



Learning Events

Worldwide Offering



Contents

Key to Trainings

To make it simple for you to find a learning event that meets your needs, you will see that our training sessions are grouped by broad topic areas, such as professional wellbeing, mental wellbeing, and physical wellbeing. We have also highlighted which learning events are new for 2024.

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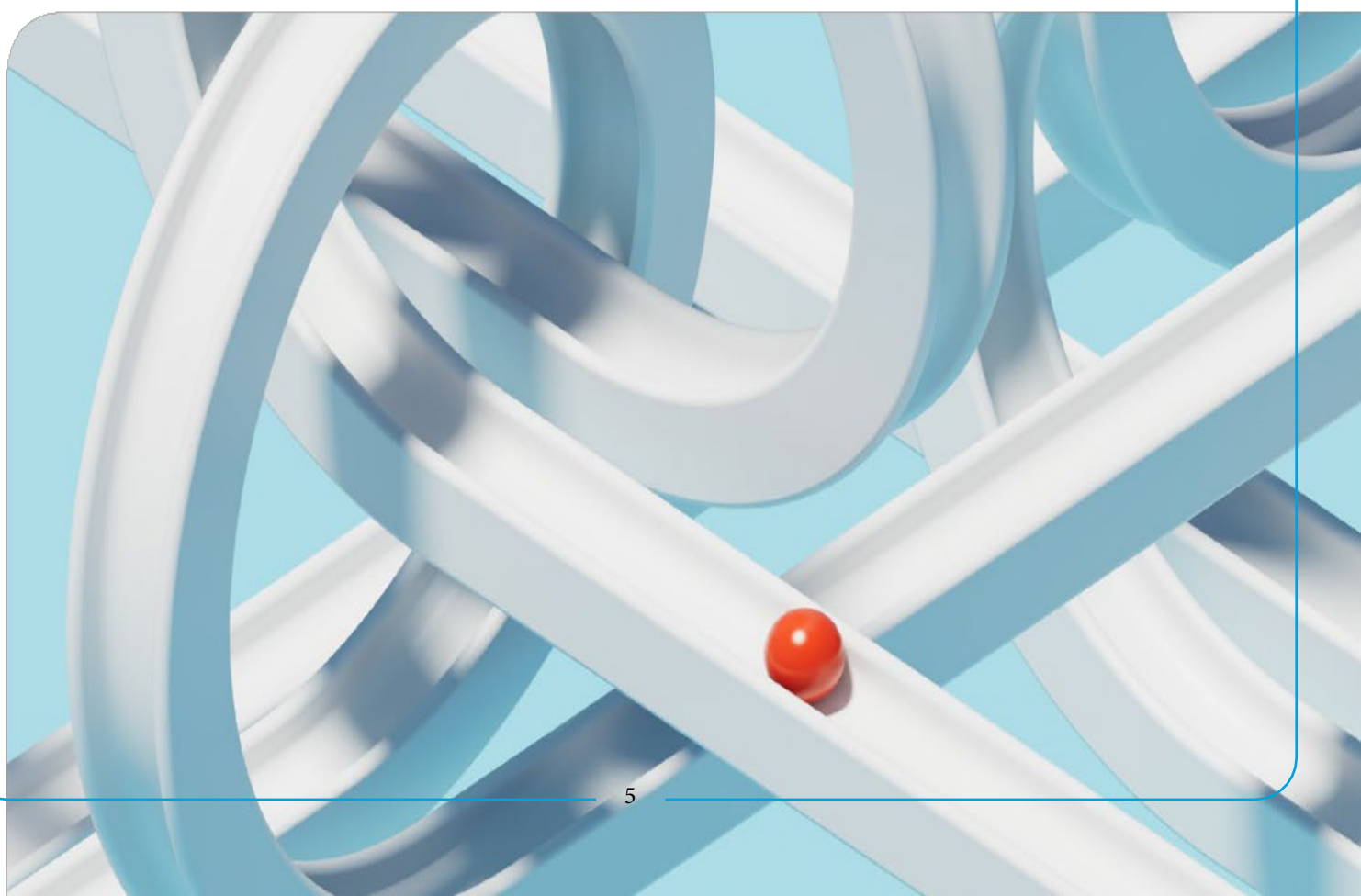
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Testimonials

It has been a nourishing experience having your wellbeing webinars every month. The trainers are very professional, with full knowledge of the assigned topic. We always receive positive feedback from our employees about the experience of the specialists. We really appreciate the variety of topics available, since you cover physical, mental, and social health—not only for employees but for managers too, which is very helpful. We always receive excellent attention and a quick response via emails. We're happy working with you!

Global technology organization



Thank you so much for today's session! It was excellent, and we have received lots of positive comments and feedback from participants.

Human Resources contact, "Discover the world of emotional intelligence" webinar



Very helpful thanks. I've canceled two memberships during the session that I just don't need/use!

Participant, "Mastering your money in a changing world" webinar

Since 2014, we have organized an internal and international “Life Day” on a yearly basis to celebrate our value of care and engage on a range of topics related to protecting life and the environment. For 2023’s event, we also celebrated the tenth anniversary of Life Day. Safety and care are our top priority, and, on this tenth anniversary, we focused on three topic areas, one of them being “Wellbeing Matters.”

For Life Day, we wanted to focus on several wellbeing subjects across the globe, both onshore and offshore, so quite a complex organizational task as our footprint is in more than ten different countries. The Global Learning Solutions catalogue is brilliant, covering a wide range of wellbeing themes, and it was easy for each location to

choose what would better respond to their training needs. Planning and organization went smoothly as well as the rollout of the training, whether it was in person, online or recorded.

The feedback from the teams across the globe was very positive and enthusiastic. No matter where they were based (yards; offshore units; offices) our employees really enjoyed the sessions and saw the value of them. Thank you to our account manager and the Global Learning Solutions team for all the good work and dedication to our Life Day. It was really a big success!

Global energy company

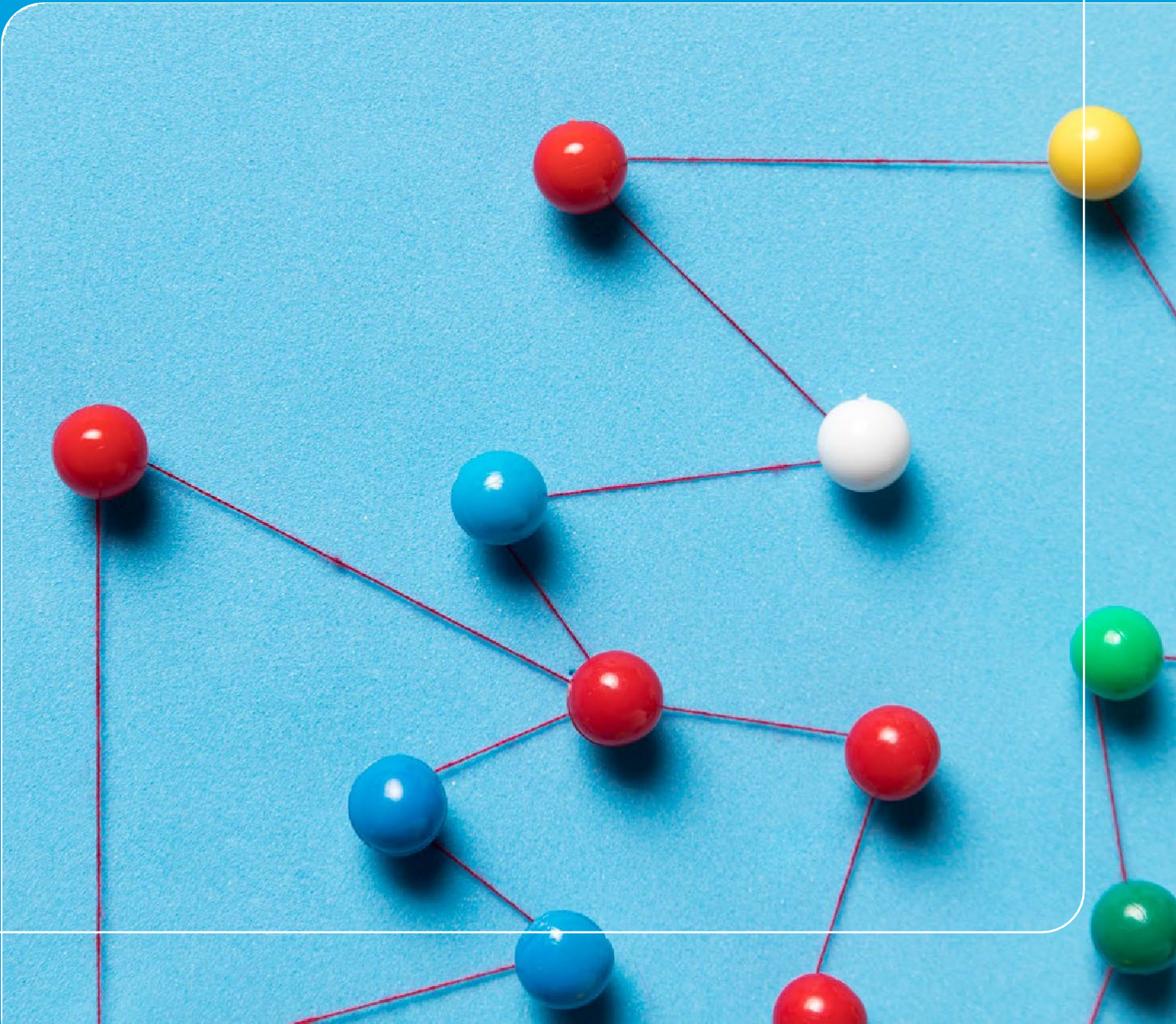


On behalf of my team, I want to say I really enjoyed this presentation. The presenter was really good and attentive to the comments/chat part. It created a unified feeling, more like a discussion rather than just a one-sided presentation. The content was really relevant and helpful, presented in a nice and engaging way. Very much enjoyed this session!

**Human Resources contact,
“Balance not burnout” webinar**



Professional Wellbeing



NEW

Becoming a self-starter

 60 minutes

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

This session equips participants with a comprehensive toolkit of strategies—allowing them to not only foster resilience, ignite motivation, and embrace accountability, but also cultivate a growth mindset and prioritize self-care. This holistic approach ensures individuals can maintain a positive journey toward lasting success while protecting themselves against burnout.

