that they cannot control time but can control their actions and priorities.

By understanding and applying the principles of personal management around time, they'll be able to transform an overwhelming day into a productive and satisfying one.

## How participants will benefit

In this session, participants can expect to:

- **Understand the importance of prioritization.**
- **Develop an effective to-do list** based on their priorities.
- **Discuss techniques for managing interruptions** and overcoming procrastination.

# Running effective meetings

Meetings deliver value when purpose, roles, and cadence are clear—and facilitation keeps discussion aligned to decisions and next steps.



## Available modalities:

Seminar

 60 minutes

## Key terms:

Meetings, communication

The amount of time people spend in meetings can be staggering, and when these meetings are not facilitated effectively, they can become a source of aggravation.

There are steps that can be taken, however, to maximize participation and conduct efficient, productive meetings.

This training session utilizes a variety of interactive exercises designed to assist you in planning and facilitating successful meetings with internal and external personnel.

## How participants will benefit

In this session, participants can expect to:

- **Plan and prepare** for meetings.
- **Explore strategies** to encourage participation and sharing of ideas.
- **Apply problem-solving**, decision making, and action planning as a group.
- **Close a meeting** and follow up on action items.

# Ambassador program

# Wellbeing ambassador certification

Wellbeing ambassadors are part of an organization's strategy to create a safe and psychologically healthy workplace. Our flagship training for wellbeing ambassadors has been extremely popular since it was launched in 2021. It has been given the stamp of approval by the International Institute of Risk and Safety Management (IIRSM).



## Flagship

1/2

### Key terms:

Peer-to-peer support, psychological safety, psychosocial risk, wellbeing

This learning program is offered in two formats:

#### Standard:

Twelve hours of virtual/classroom learning (recommended over two days)

#### Blended:

Eight modules of eLearning, followed by six hours of virtual/classroom learning (recommended over one day)

Participants receive extensive training to support them in their role as a wellbeing ambassador.

The program will equip them with the skills to support those experiencing a mental health challenge, raise awareness about mental wellbeing, help recognize signs of concern, intervene appropriately, and manage conversations in an effective, sensitive way. Upon successful completion of this training, participants also receive a resource toolkit to support them in their new role.

The sessions are highly interactive using group discussion, case studies and role plays to prepare wellbeing ambassadors for engaging with peers in their workplace.

# Wellbeing ambassador certification



[Back](#)

Flagship

2/2

## Key terms:

Peer-to-peer support, psychological safety, psychosocial risk, wellbeing

## How participants will benefit

- **Understand the importance of mental health support**, and the role and responsibilities of a wellbeing ambassador
- **Understand the impact of the workplace environment** and the need for emotional support
- **Explore stigma and discrimination**
- **Practise having sensitive conversations**
- **Learn how to start a conversation** with an employee in need
- **Understand professional boundaries** and the zone of helpfulness
- **Learn how to respond to a crisis** in a way that is aligned with existing protocols
- **Learn about the importance of self-care** and energy management
- **Become aware of internal and external resources** and support

## How organizations will benefit

- Organizations have reported **~9% increases in EAP utilization.**
- Organizations have reported **~31% increases in EAP engagement.**
- **Over 90%** of surveyed participants **strongly agreed** their organization made the right decision implementing the Ambassador Program

# Ambassador program: refresher program

This six-hour refresher training is a required program for all wellbeing ambassadors after two years in their role.

## Standard

Six hours of virtual /classroom learning (recommended over two days)

## Flagship

### Key terms:

Peer-to-peer support, psychological safety, psychosocial risk, wellbeing

It is designed to ensure that ambassadors continue to have the greatest possible impact on the work environment by deepening their understanding of mental health and aligning with updates to best practices for supporting mental wellbeing in the workplace. The training provides ambassadors with the opportunity to reflect on their experiences, share insights with peers, and refine their skills. By staying current with the most effective strategies, ambassadors will remain equipped to support mental health in the workplace, fostering a culture of wellbeing and resilience.

This session reinforces the importance of their role, empowering ambassadors to maintain a positive and supportive impact within their teams and organization. Additionally, the refresher training ensures that ambassadors are equipped with the knowledge and tools needed to maintain their own safety and wellbeing in this important role.

