



**Outlook Associates
of
New England**

Corporate Workshops

Outlook Associates of New England helps organizations create an environment that fosters productivity, quality of work and respect. By unlocking their human potential, organizations can play a key role in increasing employee morale and retention, and affecting company-wide achievement and success. Outlook Associates provides workshops and individual consultations in the following areas:

Anger Management for Employees: We help employees increase their awareness of how anger can affect their work performance and work environment. Participants learn the difference between aggressiveness and assertiveness, how to assess one's anger and effective ways of responding to anger.

Supervision of the Angry Employee: Participants gain a better understanding of the differences between aggressiveness and assertiveness. We present intervention planning and strategies along with specific techniques on limit setting and defusing hostile employees. We also present role-plays to help participants apply the training information to the work site.

Stress Management and Burnout Prevention: This training reviews the impact of stress and burnout. Participants learn about the concepts of stress and burnout, how to identify their symptoms and learn techniques to reduce the impact of stress on their lives.

Effective Communications Skills: We examine the importance of good communication skills and specific principles of communication. Participants receive guidelines to become more effective listeners and speakers during an interaction and learn how assertiveness can enhance communications. We also provide specific defusing techniques to use with difficult people.

Preventing Aggression in the Workplace: Employees produce both verbal and non-verbal communication that can convey aggression and intimidation, which can significantly impact productivity and morale. In this workshop, we will look at the spectrum of aggressive behaviors, from low, medium and high-risk levels. Participants will learn how to identify a wide range of negative behaviors, how they can impact their worksite, and begin to create a safe and respectful workplace. We will explore strategies that include conflict resolution and intervention on an individual and group basis.

Workplace Trauma Debriefing: We provide this service to assist employees in their recovery from a workplace trauma. Participants are encouraged to speak about their experiences of the event, are provided with information about the common reactions to a workplace trauma, and learn about resources that can help them throughout their own recovery

Other Outlook Associates services:

- **Therapy** - services for individuals, families and couples on a wide range of issues
- **Anger Management Program** – group and individual sessions