

SEMINARS/WORKSHOPS

Benefits to Organization

The World Health Organization (WHO) as well as a plethora of scientific studies identifies many adverse effects of employee stress on the business. This professional and personal development seminar series is designed to make individuals on all levels of organizational hierarchy become more aware of themselves, others, interpersonal dynamics and organizational processes, and suggest interventions to inject psychological and physical health into the organization to achieve the following:

1. Healthier ways of coping with stress
2. Stronger team cohesion
3. Transform conflict into a positive force
4. Increased employee commitment
5. Reduced absenteeism
6. Increased performance and productivity
7. Excellent customer service
8. Increased customer commitment
9. Excellent organizational image

What makes us unique?

- 1. Integration of Psychology and Medicine in conceptualizing and assessing organizational culture and health**

We see each organization as a vibrant, dynamic living entity with a collective mind and body that affect one another. Hence, in our approach we invite participants in every position in the organizational structure to conceptualize their individual contributions to the mental and physical health on their team and organizational culture. We emphasize the healthy work environment as conducive to creative, innovative thinking and high personal satisfaction and greater commitment to the organization.

- 2. Integration of work life and family life**

We emphasize how work life affects family life and vice-versa. We see the two as inseparable and participants will develop an awareness of that process in their life.

3. Attention to Often Overlooked Gender Issues that Have an Impact on Organizational Life

Masculine and feminine individuals tend to process information in different ways. Those styles and practices greatly influence their experience at work. Participants will increase their awareness of gender issues in the workplace and become more empathic to the experience of the other gender.

4. Emphasis on Development of “Soft Skills” on All Levels of Organizational Culture

Infused in all seminars are the themes of empathy, compassion, active listening and kindness. These themes reflect important skills and are essential in the development of a healthy workplace in which team cohesion and bi-directional organizational commitment are associated with higher job satisfaction, better customer service and higher profitability.

5. Emphasis on Self-Awareness

In any successful relationship (organizational or otherwise), one needs to develop the self-awareness of how he/she affects another person in the work environment. As such, participants are invited to consider questions like: What is it like to my customer to be served by me? What is it like for my colleague to work with me? What is it like for my supervisee to be supervised by me? How does stress affect my work and my daily interactions? How are lingering personal issues affecting what I bring into the workplace?

PROFESSIONAL AND PERSONAL SEMINAR/WORKSHOP SERIES

1. Work Stress, Anxiety and Coping

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Be able to define stress and anxiety**
- **Be able to recognize the symptoms of stress and anxiety**
- **Become aware of the sources and causes of work stress**
- **Become familiar with the effects of stress and anxiety**
- **Become aware of gender issues in the experience of stress**
- **Be able to employ effective, individual as well as organizational intervention strategies to cope with stress**
- **Become aware of how stress and anxiety affect ALL our interpersonal relationships**

2. Emotional Intelligence at Work

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Appreciate the importance of EI in the workplace**
- **Understand and manage emotional behaviors to strengthen work relationships**
- **Better understand our emotions well as the emotions of others in our work environment**
- **Improve our Emotional Intelligence**
- **Use our Emotional Intelligence to make better interpersonal and business decisions.**

3. Job Satisfaction: An integral Component for Commitment in any Successful Organization

Designed for individuals in managerial positions in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Master techniques for motivating your staff**
- **Become aware of the factors that give you the greatest job satisfaction**
- **Improve work relationships**
- **Strengthen employee commitment**

4. How to be a Great Leader in an Organization

Designed for individuals in positions of leadership in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Understand the various leadership styles**
- **Become aware of your leadership style**
- **Understand what makes a great leader**
- **Engage in self-care activities and manage stress**
- **Hone your empathic skills**

5. Fundamentals of Supervision: How to Give Benevolent Feedback

Designed for individuals in supervisory positions

Maximum number of Participants: 20

Learning outcomes

- **Become more aware about what your supervision style is**
- **Understand what is like for your subordinate to have you as a supervisor**
- **Develop the interpersonal skills necessary to create the context for meaningful supervision**
- **Appreciate the important of empathy when giving feedback**
- **Understand when and how to give feedback**

6. Leadership Challenges During Difficult Times: How to Embrace Ambiguity, Chaos, and Uncertainty and Turn Them Into Strengths

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 10

Learning outcomes

- **Become aware of how difficult times impact your management/leadership style/behaviors**
- **Have the skills necessary to transform potential conflict into positive outcomes**
- **Become more creative in solving problems**

7. How to Improve Our Relationships With Our Colleagues

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Become aware of what is like for your colleague to be working with you**
- **Learn how to communicate more effectively with your colleagues**
- **Understand the importance of empathy in work relationships and be able to apply its three main dimensions to all our interpersonal relationships**
- **Become more flexible with coworkers**
- **Understand the impact of stress on relationships**

8. Understanding and Transforming Interpersonal Conflict at Work

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Understand the underlying causes of work conflict**
- **Understand the role of stress in work conflict**
- **Learn strategies for resolving conflict**
- **Become aware of your conflict resolution style**
- **Hone communication skills**
- **Use validation and empathy as conflict transformation prerequisites**

9. Compassion Fatigue: How to Maintain Your Emotional Reserves When You Have Taken the Role of the Emotional Care-giver of Your Coworkers

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Be able to define Compassion Fatigue**
- **Recognize the emotional, behavioral, cognitive, and physical symptoms of Compassion Fatigue**
- **Take better care of your overall health**
- **Understand the role of Emotional Intelligence in Compassion Fatigue**
- **Understand what and who drains your emotional resources and why**

10. Public Speaking in the Business World

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 10

Learning outcomes

- **Become a more effective presenter**
- **Develop awareness of your strengths and areas of growth as a public speaker**
- **Be able to communicate clearly and effectively with your audience**

11. Psychology of Individual Differences at Work

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Understand the major personality types**
- **Examine your own personality style**
- **Appreciate difference**
- **Learn how to work with different personality types**

12. How to Prevent Sexual Harassment

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Duration: 4 hours

Cost:

Learning outcomes

- **Eliminate the toxicity of disrespectful behavior**
- **Create a healthier, more inclusive work environment**
- **Develop more empathy for the victims of sexual harassment**
- **Understand what constitute sexual harassment**

13. Multiculturalism and Diversity at Work

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Become more aware of your own cultural values and how they may affect your work relationships and interactions with multicultural/diverse coworkers or clients**
- **Learn how to appreciate diversity**
- **Develop cultural competence**

14. The Psychology of Customer Service

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Learning outcomes

- **Become aware of how we are perceived by our customers**
- **Develop more empathy for the clients to increase client loyalty and satisfaction**
- **Learn how to deal with angry clients**
- **Develop outstanding customer service**

15. How to Build a Healthy, Productive Team at Work

Designed for all employees in the organizational hierarchy

Maximum number of Participants: 20

Duration: 4 hours

Cost:

Learning outcomes

- **Learn how to conceptualize the profile of a healthy, productive team**
- **Know what to do to take care of yourself and team members**
- **Understand how the whole is greater than the sum of its parts**
- **Learn how to do “maintenance work” for the team**

Non work-related topics

- 1. The Parental Relationship and its Effects on the Children**
- 2. Raising Adolescents: Challenges and Interventions**
- 3. What Does it Mean to Have a Healthy Relationship?**
- 4. Living With Mental Illness: Challenges and Interventions**
- 5. Crafting a Life from Which we don't Need to Escape**
- 6. The Battered Woman's Syndrome**
- 7. Living During the Covid Era: Psychological Impact**
- 8. Preparing for Retirement**