Uncover the essential qualities that define a self-starter and set the foundation for personal success.

How participants will benefit

In this session, participants will:

- 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

NEW

Cross-cultural communication



60 minutes

Culture is a shared set of assumptions that shape perceptions of the world and dictate appropriate values, norms, attitudes, and behaviors. Perceptions about gender, age, and social class are culturally-based, as are ideas about race, ethnicity, religious practices, sexual orientation, physical appearance, physical ability, and regional or national characteristics.

This session aims to help participants develop an awareness and understanding of different cultures. It will help them challenge their attitude and values toward other cultures to develop intercultural sensitivity—which is the essential ability to understand and respect each other across all cultures.

How participants will benefit

In this session, participants will:

- Understand the meaning of intercultural competence and the obstacles to intercultural communication
- Learn why psychological safety is important
- Discover effective communication strategies with people from different cultures
- Learn how to plan and implement strategies to improve intercultural communication skills

NEW

Developing a growth mindset: a session for employees



60 minutes

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

This session is geared toward helping participants nurture a growth mindset and create a desire for continuous development. Throughout this session, participants will gain access to tangible and effective strategies designed to enhance their ability to embrace a growth mindset, and acquire actionable approaches to cultivate and sustain a growth-oriented perspective.

How participants will benefit

In this session, participants will:

- Understand how embracing a growth mindset can positively impact their professional journey
- Recognize common situations that trigger a fixed mindset and learn techniques to overcome them
- Discover the power of adopting a “yet” attitude to foster a continuous desire for learning and improvement
- Learn effective methods to navigate challenges proactively and with confidence

Discovering unconscious bias



60 minutes

Unconscious bias—also known as implicit bias or hidden bias—poses a serious barrier to fostering diversity, equity, and inclusion.

Either favorable or unfavorable, unconscious bias occurs when people—usually without realizing it—make judgments and take mental shortcuts based on stereotypes about someone’s race, gender, ethnicity, age, disability, or other factors. The aim of this session is to raise awareness of different types of unconscious bias and minimize its influence on workplace practices, policies, and processes.

How participants will benefit

In this session, participants will:

- Understand how unconscious bias is revealed
- Explore the impact that unconscious bias has on everyday interactions
- Identify their own unconscious biases

The aim of this session is to raise awareness of different types of unconscious bias and minimize its influence on the workplace.

Effective communication



60 minutes

Communication is one of the most powerful tools for personal and professional success, and it involves the ability to convey information effectively and efficiently.

Good verbal, non-verbal and written communication skills are crucial for fulfilling relationships. It is also important that people exercise active listening skills. This session will help develop important communication skills both verbally and non-verbally to create a more cohesive, collaborative, and successful working environment.

How participants will benefit

In this session, participants will:

- Learn how to effectively listen in order to be better communicators
- Develop an awareness of personality and communication tendencies
- Discuss ways to overcome barriers to effective communication

Embracing change



60 minutes

Many people have faced substantial change over the past few years. As the world becomes more complex and the future more volatile, it is essential to develop the ability to positively cope with change.

This session will provide important techniques for adjusting to constant change, providing insight into the fundamentals of change management and developing a strategy for coping in uncertain times. By understanding common reactions to change and phases of change, participants will gain awareness and learn how to respond rather than react. They will also explore strategies to adapt and cope with change in a more constructive way.

How participants will benefit

In this session, participants will:

- Understand the relationship between change and their psychological state
- Understand common reactions to change
- Explore the phases of change
- Learn about how they perceive change
- Develop strategies to adapt and respond to change

Fostering a sense of belonging: a session for employees



60 minutes

The need for affiliation and belonging is an essential human emotional need. This includes belonging to a team, an organization, a community, or a religious or ethnic group. By belonging to a group, we feel a part of something larger and more important than ourselves. The need to belong to a group also can lead to changes in behaviors, beliefs, and attitudes as people strive to conform to the standards and norms of the group.

This need for belonging is a reason why membership in Employee Resource Groups (ERGs) has grown rapidly. When people have a sense of belonging, they feel included, leading to more meaning in life.

Employees who have a sense of belonging and inclusion in the workplace are three and a half times more likely to achieve their full potential. A high sense of belonging has been shown to increase job performance by 56 percent, reduce turnover risk by 50 percent, and decrease sick days by 75 percent, according to Harvard Business Review. Belonging is good for business.

How participants will benefit

In this session, participants will:

- Learn about what belonging means and why it is so important
- Gain strategies to cultivate a sense of belonging
- Understand what organizations can do to foster a culture of belonging

Giving and receiving feedback: a session for employees



60 minutes

Performance appraisals are an opportunity for employees to reflect on their individual achievements. They help people identify areas for growth and improvement, and celebrate what they have accomplished. For managers, appraisals are an opportunity to reward performance and support employees in achieving their potential.

In this session, participants will learn about the positives of appraisals and why managers and employees can often dread them. They will learn about why feedback is important, understand the role of self-compassion, and gain tips to give and receive feedback constructively.

How participants will benefit

In this session, participants will:

- Understand why feedback is important and why it is often dreaded
- Understand the role of self-reflection, self-awareness and self-compassion
- Look at irrational beliefs that get in the way of receiving feedback positively
- Explore the implications of a fixed mindset versus a growth mindset
- Gain strategies and tips to give feedback in a way that is received constructively and with the most positive impact

Inclusion matters: a session for employees



60 minutes

An essential first step in any diversity, equity, and inclusion (DE&I) program is focusing on inclusion as a mindset. Creating an attitude and belief that embraces everyone is at the heart of organizational performance. Inclusion ensures that there is room at the table for all groups within the organization, and participation in the conversation assumes that all feel welcome and accepted.

Inclusive team members participate in creating a safe space at work where everyone feels they belong and can bring their authentic selves. This session explores the importance of an inclusive workplace and the benefits, complexities, and barriers to having an inclusive environment, and what can be done about it. Participants will emerge with a better understanding of how to be an ally in fostering inclusivity within their organization.

How participants will benefit

In this session, participants will:

- Learn about the benefits of positive, inclusive work relationships and work environments
- Understand the importance of creating a psychologically safe environment for all team members
- Explore the barriers to inclusivity: bias, internal resistance, communication styles, group prominence, and representation
- Understand and support allyship among coworkers
- Explore the message of inclusion and its effective implementation within the organization
- Visualize a positive and inclusive work environment

Making the most of your international assignment



90 minutes

Exploring new places can be exciting but can also be a tremendous challenge. The anticipation and anxiety of preparing for an international assignment can be overwhelming. Moving to a new country on a long-term basis for work can take a toll on employees and their families as they adjust to working and living in a foreign culture.

This session prepares participants for life in another country by exploring cultural differences and the “cycle of adaption,” as well as examining their own personality and behavior. It encourages participants to view things as different—not right or wrong, nor good or bad. This session goes beyond providing a framework for the move. It teaches participants to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

How participants will benefit

In this session, participants will:

- Understand the impact culture has on the way people behave and interpret what is happening around them
- Understand how culture influences social and business relationships
- Learn strategies for effective cultural integration in the host country
- Discover the challenges faced in overseas assignments and learn to accept the implications of living in a different culture
- Develop a range of strategies to enhance overall mental health and wellbeing
- Better prepare for eventual relocation back to their home country

Please note: this session can be customized at a charge to reference specific host and home countries.

Parental leave: a smooth transition



60 minutes

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. How people plan for this change plays a key part in how easily they can integrate their work and career with family life.

In this session, participants will explore the conflicting emotions at play during this time of transition from employee, to parent, to working parent. They will learn about the challenges they may face and the importance of proactive preparation in order to plan a successful period of parental leave and, later on, to plan their return to work.

How participants will benefit

In this session, participants will:

- Learn about what to expect as a new parent
- Understand the extent of changes the arrival of a child can bring about in family
- Know how to prepare for the changes
- Learn how to prepare for a smooth transition out of work
- Gain strategies to simplify their return to work

NEW

Planning your professional growth



60 minutes

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. Making a change and identifying where they want to be in their career in the future can be a challenge. Having the tools to mark out the way will make it an easier route to navigate.

This session will help participants learn about effective coaching tools to build their career vision, set effective goals, and identify their strengths and resources to plan for their professional growth.

How participants will benefit

In this session, participants will:

- Understand the importance of having a vision for their professional growth
- Start to think about building their own vision for their professional future
- Understand the characteristics of effective goals and how to establish these characteristics
- Develop strategies to build on their strengths and adopt a growth mindset
- Understand how to identify the best resources to achieve their goals

NEW

Recognition in the workplace: a session for employees



60 minutes

Recognition—which is the open acknowledgment and praise of a behavior or achievement—is a fundamental need of human beings. Employee engagement surveys show that sincere recognition of employees can play a key role in increasing engagement, productivity, morale, and company loyalty.

This session aims to help participants unlock the secrets of recognition in the workplace. The session will help employees build a toolbox to recognize their coworkers and, fundamentally, themselves.

How participants will benefit

In this session, participants will:

- Learn about the various aspects of recognition
- Understand why recognition is important in the workplace, as well as in all areas of life
- Understand how they can be a “recognition champion”
- Learn strategies on how to give recognition to peers, leaders, and themselves
- Identify internal and external recognition tools

Respect in the workplace: a session for employees



60 minutes

Employees come to work with the expectation that they are going to be treated appropriately—to be shown respect, have ideas and opinions listened to, have the information they need to do their jobs, and to feel safe.

This session will empower participants with the awareness and knowledge to cooperate and communicate with respect, embrace differences, address concerns in a constructive way, and help contribute toward a collective vision built on a collaborative, respectful, and harmonious work culture.

Empower participants with the awareness and knowledge to cooperate and communicate with respect.

How participants will benefit

In this session, participants will:

- Define healthy, acceptable work behaviors and what may be considered inappropriate
- Understand ways to promote a positive and inclusive work environment
- Learn how to tackle inappropriate behavior in an assertive way
- Understand the support available

Responding to bullying and harassment

 60 minutes

This session explores the psychological impact of workplace bullying and harassment, and the role of the bystander.

Participants will learn to recognize bullying and harassment in a work environment and develop effective strategies to address such behaviors and situations.

