

2022 Training Catalog

EAP Learning Solutions

KEPRO EAP LEARNING SOLUTIONS

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LEARN ABOUT EAP TRAINING SOLUTIONS

INTRODUCING OUR LEARNING SOLUTIONS



OUR MISSION

Our mission is to improve the health and performance of workforces through the provision of training content that yields significant positive emotional and psychological outcomes. We have developed a wide range of topics designed to address the challenges faced by the modern-day workforce. These are geared to optimize levels of wellbeing, professional capability, and organizational learning to create an engaged working environment where your people can thrive.

Our curriculums are developed by industry experts to produce content that assists participants in acquiring new skills, increasing contribution to the organization, improving performance, and presenting a path to effective self-management and career growth.

Our solutions focus on evidence-based content that is presented in a collaborative learning environment. Each learning event is presented by experienced professionals who deliver localized and culturally appropriate content. The interactive environment allows for discussion and sharing of ideas,

accelerating the transfer of skills and knowledge to the participants. Participants can apply this information to both their work and personal lives.

Contacting your Account Manager is the first step in the process. Together we will work with you to develop a learning solution to fit your needs using our expertise in human resources management, organizational development, talent management, and learning and development to ensure we design and deliver a solution meeting your desired outcomes and unique requirements.



THE DETAILS

Our standard learning events last 60 minutes unless otherwise specified. The format allows for presentation on the topic, while providing participants the opportunity for engagement via group discussion and questions. At least four weeks' notice is required to arrange and coordinate standard learning events. This vital lead time allows us to confirm logistics, locate an appropriate trainer, and complete our consultation process. In addition, this timeframe allows the client organization enough time to appropriately publicize the event to ensure healthy attendance.

ON-SITE LEARNING EVENTS

Collaborative learning engages participants through guided facilitation of meaningful content, illustrations, exercises, practical examples, and group discussions. Facilitators present practical information, help manage the session with flexibility to meet participants' needs and expectations, and recognize that learning styles for each attendee varies.

VIRTUAL LEARNING EVENTS

Virtual learning is an excellent platform to communicate topics of a wide interest to a decentralized audience. Virtual classrooms offer an excellent opportunity to connect participants with subject matter experts without the geographic

constraints. Employees register for the sessions through a web portal. You can bring instructor-led events directly to your employees' desktops while accommodating their busy schedules. Using a web browser and their telephone, employees can interact with a qualified facilitator who will guide their learning and answer their questions in real-time.

OUR EXPERTS

Our sessions are delivered by experienced professionals who are experts in their respective fields. We work in partnership with a carefully constructed consortium of uniquely qualified, meticulously verified, and rigorously trained professionals.

CUSTOMIZED LEARNING SOLUTIONS



From time to time, a unique need arises within an organization requiring a customized curriculum to be developed, or a standard learning event to be expanded or modified to meet the organization's needs. In these instances, we consult with the organization to create a customized training that fulfills the need.

During the consultation, a member of our team will engage in a discussion to understand the organization's unique needs. This allows our development team to understand the context of the request and make appropriate suggestions. Timelines are then established regarding the receipt of a training proposal, which summarizes the proposed customized learning event.

After the consultation and proposal approval, six weeks are required to fulfill the request. This time allows for customized curriculum development, as well as identifying and preparing an appropriate facilitator to deliver the session. In addition, the organization is able to ensure employees are aware of the planned event. We strive to meet all client needs; however, facilitator availability may be more limited if the request is placed with less than six weeks' time.

OUR TRAINING SERIES COLLECTION

These trainings are Fee for Service or Bank Of Hours, but will incur an additional 1 fee for service hour customization charge per series



FIRST RESPONDER AND FRONTLINE WORKER SERIES

OUR TRAINING SERIES COLLECTION

First Responder and Frontline Worker



HAVE YOU REACHED YOUR LIMIT? ASKING FOR HELP WHEN YOU NEED IT MOST

1HR

Front line and first responders are characteristically very resilient. However, consistent pressures and chronic stress can be detrimental over time. It is therefore important to understand behavioral indicators that signal the need for help.

