



**TotalCare  
EAP** A division of ESI

## Lifestyle Benefits

One of your most important EAP Benefits

*We offer a variety of value-added wellness  
benefits designed to help you improve your life.*



### TO ACCESS THE WEBSITE AND RESOURCES FOR EMPLOYEES

1. Log on to **www.theEAP.com**
2. Click the **Employee & Family Login**
3. If you have already created a User Name and Password, simply enter that info in the appropriate boxes. **If you have not registered, complete steps 4-7.**
4. Click on **REGISTER HERE**
5. Enter your **Employer's name** and click Continue.
6. Your employer's name will appear; select the button and click Continue.
7. Fill out the Registration Form and your own User Name and Password, then click Continue. **You only need to register once.**

To access these benefits, you can call the **EAP** at **1-800-252-4555** or log on to the website, **www.theEAP.com**. Click the **Lifestyle Benefits** icon to learn about the range of discounted services available.

*\*Please note: Available benefits may vary by season and geography.*

### Benefits Available:

- **Apex Nutrition** - Receive a free nutrition assessment with feedback on eating and lifestyle habits. Individualized nutrition plans are available to purchase.
- **Healthtrax Fitness & Wellness Center** - Receive a free one-week membership along with a discounted enrollment fee.
- **Jenny Craig** - Receive a free 30-day program or 30% off of the Jenny All Access Membership.
- **LA Fitness** - FREE initiation when you join - a \$99 savings.
- **Nutrisystem** - Special reduced cost on your first two orders.

*More benefits than any other EAP*

**www.theEAP.com • 1-800-252-4555**

# EAP Online Training Center



TotalCare EAP  
Public Safety EAP  
Educators' EAP  
Higher Ed EAP  
HealthCare EAP  
Union AP  
TotalCare Wellness

Just go to your EAP website, logon, and choose the Training Center tab to discover an entire collection of new and improved trainings – check out the listing below for a preview. Online training is just one of the extra added-value benefits we offer to you and your family members. Best of all, there is no cost to you!

## PERSONAL DEVELOPMENT

- Achieving Personal Goals
- Applying Emotional Intelligence in the Workplace
- Appreciating Personal Differences
- Balancing Work and Family
- Becoming an Effective Team Member
- Business Writing Basics
- Choosing a Childcare Provider
- Developing Critical Thinking Skills in Children
- Guardianship Decisions for Elderly Loved Ones
- Managing Your 401(k)
- Organizing Your Workspace
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Recognizing and Responding to Signals of Violence in Children
- Understanding and Using Contracts

## MANAGEMENT ACADEMY

### Level 1: Compliance Training

*These courses are available in both video and non-video formats*

- Best Practices for Interviewing and Hiring
- Best Practices for Progressive Discipline
- DOT Drug and Alcohol for Supervisors (part 1 & 2)
- Drug-Free Workplace for Employees
- Drug-Free Workplace for Supervisors (part 1 & 2)
- Harassment and Discrimination for Employees
- Harassment and Discrimination for Supervisors
- Violence Prevention in the Workplace for Employees
- Violence Prevention in the Workplace for Supervisors

## Level 3: Advanced Supervisory Skills

- Applying Leadership Basics
- Conducting a Performance Review
- Conflict Intervention
- Delegating
- Discharging Employees
- Executive-to-Employee Communication Strategies
- Leading Effective Meetings
- Managing Change
- Managing Negative People
- Motivating Employees
- Presentation Skills
- Providing Effective Feedback
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor

## CUSTOMER SERVICE & SALES

- Basics of Effective Selling
- Building Strong Customer Relationships
- Closing the Sale
- Creating an Effective Sales Team
- Dealing with Difficult Customers
- Mastering Cold Calls
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Qualifying Sales Prospects
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service

## Level 2: Core Competencies

- Basics of Effective Communication
- Coaching and Counseling
- Disciplining and Redirecting Employees
- Financial Basics for Non-Financial Managers
- Intercultural Business Etiquette
- Managing a Virtual Office
- Providing Effective Feedback
- Recognizing and Avoiding Burnout
- Recognizing Employee Performance
- Time Management
- Valuing Diversity

## Level 4: Team Leadership

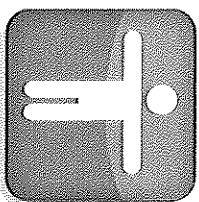
- Building a Successful Team
- Creating a Strong Leadership Team
- Developing a Strategic Plan
- Interviewing Job Candidates
- Leading Effective Teams
- Managing Disagreement
- Managing Projects
- Managing Stress
- Recognizing and Managing Anger
- Solving Problems as a Team

[www.theEAP.com](http://www.theEAP.com)

# Your EAP can help with virtually every area of life

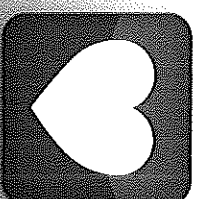


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HealthCare EAP*



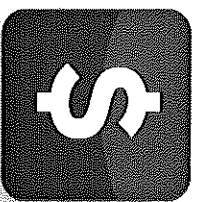
## PERSONAL

Personal Stress	Eating Disorders
Anxiety	Life Transitions
Alcohol Abuse	Pregnancy/Post Partum
Drug Addiction	Personal Trauma
Depression	Sexual Concerns
Medical Conditions	Domestic Violence
Grief/Bereavement	Learning Disabilities
Gambling	Smoking
Weight Control	Men's/Women's Issues
Anger	Nutrition
Chronic Pain/Illness	



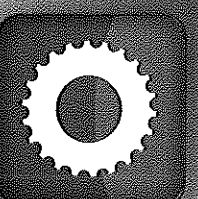
## FAMILY & RELATIONSHIPS

Marital	Teen Issues
Parenting	Domestic Partners
Caregiving	Physical Abuse
Childcare	Family Relocation
Eldercare	Sandwich Generation
Education Planning	Military Life/Separation
Adoption	Disaster Preparedness
Family Pets	Communication
Special Needs Child	Keeping Children Safe
Blended Families	



## FINANCIAL & LEGAL

Debt	Criminal Law
Credit Card Issues	DUI/DWI
Financial Loss	Landlords & Tenants
Bankruptcy	Homeowner Concerns
Budgeting	Taxes
Retirement Planning	Insurance
Wills & Trusts	Consumer Law
Real Estate Law	Contracts
Car Buying	Personal Injury
Immigration	Child Custody
Divorce	Social Security
Civil Suits	



## WORK & CAREER

Employee Conflict	Time Management
Work Related Stress	Skills Development
Coaching	Project Management
Supervisor Conflict	Motivating Self & Others
Team Development	Valuing Diversity
Career Planning	Managing Change
Management Skills	
Supervising Others	

**800-252-4555**  
**800-225-2527**