How participants will benefit

In this session, participants will:

- Understand what is considered inappropriate behavior
- Evaluate the psychological impact of workplace harassment and bullying on the victim, and understand aspects of the psychological landscape of the perpetrator
- Recognize the role of a bystander in the cycle of harassment and bullying
- Specify organizational processes to address such situations

Sexual harassment in the workplace: a session for employees



60 minutes

Sexual harassment pollutes the working environment and can have a devastating effect on the health, confidence, morale, and performance of those affected by it. Conversely, organizations can benefit substantially from tackling harassment. Absence, stress, and conflict in the workplace is reduced. Staff retention, efficiency, morale, and profitability increases.

In this session, participants will learn about sexual harassment, what it can look like, and how to recognize and address it. They will also learn to understand their feelings in response to sexual harassment and know where to go for support.

How participants will benefit

In this session, participants will:

- Increase their understanding and be able to recognize incidents of sexual harassment at work
- Know what to do in case they feel sexually harassed
- Understand their feelings and behaviors in response to sexual harassment
- Know that they are not alone and that help is available

Please note: in many countries, this is a statutory training. This session can be localized at a cost to incorporate country-specific nuances if required.

Understanding microaggressions



60 minutes

Microaggressions are common verbal, non-verbal, and environmental slights, snubs, or insults—whether intentional or unintentional—that communicate hostile, derogatory, or negative messages to individuals of marginalized groups.

This session empowers the participants' awareness and knowledge to effectively address situations where microaggressions are present.

How participants will benefit

In this session, participants will:

- Understand the impact of microaggressions on work environments
- Learn how to respond to microaggressions, whether they are on the receiving end of, a witness to, or have been called out for a microaggression
- Build a more positive work environment by respectfully and effectively addressing microaggressions in communication

Work smart, achieve more



60 minutes

How often do we hear the phrase, “there aren’t enough hours in the day”? Many people find themselves constantly adding to their to-do list while still feeling that they have not accomplished anything. Effective time management is critical to ensure we feel more accomplished and less overwhelmed at the end of a busy day.

Time management is a learned skill. It requires self-discipline and a desire to become conscious of how to manage daily activities. This session will provide a basic explanation of the time management process and the characteristics of effective time managers. It will discuss the importance of prioritizing important events, and explore the role of delegation and communicating delegation requests with others.

How participants will benefit

In this session, participants will:

- Learn about time management
- Provide characteristics of effective time managers
- Discuss the importance of prioritizing important events
- Explore the role of delegation and boundaries

Effective time management is critical to ensure you feel more accomplished and less overwhelmed at the end of a busy day.

Personal wellbeing



Balance not burnout



60 minutes

When chronic stress is not successfully managed, it can lead to burnout –where a person feels negative, exhausted, and detached from life.

Because burnout occurs over time and life is busy, it's not always easy to notice the signs of excessive pressure building. Burnout can have a long recovery period. With more and more people experiencing burnout, it's important to understand how to create a balanced life to avoid becoming unwell.

How participants will benefit

In this session, participants will:

- Learn about burnout
- Understand the risk factors
- Identify the signs and stages of burnout
- Learn healthy ways to protect themselves
- Practice a positive wellbeing exercise

It is more important than ever to recognize the early warning signs and risk factors of burnout, and learn how to implement anti-burnout strategies.

NEW

Discovering the power of self-awareness



60 minutes

Being self-aware is like holding a compass to navigate the complexities of life. It is a valuable tool that helps people make smart decisions, connect with others, and be true to themselves. Like a ship needs a north star, self-awareness guides life's adventures.

In this session, participants will explore the topic of self-awareness, uncover the layers of their identity, and gain insights into how self-awareness can help them overcome challenges and embrace opportunities.

How participants will benefit

In this session, participants will:

- Discover how self-awareness shapes their decisions, relationships, and overall life experiences
- Dive into the depths of who they are, exploring their values, passions, and dreams
- Understand their unique strengths and areas for personal growth
- Engage in self-reflection activities that promote growth and meaning

Life beyond digital devices



60 minutes

The modern working world is digitally connected more than ever, and people are driven by the rapid advancement of technological growth. This constant contact has transformed working behaviors, compelling people to be plugged in 24/7.

The overuse of digital devices has been linked to stress, burnout, insomnia, anxiety, and other mental health disorders. This thought-provoking session will provide participants with powerful insight into the true impact of living and working in a reactive, always-connected world. Participants will discover practical ways to reclaim a sense of work-life balance, and address existing habits to be able to unplug digitally and mentally for a healthier and happier life.

How participants will benefit

In this session, participants will:

- Understand the psychological impact of being plugged in 24/7
- Learn simple strategies to unplug digitally and mentally for a healthier and happier life
- Discover practical ways to reclaim a sense of work-life balance and address existing digital habits

Participants will discover practical ways to reclaim a sense of work-life balance, and unplug digitally and mentally for a healthier, happier life.

NEW

Overcome imposter syndrome



60 minutes

Imposter syndrome is the fear of being exposed as a fraud because an individual doubts their own successes, achievements, talents, qualifications, and abilities. It is a psychological phenomenon that gets in the way of high achievers of any gender, age group, nationality, or profession performing at their peak level.

During this session, participants will learn about imposter syndrome, how it creates self-doubt in their mind, and why it strengthens their inner critic. It will focus on helping participants become aware of their inner critic and learn strategies to silence the imposter that can hold them back.

How participants will benefit

In this session, participants will:

- Understand imposter syndrome
- Learn about what causes imposter syndrome
- Recognize their own imposters
- Gain strategies to silence their inner critic

NEW

Recover from compassion fatigue



60 minutes

Empathy can be a double-edged sword. While it can be enormously beneficial to the recipient, it can lead to exhaustion for the person providing it, due to the high level of emotional engagement it often involves. The more a person invests in others who are going through trauma, the more they too can start to feel some of that turmoil.

In this session, participants will learn about how caring for other people's needs can be rewarding but challenging. They will learn about compassion fatigue, its impact, and how to look after their own emotional health and needs without becoming too overwhelmed.

How participants will benefit

In this session, participants will:

- Recognize triggers that can lead to symptoms of compassion fatigue and stress
- Examine their own emotions and responses when they are challenged by high-stress events
- Learn how to develop alternative strategies, including meditation and breathing exercises, to defuse high stress levels
- Evaluate their life and identify areas that they would like to change

Self-care toolkit



90 minutes

With the challenges of today's world and the demands on everyone's time, people often ignore their own self-care routines. Now more than ever, they need to reflect on their personal wellbeing.

Focusing on mental health, energy, and work-life balance are the key to maintaining personal wellbeing. This session explores the concept of the "wellbeing wheel" along with new strategies and perspectives on maintaining a healthy self-care routine.

How participants will benefit

In this session, participants will:

- Identify the areas of wellbeing and where they fall on the wellbeing wheel
- Explore a range of self-care strategies
- Develop a personal self-care plan and understand how to sustain it

Setting healthy boundaries



60 minutes

People often feel torn between work and family obligations and feel like they do not have enough time for themselves.

This session will help participants identify various ways to achieve balance with personal, family, and work responsibilities. The conflicting demands of work and home can create stress that depletes the energy needed to get everything done. Participants will learn to implement techniques for being more effective and more satisfied with both their home and work lives.

Participants will learn to implement techniques for being more effective and more satisfied with both their home and work lives.

How participants will benefit

In this session, participants will:

- Determine the meaning of work-life balance
- Identify what is keeping them out of balance
- Learn time management strategies to effectively manage multiple demands
- Discuss the benefits of prioritizing
- Explore the role of delegation and communication with others
- Develop an action plan to balance their own work and life demands

NEW

Tackling loneliness



60 minutes

Experiencing loneliness is a natural signal that a person is craving connection and companionship. It is a gentle nudge urging the individual to seek meaningful interactions and forge bonds with others. But beyond this simple yearning a more profound experience can exist—loneliness that continues even when they are surrounded by others.

In this session, participants will learn how to journey from feelings of isolation to genuine connection. They will explore the complexities of loneliness, uncover its layers, and learn strategies to overcome it. By understanding these nuances, participants will gain valuable insights into moving away from solitude.

How participants will benefit

In this session, participants will:

- Learn how to differentiate between fleeting moments of solitude and persistent loneliness, fostering a deeper awareness of their social landscape
- Understand how to detect early signs of prolonged loneliness and take proactive steps to address it
- Learn how loneliness affects their mental and emotional wellbeing, guiding them toward holistic healing
- Acquire a toolkit of strategies to confidently build meaningful connections to overcome loneliness

Thriving in later life



60 minutes

Imagine a life where each passing year is not just a number but a chapter filled with growth, joy, and new possibilities. Much of the art of a person living their best life as they age comes from the power of psychology.

This session will unveil the power of psychology in shaping our golden years. Participants will discover how positive emotions can brighten every day, how resilience can empower them through challenges, and how purpose can infuse every moment with meaning. Get ready to unlock the secrets of a sharp and agile mind that thrives on learning, engaging experiences, and lifelong growth. Participants will learn the tools to embrace change, find their path, and ignite new passions while navigating the transitions that come with age.

How participants will benefit

In this session, participants will:

- Define psychological wellbeing in the context of aging and later life
- Explore the key factors that contribute to psychological thriving in older adults
- Identify common psychological challenges faced by older individuals and their impact on overall wellbeing
- Explore the strengths and virtues associated with successful aging
- Understand the importance of cultivating positive emotions, gratitude, and a sense of purpose in later life
- Discuss the concept of resilience and its role in promoting psychological health in later life

Mental wellbeing



NEW

Calming the anxious mind



60 minutes

Nearly four percent of people worldwide, or about 264 million individuals, have an anxiety disorder according to the World Health Organization (2022). This makes anxiety one of the most common mental health conditions.

Anxiety has many shapes: the symptoms and triggers vary from person to person. A better understanding of what anxiety is and what causes it are the first steps toward managing anxiety. This session covers practical strategies and self-care tools so that participants can feel better equipped on their journey to calm their anxious mind.

How participants will benefit

In this session, participants will:

- Define anxiety and understand the symptoms associated with anxiety
- Identify and understand their personal anxiety triggers
- Gain awareness of their circle of control
- Explore the importance of self-care and self-compassion
- Be able to develop a self-care toolkit to calm the anxious mind
- Learn how to set up a plan of action to better cope with anxiety

Nearly four percent of people worldwide, or about 264 million individuals, have an anxiety disorder according to the World Health Organization (2022).

