

2018 Second Quarter Curriculum



POTENTIAL



COMMUNICATION



CREATIVITY

Learn. Grow. Succeed!



KNOWLEDGE



TRAINING



MOTIVATION



BEACON[™]
ACADEMY

Impact, Inspire, Innovate

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Welcome to Beacon Academy!

We're glad you've taken the opportunity to spend a few minutes reviewing what we have to offer Beacon associates and leaders.

For the past three years, Beacon Academy has provided hundreds of learning and leadership development courses across the system. 2018 brings a new approach and new curriculum that we're excited to provide to you.

In 2018, our focus is supporting Beacon's strategic initiatives through the development of our leaders and associates. The model that has upheld Beacon's mission for so long requires a shift in how the organization behaves, and we take this to heart by shifting the way we deliver our 2018 curriculum.

What you'll notice is a focus on being "nimble and flexible" by releasing a quarterly calendar of courses closely aligned to the activities that support some of our critical areas of focus across Beacon at that point in time. For example, our Q1 curriculum focused on Performance Reviews and Strategy. For Q2 courses will help build leaders in today's environment through Reality, Readiness, Accountability, Resiliency and Purpose. We will continue to offer Beacon Academy Online through NetLearning as well, with course offerings also being updated quarterly.

Finally, this approach will provide additional opportunity for our internal consultants to support individuals, leaders, and teams to achieve their most important objectives. Whether it be strategic initiatives, group effectiveness, assessments, or innovation opportunities, our team is able to access, develop, and deliver customized curriculum based on your specific needs.

Whether you're just beginning your career or you're an experienced leader, you'll leave our courses with tangible takeaways you can implement immediately in your day-to-day work. We look forward to learning with you!

Making Beacon a Career Destination and a Great Workplace

Beacon Academy was developed out of our vision to make Beacon Health System a Career Destination and to serve our 7,000+ associates across the region. Our development curriculum helps to ensure that we have the Right Talent with the Right Skills ready at the Right Time. In addition, our curriculum expands beyond leadership development and into culture development to support our Great Workplace initiatives. We are proud to be recognized as one of the most progressive development-focused organizations in the region.

Right Learning, Right Time

Our curriculum is developed to be "nimble and flexible". We release our courses on a quarterly basis to allow us the ability to develop and deliver what is most important to our associates and leaders and ensure we deliver the Right Learning at the Right Time, aligned to the strategic imperatives and activities that are most critical during the "next 90 days".

Experience the Innovation Difference with Customized Curriculum

All of our course participants benefit from our infusion of Innovation into everything we do at Beacon. The ability to generate and implement new ideas and processes differentiates organizations that are leaders in their respective industries, thus, we have integrated Innovation methods into many of our courses. Do you have a performance improvement need that could benefit from new ideas? Contact us to determine how we can be a resource for you.

Beacon Academy Online! Learning At Your Convenience

We understand that balancing the needs of one's job can sometimes make attendance at classroom-based training difficult. Beacon Academy Online provides on-demand, online learning modules that are self-directed. The courses align to the Healthcaresource Staff and Leadership Assessment competencies and are a perfect complement and "next step" in aligning assessment results with targeted competency development. These online courses provide the opportunity for our associates to focus on targeted development activities- at their own convenience.

School at Work Program

This 6-month program, funded by the Kelly Brown Scholarship, is offered to Memorial Associates to sharpen their skills and explore new positions within the organization. This program is excellent for associates who have been out of school for sometime and who are looking to go back or just to freshen up on their skills.

Team Development? We'll Come To You!

If you'd like to offer a specific curriculum to a group or team within Beacon, we can provide facilitation of any Beacon Academy or customized curriculum. If you'd like information on how we can tailor curriculum specific to your needs, or would like to explore the possibility of facilitation on-site at your organization contact one of our internal consultants.

Learn. Grow. Succeed!

Take time to review our course information. Consider pushing yourself beyond your comfort zone to help you grow as a leader, improve your communication skills or enhance your project management abilities. Discuss development opportunities with your supervisor or manager. Which courses align with goals, objectives or strategies for which you are directly responsible?

Take the next step in building your career — sign up for Beacon Academy. We'll take care of the rest.

Sign Up

Beacon associates may register for courses through NetLearning.

