



LifeWorks

Your Employee Assistance Program (EAP) & Work-Life/Wellness Resource

LifeWorks offers a complete spectrum of programs that directly target organizational effectiveness, productivity and quality of both home and work life. LifeWorks provides exemplary, best practice development and training services to support the highest level of employee performance. Each training session that is offered has clearly defined learning objectives and expected outcomes. Although teaching methods vary by subject, sessions typically include a variety of experimental exercises, small group discussions, mini-lectures, self-assessments and other learning activities designed to engage participants.

Our training is offered in a variety of formats, and can be customized to meet your organizational needs including:

- **In-Person Seminars or Workshops** - offered at your workplace, organizational conferences or retreats or wherever you need us to be. These sessions vary in length from one hour to a full day and are highly interactive.
- **Virtual Seminars or Workshops (Webinars)** - offered via web tool technology, these sessions allow your employees from various teams, various locations, or different countries to participate in training at the same time.
- **Blended Learning** - some of our programs combine in-person workshops or webinars with telephonic group coaching. This approach is designed to create multiple touch points over time for learners as they go in-depth into an area of learning.

Our Trainers are highly skilled professionals with subject matter expertise in a wide range of areas including health and wellness, workplace productivity, management and business, mental health and more. They bring years of experience as both classroom and virtual trainers, and are able to connect participant knowledge and experience with the training materials.

Career Transition Coaching:

At LifeWorks, we help employees achieve successful career transitions. We offer individualized, one to one coaching and career transition services. Our services are action oriented, efficient and focused on providing employees with the practical guidance and tools to help them with their career search campaigns. We help employees gain increased self-confidence, optimism and enthusiasm for taking control of their job search to move forward.

This telephonic coaching program is designed for employees who are leaving an organization through terminations, downsizing or changing career paths due to reorganization. This three month program (from date of employee status change) includes:

- Three one-on-one training/coaching sessions focused on working through career transition
- Résumé/cover letter development
- Interview preparation/ rehearsal

Career Transition Webinars:

Webinars (60 mins. each): Qualified career coaches deliver our one-hour webinars. Choose one, some or all of the following sessions:

- **Career Transition: Accessing My Skills and Making a Plan:** Discovering "what's next" is one of the most challenging and exciting steps in every individual's career. This workshop will equip employees with the tools, skills and resources to assist them in achieving their career and life goals.
- **Résumé and Cover Letter Writing:** An effective, eye-catching résumé is essential for success. This session will assist employees in writing a résumé and cover letter that make a strong first impression.
- **Preparing for Interviews and Follow-up:** Solid preparation contributes to a successful interview. This webinar will help employees understand how to research a role and an organization, and how to apply their skill set to the needs of the employer to demonstrate fit.
- **How to Build Your Personal and Professional Network:** This webinar will help employees acquire relationship-building skills and understand the role of networking in the achievement of career and personal goals.

Crisis Management Response Services:

Critical incidents such as robbery, the death of an employee, workplace violence or unresolved employee conflicts must be handled with sensitivity to minimize disruption to the day to day operations of a business - and to keep employees feeling supported and engaged, including the leaders.

LifeWorks crisis management response services are designed to help employees and leaders cope with unexpected and overwhelming critical incidents. A Crisis management consultant works with your HR and management teams to implement an appropriate strategy for employees affected by a critical incident. Based on the incident and your objectives, your strategy may include on-site trauma specialists, support handouts, referrals to EAP counseling services and more.



Available 24 hours a day, seven days a week. Direct access to a qualified, experienced, accredited professional counsellor through toll-free 1-888-521-8300.

Leadership Development:

Lunch and Learn Seminars

Lunch and Learn Seminars offer strategies to help employees successfully meet the changing needs of their work and personal lives. The sessions address a wide range of issues including managing stress, childcare and teen issues, balancing work and life, financial issues, enhancing personal productivity and health and wellness. All of the sessions are appropriate for employees and management. Educational by nature, seminars provide participants with practical techniques, strategies and useful "take away tips" for future reference. Sessions are 60 minutes in length and designed to fit into a lunch break or anytime during work hours. Recommended classroom size is between 25 and 30 participants (maximum).