NEW

Creating a culture of support: suicide prevention in the workplace



60 minutes

One in five adults say they have had suicidal thoughts at some point in their lives. Yet suicide remains a topic that many struggle to talk about openly, and stigma often hinders people from accessing help when it is needed. In addition, many people feel uncomfortable having difficult conversations for fear of saying or doing the wrong thing.

By developing a better understanding of suicide, self-harm behaviors, and associated risk factors, this session demystifies these challenging topics and explores ways to tackle taboos. Participants will learn about creating a culture of support, preventative strategies, how to access crisis management tools, and how to help someone in crisis.

How participants will benefit

In this session, participants will:

- Learn about suicide, self-harm behaviors, risk factors, protective factors, and warning signs
- Demystify challenging topics and taboos and understand the role they can play in tackling stigma
- Develop practical skills in helping someone in crisis and understand their role and limits
- Recognize the importance of self-care, implement self-care strategies, and identify additional resources

Creating a resilient mindset

 60 minutes

Resilience is a mindset that helps all aspects of life, particularly when people are under pressure or in a challenging environment. An environment that is constantly changing often causes fear and uncertainty. It is important for everyone to know how to adjust effectively and remain resilient.

This session explores people's relationship with failure and how transforming perceptions and embracing vulnerability can unlock the secrets for developing an adaptable, confident, and resilient mindset. This session explores the foundations of resilience: understanding the individual and identifying the mental obstacles (thoughts, feelings, and attitudes) that get in the way.

How participants will benefit

In this session, participants will:

- Discover the power of vulnerability when dealing with failure
- Learn how to perceive adversity as a learning opportunity
- Tackle limiting beliefs associated with challenge and change
- Understand how to embrace fear and take risks

Demystifying counseling



60 minutes

The need to proactively focus on personal mental health is now much better understood than in the past. Yet stigma and a lack of understanding of the process of getting help can sometimes get in the way of people benefiting from support.

This session aims to demystify some of the myths around counseling. It looks at what counseling means and what it entails while giving participants an opportunity to ask questions in a supportive setting.

How participants will benefit

In this session, participants will:

- Debunk some of the myths about counseling
- Learn about different types of therapy and support
- Understand what to expect in a counseling session
- Discuss tips for selecting a counselor

This session aims to demystify some of the myths around counseling. It looks at what counseling means and what it entails while giving participants an opportunity to ask questions in a supportive setting.

Discover the world of emotional intelligence

 60 minutes

The ability to recognize personal feelings, the feelings of others, managing emotions, and balancing thoughts are traits that are associated with emotional intelligence (EQ). Emotional intelligence requires skills such as self-awareness, self-regulation, motivation, empathy, and social skills.

Embracing the nuances of human emotion provides several benefits at work, particularly better collaboration, compassionate leadership, boosted morale, and, overall, a happier and healthier workplace. Participants will learn that by recognizing the feelings of family members and coworkers and responding in a balanced, rational way, they can improve relationships and collaborate more effectively. The session also examines the conflict between the emotional brain and the thinking brain.

How participants will benefit

In this session, participants will:

- Learn about emotional intelligence
- Understand how the emotional brain impacts behavior
- Learn how to improve emotional intelligence
- Discover ways to improve communication
- Learn breathing and mindfulness techniques

The session examines the conflict between the emotional brain and the thinking brain.

Effective stress management

 60 minutes

Working under excessive pressure for a prolonged period can result in chronic stress, which can have a significant adverse impact on a person's mental and physical health. Without intervention, stress can contribute to mood disorders, as well as an elevation in heart rate, blood pressure, and stress hormones.

Without understanding the physical stress response, it can be difficult to develop healthy coping strategies to tackle stress effectively, causing a build-up of stress hormones in the mind and body, which leads to significant health issues, such as burnout and depression.

How participants will benefit

In this session, participants will:

- Understand the science of the stress response
- Recognize their own stress triggers
- Develop the ability to respond rather than react
- Discover powerful stress-busting strategies

Healthy mind toolkit

 60 minutes

Managing mental health and wellbeing is an essential part of personal self-care. Yet many people are more focused on meeting the needs and expectations of others while neglecting their own wellbeing.

It can be easy to believe that mental wellbeing should only be addressed when an individual is struggling. However, being aware of personal mental wellbeing helps manage adversity and can reduce the risk of prolonged mental and physical health issues. This empowering session will help participants understand how to optimize levels of mental health, as well as gain coping strategies for dealing with adversity constructively, and developing structured mechanisms for building better mental health.

How participants will benefit

In this session, participants will:

- Learn how to optimize levels of mental health
- Identify ways to manage adversity and change
- Learn practical stress management strategies
- Develop and implement techniques for building better mental health

This empowering session will help participants understand how to optimize levels of mental health, as well as gain coping strategies for dealing with adversity.

Mental health—recognize and respond: a session for employees



60 minutes

We all have a role to play in helping to normalize conversations around mental health, and contribute toward a respectful and supportive work environment where coworkers feel able to share concerns in a safe environment.

It is important that every employee has the confidence and competence to recognize if a coworker is behaving in a concerning way, and know how to intervene appropriately and effectively. Employees can also take opportunities to bring the subject of mental health out in the open and commit to making a difference. This session will equip participants with the knowledge to be a supportive coworker.

How participants will benefit

In this session, participants will:

- Know why mental health is important
- Understand mental health and its different conditions
- Recognize signs of concern
- Learn how to support a coworker
- Discover steps to take during a crisis

Responding to climate anxiety



90 minutes

Communication around climate change has increased tremendously over the past two decades. The public has gained awareness via scientific reports, such as those from the Intergovernmental Panel on Climate Change (IPCC), and the growth of climate associations and movements.

But with increased awareness comes eco-anxiety, fear of climate change, and solastalgia—the feeling of distress associated with environmental change close to home. This can be especially prevalent among those exposed to the information every day. This session aims to provide strategies to recognize and respond to these feelings around climate change and the environment.

How participants will benefit

In this session, participants will:

- Understand eco-anxiety, solastalgia, and fear of climate change
- Identify the symptoms of anxiety related to climate change
- Gain awareness on triggers and stressors, and learn how to assess their level of impact
- Develop strategies to cope with eco-anxiety, solastalgia, and fear of climate change
- Learn how to access specific resources and support

Identify the symptoms of eco-anxiety, fear of climate change, and solastalgia—the feeling of distress associated with environmental change close to home.

Staying optimistic



60 minutes

An average person has around 70,000 thoughts per day, 80 percent of which are negative. These thoughts are part of the survival mechanism in the mind which focuses on more negative details as a form of self-protection.

However, it is not the negative thoughts themselves that are the issue but rather the importance that we give them that causes the problem. This session allows participants to learn how to gain control over negative thoughts and turn them into neutral or positive ones, helping to overcome unhealthy and unhelpful habits.

How participants will benefit

In this session, participants will:

- Identify the causes of negative thoughts
- Apply strategies to break negative thoughts
- Understand when additional help is needed
- Discuss the types of help available

The many faces of grief



60 minutes

Although grief touches everyone, and grieving is normal, the pain of loss is unique to each person. Major losses trigger conflicting emotions, like anger and denial or even relief.

This session will help participants explore their own reactions to loss, such as death or divorce. They will learn why some people are stuck in a “grief rut” as they discuss more healthy ways to grieve.

How participants will benefit

In this session, participants will:

- Learn the different and individual ways each person handles grief and loss
- Understand the ways both adults and children can learn to grieve in a healthy manner
- Discover how offering support can help the grieving process
- Learn about what kind of support is helpful

Trauma and survivor guilt



60 minutes

Survivor guilt is a set of feelings that a person experiences when they survive a life-threatening situation that others did not. In the aftermath of a traumatic event, some people commonly experience survivor guilt.

Individuals may believe that they could have done more to save the lives of others or feel guilty that another person died saving them. Survivor guilt can affect up to 90 percent of the survivors of traumatic events. This session helps participants understand how survivor guilt is characterized and allows them to identify the typical signs and symptoms that might be experienced. They will also learn about effective coping mechanisms, skills to address survivor guilt, and how to let go to reclaim their life.

How participants will benefit

In this session, participants will:

- Understand the phenomenon of survivor guilt
- Learn to recognize the symptoms of survivor guilt
- Learn coping skills to let go of survivor guilt and reclaim their life

Understanding emotional triggers

 60 minutes

Trauma impacts each person individually. Specific events may trigger deep, powerful, and personal emotional reactions that test their built-in resilience.

Understanding personal emotional triggers—and how to prepare for and recover from them when they are encountered—plays an important role in maintaining overall resilience, and influences the ability to perform effectively. Likewise, understanding the emotional triggers and sensitivities of others can help build peer support among team members who can show empathy to those experiencing a deep emotional reaction to a recent event.

How participants will benefit

In this session, participants will:

- Understand emotional triggers and how they impact individuals
- Reach out for support when managing strong emotional reactions
- Identify peers who are triggered by specific events and learn how to support them

Physical wellbeing



Coping with critical illness



60 minutes

Serious health problems often develop unexpectedly, turning life upside down. When that happens, people can feel overwhelmed by difficult emotions, including worry, sadness, despair, and grief. Feeling unable to cope is also a very common response.

The emotional toll of coping with an illness can make it difficult to function and can often lead to anxiety and depression. Whatever the diagnosis or emotional response, it is important for individuals to learn that they are not helpless. There are steps they can take to better cope with their new situation, ease the stress that often accompanies serious illness, and find a way to navigate this challenging new journey. This session helps participants learn to manage these feelings, adjust to a new way of living, and live a fulfilling life.

How participants will benefit

In this session, participants will:

- Learn about the emotional impact of a critical illness diagnosis
- Gain skills to manage the diagnosis and its aftermath in as helpful a way as possible
- Understand the importance of taking care of their mental health during a critical illness
- Understand the impact on caregivers and their need for emotional support as well

Eat well. Move more. Sleep better.



60 minutes

With the increasing demands of life, it can sometimes be easy to neglect healthy habits. Yet long-term physical inactivity, a lack of proper nutrition, and poor sleep can increase health risks.

This practical session will explore three of the most important components for living a healthy lifestyle: nutrition, movement, and sleep. It will explore how participants can introduce new techniques for healthy practices and learn simple but effective ways to eat well, move more, and sleep better.

How participants will benefit

In this session, participants will:

- Discover the basics of eating for energy
- Overcome barriers to healthy eating
- Learn ways to move more and combat a sedentary lifestyle
- Identify good sleep hygiene practices

Healthy eating on the run



60 minutes

Modern life and the availability of convenience foods can make it difficult to consider healthy food choices.