## How participants will benefit

In this session, participants will:

- **Share their experience:** Discuss the challenges and rewards of being wellbeing ambassadors and learn from shared experiences.
- **Learn about compassion fatigue:** Why ambassadors should practice self-care and self-compassion.
- **Review time management techniques.**
- **Know how to establish boundaries:** Confidently contract, arrange and establish boundaries around the ambassador role and confidentiality.
- **Deepen their understanding of mental health:** Develop a solid understanding of crisis support and psychological first aid.
- **Learn how to promote:** Ambassadors will learn how to promote their support internally and become an agent of change within their organization.

# Self-directed eLearning



# Building blocks for positive mental health

Core habits, perspectives, and daily practices that help strengthen and sustain mental health.



[Back](#)

## Available modalities:

E-learning



60 minutes

## Key terms:

Mental health and wellbeing,  
Workplace mental health

This program is designed to help employees expand their awareness of mental health so they can maintain their own mental health and offer a bridge to support for co-workers experiencing a mental disorder or temporary mental health problem.

This program contains six short, engaging, interactive modules lasting from 10 to 15 minutes each. They include short quizzes to evaluate your knowledge of mental health.

### The following are the six modules:

- Module 1 – What is good mental health?
- Module 2 – Myths and realities of mental disorders
- Module 3 – Reducing stigma
- Module 4 – Exploring emotional intelligence
- Module 5 – Resiliency and stress management
- Module 6 – Assisting others and asking for help

## How participants will benefit

After completing the program, employees will be better equipped to maintain their own mental health and offer a bridge to support – such as the EAP – in situations where a co-worker experiencing a mental health problem opens up.



# Leading a mentally healthy workplace

## A session for leaders

Strengthening leadership practices that promote well-being, early intervention, and effective response to workplace challenges.



[Back](#)

### Available modalities:

E-learning

 30 minutes

### Key terms:

Mental health and wellbeing,  
Workplace mental health

People leaders play a pivotal role within the organization by helping to create an environment that promotes mental health. This includes addressing behaviour and performance issues effectively and sensitively. This program encourages people leaders to take an active role in preserving and enhancing workplace well-being. It creates awareness of the impact of mental health issues on individuals and the workplace, and explores The Stages of Workplace Mental Health Support – a six-phase model of best practices for managing mental health in the workplace, namely Prevention, Early intervention, Immediate Intervention, Recovery, Absence, and Return to Work.

## How participants will benefit

In this session, participants can expect to:

- **Explain the importance** of sustaining a mentally healthy workplace
- **Describe the best practices** outlined in the stages of workplace mental health support
- **Identify and locate resources** for support



# Mental health in the workplace

## A session for employees

Understanding how mental health influences employees, teams, and the overall work environment.



[Back](#)

### Available modalities:

E-learning

 60 minutes

### Key terms:

Mental health and wellbeing,  
Workplace mental health

Mental health issues are often misunderstood and stigmatized, and are growing at a faster rate than any other kind of disability in today's workplace. To prevent misconceptions of mental health issues, employees need to understand what the common mental health issues are. This workshop will not only educate participants about common mental health issues, it will also equip them with the tools to manage these issues and will examine available resources.

## How participants will benefit

In this session, participants can expect to:

- **Understand more about the most common mental health issues:** depression, anxiety, and adjustment disorders
- **Recognize the typical symptoms** associated with mental health issues and the behaviors that can be expected and exhibited at work
- **Understand the importance of taking a proactive approach** to mental health



# Mental health in the workplace

[Back](#)

## A session for leaders

Exploring the role mental health plays in workplace culture, performance, and day-to-day interactions.

### Available modalities:

E-learning



60 minutes

### Key terms:

Mental health and wellbeing,  
Workplace mental health

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- **Understand the importance of taking a proactive approach** to mental health
- **Learn to have focused conversations** with employees who have been demonstrating behaviors associated with mental health issues
- **Understand their roles and responsibilities** in addressing employee mental health issues including predisability, during a disability, and after returning to work



# Respect in the workplace

[Back](#)

## A session for employees

The everyday behaviors and interactions that shape a professional, considerate, and respectful work environment.



## How participants will benefit

In this session, participants can expect to:

- **Gain a broader understanding** of respect in the workplace
- **Clarify responsibilities** for promoting respect in the workplace
- **Explore the impact** of disrespectful behaviors in the workplace
- **Identify and practice strategies** for communicating concerns constructively

### Available modalities:

E-learning

 60 minutes

### Key terms:

Respect and Professionalism,  
Workplace culture

The clearest evidence of respect in the workplace can be found in productive, creative employees who share an awareness and appreciation of each other. When a workplace is lacking in respect, the signs can be destructive: high levels of turnover, conflict, grievances, and low levels of morale, attendance and productivity. This workshop takes a human approach to the workplace issue of respect, providing participants with the tools they need to actively create and maintain a respectful organization.