Extended Employee Seminars

Extended Employee Seminars are sessions designed to increase employee productivity and engagement. These sessions assist with a wide variety of issues and target all employee audiences or intact work groups. Our highly interactive skill-building sessions are designed to enhance participant retention of materials through the application of concepts and techniques. Sessions range from 2-4 hours in length. Recommended group size is between 20 and 25 employees (maximum is 30).

Manager Training

Manager Training sessions are designed to offer existing and emerging managers and supervisors an opportunity to expand their knowledge base and skill set. The sessions are offered as stand-alone classes or as part of a program package created to sustain learning over time.

Organizational Development:

LifeWorks customizes programs and services for teams that require intervention, transformation of culture, morale improvement and dispute resolution. Respectful and professional relationships are a key component to ensuring the attainment of the organization's vision and goals. A respectful and inclusive organizational culture contributes positively to effective client/customer relationships and achieving business goals.

Organizational Development support includes, but is not limited, to serving as a resource for:

- Innovative approaches to effective team interventions;
- Developing assessment processes and tools that are respectful, confidential and aligned with organizational culture;
- Assisting and supporting team leaders in understanding the changes required to positively impact team dynamics;
- Developing concrete action plans to evolve team dynamics;
- Providing one to one coaching and mentoring for team leaders; and
- Facilitating group dialogue, team-building, and conflict resolution.

Organizational Mediation:

Mediation enables co-workers, managers, employees and workplace teams to resolve conflicts in a respectful and productive manner. The mediation process identifies unresolved problems, examines root causes, details facts, explores and delineates acceptable alternatives, finalizes agreements, provides necessary follow up and monitors progress. Successful mediation directs organizational resources towards problem resolution rather than costly adversarial conflicts.

Organizational mediation also encourages participants to develop the skills they need to resolve future issues on their own.

What to Expect from Mediation

Mediation is a flexible process, designed to be as straightforward and comfortable as possible, it often follows a set process. Mediation is confidential and impartial. The aim is to support people to reach an agreement that is acceptable to everyone involved.

Step 1: Arranging a Mediation

Once it has been decided that your issue(s) can be mediated and you wish to proceed, the mediator will contact all parties involved to ask if they are in agreement to participate in mediation. The mediator will then liaise with all parties to find suitable dates for the meeting(s) to take place.

Step 2: Individual Meetings and the Joint Meeting

Each party will meet with the mediator individually to discuss their concerns and clarify the mediation process. In some instances several individual meetings may need to occur. Generally speaking these meetings are one hour in duration. The individual meeting(s) are followed by a joint meeting for all parties and the mediator. The mediator facilitates the session and accommodates comfort breaks, stopping the session if anyone feels uncomfortable. This meeting will be an open and frank discussion of the issues, led by the mediator to ensure fairness and appropriate behaviour.

The mediator will set the agenda for the mediation and gives everyone uninterrupted time to put forward the key issues. The mediator treats everyone in exactly the same way and will not divulge details of the discussions unless they have permission to do so. They will assist all parties in identifying what needs to be improved, find common ground and work towards an agreement for the future.

Private Meetings - During a joint meeting either party can ask to see the mediator privately. If this happens then the mediator will accompany them to a side room allocated for this and ask the other party to remain seated. Nothing said in a private discussion with one person will be repeated to the other party without their permission. Sometimes a break out room is useful if some issues come up unexpectedly to give time for thought and reflection before continuing the meeting.

Step 3: Concluding the Mediation Process

During the meeting(s), the mediator may take notes to help them compile their final report. If necessary a written agreement will be drafted and each party will sign off on the agreement.

The mediator will help the parties to draw up a simple statement outlining the key agreed areas. All parties will need to sign and date the agreement, which will also be signed by the mediator.

At the end of the meeting(s), the mediator will remind the parties that anything said or agreed during mediation cannot be discussed outside the meeting(s). The details of the final report will be shared with all parties prior to the submission of the report. Each party will also receive a copy of the submitted report.

Step 4: After Mediation

The mediator will contact all parties after approximately three months to check how things are progressing.