Please note:

*Course listings are updated on a quarterly basis
Courses may be canceled due to low participation*



Impact, Inspire, Innovate



Jewel Abram-Copenhaver
Lead Faculty and Class Designer
for Beacon Academy and the Pfeil
Innovation Center

Jewel has more than 28 years of management, leadership and entrepreneurial experience. She is a certified facilitator for the Creative

Problem Solving Process and Listening Pays and is trained in Advanced Facilitation Techniques, the Tom Peter's WOW! Project Methodology, and the Notre Dame, Certified Innovation Mentor Program.

Jewel enjoys focusing her energy and expertise on expanding leadership development and Innovation techniques for Beacon Associates and as a guest speaker, presenter, and facilitator for organizations throughout the region sharing tools and techniques for Innovation, Thinking Differently and Leadership Development.

Jewel earned her bachelor's degree in music and psychology and has an entrepreneurial background of successfully launching and owning a performing and visual arts school for 10 years. She has enjoyed being a High Flying Kid Motivator and Manager of HealthWorks! Kids Museum and helped to launch the Pfeil Innovation Center and for the last 2 years has brought her knowledge and experience to Beacon Academy.



Chad Hartzell, MA
Executive Director, Talent and
Organizational Development for
Beacon Health System

Chad supports the development and execution of strategy for Beacon's Associate Relations, Talent Acquisition and Organizational Development/

Effectiveness Functions, including Beacon Academy.

His professional experience spans many industries including financial services, hospitality, retail, supply chain and manufacturing with local companies such as Teachers Credit Union, Quality Dining and Welch Packaging. Chad credits his passion for leading and developing others from experience gained in human resources leadership roles in Target Corporation's supply chain function and Whirlpool Corporation's global strategic sourcing and talent management functions.

He earned his bachelor's degree in psychology from Purdue University and his master's degree in industrial and organizational psychology from Roosevelt University.



Kimberlie Warren, PhD, MPA
Organizational Development and Effectiveness
Consultant for Beacon Health System

With close to 20 years of higher education teaching experience, Kimberlie conducts and facilitates trainings, fulfills the roles of coach and mentor, and assists associates with professional, personal and skill development for positive progression and multidimensional well-being.

She is a certified facilitator for HeartMath and Listening Pays, as well as a certified Caritas Coach and cancer research patient advocate for Susan G. Komen and the American Association for Cancer Research. In addition to performing community-based research, Kimberlie has trained, facilitated and presented at the local, state, national and international levels.

She completed her undergraduate and graduate work at Indiana University South Bend. Kimberlie received her doctoral degree in health services administration with a concentration in health and human behavior from Walden University.

Reality-Based Engagement

Do you feel “stuck” with traditional engagement methods, action plans, and processes? Look no further, this course is for you. We piloted select components of this course in Q4 2017 with rave reviews. Based on Cy Wakeman’s philosophy of Reality-Based Leadership, this course will challenge leaders to stop using traditional engagement methods and employ a new, and results-proven, approach to “working with the willing”. This course will provide leaders tools to build engaged teams by understanding:

- 3 Untruths of engagement
- The relationship between accountability and engagement
- Playing favorites (a.k.a. Work with the willing)

Workshop Dates:

- May 8: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center
- May 29: 10:00 a.m. to 12:00 p.m. – EGH/Aud. B
- June 14: 2:00 to 4:00 p.m. – Pfeil Innovation Center
- June 21: 2:00 to 4:00 p.m. – EGH/Aud. B

Suggested Online Classes:

1. Getting Results without Direct Authority: Persuasive Communication, 1.0 hour
2. Building Your Influence as a Leader, 1.0 hour
3. Fostering Effective Communication and Collaboration, 1.0 hour

Business Readiness: A new approach to Leading Change

We’re throwing a curve on this one! The concept of Business Readiness disrupts conventional wisdom of preparing an organization and / or teams for change. Business Readiness is the way to develop associates to have the agility and abilities to capitalize on change- through leaders’ transparency, direction, and clear expectations. This course introduces the concept through the following:

- Business Readiness pyramid
- Assessing for Business Readiness
- Reality-Based buy-in

Workshop Dates:

- April 24: 10:00 a.m. to 12:00 p.m. – EGH/Aud. B
- April 26: 2:00 to 4:00 p.m. – Pfeil Innovation Center
- May 24: 10:00 a.m. to 12:00 p.m. – Health & Fitness Mishawaka
- June 19: 10:00 a.m. to 12:00 p.m. – Health & Fitness Mishawaka

Suggested Online Classes:

1. Managing for Rapid Change and Uncertainty, 1.0 hour
2. Understanding Organizational Change, 1.0 hour

What's Your Strategy? Connecting with Passion

Strategy is not only how you succeed, it's also about fulfilling your purpose. Whether you are finishing the final touches on your 2018 Strategy Plan or beginning to think about how to connect the dots to 2019, this course will help you get where you need to be and continue to create meaningful value for your department and for Beacon Health System. Join us and connect the dots for your Strategy Plan from beginning to end while infusing your plan with passion, energy and value.

- Overview of Define, Manage, Execute
- Lessons from Greek Strategy
- Connecting meaningfully to your strategy today
- Tips and tools to keep you and your team motivated

Workshop Dates:

- April 3: 2:00 to 4:00 p.m. – EGH/Aud. B
- April 5: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center
- May 1: 10:00 a.m. to 12:00 p.m. – Health & Fitness Mishawaka
- May 15: 10:00 a.m. to 12:00 p.m. – EGH/Aud. A
- June 5: 2:00 to 4:00 p.m. – Pfeil Innovation Center

Suggested On-Line Classes:

1. Developing the Strategic Thinking Skill of Seeing the Big Picture, 1.0 hour
2. Developing the Capacity to Think Strategically, 1.0 hour
3. Using Strategic Thinking Skills, 1.0 hour

Accountability Made Easy

Imagine a work place where credibility, reality-based thinking and confidence are the norm in conversations. The dream of accountability. How do we make it happen? By creating a culture of accountability. Join us to learn what it takes to be accountable and to help others be accountable. Walk away with useful techniques to use in your everyday actions and interactions to set the tone and expectation of accountability by all.

- Giving constructive feedback
- Following S.I.M.P.L.E
- Growing and maintaining a respectful environment

Workshop Dates:

- April 17: 2:00 to 4:00 p.m. – Pfeil Innovation Center
- April 19: 2:00 to 4:00 p.m. – EGH/Aud. B
- June 5: 10:00 a.m. to 12:00 p.m. – Health & Fitness Mishawaka
- June 7: 2:00 to 4:00 p.m. – EGH/Aud. B

Suggested On-Line Classes:

1. Leading Teams: Building Trust and Commitment, 1.0 hour
2. Developing the Right Attitude for Performing under Pressure, 1.0 hour
3. Optimizing Your Work/Life Balance: Taking control of Your Stress, 1.0 hour

Investing In Your Personal Development: For Associates

Developed specifically for staff level positions by HealthcareSource, this course provides a complete approach for understanding strengths and development opportunities, as well as acting on the results. Your journey begins with an on-line survey, a look at the behavioral competencies, specific activities, self-study, additional training resources and Development Opportunity Worksheets to guide you in creating your Individual Development Plan.

- Work Ethic
- Customer Focus
- Teamwork
- Compassion
- Openness to Learning
- Valuing Diversity
- Energy
- Flexibility/Adaptability
- Multi-Tasking

NOTE: *Leaders, this course can be delivered at a department-level. If you'd like to schedule this course to be brought to your individual team, contact an OD&E team member for available timing.*

Workshop Dates:

- May 3: 10:00 a.m. to 12:00 p.m. – EGH/Aud. B
- May 22: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center
- June 26: 2:00 to 4:00 p.m. – Health & Fitness Mishawaka
- June 28: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center

Suggested On-Line Classes: *Selected individually based on assessment*



Investing In Your Personal Development: *For Leaders*

Developed for future (potential) and existing leaders ranging from entry-level to executives. This course begins with a survey that provides comparative information for the following nine healthcare behavioral leadership competencies:

- Achievement Orientation
- Emotional Evenness
- Critical Thinking
- Self Confidence
- Innovative Thinking
- Customer Orientation
- Openness to Change
- Conscientiousness
- Multi-Tasking
- Self Development

Each individual's scores are compared to top-performing leaders across the healthcare industry. Individuals are then provided a Development Report that force-ranks their leadership competencies based on their assessment scores, prescribes specific on the job activities, as well as self-study and training resources. Development Opportunity Worksheets are included to guide leaders through the process of creating an Individual Development Plan.

