



# **DEA Employee Assistance Program Training Course Catalog**

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**2024**

# Training Courses

The following are list of training courses that can be done conjointly or separately. Training hours can be adjusted based on availability. Additional trainings can also be requested to meet specific Division/Site needs.



## **EAP Employee Orientation (1hr)**

This training is designated to help new employees become familiarized with the Employee Assistance Program. Attendees will learn about the program, types of services available and how to access the EAP.



## **EAP Orientation for Supervisors (1-2hr)**

The training is designed to help supervisors become familiar with how to access the EAP and become knowledgeable about making informal and formal EAP referrals. The objective is to quickly identify problems and concerns, encourage employee utilization of assistance, enhance resources, and provide consultation and guidance to all employees. This training will provide supervisors with the necessary tools to assist their employees with EAP.



## **Understanding Behavioral Health (2-4hrs)**

### ***Why Am I Feeling This Way?***

Oftentimes we become overwhelmed, overloaded and incapable of recognizing the havoc that has been wrecked on our personal health and wellbeing. This course is designed to increase understanding of our own behavioral health and methods to improve resiliency.

Training Objectives:

- Increase understanding of the impact of stress, burnout and compassion fatigue
- Identify mental health, addiction and issues related to stressors
- Learn ways in which behavioral health affects you and how to increase your window of tolerance
- Develop new resiliency skills and improved overall mental performance

# Training Courses (continued)



## **Retire Well (4hrs) (Available in FY24)**

First responder research shows that approximately 1 in 10 retirees report suicidal ideation and 1 in 4 suffer from significant life satisfaction, mood and relationship issues. This course was created based on research that indicated a need for a psychological program that addresses mental health and wellness in pre-retirement and into early retirement in order to reduce depression, social or relationship functioning issues and suicide rates for retirees. This is not just another retirement presentation that solely focuses on financial wellness. This is a retirement resilience course that will provide tools to help rediscover identity, purpose, security and acceptance into retirement in order to improve quality of life adaptation and make the unknown known. When one door closes, another one opens!

Training Objectives:

- How to remove the “super-suit” and rediscover yourself without your occupation
- Examine aspects of security in your transition and adaptation to civilian life
- Explore ways to accept change, cope with abandonment and replacement, and find belonging elsewhere in order to reduce risk of suicide
- Find new purpose by staying busy, doing engaging activities and occupations in order to improve life satisfaction
- Identify signs of mental health or relational issues and ways to access the appropriate support



## **First to Respond, Last to Seek Help (2-4hrs)**

First Responders become accustomed to exposure to acute trauma that eventually results in physical, mental and emotional exhaustion of the body and mind. In response to the high intensity of the job and the accumulation of traumatic stress injuries, concentration, judgment, sleep, and even relationships are negatively affected. Over time, alcohol or other substances often becomes a means of coping, leaving first responders at risk for developing a reliance on alcohol and control substances, and also experiencing mental health issues like post-traumatic stress injuries (PTSI), depression, and anxiety.

Training Objectives:

- Causes, signs and symptoms of post-traumatic stress injuries
- How PSTI affects first responders and their families
- Explore what can be done to heal, prevent further damage, and create a new “Brain Health” culture
- Learn the importance of prevention and resiliency training from the beginning of a career

# Training Courses (continued)



## Wellness in the Workplace and At Leisure (1-4hrs)

This course is designed to promote employee wellness by providing those within the public safety profession with an understanding of the types of stressors that occur in their professional and personal lives. Participants will be able to apply the skills they learn concerning diet, exercise, healthy habits, and the benefits of obtaining good sleep in the effort to promote their overall wellness.

Training Objectives:

- Understand different types of stress
- Understand the effects of stress on the body and mind
- How stress leads to depression
- The importance of good nutrition and exercise
- The impact of energy drinks and alcohol
- Ways to prevent and alleviate stress
- Resources when stressors surpass coping



## I Hear Your (1-2hrs)

When you effectively communicate with family members, you are better able to share what you believe and learn what others feel is right. While you may not agree, you may begin to understand more about the reasons why they do what they do or say what they say. This training will cover techniques to communicate with your loved ones and increase overall respect in the home.

Training Objectives:

- Communication in relationships
- Healthy communication styles
- Effective communication strategies
- Strategies to improve relationships



## The Effects of Burnout and Compassion Fatigue (1-4hrs)

This class is designed to raise the awareness of burnout and compassion fatigue for those in the public safety profession. Participant will learn ways to avoid and/or effectively cope with burnout and compassion fatigue.

Training Objectives:

- Identify signs of compassion fatigue, vicarious trauma and burnout
- Learn about symptoms and associated behavior patterns
- Create strategies to regulate stress and healthy decompression activities

# Training Courses (continued)



## **Mindfulness for Public Safety Professionals (1-4hrs)**

Through mindfulness training you can improve your ability to regulate your nervous system while dealing with the associated work and life stressors. Become the best version of yourself and learn how to become a well minded individual and organization.