Whether working from home, traveling, or on the go all day, people do not have to give up eating healthy just because they are busy. Good nutrition helps the body and mind function well and provides the energy needed to cope with juggling everyday life.

How participants will benefit

In this session, participants will:

- Understand why healthy eating is important for wellbeing
- Learn about the foods that make up a balanced diet
- Explore tips to help them eat well, even when they are busy
- Share healthy recipe ideas
- Learn strategies for long-term success

Let's sleep on it



60 minutes

Sleep is essential for physical and mental wellbeing and for the optimal functioning of body and mind. Chronic sleep deprivation or poor sleep quality can have a significant negative impact on various aspects of a person's overall sense of wellbeing.

In this session, participants will learn about the stages of sleep and steps they can take to have better quality sleep, as well as myths about sleep. The session will also cover creating healthy sleep habits, and maintaining a consistent sleep schedule to contribute to a healthier and more productive lifestyle.

How participants will benefit

In this session, participants will:

- Learn about the importance of sleep and its impact when the body is deprived
- Understand the stages of sleep
- Identify actions that sabotage their sleep
- Apply tips to ensure a better night's sleep, every night

Men's health matters



60 minutes

Statistically, men often do not go to the doctor until their symptoms are severe. However, being proactive about health, including accessing preventative services, is the key to living a long and healthy life. Why do many men ignore preventative health? The reasons are both psychological and practical in nature.

In this session, participants will learn about the importance of men's physical and mental health, and discuss health risk factors. They will learn about how to keep healthy and which questions to ask when visiting the doctor.

How participants will benefit

In this session, participants will:

- Understand why men's health is important
- Understand male health behaviors
- Gain awareness of common male health issues
- Learn about the benefits of physical activity and sleep
- Learn about men's stress and mental health

Why do many men ignore preventative health? The reasons are both psychological and practical in nature.

NEW

Menopause 101



90 minutes

Menopause is a very natural life stage that affects 51 percent of the population. However, it is important to remember that menopause impacts everyone in some way, even if it does not affect people personally. At various points in life, everyone will care for, love, live with, or work alongside someone who is experiencing the menopause—it really is everyone's business!

Unfortunately, there is still a lot of misunderstanding and taboo surrounding the menopause, but it is time to change that! The more menopause is discussed, the more it can be understood, and the better equipped individuals will be to support themselves and other people. This session aims to be informative, interactive, and upbeat, and open up supportive conversations about the menopause for everyone.

How participants will benefit

In this session, participants will:

- Learn about the menopause and why it impacts everyone in some way
- Challenge misunderstandings and taboos around menopause
- Understand that everyone's experience is unique and valid
- Learn about symptoms and how to track them
- Explore how to access support and have supportive conversations at home and at work
- Discover the importance of self-care and prioritizing personal wellbeing
- Understand why the menopause can be a positive stage of life

Say “no” to tobacco



60 minutes

For people who smoke or use tobacco products, there are several triggers which prompt use and these may be different for each person. One of the first steps to quitting successfully is to understand when and why people use tobacco and tobacco products. Strategies can then be created to overcome the habit.

This session will help participants reflect on the psychological reasons for their smoking and their motivation for quitting. It will help them understand their triggers and enable them to make a personal plan to quit smoking and using tobacco products.

How participants will benefit

In this session, participants will:

- Identify the underlying reasons that cause them to use tobacco products
- Learn about the health risks of being dependent on tobacco use
- Recognize their obstacles to quitting
- Create their personal tobacco-free plan
- Plan for roadblocks that can get in their way toward being tobacco-free

NEW

Wellbeing for women



60 minutes

Women fulfill many roles in life—employee, partner, mother, friend—but among these roles and the busyness of modern life, they can often lose sight of what they need to stay healthy and well.

This session looks at what women need to do to feel well in body and mind, including the five pillars of wellbeing: nutrition, exercise, sleep, relaxation, and connection. Participants will learn the importance of prioritizing their needs as women and why reducing stress and carving out time for themselves is so important.

How participants will benefit

In this session, participants will:

- Be encouraged to think about what wellbeing means for them
- Learn about common female health issues and health risk factors
- Look at five pillars of wellbeing: nutrition, sleep, exercise, relaxation, and connection
- Learn about working with—not fighting against—their personal energy levels and hormone cycles
- Understand the importance of reducing stress for optimum wellbeing

Relationship wellbeing



NEW

Caring for you while you care for others



60 minutes

Looking after a family member with an illness or disability, an elderly relative, or a child can be a hugely rewarding experience. However, caring for others can also be tiring, as there are many demands on a caregiver's time and energy.

Caring affects an individual, their family, their relationships, and their work in many ways—practically, physically, emotionally, and financially. When people are simply coping day-to-day and responding to the needs of others, it is easy to neglect their own wellbeing. But there are ways to make simple changes to promote a better sense of health and wellbeing, whatever an individual's caring role might be.

How participants will benefit

In this session, participants will:

- Be helped to acknowledge their feelings about caring for others
- Understand the impact of caring on them, their work, family, and relationships
- Learn different strategies that can help them stay well while caring for other people
- Learn how to create a personal wellbeing toolkit
- Understand the support available to parents and caregivers

There are ways to make simple changes to promote a better sense of health and wellbeing, whatever an individual's caring role might be.

Changing relationships: you and your aging parents



60 minutes

Life is a constant flow of change, and one of the most significant changes a person may experience is watching their parents grow old. As time passes, roles shift, conversations evolve, and new challenges arise. It's a natural part of life, yet it comes with a mix of emotions and complexities that often leaves people seeking guidance.

In this session, participants will explore how to navigate this journey with compassion, empathy, and practicality. They will delve into the power of active listening—the kind that goes beyond words and seeks to understand the stories that have shaped their parents' lives. The session will also look at ways to build bridges across generations and to foster mutual respect and appreciation.

How participants will benefit

In this session, participants will:

- Understand the aging process
- Learn and practice effective communication strategies
- Develop skills to navigate challenging conversations
- Explore ways to build empathy and connection
- Develop a mindset that embraces the natural changes in the parent-child relationship

Identifying signs of addiction in a loved one



60 minutes

Addiction is a complex issue that can touch anyone's life, and it is essential that it is approached with empathy, awareness, and understanding. In the hustle and bustle of daily routines, it is not uncommon for someone to overlook changes in the behavior of those they care about. It is precisely these changes that can signal that someone they love might be struggling with addiction.

The first step toward helping someone with an addiction is recognizing the signs and taking action. An individual's role as a friend, family member, or ally is to approach this topic with compassion and empathy. It is important to create a safe space where loved ones feel safe to talk without fear of judgment.

How participants will benefit

In this session, participants will:

- Understand the dynamics of addiction
- Learn how to recognize behavioral changes that might be subtle and unnoticeable
- Learn how to identify the physical symptoms that could be linked to addiction
- Acquire skills to identify when strained relationship dynamics further exacerbate the issue
- Develop effective communication strategies to approach the topic of addiction with sensitivity and empathy
- Understand the range of professional resources available for helping with addiction

NEW

Overcoming parental guilt



60 minutes

Parenthood is a remarkable journey interwoven with love, joy, and sometimes guilt. This session is tailored to guide participants through the intricate realms of parental guilt, offering valuable insights and practical tips to liberate themselves from it.

In this session, participants will uncover the roots of parental guilt and its effects on their wellbeing and parenting interactions. Most importantly, the session will empower parents with the tools they need to conquer guilt and foster a more confident parenting approach.

How participants will benefit

In this session, participants will:

- Explore how guilt influences parents' overall wellbeing and shapes their parenting relationships
- Equip themselves with practical strategies to overcome parental guilt and build a resilient parenting mindset
- Learn to foster a confident parenting style, nurturing stronger connections with their child
- Understand the importance of self-compassion and how it can counteract parental guilt
- Discover the value of setting achievable goals and expectations both for the participants and their children

Raising resilient children



60 minutes

Resilience is a vital life skill in the tumultuous and ever-changing world in which we live. There's no doubt that resilience is one of the best skills a parent can teach their child.

So, what does that mean for participants as caregivers in terms of how they live life each day? What does resilience mean, and how is it built? Is resilience something a person is born with, or is it something that can be learned? This session will give insights into what to do to raise resilient children.

Resilience is a vital life skill in the tumultuous and ever-changing world in which we live.

How participants will benefit

In this session, participants will:

- Get a better understanding of resilience and why it's important for children to build resilience
- Understand the importance of the caregiver's beliefs and mindset in raising resilient children
- Develop strategies to help children build emotional resilience
- Obtain practical parenting tips and resources

Supporting coworkers through difficult times



60 minutes

When a member of the work community experiences an episode of chronic illness, a diagnosis of a serious illness, or the loss of a family member or loved one, a person's first instinct is to extend an offer of support. Yet people often hesitate because they feel awkward, uncomfortable, and unsure of what to say.

Research indicates that working among supportive team members can make a huge difference to a coworker who is experiencing a difficult time. This session provides the basics on how to reach out and offer help. It provides information on behavioral signals of distress, listening techniques, and supportive messages to deliver. The outcome of the session is to reinforce simple steps that help in creating a supportive team environment.

How participants will benefit

In this session, participants will:

- Understand common reactions to a variety of traumatic events
- Know why it is important to talk
- Recognize signs of anticipatory grief and distress
- Learn how to leverage the power of encouraging words
- Develop techniques for engaging in appropriate conversations
- Understand the process of recovery following a difficult time
- Learn how to identify strategies for coping with stress and improving resilience

NEW

Supporting the mental health of fathers



60 minutes

Fatherhood is a journey filled with immeasurable joy, growth, and love. Yet, amidst the laughter and cherished moments, there sometimes exists a silent struggle that often goes unnoticed: the mental health challenges faced by fathers.

This session hopes to help fathers emerge with a deeper sense of self-awareness, a stronger foundation of mental health knowledge and skills, and the confidence to navigate the complexities of fatherhood while maintaining their own emotional wellbeing.