# Respect in the workplace

## A session for leaders

The role of everyday conduct in creating a positive and respectful workplace.



[Back](#)

### Available modalities:

E-learning

 60 minutes

### Key terms:

Respect and Professionalism,  
Workplace culture

There is significant value in being respected and demonstrating respect for others. When we work together to foster civility and respect in our workplace, everyone benefits. This module explores how behaviour impacts the workplace and discusses our roles and responsibilities as people leaders for creating and promoting a respectful environment.

## How participants will benefit

In this session, participants can expect to:

- **Explore the impact** of behaviors in the workplace
- **Clarify the leader's role** in terms of personal and corporate liabilities
- **Identify and practice strategies** for communicating concerns constructively to your team
- **Explore the steps** for managing conflict and addressing issues brought forward



# Road to resilience: practical strategies for life's challenges

Practical ways to adapt, recover, and keep moving forward through change, pressure, and personal challenges.

## Available modalities:

E-learning

 60 minutes

## Key terms:

Mental health and wellbeing,  
Resiliency

Resilience is a learnt skill which can be applied immediately to better manage reactions to crisis situations; as well as it can be cultivated over the long term for a healthier, more robust approach to the demands of daily living.

This 60-minute e-learning program provides key learnings powered by self-assessments to allow for an immersive and meaningful development of practical resilience skills. Participants learn to apply strategies to build short, medium and long-term resilience building skills.

[Back](#)

## How participants will benefit

In this session, participants can expect to:

- **Understand** what is resilience
- **Leverage feedback** from multiple self-assessment surveys to understand their current resilience levels, mental state and locus of control
- **Apply quick strategies** to immediately boost resilience
- **Apply strategies which require a bit more effort**, for a strong foundation in resilience
- **Incorporate and practice habits** to cultivate long term resilience



# Signs and Symptoms: What DOT supervisors need to know

The observable indicators of possible substance use that DOT supervisors are expected to recognize and address appropriately.

## Available modalities:

### E-learning



2 hours

## Key terms:

Mental health and wellbeing,  
Substance Use

Workplace substance use is a problem for employers, and supervisors have an important role in ensuring the safety of the public. This eLearning course provides supervisors with the skills necessary to recognize the warning signs and symptoms of workplace substance use, and how to refer an employee for reasonable suspicion drug and alcohol testing.

Supervisors and company officials overseeing employees regulated by the US Department of Transportation are required to complete 2 hours of training on the indicators of probable drug and alcohol use. This online course meets these requirements.

At the conclusion of this eLearning course, participants will be able to download a certificate of completion after obtaining a 80% correct response rate on the summary test.

## How participants will benefit

In this session, participants can expect to:

- **Describe the costs** associated with workplace substance use.
- **Recognize the importance** of mandated testing to help maintain public safety.
- **Identify the substances** prohibited by the DOT and their effects on the body.
- **Recognize the behaviors** associated with workplace substance use and how these behaviors impact performance.
- **Explain the testing requirements** mandated by the DOT and the consequences of a positive result.
- **Describe your responsibilities** as a supervisor.
- **Identify the criteria** necessary to establish reasonable suspicion.
- **Intervene with an employee** who demonstrates reasonable suspicion and needs to be referred for testing.



# Vicarious trauma

[Back](#)

## A session for employees

The emotional impact that can result from repeated exposure to other people's trauma, distress, or suffering.

### Available modalities:

E-learning

 60 minutes

### Key terms:

Mental health and wellbeing,  
Workplace mental health

Individuals who work or volunteer in helping professions such as first responders, victim advocates, emergency medical services, and counsellors/social workers are at higher risk of developing vicarious trauma due to their exposure to victims of trauma or violence. Therefore, you may experience vicarious trauma due to the nature of your work.

In this module, you will learn to recognize the signs and symptoms of vicarious trauma, as well as its triggers and impacts on your mental health. You will also learn about effective coping strategies such as early intervention and self-care techniques that are essential to supporting our overall well-being

## How participants will benefit

In this session, participants can expect to:

- **Differentiate between** vicarious trauma and other mental health conditions
- **List complex factors** that trigger vicarious trauma
- **Recognize signs and symptoms** of your stress responses
- **Apply early intervention strategies** such as low impact debriefing.
- **Apply short-term coping strategies**
- **Practice self-care** and have a self-care plan



# Vicarious trauma

## A session for leaders

The effects of supporting others through trauma and the importance of recognizing its impact.