This includes becoming aware of signs of “stigma” when seeking professional help and how to overcome it. Knowing the signs of when to seek help, the consequences of ignoring the signs, and how to get help are critically important to employees’ health and wellness. The continual exposure to trauma requires specialized support. For first responders—the firefighters, police officers, military personnel, emergency dispatchers, EMTs and others who keep us safe—work can mean close encounters with danger, chaos, and tragedy, sometimes on a daily basis. The continual exposure to traumatic situations takes a toll over time. This session is focused on empowering participants to reclaim their

This session is focused on helping participants reclaim their emotional and psychological awareness of where their limit might be

emotional and psychological health by developing an awareness of their limits, learning effective strategies to manage responses to sustained stress, and learning how to seek professional help.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn the effects of ignoring symptoms that indicate the need for help.
- ❖ Understand available resources and how to access them.
- ❖ Learn how to confidentially approach co-workers who might need support.
- ❖ Understand the importance of social support and how to rely on your support system for recovery.

OUR TRAINING SERIES COLLECTION

First Responder and Frontline Worker

TACKLING TRAUMA AND COPING WITH SURVIVOR GUILT

1HR

Following the aftermath of a traumatic, tragic event, some people commonly experience survivor guilt.

This session defines survivor guilt and educates participants about how to identify typical signs and symptoms, ways to develop effective coping mechanisms, and skills to address survivor guilt. In particular, following the unprecedented events of the global pandemic, this session will allow attendees to learn about the unique aspect of survivor guilt during the pandemic and its additional challenges.

Learn about the unique aspect of survivor guilt during the pandemic

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand survivor guilt and recognize its symptoms.
- ❖ Learn about the unique aspect of survivor guilt during the pandemic and its additional challenge.
- ❖ Learn coping skills to let go of survivor guilt.

UNDERSTANDING PERSONAL EMOTIONAL TRIGGERS

1HR

Trauma impacts each person uniquely. Specific events may trigger deep, powerful, and personal emotional reactions that tests our built-in resilience.

Understanding your personal triggers and how to prepare and recover when we experience them plays an important role in maintaining overall resilience and continuing to perform both safely and effectively. Understanding emotional triggers is an important element of peer support as it creates sensitivity among team members to recognize and support those experiencing a deep emotional reaction to a recent event.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn the effects of ignoring symptoms that indicate the need for help.
- ❖ Understand available resources and how to access them.
- ❖ Learn how to confidentially approach co-workers who might need support.
- ❖ Understand the importance of social support and events and how to support them.



NAVIGATING THROUGH A CRISIS SERIES

OUR TRAINING SERIES COLLECTION

Navigating Through a Crisis



LEADING THROUGH CRISIS

3HR

This specialized curriculum is for front-line managers and prepares them to effectively manage during a challenging time.

Participants also receive a Managers' Toolkit, which is a comprehensive resource for managers who successfully complete this training. The toolkit provides front-line managers with leadership approaches, resilience strategies, and directions to employees during, and immediately following, a traumatic event. The toolkit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials for distribution to team members. By using the resources in the toolkit, managers can meet the basic needs of employees, resulting in a swift return to productivity.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Facilitate the safety and wellbeing of employees.
- ❖ Ensure preparation, in advance, for any potential disaster.
- ❖ Coordinate with internal stakeholders to deliver timely and accurate communications to employees.
- ❖ Assist in meeting employees' basic needs fairly, equitably and consistently, resulting in a quick return to productivity

The toolkit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials

SUSTAINING RESILIENCE DURING ONGOING EXPOSURE TO TRAUMA

90 MINUTE

Leading Through Crisis is a prerequisite for this session.

For organizations working in high-threat environments, their challenge is helping employees sustain a resilient perspective. This session provides support approaches that mitigate the impact of long-term exposure to trauma and reduce the potential for post-traumatic stress disorder.

HOW PARTICIPANTS WILL BENEFIT

- ❖ How to recognize the indicators of long-term exposure to trauma.
- ❖ How to minimize that impact.
- ❖ How to practice self-care.
- ❖ Options for ongoing support.

DELIVERING BAD NEWS

90 MINUTE

Managers frequently are required to deliver bad news to their teams. The news can range from announcing a death, a restructuring, or notice of an accident.

This session is designed to prepare managers to deliver bad news and learn effective approaches to use in the process. Participants learn communication guidelines for delivering a death notification, news about suicide, or information around redundancies. The session involves role-plays, discussion, and case studies to help participants with strategies and guidelines to use in those difficult and sensitive situations.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand how to approach different situations.
- ❖ Learn how to effectively deliver bad news.
- ❖ Understand guidelines for addressing different situations.