How participants will benefit

In this session, participants will:

- Learn to define paternal mental health and its implications on the wellbeing of fathers and their families
- Recognize the mental health challenges experienced by fathers, including anxiety, depression, perinatal mood disorders, and stress
- Explore how fatherhood can influence a person's relationships and sense of identity
- Examine the stigma surrounding mental health, especially in the context of fatherhood
- Learn to identify when someone might require professional mental health support
- Identify personal strengths and external resources to support mental health and wellbeing

Supporting your child's mental health



60 minutes

Children's mental health plays a critical role in shaping social, emotional, and cognitive development, and caring for a child's mental health is just as important as caring for their physical health. Clinically diagnosable mental health problems affect 20 percent of children and young people aged 5-16 years. A further 15 percent have problems that put them at increasing risk of developing mental health problems in the future. Yet two-thirds of children and adolescents who experience mental health problems have not had appropriate interventions at a sufficiently early age.

It can be challenging for a child's caregivers to recognize signs of mental health concerns and know how to respond accordingly. This session will give participants a better

understanding of children's mental health and practical tools to respond when mental health concerns arise. They will also learn to identify appropriate resources to support their own child's mental health.

How participants will benefit

In this session, participants will:

- Gain awareness on children's mental health and recognize the signs of mental health concerns
- Learn how to respond in an appropriate way
- Discover communication strategies for addressing concerns
- Identify support networks and resources to support their child's mental health

Financial wellbeing



NEW

Financial insomnia



60 minutes

Financial worries are a major contributor to difficulties sleeping, and, of those who consider themselves to have poor quality sleep, close to two-thirds are worried about their financial future.

However, studies show that quality sleep can enhance levels of financial wellbeing and help enable a more proactive approach to money management. In this session, participants will learn more about financial insomnia and how to manage their mind to invest in a better night's sleep.

How participants will benefit

In this session, participants will:

- Discover why sleep is so important
- Learn what happens to their brains and minds when they sleep
- Recognize financial insomnia and how to deal with it
- Establish practical ways to get a better night's sleep

Studies show that quality sleep can enhance levels of financial wellbeing and enable a more proactive approach to money management.

NEW

Financially-smart parenting



60 minutes

The uncertain financial world in which we live is an opportunity to teach children about the true value of money, giving them the opportunity to develop strong financial habits and build a healthy money mindset for life.

This session aims to help participants talk to children in an appropriate way, support them in learning positive money management skills for the future, and involve the whole family in managing their everyday money.

How participants will benefit

In this session, participants will:

- Identify ways to teach children about money
- Establish techniques to involve the whole family in money management
- Learn how to talk positively about money
- Build healthy money habits for now and the future

The uncertain financial world in which we live is an opportunity to teach children about the true value of money and build a healthy money mindset for life.

Mastering your money in a changing world



60 minutes

Managing finances can feel overwhelming, particularly amidst economic and global uncertainty. Many people worry about their income, outgoings and levels of debt, and feel unsure about how to better manage their money.

This session will guide participants through ways to overcome financial anxiety and make practical changes to manage their money in a more effective way during these challenging and ever-changing times. From reducing spending to cutting back energy use, and managing debt, this session aims to provide practical, everyday tips to help.

How participants will benefit

In this session, participants will:

- Understand the links between money and mindset
- Learn how to create a spending plan
- Look at reducing bills
- Understand how to prioritize debts
- Gain ideas to generate extra income and create savings
- Learn how to look after their wellbeing

Money on my mind: dealing with anxiety



60 minutes

Continued exposure to financial uncertainty in a constantly changing world has had a direct impact on employee mental health. A sense of instability—triggered by living amidst a shifting landscape and the rising cost of living—has seen a surge in levels of anxiety.

This session will help participants recognize and understand financial anxiety, and distinguish it from worry and stress. It will teach participants how to manage anxiety in order to work toward feeling more stable in their own situation.

How participants will benefit

In this session, participants will:

- Understand the difference between anxiety, worry and stress
- Apply practical thinking to help manage overwhelming thoughts and anxiety
- Implement ways to increase financial stability

Unlock the secret to financial wellbeing



60 minutes

Managing finances may seem like a challenging task, but it allows people to have a better perspective of where and how they are spending money. Personal finance management allows individuals to control their money so they can achieve their financial goals. The initial step is defining financial goals, both short-term and long-term.

This session will guide participants through the process of tracking their spending so that they can understand how they currently spend money. Participants will examine the obstacles to reaching their financial goals as they learn how to manage their debt and develop a personal strategy for taking control of their finances.

How participants will benefit

In this session, participants will:

- Understand money beliefs and how these affect personal finances
- Establish ways to track spending
- Explore proven ways to reduce debt and spending
- Develop a personal strategy for taking control of their finances

Spiritual wellbeing



Mindfulness sessions

Please note that for each 30-minute mindfulness session a minimum charge of one hour applies.



30 minutes

These mindfulness sessions are beneficial if carried out as a series. Although each session explores a different topic, the practice of mindfulness is consistently referenced. Research shows that the regular practice of mindfulness significantly improves emotional regulation, empathy, confidence, attention, and focus. This consistency helps build discipline, self-control, trust, and accountability, which leads participants to feel able to create new habits and skills that lead to progress. Some of the most effective training includes behavioral change through repetition and rehearsal of information.

Mindfulness for emotional strength

Emotional strength involves the capacity to openly express emotions, including those that are difficult to process, uncomfortable to discuss, or complex to navigate. Sometimes people suppress their true feelings to avoid putting themselves in a vulnerable situation where others might see them in a fragile and unprotected state. Allowing ourselves to experience genuine emotional responses is necessary for personal growth. This session examines the benefits of expressing emotions, explores techniques to foster emotional strength, and discusses how accepting vulnerability makes people stronger.

Mindfulness for compassion

The practice of mindfulness helps people to be present in every moment of life. Sooner or later, everyone has experiences that are difficult or painful. The key to staying balanced is to learn how to live life not only with mindfulness or full awareness, but with compassion and kindness as well. Compassion involves the capacity to feel concern for oneself and others and having the desire to help in meaningful ways. This session works on developing compassion and self-compassion, which, when applied to daily living, can contribute to greater wellbeing.

The practice of gratitude

Being grateful is a habit that allows a person to change their emotional state and feel more positive in their day-to-day. Gratitude contributes to contentment because people can be thankful even though nothing extraordinary has happened. This session shows participants how to identify what to be thankful for and how gratitude can enrich life.

Helping children learn mindfulness

The practice of mindfulness can be as beneficial for children as for adults, as childhood is the ideal stage to introduce concepts of awareness. This session teaches parents how to help children become more aware of their internal and external experiences. Through this awareness, children can begin to process their thoughts and the impact they have on their emotions, helping them learn to control their impulses and improve their emotional intelligence.

Research shows that the regular practice of mindfulness significantly improves emotional regulation, empathy, confidence, attention, and focus.

(Coholic & Eys, 2016)

Mindfulness to concentrate and pay attention

Mindfulness is the practice of consciously paying attention to a certain experience in the present moment, observing it curiously and accepting it at the same time. Numerous studies have shown how mindfulness activates certain parts of the brain that are responsible for planning, memory, concentration, and executing tasks. This session helps develop skills to improve concentration, avoid getting distracted, and focus better on the task at hand.

Mindfulness for healthy eating

Very often people start snacking just because they are bored or stressed and are often not aware that they have just eaten. Sometimes people manage their emotions and stress with food and do not pay attention to what they are eating. This session demonstrates the use of mindfulness to learn to savor food and listen to the body for input on eating.

Mindfulness for being there—the art of taking a walk

Mindfulness does not require people to be seated in a quiet room with their eyes closed. Mindfulness techniques can be applied to activities of daily life, such as going on a walk. This session discusses living mindfully with all the senses and connecting with the body in the present moment during daily activities like walking.

Mindfulness for better sleep

Sleeping well and resting are extremely important. Lack of sufficient sleep can have negative consequences, such as tiredness, anxiety, irritability, difficulty concentrating, and poor performance. The truth is that sometimes it is hard to fall asleep because of thoughts and worries. It is possible, however, to take some control over this issue through mindfulness with a series of exercises to help free the mind and promote sleep.

Mindfulness for being conscious of time

A person's perception of time changes with circumstances. Sometimes, there is too much time and not enough to do, while at other times, there is not nearly enough time to manage all of the demands of work and life. This session focuses on time management. Helping people become more conscious of how they spend their time—and how they would like to spend their time—can help them develop techniques to better focus on their priorities.

Mindfulness to clear your mind

The Buddha once said, "We are what we think. All that we are arises with our thoughts. With our thoughts, we make the world." There is a lot of truth in that, as a person's thoughts really can shape their reality. Do

people know how to clear their mind of unwanted thoughts? This session provides exercises that help participants relax, calm their thoughts, and clear their minds for a more constructive cognitive experience.

Beyond the body scan

The capacity to live in the present moment allows individuals to observe, recognize, and be mindful of their experiences. People have a tendency to assume they are in control of their focus and attention, but most of the time, their mind is not in the present. This session takes a deep dive into how mindfulness allows individuals to recognize what is happening as it is happening, and accept the experience as it is. These mindfulness techniques can be practiced at any time, in any place.


Exploring moments to practice mindfulness

The less time there is, the more necessary mindfulness becomes. To incorporate an activity into a routine, it needs to be made a habit. This session explores some easy ways to introduce the practice of full attention into daily life and make mindfulness an everyday habit.

Leadership training



Advocating for your employees

 60 minutes

Employee advocacy is about genuinely caring for people in the workplace. Leaders must learn how to be consistent and effective advocates for their teams, and how to cultivate quality relationships that will increase engagement and performance.

This session is for all leaders wanting to cultivate these quality relationships with their teams. The objective of this session is to emphasize the importance of being an advocate and to make participants aware of what they need to do to be one. The session allows for introspection, self-reflection, and a sharing of experiences to understand the path toward being an effective advocate. It also explores possible roadblocks that leaders may encounter along the way.

How participants will benefit

In this session, participants will:

- Understand what it means to advocate for their team
- Learn why being an advocate is important for all leaders
- Gain insight on how to be an effective advocate

NEW

Disability awareness in the workplace

 60 minutes

Disability awareness is not simply about compliance with regulations or ticking boxes. It is about creating a culture of understanding, empathy, and proactive support. It is about recognizing the unique strengths and perspectives that individuals with disabilities bring to teams.

Imagine a workplace where every individual, regardless of their abilities, is not just accommodated but celebrated for their unique talents. This session aims to help participants create and thrive in such an environment, where understanding and compassion flourish, paving the way for a truly inclusive professional community.