[Back](#)

### Available modalities:

E-learning



60 minutes

### Key terms:

Mental health and wellbeing,  
Workplace mental health

If you lead a high exposure team who frequently interacts with traumatized individuals or traumatizing materials, the reality is that your team members are at higher risk of developing vicarious trauma.

As a people leader, it is your role to understand and support a team member who may be struggling with vicarious trauma as a result of their day-to-day work.

## How participants will benefit

In this session, participants can expect to:

- **Educate your team** about the risks of vicarious trauma and the importance of early prevention
- **Support team members** in distress
- **Model self-care practices** that promote a healthy workplace

# Workplace development



# Coaching

## Suitable for an employee or leader at any level

A collaborative approach that helps individuals build skills, improve performance, and work toward meaningful goals.

### Available modalities:

One-on-one, virtual or in-person



8-12 hours recommended

### Key terms:

Coaching, professional development, behaviour change

Coaching involves establishing a collaborative alliance that is uniquely defined by the employee (coachee) and your organization's goals. The coaching relationship is a professional partnership between the coach and coachee in a process that focuses on the achievement of clear objectives and goals.

Coaches represent an objective person that the employee can discuss their objectives, career, strategies and goals with. Rather than being a teacher or advisor, the coach facilitates the coachee through a thorough process of professional and personal development. Sessions are dedicated to supporting the coachee in clarifying and pursuing their objectives and maximizing their potential. Results are created through a process that encourages exploration, reflection, goal setting, accountability, and action. We see coaching as a collaborative, three-way relationship between the coach, the employee, and the organization.

## How participants will benefit

At the end of the coaching experience, participants will be able to do the following:

- **Identify and reflect** on ineffective communication and/or behaviour styles and focus on achievement of a more productive style.
- **Set priorities and goals**, and establish accountability and action.
- **Manage difficult situations** with confidence
- **Prepare for next level** of leadership and advancement.



# Creating team cohesiveness

Ideal for teams seeking to overcome challenges, work more effectively together and build lasting cohesion.



## How the workplace will benefit

The intervention's goals include creating an environment where members feel:

- **Safe and comfortable working together**—free from harassment, abuse, or bullying;
- **Confident working collaboratively** to accomplish the team's and organization's goals;
- **Positive that their individual contributions are valued and respected;** and
- **Accountable for their conduct** toward others and the team as a whole.

### Available modalities:

Virtual or in-person



Consultation required to assess

### Key terms:

Workplace assessment, psychological safety, behaviour change, collaboration

The smooth and harmonious functioning of a team is crucial to organizational health and productivity. Many team members have a hand in contributing to situations of conflict, and also a role to play in resolving issues that impact the team.

Our team cohesiveness assessment and facilitated discussion combines the approaches of our most popular workplace training and development solutions: workplace assessments to solicit input and validate the perceptions of team members and facilitated team building sessions that encourage each team member to be accountable for finding solutions to issues impacting the team.



# Sensitivity training

## Suitable for an employee or leader at any level

Increasing awareness of how words, actions, and attitudes can affect others in the workplace.

### Available modalities:

One-on-one, virtual or in-person

 3 hours

### Key terms:

Respect, professionalism,  
behaviour change

The clearest evidence of respect in the workplace is productive, creative employees who share an awareness and appreciation of each other. Work environments that lack courtesy or feature inappropriate behaviour can leave employees feeling devalued, unwelcome, hurt or even threatened.

Sensitivity training is an effective solution in situations where an employee has demonstrated inappropriate or disrespectful behaviour in the workplace, particularly when conduct violates the organization's policies relating to workplace harassment, discrimination, violence, and codes of conduct. One-on-one sensitivity training provides a supportive environment to help employees and people leaders understand concerns about their actions, and the impact their behaviour has on other members in the workplace.

Our training highlights the importance of maintaining a respectful, inclusive workplace that values the diversity of all its members.

## How participants will benefit

In this session, participants can expect to:

- **Understand and appreciate** what is meant by the term respect.
- **Become aware of legislation** that guides respect in the workplace and obligations under it.
- **Understand and acknowledge** the implications of their own actions.
- **Be responsible and accountable** for their own actions.
- **Recognize that each person has a role and responsibility** to create and promote a respectful, professional and comfortable work environment.
- **Demonstrate leadership** in the workplace.