NOTE: *This course can be delivered at a department-level. If you'd like to schedule this course to be brought to your individual team, contact an OD&E team member for available timing.*

Workshop Dates:

- May 22: 2:00 to 4:00 p.m. – Pfeil Innovation Center
- May 24: 2:00 to 4:00 p.m. – EGH/Aud. A
- June 26: 10:00 a.m. to 12:00 p.m. – Health & Fitness Mishawaka
- June 28: 2:00 to 4:00 p.m. – Pfeil Innovation Center

Suggested On-Line Classes: *Selected individually based on assessment*

Today's Resilient Leader: *Creating Tomorrow's World*

The role of today's leader is complicated. More than 5 generations of employees are in today's workforce working side by side, everyone is expected to do more with less and the world keeps changing before our eyes. Sometimes the challenges can be overwhelming for you and your team. Understanding the value of emotional intelligence in the workplace, how to best communicate with different generations and how to get your team to be passionate about what is most important creates a foundation for a leadership style that fits today's workplace. With the tools, techniques and methods provided, you will discover how to empower your team and meet the future with excitement, while listening and caring for yourself.

- Learn about and engage the different generations
- Understand what Emotional Intelligence is and how you can grow an emotionally intelligent team
- Learn how to build resilience and flexibility in yourself and your team to be business ready

Workshop Dates:

- May 3: 2:00 to 4:00 p.m. – EGH/Aud. B
- May 17: 2:00 to 4:00 p.m. – Pfeil Innovation Center
- June 7: 10:00 a.m. to 12:00 p.m. – EGH/Aud. B
- June 14: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center

Suggested On-Line Classes:

1. Creating a Positive Attitude, 1.0 hour
2. Managing from Within: Self-empowerment, 1.0 hour
3. Generating Creative and Innovative Ideas, Maximizing Team Creativity, 1.0 hour

Listening Pays

Listening – it seems so simple. Yet, the average person ignores, forgets or misunderstands 64% of what he or she hears. Is it any wonder that mistakes occur, opportunities are missed or that the “I’ll take care of it!” never happens! Learn to achieve meaningful results through the power of listening.

- Listening Assessments
- Listening Strategy
- Listening Habits

Workshop Dates:

- April 13: 8:30 a.m. to 4:30 p.m. – Pfeil Innovation Center
- August 23: 8:30 a.m. to 4:30 p.m. – Pfeil Innovation Center
- November 1: 8:30 a.m. to 4:30 p.m. – Pfeil Innovation Center

Find Your Why: A Practical Guide for Discovering Purpose for You and Your Team

This book discussion series will take you through a thought-provoking, fun, and engaging step by step guide to learn about the Golden Circle of what we do, how we do it, and **WHY** we do it! Throughout the book, the author offers compelling insights that will inspire you to fully discover, lean into, and manifest your why. This experience will be a true game changer, for you and your team. You don’t want to miss this opportunity to discover your true purpose.

“Strange is our situation here upon earth. Each of us comes for a short visit, not knowing why, yet sometimes seeming to divine a purpose.” – **Albert Einstein**

Workshop Dates: (4 – 2 hr. sessions)

- May 1: 2:00-4:00pm – Health & Fitness Mishawaka
- May 14: 2:00-4:00pm – Health & Fitness Mishawaka
- May 31: 2:00-4:00pm – Health & Fitness Mishawaka
- June 12: 2:00-4:00pm – Health & Fitness Mishawaka

Individual and team development assessments available upon request.

It’s time to take the next step in your personal growth and development. The OD&E team is here to help you find your strengths, discover your passions and begin the journey to grow your skills to move forward in your career. We also work with teams to find their group strengths, most efficient ways to communicate and skills in handling difficult conversations. These opportunities are scheduled according to availability.

