



Participant Guide

Part 1 - Communication Skills for the Workplace



Managing Emotions

MANAGING

- Anger
- Resentment
- Fear/Insecurity
- Stress
- BREATHE!

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Problem-Solving Template

- Describe problematic behavior
- Explain its impact on you
- Request behavior change
- Possible consequences of no change
- Possible benefits of change

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Please complete the following paradigm:

I feel _____ **when you** _____
(feeling word) (behavior)

because _____
(effect on speaker)

I want you to _____
(statement of change)

If you do/don't _____
(statement of change)

I will _____
(statement of consequence)

And it will _____
(how it benefits us)



Healthy Workplace

- Mutually respectful
- Dignity for all
- Inclusive
- Supportive
- Less stress

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Questions to Ponder



What effort are you willing to make to improve your listening skills?



How do you resolve disagreements when they arise between you and other colleagues?



How do you manage your difficult feelings if they surface during difficult discussions?



How do you contribute to your team's ability to communicate well?

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Confidential Life Balance Solutions at No Cost To You

Counseling

Set of 5 free face-to-face, phone, video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict
- Substance use
- Grief

Parent Coaching

Set of 3 phone sessions per year

- Child development & behavior
- Social anxiety
- Excess screen time
- Supplemental to counseling

Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- Parent coaching
- Tutors, mentors, programs for children with special needs
- Teens, college and beyond
- New Baby Kit

Adult Care Needs

- Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

Legal & Financial

Legal Referrals

- Immigration
- Family law
- Estate planning
- Wills & trust

Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

ID theft resolution

employees.concernhealth.com 800-344-4222



Benefits

Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act:

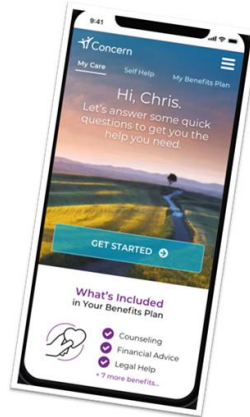
- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern's toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

Concern's Digital Platform

Your front-door for easy, confidential access to personalized support, anytime you need it

- Easy access on your computer or portable devices
- Create your personal dashboard
- Request services, select counselors
- Connect to mindfulness resources from eM Life



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Concern's Digital Platform

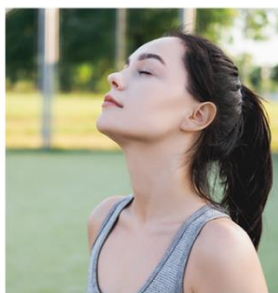
Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer: your Personalized Dashboard.

It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

Mindfulness for Everyday Living

Access via Digital Platform

- Evidence-based
- Designed for daily use
- Live and on-demand
- Personalized experience
- Expands prevention
- New skills



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800-344-4222



Mindfulness for Everyday Living

You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It Can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.

Thank you!
Questions? Comments?

Please complete the Survey Monkey
<https://www.surveymonkey.com/r/3VHDNPS>