Training Objectives:

- Improve focus, awareness and communication skills
- Increase mental flexibility to switch perspectives and find balance
- Decrease reactivity with self evaluation tools for emotional responsiveness



## **Communication and Teamwork (1-4hrs)**

Effective teamwork and group communication are essential for your professional and personal success. This course will help you understand important dynamics of group communication and learn how to put them into practice.

Training Objectives:

- Define communication styles and active listening skills
- Identify and overcome common communication challenges
- Learn about verbal de-escalation and advanced communication techniques
- Identify ways to positively impact interactions with your team



## **Surviving Holiday Stress (1hr) ( open to employees and spouses/partners)**

Holidays can be joyful, but they can also be stressful and overwhelming especially for the first responder family who tries to juggle it all. This course will help identify the best parts of the season and ways to engage your family to make it memorable for everyone.

Training Objectives:

- Learn effective ways to manage holiday expectations for you and your family
- Effectively cope with struggles in the family system that can include grief, loss, marital discord, disconnection from family members and mental health issues
- Learn how to set healthy boundaries for commitments and holiday spending

# Training Courses (continued)



## **S.O.S. – Significant Other Survival (Spouses/partners only) (4hrs)**

This course was developed specifically with the “significant other” in mind. Public safety wellness and job performance depends on the support and connection they experience at home. The more significant others understand about the public safety culture, the stressors of the job, and the effects this career has on personal lives, the better the chance for healthy relationships and reduced stress on everyone. The inverse is true as well. Being a Responder spouse/significant is unique and challenging in many ways. This class is for the significant others of new recruits and seasoned professionals in the field of public safety. We do not recommend children, parents or other family members attend this course due to the sensitive and intimate nature of the topics that are discussed in the course.

Training Objectives:

- Phases of a career in public safety
- Dealing with stressors of the job
- Suicide prevention and intervention
- Dealing with different types of stress
- Positive communication skills
- Ways to stay physically and mentally well
- How families can offer support
- Impact on children



## **Families on the Frontlines (employees and spouses/partners) (4hrs)**

This training course provides vital information on how to strengthen and bring balance to your family relationships while tackling the inevitable traumatic stress of being a First Responder. This course designed for the first responder and their spouse/significant other to attend together.

Training Objectives:

- Communication skills
- Effective conflict resolution
- Formative ways to connect
- Interactive parenting approaches

# Training Courses (continued)



## Legitimate Leadership (4hrs)

What do you struggle with as a leader? How do you hold people accountable while also empowering them? Does your organization turn mistakes and failures into opportunities for resilience? This course provides practical tools to help ensure that you are a legitimate and respected leader, and not merely “managing the chaos.” You will learn how to grow, train, and display assertiveness that fosters trust and improves your performance and the performance of others in all levels of your organization.

This course will provide you with tools to help others see you for the competent and compassionate leader that you are. You will also learn how to improve your work life balance, while creating a healthier organizational culture.

Training Objectives:

- Solicit buy-in from your employees and truly lead by example
- Turn failures into opportunities and resilience
- Learn ethical and legal ramifications of poor management
- Discover ways to overcome barriers to mental wellness care for those in need
- Enhance your natural leadership style to become an assertive leader while avoiding being viewed as a micromanager
- Bridge the cultural gap between generations and positions
- Make your mental wellness and first responder family life a priority

\*Recommended to have management consultation with clinician prior to training to identify training goals



## Suicide Prevention and Intervention (4hrs)

This class is designed to raise suicide awareness and provide practical intervention techniques. In addition to understanding the myths and reasons behind suicide, it’s also imperative to assess the lethality of the suicidal person. This class will provide methods, tips and questions to assess and assist the suicidal person in order to help them de-escalate.

Training Objectives:

- Learn statistics about the prevalence of responder loss to suicide
- Recognize risk factors and lethality assessment techniques
- Practice indirect and direct questioning approaches
- Learn how to support those that are dealing with depression, grief and loss

*1 hour Intro version also available\**

# Training Courses (continued)



## **Substance Abuse and Coping Strategies for First Responders (2-4hrs)**

This training will cover signs and symptoms of substance abuse, why first responders begin misusing alcohol and substances, and how to recognize negative coping skills. Participants will learn about the prevalence of misuse and the negative physical, emotional and physiological impact on the individual, their department and peers, and their family.

Training Objectives:

- Recognize signs and symptoms of alcohol and substance abuse
- Learn techniques to overcome a culture of stigma
- Identify barriers many feel when asking for assistance
- Review healthy coping skills and mitigation tools for stress



## **Mental Health Mayday (4hrs)**

80% of First Responders are dealing with health and mental health issues. Most are stressed out, burned out and tired from working long shifts, mandatory overtime and more calls for service than ever before. Learn how to apply mental performance training techniques to mitigate the effects of acute stress, reduce the symptoms of post traumatic stress, prevent burnout and improve mental health and wellness overall.