School at Work Program



This 6-month program, funded by the Kelly Brown Scholarship, is offered to Memorial Associates to sharpen their skills and explore new positions within the organization. This program is excellent for associates who have been out of school for some time and who are looking to go back or just to freshen up on their skills. The typical School At Work student is a frontline associate who loves working in healthcare and is motivated to advance. SAW meets once a week for 2 hours from end of February through October and finishing up with a graduation celebration in November. Modules include: Moving Up The Career Ladder, Life Management Skills, Mastering Communication in the Workplace, Principles of Patient Satisfaction and Safety, Grammar, Reading, Writing and Applying Math in the Work, Medical Terminology and Planning for Your Future.

Dates: Mondays 2:30 to 4:30 p.m. | February 26, 2018 through October 22, 2018

Facilitator: Jewel Abram-Copenhaver

Place: Epworth Educational Services at Pfeil Innovation Center





Every interaction and every encounter matters. Whether it's in the exam room, waiting room, cafeteria, a parking garage or a hallway, we all can make a good experience an exceptional experience. **Be a Beacon** is an uplifting video journey that shows us how making connections and building relationships can lead to better interactions with our patients, customers and each other.



To participate in this interactive learning experience, log into **NetLearning** and select a course from your **"To Do"** list. The good news is: You can re-watch a course anytime! Simply select the course in your **"MyCompleted"** section of **NetLearning** and enjoy.

The below courses align to the Healthcaresource Staff and Leadership competencies and are a perfect complement and “next step” in aligning assessment results with targeted competency development. These online courses provide the opportunity for associates to focus on targeted development activities – at their own convenience. They can be launched through NetLearning.

Getting Results without Direct Authority: Persuasive Communication, 1.0 hour

To communicate persuasively, it’s important to think from the other person’s perspective. How and what you ask, and the sincerity of your concern for addressing the other person’s interests, will help smooth the way to getting the results you need. This course presents strategies for communicating persuasively and to remain persuasive even when you face resistance from the person you are addressing.

Building Your Influence as a Leader, 1.0 hour

An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals. In this course, you will be guided through numerous methods and strategies for effectively influencing a team to accept your ideas and have an opportunity to practice methods for influencing effectively and ethically.

Fostering Effective Communication and Collaboration, 1.0 hour

To help your team achieve success, you must ensure that team members can communicate with you and with one another, and that they will work as a team rather than as individuals. This course outlines the importance and benefits of promoting team communication and collaboration. It covers techniques for encouraging effective communication. The course also introduces strategies that team leaders should implement to encourage team collaboration, including fostering shared ownership and stressing the team orientation.

Giving Feedback, 1.0 hour

Giving feedback is a necessary skill and can involve anyone in an organization. The purpose of this course is to help you improve your skills in giving both positive and corrective feedback. The course starts by exploring the importance and purpose of feedback in general, and then discusses both types of feedback. You will also learn a three-step process for giving feedback, and have a chance to practice giving feedback using this three-step process.

Self-assessment and Motivation, 1.0 hour

It’s exciting when you can see your leadership development progress. This course covers techniques leaders can use to carry out a self-assessment, such as reflective journaling, using surveys and checklists, and conducting 360-degree feedback. It also provides you with ways to increase your motivation, and manage your own learning, by creating a leadership development plan that enables you to cultivate your own leadership growth.

Managing for Rapid Change and Uncertainty, 1.0 hour

This course examines the factors driving organizational change and shows how you can use a change management strategy to mitigate any potentially negative impact in your organization. It helps you and your team to meet change and uncertainty. It enables you to secure support during the change and guidelines on how to embed the changes once they’ve been implemented.

Understanding Organizational Change, 1.0 hour

Change can be disruptive. A clear understanding of what organizational change is, and what to expect when dealing with it, can shorten the period of adjustment so you can get back on track sooner. This course provides a basic understanding of what is meant by organizational change and typical events that can trigger organizational change. It also outlines the three specific types of organizational change. Finally, the course details common reactions to organizational change, and the stages you can expect to go through when dealing with organizational change.

Time Management: Too Much to Do and Too Little Time, .5 hour

You have to be clear on where you’re headed and why otherwise your work getting there will be scattered and you won’t make the best use of your time. In this course, you’ll learn how to get clarity around what’s most important – your goals – by ensuring they’re aligned with those of the organization, so you can prioritize your work based on those goals.

Developing the Strategic Thinking Skill of Seeing the Big Picture, 1.0 hour

This course aims to help you develop your strategic thinking skill. It also explains actions you can take to encourage big picture thinking. It describes how understanding the organizational value chain can help you connect to the organization's strategy and strategic plans and, in turn, implement them more effectively.

