

# Profile EAP Webinars for April 2021

## [Dealing with Difficult Customers \(Monthly Webinar\)](#)

Friday, April 2<sup>nd</sup>

12:00 – 1:00 pm MT

Sometimes, customers can be aggressive, hostile and even downright rude. How should we handle these tense situations and diffuse them? This workshop will discuss ways to remain safe and professional while dealing with challenging customers.

## [Transitioning Employees Back to Work \(For Leaders\)](#)

Tuesday, April 6<sup>th</sup> and April 20<sup>th</sup>

9:00 - 10:00 am MT

Managing remotely has created many new unexpected challenges when employees return to the workplace. This webinar will help managers be proactive regarding what workforce issues to anticipate and will discuss how to make the process smoother.

## [Sleep: How to Improve Your Zzzzzz's](#)

Wednesday, April 7<sup>th</sup> and April 14<sup>th</sup>

12:00 – 1:00 pm MT

We spend approximately a third of our lives sleeping. When we sleep well, we perform better, have better health, and have better moods and energy. When we do not sleep well, it can create lasting negative impacts. In this seminar, we will explore the science behind better sleep and how we can improve this vital part of our lives.

## [Adjusting Our Expectations and Increasing Self-Compassion](#)

Monday, April 12<sup>th</sup> and April 19<sup>th</sup>

12:00 – 1:00 pm MT

As we try to adapt to all the changes caused by COVID-19, it can be difficult to feel successful as the “targets” shift frequently. This presentation is about adjusting our expectations and having compassion for ourselves as we find new ways to live and work.



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## [“Change is the Only Thing That Stays the Same:” Change Management in Times of Uncertainty](#)

Wednesday, April 21<sup>st</sup> and April 28<sup>th</sup>

12:00 – 1:00 pm MT

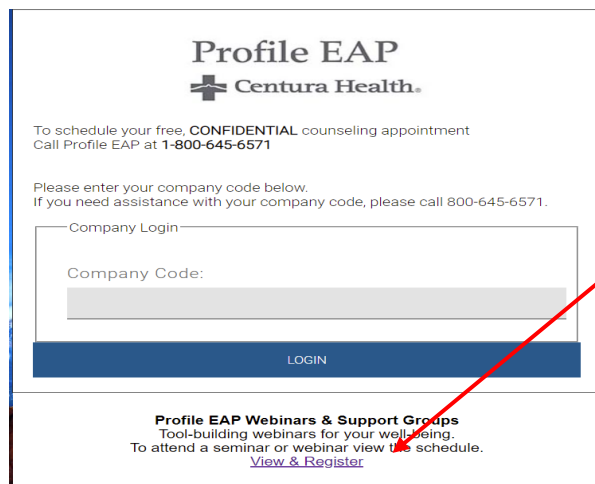
Some people don't like change. Others are energized by it. How do we navigate uncertain times and stay centered? How can we move forward without knowing exactly where we are going? This webinar will discuss how we can go through change and maintain our sense of well-being.

## [The Happiness Advantage: Seven Principles of Positive Psychology That Fuel Success and Performance at Work](#)

Friday, April 23<sup>rd</sup> and Tuesday, April 27<sup>th</sup>

12:00 – 1:00 pm MT

Is there a correlation between being happy and being successful at work? Learn the 7 positive psychology principles, based on research, that can help you not only professionally but also in your personal life.



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