How participants will benefit

In this session, participants will:

- Develop a comprehensive understanding of different types of disabilities
- Learn to identify physical, social, and attitudinal barriers that might hinder inclusivity
- Acquire effective communication skills to foster an inclusive and supportive atmosphere
- Learn how to engage in respectful conversations about disability, address misconceptions, and encourage open dialogue
- Understand the importance of reasonable accommodations and explore ways to create an environment that ensures equitable opportunities for all employees
- Discover how to approach individual needs sensitively and implement necessary adjustments
- Develop the skills and mindset to become an advocate for coworkers with disabilities

Fostering a sense of belonging: a session for managers



60 minutes

The need for affiliation and belonging is an essential human emotional need. This includes belonging to a team, an organization, a community, or a religious or ethnic group. By belonging to a group, people feel part of something larger and more important than themselves. The need to belong to a group also can lead to changes in behaviors, beliefs, and attitudes as people strive to conform to the standards and norms of the group.

This need for belonging is a reason why membership in Employee Resource Groups (ERGs) has grown rapidly. When people have a sense of belonging, they feel included, leading to more meaning in life.

Employees who have a sense of belonging and inclusion in the workplace are over three times more likely to contribute their full potential. A high sense of belonging has been shown to increase job performance by 56 percent, reduce turnover risk by 50 percent, and decrease sick days by 75

percent, according to Harvard Business Review. Belonging is good for business.

Managers can play a key role in fostering this sense of belonging among their teams, which goes a long way in improving the psychological safety and resilience of employees.

How participants will benefit

In this session, participants will:

- Learn about what belonging means and why it is so important
- Gain strategies to cultivate a sense of belonging for themselves
- Understand what organizations can do to foster a culture of belonging
- Understand what they can do as managers to increase the sense of belonging among their team members

Getting comfortable with conflict: a leadership guide



60 minutes

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. Not all employees are the same; some personalities are easier to interact with than others. Some individuals are fearful of conflict, and discord among the team can make work very difficult for them.

However, not all conflict is bad. Conflict can lead to growth and change. So 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 forward. 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 among a diverse population.

How participants will benefit

In this session, participants will:

- Explore the origin of conflict and tension
- Identify conflict management styles
- Develop an understanding of the intent behind messages
- Connect conflict management styles with a variety of personality types
- Consider ways to create a collaborative environment

Giving and receiving feedback: a session for managers

 60 minutes

Appraisals are an opportunity for employees to reflect on their individual performance, celebrate what they have accomplished, and identify areas for improvement. For managers, they are an opportunity to reward past performance and identify areas for growth, so that employees can be supported in achieving their potential. Although it is an opportunity for both sides to have open discussions, often it is a conversation that is dreaded by both.

In this session, leaders will learn to approach appraisals positively, understand why feedback is important, learn about the role of self-compassion, and gain tips to give and receive feedback constructively.

How participants will benefit

In this session, participants will:

- Understand why feedback is important and why it is often dreaded
- Understand the role of self-reflection, self-awareness, and self-compassion
- Look at irrational beliefs that get in the way of giving feedback positively
- Explore the implications of the fixed mindset versus the growth mindset
- Gain strategies to give feedback in a way that it will be received constructively

How to lead high-performing hybrid teams

 60 minutes

With the ever-evolving hybrid working environment, virtual teams will be here for the long-term. They offer employers the chance to capitalize on talent and diversity without any restrictions of geographical location. For employees, virtual teams offer freedom and flexibility to work where they live, optimize their contribution, and attain a healthy work-life balance.

Nonetheless, as virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers. Communication, trust, workload oversight, and team member wellbeing are some of the remote leadership issues that will be addressed in this session, to better equip managers with an effective performance strategy.


How participants will benefit

In this session, participants will:

- Discover ways to contribute to a compassionate hybrid work culture
- Explore practical ways to communicate and reconnect with their virtual teams
- Develop an appreciation for both remote and in-person collaboration
- Understand the importance of monitoring employee wellbeing for all virtual team members

As virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers.

Inclusion matters: a session for managers

 60 minutes

An essential first step in any diversity, equity, and inclusion (DE&I) program is focusing on inclusion as a mindset. Creating an attitude and belief that embraces everyone is at the heart of organizational performance. Inclusion ensures that there is room at the table for all groups within the organization, and participation in the conversation assumes that all feel welcome and accepted. Inclusive leaders are aware of their personal biases, and have the ability to create a safe space at work where employees feel they belong and can bring their authentic selves.

This session explores the importance of inclusive leadership for the success of organizational goals and helps participants emerge with a better understanding of how to foster inclusivity in their work teams.

How participants will benefit

In this session, participants will:

- Learn about the benefits of positive, inclusive work relationships and work environments
- Understand the importance of creating a psychologically safe environment for all team members
- Explore the barriers to inclusivity: bias, internal resistance, communication styles, group prominence, and representation
- Recognize the essential characteristics to lead inclusively
- Explore the message of inclusion and its effective implementation within the organization
- Visualize a positive and inclusive work environment

Inclusive leaders are aware of their personal biases and have the ability to create a safe space at work where employees feel they belong and can bring their authentic selves.

Leading through crisis

 90 minutes

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. 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. The toolkit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials for distribution to team members. 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 will:

- Learn how to expedite the safety and wellbeing of employees
- Understand how to ensure preparation, in advance, for any potential disaster
- Establish how to co-ordinate with internal stakeholders to deliver timely and accurate communications to employees
- Know how to meet employees' basic needs fairly, equitably and consistently, resulting in a quick return to productivity

The toolkit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials.

Managing psychosocial risks in the workplace

 60 minutes

Non-physical factors in the workplace can become detrimental to employees' health and wellbeing. When poorly addressed, factors such as workload, change management, and team dynamics become psychosocial hazards.

These hazards can threaten the mental and physical wellbeing of employees, and may lead to several outcomes such as loss of concentration, poor decision-making, at-risk behaviors, increased error rate, reduced effectiveness and productivity, depression, or anxiety. This training is designed to help leaders identify psychosocial risks and hazards, and understand how they can be managed to promote employee wellbeing.

How participants will benefit

In this session, participants will:

- Learn how to recognize psychosocial risk factors and their impact on employees
- Discover the legal, commercial, and moral case for risk management
- Define the employer duty of care and relevant responsibilities
- Understand effective intervention techniques to manage psychosocial risks
- Find their own coping strategies

This training is designed to help leaders identify psychosocial risks and hazards, and how they can be managed to promote employee wellbeing.

Menopause in the workplace

 60 minutes

Menopause is a very natural life stage that affects 51 percent of the population. Unfortunately, there is still a lot of misunderstanding and taboo surrounding the menopause but the more it is discussed, the more it can be understood, and the better equipped individuals will be to support themselves and other people.

Research shows that many people experiencing the menopause quit their jobs, do not go for a promotion they would have otherwise considered, or do not feel able to talk to their manager because of fears about how menopause is treated in their workplace. Managers and team leaders may wish to help employees, but often do not know where to start.

This session looks at the subject of menopause in the workplace: both personally for employees experiencing it and in terms of the impact on business. Managers will learn how to

support employees sensitively, have helpful conversations, and gain ideas for possible workplace adjustments.

How participants will benefit

In this session, participants will:

- Learn about the menopause and who it affects
- Challenge misunderstandings and taboos around menopause
- Understand the impact of the menopause on working people and business
- Learn why it is important to provide menopause support to team members
- Discover how to have supportive conversations with employees
- Gain ideas for possible workplace adjustments

Mental health— recognize and respond: a session for managers



60 minutes

Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need.

A person's working life can have a powerful influence on their mental state. Leaders in a demanding and high-pressured world must, therefore, develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help leaders recognize signs of concern and respond appropriately.

How participants will benefit

In this session, participants will:

- Learn why mental health awareness is important
- Understand mental health and different conditions
- Learn how to recognize signs of concern
- Discuss strategies for having a conversation with an employee in need of support
- Learn how to manage their employees and teams in a crisis

NEW

Nurturing a growth mindset in your team: a session for managers

 60 minutes

The manager plays a vital role in fostering a growth mindset within their team. It is an important skill and is essential in unlocking the unique potential and professional growth of individuals. This mindset enables the whole team to work toward shared goals.

This session will help managers cultivate an environment that thrives on continuous development, innovation, and overarching success. Managers will gain the tools required to effectively guide and shape the mindset of their team.

How participants will benefit

In this session, participants will:

- Understand the concept of a growth mindset
- Explore how embracing a growth mindset has the potential to positively influence team dynamics, and amplify learning, performance, collaboration, and cohesion
- Gain insights into the common situations that can trigger a fixed mindset among team members
- Discover how to provide constructive feedback and recognition that promotes a growth mindset within the team
- Learn how to sustain and reinforce a growth mindset culture in the long term

People-centric leadership



60 minutes

Leaders who follow a people-centric approach know what it means to be successful: to put their people at the forefront of everything they do. Great leaders not only understand themselves, but they know the people they manage and the importance of developing compassionate and empathetic relationships.

Developing positive relationships relies on emotional intelligence (EQ), the ability to recognize personal feelings and those of others. Emotional intelligence also means understanding the needs and motivations of others. Leaders who demonstrate a greater EQ help create a healthy and productive workplace. This interactive and insightful session focuses on emotional intelligence, self-awareness, and interpersonal skills.

How participants will benefit

In this session, participants will:

- Understand ways to communicate compassionately, empathetically, and professionally
- Learn techniques to develop greater emotional intelligence
- Understand how to work collaboratively to optimize motivation and morale
- Learn how to develop self-awareness and gain a greater understanding of how others work

NEW

Recognition in the workplace: a session for managers



60 minutes

Recognition—which is the open acknowledgment and praise of a behavior or achievement—is a fundamental need of human beings. Employee engagement surveys show that sincere recognition of employees can play a key role in increasing engagement, productivity, morale, and company loyalty.

This session will help participants unlock the secrets of recognition in the workplace. Leaders will build a toolbox to recognize their teams, coworkers, and managers in the most impactful and meaningful ways.


Employee engagement surveys show that sincere recognition of employees can play a key role in increasing engagement, productivity, morale, and company loyalty.