# Workplace assessments

Ideal for teams facing cultural or collaboration challenges and for organizations seeking to elevate team performance and workplace culture.

## Available modalities:

### Virtual or in-person



Consultation required  
to assess

## Key terms:

Assessment, conflict resolution,  
respect, team culture

Workplace assessments provide your organization with the opportunity to work with one of our professional consultants to assess and analyze organizational function (or dysfunction).

The process can more formally be described as “issue identification through facilitated investigation and inquiry.” Our consultants assess your employees and people leaders’ perceptions of their work environment. The aim is to identify what is working well and what is not.

Workplace assessments are conducted by our network of senior consultants and are effective in both unionized and non-unionized environments.

## How the workplace will benefit

In this session, organizations can expect to:

- **Understand organizational issues** and take action to resolve them.
- **Uncover perceived sources of conflict** or contributing factors to dissatisfaction in the work environment.
- **Identify what is working well**, allowing the organization to build on these strengths.
- **Become aware** of ways they can create and sustain a respectful work environment.

# Pricing

Standard learning events can be purchased through your allocated bank of learning hours, or on a fee-for-service basis.



The charge for flagship programs, training consultations, customized learning events, and any content development is on a fee-for-service basis only.

For standard learning events, the translation of materials into other languages is provided at no additional charge.

For flagship learning events, there is no charge for translations into the following languages: US English, UK English, French, Dutch, German, Spanish, Portuguese (European-Brazilian) and Simplified Chinese – translations into all other languages are chargeable and are on a fee-for-service basis only

The charge for the translation of customized learning events into any language is chargeable and is on a fee-for-service basis only.

Prices quoted for customized learning events have a validity of six months.

# Terms and conditions

## Service delivery guidelines



### Cancellation and rescheduling policy

Consult with your TELUS Health Customer Success Manager for the cancellation and rescheduling policy outlined for your organization.

One cancellation or rescheduling with sufficient notice will not incur a fee.

Cancellation or rescheduling without sufficient notice will be subject to a fee or deduction from bank of hours.

All cancellations or reschedules will incur the full charge of non-refundable, pre-agreed travel expenses and pre-agreed preparation hours (if applicable).

All cancellations of customized learning events after the customized content has been developed will incur the full charge of the development, customization and translation fees.

## Travel and out-of-hours sessions



Standard business hours: Monday to Friday, 8:00 am to 6:00 pm (local time where service is delivered). Booking training outside of this timeframe may incur additional fees.

Travel expenses (time, mileage, flight, hotel, meals, etc.) may be applicable for onsite learning event. TELUS Health will communicate these costs to the client for agreement in advance of the learning event taking place. Agreed travel expenses are chargeable on a fee-for-service basis only.

### Conditions of use of materials



All content and materials provided are the property of TELUS Health. They may not be copied, reproduced, republished, uploaded to a server, posted, transmitted, archived, modified, sold, or distributed in any way, except that the client may download one copy of the participant documentation provided by TELUS Health on any single computer and print it for distribution solely to the participants of the learning event(s), and provided that the client keeps intact all copyright and other proprietary notices.

The client agrees not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent from TELUS Health.

# Terms and conditions

## Client expectations



A minimum of 4 weeks' (20 business days) notice before your preferred service date for standard learning event requests.

A minimum of 6 weeks' (30 business days) notice before your preferred service date for customized learning event requests.

A learning event announcement circulated to potential participants well in advance to allow for participation.

For an onsite learning event, provide a training room and equipment, such as a laptop, projection system, flip chart. Please notify your TELUS Health representative well in advance if this requirement cannot be met.

For an onsite learning event, print and provide handouts to all participants.

Provide participants with any pre-work learning material, should a learning event include this content as a part of the training.

Inform TELUS Health of security clearance requirements, and other documentation required to ensure facilitator(s) are able to access the training venue/online event.

For virtual events, if a client opts to proceed with their own virtual platform, TELUS Health is not responsible for any technical issues impacting service delivery.



## Talk to us

We're here to help.

If you have questions or would like support selecting the right learning approach, our Customer Success Managers can help you build an annual learning plan, book a one-time session, or design a customized learning experience.

If you're a TELUS Health Learning client with a bank of hours (for example, value-add credits), use this form to request programs:

[Value-add \(EN\)](#)

All other Learning requests should use this form:

[Generic \(EN\)](#)

You can also visit us at

<https://www.telushealth.com/en-us/solutions/learning>