The session involves role-plays, discussion, and case studies



OUR TRAINING SERIES COLLECTION

Navigating Through a Crisis

CROSS-CULTURAL COMMUNICATION DURING A DISTURBING TIME

1HR

Communication during a crisis requires cultural sensitivity, awareness of the emotional state of impacted employees, and transparency with communication.

This workshop defines essential components important in planning the communication strategy during a crisis event, including the impact of cultural perceptions and patterns. Participants learn high and low context cultures, cross-cultural communication etiquette, and hypersensitive nuances. Participants learn effective strategies to use in crisis situations.

HOW PARTICIPANTS WILL BENEFIT.

- ❖ The power of transparency.
- ❖ Understanding culture and the impact of cultural perceptions.
- ❖ Defining high and low cultural contexts.
- ❖ Learning cross-cultural communication etiquette
- ❖ Sensitivity to cross-cultural nuances.
- ❖ Relevancy of culture in the handling of crises.

SUPPORTING COLLEAGUES THROUGH DIFFICULT TIMES

1HR

When a member of the work community experiences episodes of chronic illness, diagnosis of serious illness, or loss of a family member, our first instinct is to extend an offer of support.

Yet we often pause as we feel awkward, uncomfortable, and not sure about what to say. Research tells us that working among supportive team members can make a huge difference to the colleague who is managing the difficulty. This session provides the basics on how to reach out and help. It offers information on behavioral signals of distress, listening techniques, and supportive messages to deliver. The

outcome of the session is to reinforce simple steps that help in creating a supportive team environment.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Common reactions to a variety of traumatic events.
- ❖ Signs of anticipatory grief and distress.
- ❖ The power of words and the importance of delivering encouraging messages.
- ❖ Listening tips and how to engage in appropriate conversations.
- ❖ The process of recovery following the death of a co-worker.
- ❖ How to cope with stress and improve resiliency.



THE BUSINESS TRAVELER SERIES

OUR TRAINING SERIES COLLECTION

The Business Traveler



THE BUSINESS TRAVELER— SUSTAINING HIGH PERFORMANCE

1HR

The global business traveler routinely juggles multiple cultures, time zones, work environments, and living arrangements.

This session is designed to create awareness of the triggers and healthy habits that occur while traveling

Studies show business travelers report no impact on their overall wellbeing, yet the data suggest something different. The stress of travel, sleep interruption, disconnection from social support group, irregular diet, and loss of exercise routine increase risk for chronic emotional and physical

health dangers. This session is designed to develop an awareness of travel triggers that can lead to unhealthy habits and examine ways to improve wellbeing while traveling.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Identifying travel triggers and how they affect you.
- ❖ Explore work style and how it is impacted by travel schedules.
- ❖ Discover your flexibility and adaptability for culture and environment.
- ❖ Explore new strategies to ease stress while traveling.
- ❖ Design a sustainable, healthy approach to mitigating travel risks.

CONQUERING ISOLATION WHILE ON BUSINESS TRAVEL

1HR

Workers see travel as an essential component to advance in their careers. At the same time, travel appears to be glamorous and exciting.

Yet there is a downside to frequent travel as “road warriors” report feeling lonely and isolated. They report the time away from friends and family and missed events take a toll on relationships. Along with the unpredictability of life on the road, people report feelings of isolation and loneliness. This one-hour session offers strategies to reduce isolation and recognize the enriching benefits that travel has to offer. Participants will learn ways to improve and enhance their experience.



HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn ways to reframe travel arrangements by seeing the positive benefits.
- ❖ Explore the opportunities for career enrichment.
- ❖ Discover practical tips to tackle loneliness and isolation.
- ❖ Develop strategies to enhance overall health and wellbeing.
- ❖ Learn how to organize travel to optimize enjoyment.

INTERNATIONAL ASSIGNMENT— AIDING YOUR FAMILY'S ADJUSTMENT

1HR

Uprooting from the familiar is difficult for all parties. The anticipation and anxiety of preparing for an international assignment can be overwhelming.