How participants will benefit

In this session, participants will:

- Learn about the various aspects of recognition
- Understand why recognition is important in the workplace, as well as in all areas of life
- Understand how providing recognition is part of their role as a leader
- Learn strategies to give recognition to their peers, their teams, and themselves
- Identify internal and external recognition tools

Respect in the workplace: a session for managers

 60 minutes

Employees come to work with the expectation that they are going to be treated appropriately—to be shown respect, have their ideas and opinions listened to, have the information they need to do their jobs, and to feel safe. A respectful work environment is a fundamental requirement for people to perform to their potential. Managers play a significant role in setting the tone for this inclusivity and respect.

This session empowers participants with the awareness and knowledge to cooperate and communicate with respect in the workplace. It helps them embrace differences, address concerns in a constructive way, and contribute toward a collective vision built on a collaborative, respectful, and harmonious work culture.

How participants will benefit

In this session, participants will:

- Learn strategies to promote an inclusive work environment and tackle inappropriate behavior assertively
- Proactively recognize indicators of non-inclusive dynamics
- Learn strategies to de-escalate potential and present conflict toward building team cohesion
- Gain techniques to engage in sensitive diversity, equity, and inclusion (DE&I) conversations among team members
- Understand the support available

Sexual harassment in the workplace: a session for managers



60 minutes

Sexual harassment pollutes the working environment and can have devastating effects on the health, confidence, morale, and performance of those affected by it. This can severely negatively impact an employee's performance as well as team dynamics. Conversely, organizations can benefit substantially when they tackle harassment. Absence, stress, and conflict in the workplace is reduced. Staff retention, efficiency, morale, and profitability increases.

In this session, participants will learn about sexual harassment, what it can look like, and how to recognize and address it. They will also learn how to understand people's feelings in response to sexual harassment, and how to provide support and signpost employees to additional resources. Managers may also have a legal reporting responsibility, so the legal framework will be touched upon.

How participants will benefit

In this session, participants will:

- Understand sexual harassment
- Be able to recognize incidents of sexual harassment at work
- Understand the feelings and behavior of victims of sexual harassment
- Discover what to do in case a team member reports an incidence of sexual harassment
- Understand the law and know their responsibilities

Please note: in many countries this is a statutory training. This session can be localized to incorporate country-specific nuances, if required.

Supporting breastfeeding mothers



60 minutes

Breastfeeding after returning to work requires effort and commitment, and managers can play a role in helping employees integrate work and family life. Offering support during pregnancy and the transition back to work can help increase the retention of talented employees, and ensure that they do not have to choose between having children and working.

This session helps leaders recognize the importance of supporting breastfeeding employees, look at ways to support their return to work, and create a supportive and flexible workplace.

How participants will benefit

In this session, participants will:

- Learn about the importance of supporting breastfeeding employees
- Discover practical ways to address privacy matters
- Consider ways to make flexible accommodations
- Create a supportive and understanding work environment

Supporting employees experiencing domestic abuse

 60 minutes

Domestic abuse refers to a pattern of coercive behaviors used by a person to gain power and control over another individual within an intimate relationship. It encompasses a wide range of abusive actions that can be physical, emotional, psychological, sexual, or financial in nature, and it is not limited to a specific gender, age, socioeconomic status, or cultural background.

Leaders have a crucial role to play in helping team members who are victims of domestic abuse, particularly as domestic abuse is about control. The workplace may be the only place that an individual can come to where they are on their own and are able to gain support and guidance.

How participants will benefit

In this session, participants will:

- Learn about domestic abuse and how it can affect individuals
- Explore the myths related to domestic abuse
- Understand how to recognize the signs associated with domestic abuse
- Consider their responsibilities and best practice as a manager
- Learn how to support and signpost an employee who is a victim of domestic abuse

Supporting someone with addiction: a session for managers



60 minutes

Life is not always plain-sailing, and it presents challenges that can sometimes lead to difficult paths. Substance dependence is one such challenge that many people face. It is a struggle that affects not just the individual facing it but the people close to them as well.

It is important to recognize that addiction is a disease—a complex interplay of physical, psychological, and environmental factors. An individual's role—as a friend, family member, coworker, or community member—is to extend a hand of understanding and support. This session will look at creating an environment where those who have an addiction know they are not alone, are valued, and have hope for recovery.

How participants will benefit

In this session, participants will:

- Develop an understanding of addiction being a complex medical condition, including its physical, psychological, and social dimensions, to foster empathy and informed support
- Learn to engage in non-judgmental, empathetic conversations that encourage open dialogue with individuals and create a safe space for people to share their experiences
- Acquire the skills to differentiate between supportive behaviors and enabling behaviors and understand how to set healthy boundaries that encourage accountability and promote recovery
- Gain knowledge of treatment options, including therapy, counseling, and medical interventions, in order to guide individuals toward appropriate resources and support
- Explore the importance of self-care and learn strategies to maintain emotional wellbeing while assisting someone living with an addiction

Sustaining resilience during ongoing exposure to trauma

 90 minutes

Some people's jobs involve regular exposure to traumatic events. In these roles people often find themselves meeting other people's needs and expectations at the cost of their own. It is important for individuals to remember that they cannot pour from an empty cup. Taking care of themselves and managing their own health and energy is an essential part of living a happy life.

This empowering session will help participants gain coping strategies to deal with ongoing and past trauma in a constructive way. It will also help develop structured mechanisms for building better mental health.

How participants will benefit

In this session, participants will:

- Understand the impact of ongoing exposure to trauma
- Learn about stress and its impact
- Understand how thoughts play a role in causing stress
- Learn effective strategies to reframe and manage thoughts and feelings
- Explore approaches to improving resilience and managing stress
- Gain strategies to engage with their team to create a resilient work environment
- Learn to stay grounded

The coach approach to leadership



60 minutes

Leaders must draw upon multiple skills to be successful. 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 will:

- Examine their current leadership style
- Recall the four different types of listening and focus on developing their listening skills
- Formulate powerful questions that could be used in conversations with their direct reports
- Demonstrate appropriate ways to provide information and give advice to empower growth
- Practice ways to increase staff self-efficiency to build morale and productivity

NEW

Understanding neurodiversity in the workplace

 60 minutes

At its core, diversity is about welcoming alternative ways of thinking. Organizations are now embracing diversity to unlock innovation, gain new insights, and be better prepared to navigate this fast-changing environment. With 15 to 20 percent of the population considered to be neurodivergent, it is essential that organizations gain awareness and learn how to unlock the potential of neurodivergent team members.

Participants in this session will learn about diversity and its fundamental role in the workplace. They will gain an understanding of neurodiversity, the strengths neurodivergent employees can bring to the team, and the challenges they can face. Leaders will also develop strategies to help unlock the full potential of their neurodivergent team members.

How participants will benefit

In this session, participants will:

- Gain awareness on neurodiversity and the neurodiversity umbrella
- Understand the strengths and challenges of neurodivergent team members
- Develop strategies to be a better leader for neurodivergent employees
- Build a toolkit to unlock the potential of neurodivergent team members

NEW

Why wellbeing matters

 60 minutes

The impact of the VUCA (Volatile, Uncertain, Complex, Ambiguous) world over the past few years is still unfolding. And with that comes the long-term mental health implications of trauma. It is predicted that by 2030, mental illness could cost the global economy more than cancer, diabetes, and respiratory disorders combined. People want to see their employers making authentic efforts in this space, so organizations need to move beyond merely “wellbeing washing”—not properly offering their people the mental health support they need, despite supporting mental health publicly.

This session will help leaders learn the importance of paying attention to the mental wellbeing of their workforce—from an individual and business case perspective. It will look at supporting employees, advocating for employee wellbeing, and providing positive, proactive, and comprehensive mental wellbeing support.

How participants will benefit

In this session, participants will:

- Understand why organizations should focus on mental wellbeing
- Learn the business case for a focus on wellbeing
- Understand how to align this with business needs and priorities

2024 Training Catalog

Thank you for allowing Deer Oaks and our subcontractor, Workplace Options, to journey alongside you to facilitate the optimal performance of your employees.

Please find below the terms and conditions of service for global learning events and our respective areas of responsibility. These terms have been designed to ensure that we and our facilitators are able to offer you quality services.

PRICING

- Standard learning events can be purchased through your allocated bank of training hours, or on a fee-for-service basis.
- For standard learning events, the translation of materials into other languages is provided at no additional charge. The charge for the translation of customized learning events into any language is chargeable and is on a fee-for-service basis only.
- All prices quoted for customized learning events have a validity of six months.

TERMS & CONDITIONS

For the delivery of standard learning events, our training team will facilitate on-site or virtual learning events and will:

- Five business days after the training request is confirmed and submitted our GLS team will provide a learning event announcement flyer for the internal promotion of your event.
- Five business days prior to the session, our GLS team will provide final confirmation of the facilitator (with contact details and profile).
- Three business days prior to the session, our GLS team will ensure the training facilitator contacts the local point of contact to introduce themselves and discuss logistics for the day.
- Five days after the session, our GLS team will provide an attendee report and satisfaction survey.

CLIENT WILL:

- Provide a minimum of four (4) weeks' notice for standard learning event requests.
- Provide a minimum of six (6) weeks' notice for customized learning event requests.
- Ensure the learning event announcement gets 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, etc. Please notify us 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 us of security clearance requirements, and other documentation required to ensure trainers are able to access their training venue/online event.

SERVICE DELIVERY GUIDELINES

Travel and After-Hours sessions

- An additional 50% (\$150.00) of the session fee will be charged for sessions delivered outside standard business hours: Monday to Friday before 8:00 am and after 6:00 pm, as well as weekends and national public holidays.
- Travel time and mileage costs will be applicable for any onsite learning event. We will communicate these costs to the client for agreement in advance of the learning event taking place. Agreed travel time and mileage costs are chargeable on a fee- for-service basis only.

Rescheduling policy

Once a learning event is confirmed, Deer Oaks will allow one date change at no charge as follows:

- Standard Trainings: more than three weeks in advance of the originally scheduled delivery date.
- Customized trainings: more than five weeks in advance of the originally scheduled delivery date. Thereafter, an additional 50% (\$150.00) of the value of the service(s) scheduled will be charged for each date change.

Cancellation policy

- Cancellation more than seven business days before the learning event date(s) is at no charge.
- Cancellation within two to seven business days of the learning event date(s) is subject to 50% (\$150.00) of the value of the service(s) scheduled.
- Cancellation within one business day of the learning event date(s) is subject to 100% of the value of the service(s) scheduled.
- All cancellations 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.

Please note the cancellation and re-scheduling charges notated above based on Deer Oaks' standard learning event rate of \$300.00 per hour.

Conditions of use of Materials

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