Training Objectives:

- Review health and mental health risks for first responders
- Discuss the neurobiological responses to trauma exposure
- Provide mitigation tools for acute stress that will reduce the symptoms of PTSD
- Identify 5 stages of post traumatic growth



## **Emotional Intelligence (4hrs)**

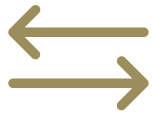
This course provides first responders with tips and tricks on how to improve their emotion regulation and identifying disruptive thoughts. Learn how to increase your insight into emotions, responses, and triggers. The information provided in this course can serve as professional and personal development or support in helping friends, family, peers or employees in their own emotional intelligence.

Training Objectives:

- Learn about responder brain chemistry and socio-emotional responses
- Identify The ABCs of Emotions: Activating Events, Beliefs, and Consequences
- Explore common irrational beliefs and their effects
- Understand both emotional and social intelligence
- Develop self awareness, self management, and empathy
- Relationship building utilizing emotional intelligence leadership skills
- Shape positive perception of public safety in the community
- Create de-escalation plans with advanced communication skills



# Training Courses (continued)



## Effectively Coping with Change (1-2hrs)

Change is constant and sometimes it is difficult to cope with it. Oftentimes we do not recognize when we are overwhelmed and burned out early enough and it causes extreme stress and dysfunction. Learn about yourself and ways to improve your adaptability to the ever-present stressors of life.

Training Objectives:

- Identify common reactions to change and stress
- Learn about the mind body connection and neurophysiology
- Analyze behaviors associated with change
- Become aware of burnout and how to manage it better
- Practice strategies to improve focus
- Establish ways to promote resiliency and balance while enduring change and develop a plan to cope with change



## Born into the Badge - Parenting in a First Responder Family (2-4hrs)

Parents can learn how to communicate more effectively and care for their young children and teenagers who were born into or growing up in the lifestyle of a first responder family. **(Available FY 2024)**

Training Objectives:

- First responder family challenges and what to do when one person is missing
- Signs and symptoms of stress in children
- Increase awareness of positive reinforcement
- Learn techniques for giving directives
- Tools for effective conflict resolution, effective boundary setting and consequences for negative behavior



## Social Media Burnout (1-2hrs)

This course is designed to bring awareness to leaders on the dangers of social media and how process addiction leads to an uncontrollable urge to log on or use social media.

Training Objectives:

- Explore why people devote so much time to social media that it impairs their functioning in other important areas of life
- Learn how to manage the negative impact of compulsive patterns and symptoms of addiction
- Implement new techniques to find balance in a life that is surrounded by technology

# Training Courses (continued)



## Dealing with Difficult People in the Workplace and Beyond (1-4hrs)

Although challenging, you can stay calm, respectful, hold boundaries and defuse conflict at the same time. This course will teach verbal de-escalation tools, how to look for the hidden need, and ways to understand personality profiles of the people in your life.

Training Objectives:

- Create civility in the workplace where bullying is not tolerated
- Recognize communication challenges
- Identify the type of “life leader” you want to be and how to positively impact relationships
- Learn verbal de-escalation and advanced communication techniques



## Cultivating Resilient Responders (1-4hrs)

This course will help you identify types of resilience that arise from effectively managing stress and challenges you face in your career. You will also learn how to implement tools in your work and home life to become more resilient.

Training Objectives:

- Identify four types of resiliency
- Assess your current level of functioning in your work and home life
- Recognize how your experiences can improve resilience
- Construct a list of positive signs that you have vicarious resilience



## Finding Life Balance (1-2hrs)

This course helps identify the dimensions of wellness and define one’s values in order to bring awareness of balance or unbalance in life. Participants will analyze their value system and where they are flourishing and lacking in order to create a more balanced lifestyle which will ultimately improve relationships, overall health and mental wellness.

Training Objectives:

- Discover the dimensions of wellness
- Assess your values and current functioning
- Learn about new methods to improve your work life balance and performance
- Analyze how balanced you are and what you could do to improve overall

# Training Courses (continued)



## **Mission and Values for You and Your Team (1-4hrs)**

Learn about how stress negatively affects health and life balance, and ways to improve your overall productivity. This course will help you effectively work with your team to create personal and professional goals that align with the greater mission and vision of your organization.

Training Objectives:

- Define how stress affects the whole person and impedes progress towards healthy personal and professional goals
- Learn ways effectively manage stress
- Analyze your personal and your team's mission, vision and values
- Strategize to align goals for a more productive team and organization



## **Maintaining Leadership/Supervisor Boundaries (1-4hrs)**

Leadership is rewarding, but it can be challenging when boundaries are not clearly defined and respected. This course will teach ways to enhance your natural leadership style while creating a plan that instills trust with your team.

Training Objectives:

- Define healthy personal and professional boundaries
- Understand how to effectively establish and manage boundaries
- Learn the role that boundaries play in leadership growth
- Create a plan to initiate boundaries that maintain trust in various types of relationships



**To schedule onsite trainings, contact EAP at 800-651-1021 or your local Area Clinician directly**

A complete list of EAP Area Clinicians by Division can be located on Firebird:  
Internet Explorer/Webster/Employee Services/ EAP

For free and confidential EAP counseling services, contact the  
EAP hotline (24/7 access) at **800-275-7460**

EAP Program Office at DEA Headquarters:  
**571-776-2990 / eap@dea.gov**