This session goes beyond providing a framework for the move and looks at ways to help all the family adjust as culture shock can be overwhelming for anyone, particularly children who may be leaving their friends, school, and other familiar surroundings. The session will explore a variety of strategies to help aid adjustment socially and emotionally and ultimately help everyone to thrive during the assignment.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Discuss the initial steps for informing children about a new move.
- ❖ Address concerns specific to each age group.
- ❖ Provide tips for helping your children adjust to a new life.
- ❖ Set in place your own goals for the assignment.
- ❖ Fully and creatively utilize your resources as an accompanying partner.
- ❖ Learn how others have successfully addressed challenges.



OPTIMIZE YOUR INTERNATIONAL ASSIGNMENT

1HR

Moving to a new country on a long-term basis for work can take a toll on employees and their families as they adjust to working and living in an unfamiliar culture.

This three-part online seminar series prepares participants for life in another country by understanding the cultural differences, exploring the 'cycle of adaptation', and understanding their own personality and behavior. It encourages participants to view things as different, not right or wrong, not good or bad. Exploring new places can be exciting but can also be a tremendous challenge. The anticipation and anxiety of preparing for an international assignment can be overwhelming. Participants learn how to adapt to the new situation by understanding the adjustment phases and how to set realistic expectations.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Gain an understanding of life in the specific country (customized as per client's needs).
- ❖ Understand the impact culture has on the way people behave and the way people interpret what is happening around them.
- ❖ Learn to accept the nuances of living in a different culture.
- ❖ Be better prepared for the move back to their home country as well.

Learn how to adapt to the new situation by understanding the adjustment phases and setting realistic expectations



**MENTAL
HEALTH
SERIES**

OUR TRAINING SERIES COLLECTION

Mental Health

RECOGNIZE AND RESPOND —A SESSION TO HELP EMPLOYEES BECOME AN AGENT OF CHANGE

1HR

We all have a role to play in helping to normalize conversations around mental health and contribute towards a respectful and supportive work environment where colleagues feel able to share concerns in an open way.

As such, it is important that every employee has the confidence and competence to recognize if a colleague is behaving in a concerning way and know how to intervene in an appropriate and effective way, taking every opportunity to bring

this subject out in the open and commit to making a difference. This seminar will help equip attendees with the knowledge to be a supportive colleague able to recognize signs of concern and respond appropriately.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Know why mental health awareness is important.
- ❖ Understand mental health and different conditions.
- ❖ Recognize signs of concern.
- ❖ Learn how to support a colleague.
- ❖ Discover steps to take in a crisis.

RECOGNIZE AND RESPOND —A SESSION FOR MANAGERS

1HR

Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need.

Our working lives can have a powerful influence on our mental state and, as leaders in a demanding and high-pressured world, it is essential that we develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help you to recognize signs of concern and respond appropriately.



HOW PARTICIPANTS WILL BENEFIT

- ❖ Emphasize why mental health awareness is important.
- ❖ Understand mental health and different conditions.
- ❖ Recognize signs of concern.
- ❖ Establish strategies for having a conversation with an employee in need of support.
- ❖ Learn how to manage in a crisis.

BATTLING BURNOUT

1HR

Burnout is an occupational phenomenon which can lead people to experience emotional exhaustion, depersonalization, and reduced personal accomplishment.

Yet, as it occurs over a gradual period of time, it is not always easy to notice the signs of excessive pressure building

It is more important than ever to recognize the early warning signs and risk factors and learn how to implement anti-burnout strategies

up. With an alarming number of workers across the world reporting increasing levels of burnout, it is more important than ever to recognize the early warning signs and risk factors and learn how to implement anti-burnout strategies.

HOW PARTICIPANTS WILL BENEFIT

- ❖ What is burnout?
- ❖ What are the signs of burnout?
- ❖ Who is at risk?
- ❖ How to protect yourself.
- ❖ Why the importance of the five 'R's.

TALKING ABOUT THE "S" WORD

1HR

1 in 5 adults say they have had suicidal thoughts at some point in their lives. Yet it still remains a topic that many struggle to talk about openly and stigma is commonly thought as the reason help is not accessed when emotional support is needed.

This session aims to demystify challenging topics such as suicide and self-harm and help participants to understand ways to tackle taboos

In addition, many people feel uncomfortable when having difficult or raw conversations and fear that they may say or do the wrong thing. This session aims to demystify challenging topics such as suicide and self-harm and help participants to understand ways to tackle taboos, aid someone in distress, and together make a difference.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand the key terminology around suicide and self-harm.
- ❖ Discussing the role we all play in tackling stigma.
- ❖ Demystifying challenging topics and taboos.
- ❖ Understanding ways to feel more comfortable being uncomfortable.
- ❖ Developing practical skills in helping someone in crisis.