Developing the Capacity to Think Strategically, 1.0 hour

This course describes what strategic thinking is and how it differs from operational thinking and strategic planning. It explores the personal traits of effective strategic thinkers, as well as some barriers to strategic thinking. It describes ways you can help develop your capacity for thinking strategically by recognizing the importance of being creative, being prepared to deal with the complexity of different levels and views, and being aware of what's going on inside and outside your organization.

Using Strategic Thinking Skills, 1.0 hour

This course focuses on how to use strategic thinking skills and describes steps that can help stimulate strategic thinking. It explains how to use information in a way that generates strategic insight, and explores how to assess trade-offs involved in taking a particular course of action and then make an appropriate decision in light of strategic issues. Additionally, it outlines techniques that help you think creatively and thereby enhance your strategic thinking.

Establishing Goals, Roles, and Guidelines, 1.0 hour

This course covers techniques for laying the foundation for a successful team. These techniques include setting team goals, assigning roles to individual team members and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.

Making and Carrying Out Tough Decisions, .6 hour

In this course, you'll learn how to make a smart decision by paying attention to key criteria, such as costs, time constraints, and alignment with organizational goals. You'll find out about different decision-making styles and ways to plan and manage the implementation of a solution. You'll also learn about the importance of evaluating how the implementation went and last but not least, of celebrating your efforts and accomplishments.

Time Management: Quit Making Excuses and Make Time Instead, .5 hour

In this course, you'll consider how you're spending your time now and what you can do to spend it more wisely and productively. You'll also learn to block the time stealers that interfere with your productivity, use to-do lists and schedules to organize your time and task, and develop a regular habit of checking in with your plans to make sure you're getting them done.

Risk Management: Dealing with Risk, 1.0 hour

Even the most thorough planning is subject to risk, and the best leaders are the ones who know how to respond effectively, whether for a threat or an opportunity. This course provides general strategies for dealing with risk and outlines strategies specific to dealing with threats and opportunities.

Setting and Managing Priorities within the Organization: Deciphering Priorities, 1.0 hour

This course helps you set priorities for your team by explaining the importance of managing priorities appropriately and the dangers of failing to do so. It shows you how to rank tasks in terms of importance and urgency. It walks you through a technique for deciding how to prioritize among problems and gives you an opportunity to practice. Finally, it teaches you some best practice principles for measuring performance on priorities.

Thinking Critically: Drawing conclusions with Confidence, .53 hour

A good conclusion is based on sorting through and out the data, getting critiques from others, and drawing it out in a way that others can understand. In this course, you will analyze the process of drawing a conclusion into its logical components and will learn about the use of questions and diagramming tools to assist in this process.

Leading Teams: Building Trust and Commitment, 1.0 hour

This course offers strategies used to build trust based on encouraging honest, accountable, fair, and positive behavior. It also provides strategies to increase team member commitment, such as being supportive, making members feel secure, providing interesting work, and acknowledging contributions and achievements. By using these strategies, team leaders can develop a cohesive team that works together to reach its goals.

Developing the Right Attitude for Performing under Pressure, 1.0 hour

You won't always be able to control the external events that lead to pressure, but you can control your reaction. This course helps you recognize the events and situations that cause you to feel pressure. It explains how you can understand your reaction to pressure, and how excessive stress can impair your performance. Finally, it covers the principles for managing your attitude to stay in control and maintain a success-oriented mentality.

Time Management: Quit Making Excuses and Make Time Instead, .5 hour

Everyone is capable of becoming a more effective time manager, of organizing your efforts to get more done. In this course, you'll consider how you're spending your time and what you can do to spend it more productively. You'll also learn to block the time stealers, use to-do lists and schedules to organize your time and tasks, and develop a regular habit of checking in with your plans to make sure you're getting them done.

Optimizing Your Work/Life Balance: Taking control of Your Stress, 1.0 hour

While you may not always be able to control the external events that are causing you stress, you can control your reactions to, and how you handle them. This course will explain the signs and symptoms of stress and review strategies for coping with stress and avoiding burnout. It also covers how you can positively change your responses to stress and relaxation techniques.



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