MINDFULNESS SERIES



PRACTICE OF GRATITUDE

30 MIN

Being grateful is a habit that allows us to change our emotional state and to feel more positive in our day-to-day lives.

Being grateful makes us happier because we are able to say thanks despite the fact that nothing extraordinary has happened. How can we develop this habit and express gratitude? In this Webinar we will learn how to identify what is good, how to celebrate the little things (which aren't less valuable), and other ways to be grateful to increase our happiness and well-being.

MINDFULNESS FOR COMPASSION

30 MIN

The practice of mindfulness helps us to learn to be present in life. What happens when these moments are painful, for us or our loved ones?

The key is to learn how to live life not only with Mindfulness or Full Awareness, but compassion and kindness as well. Compassion is the capacity of feeling suffering in ourselves or in others, and feeling an intense desire to help make it go away. In this Webinar we will develop compassion and self-compassion, which is a good way to cultivate well-being for ourselves and others.

EMOTIONAL STRENGTH

30 MIN

Emotional strength involves developing the awareness and tools to recognize, confront, and manage difficult feelings.

Sometimes we don't allow ourselves to feel our emotions, sensations or experiences as they are. We avoid seeing ourselves and allowing other to see us in a fragile and unprotected state.

But experiencing what displeases us is necessary given that it represents our personal growth. In this Webinar we will discuss how we can improve our emotional strength and how accepting our vulnerability makes us stronger.

OUR TRAINING SERIES COLLECTION

Mindfulness



HELPING CHILDREN LEARN MINDFULNESS

30 MIN

The practice of mindfulness has been proven to be just as beneficial for children as it is for adults. Childhood is the ideal stage to practice attention, so it can not only become a habit, but an attitude with which to face life as well.

In this Webinar, we help families teach the necessary tools to children and teenagers so they can be conscious of their internal and external experiences. This will allow them to learn to identify their thoughts and emotions, and the impact they have on their bodies, allowing them to control their impulses, and improve their emotional intelligence and well-being.

MINDFULNESS TO CONCENTRATE AND PAY ATTENTION

30 MIN

Mindfulness is the practice of consciously paying attention to a certain experience in the present moment, observing it curiously and accepting it at the same time.

Numerous studies have shown how mindfulness activates certain parts of the brain that are in charge of planning, memory, concentration, and executing tasks. Through this training we are able to improve our concentration, along with not getting distracted and being able to focus on the task at hand.

MINDFULNESS FOR HEALTHY EATING

30 MIN

How you ever started snacking just because you were bored or stressed? Are you used to the feeling of not being aware that you've just eaten?

Sometimes we manage our emotions with food. We stress eat and we aren't aware of what we're doing. Mindfulness allows us to enjoy our food, to savor every bit, and listen to our body to know what we need.



MINDFULNESS TO SLEEP BETTER

30 MIN

We all know the importance of sleeping well and resting. Lack of sleep can create unpleasant and irritating symptoms such as tiredness, anxiety, irritability, difficulty concentrating, and poor performance.

The truth is that sometimes we may have trouble sleeping. Our thoughts and our worries about our family, our financial situation, or other problems occupy our mind making it impossible to sleep. Through Mindfulness we can solve this problem with a series of exercises that help us liberate our mind and impact our sleep.

BE CONSCIOUS OF TIME

30 MIN

Our perception of time has changed throughout history, reaching the present moment where people experience restlessness when things slow down, or anxiety over not having enough time.

In this Webinar you will receive some suggestions and recommendations so you can consciously learn how to manage your time. Being conscious of how you spend your time and how you would like to spend it will allow you to react and change your habits.

BEING THERE—THE ART OF TAKING A WALK

30 MIN

You don't need to be seated in a quiet room with your eyes closed to meditate. You can benefit for this practice while you're on a walk, for example.

In this Webinar we will discuss how we can live with all our senses and connect with our body and the present moment in our daily activities.

OUR TRAINING SERIES COLLECTION

Mindfulness

CLEARING YOUR MIND 30 MIN

Buddha once said “We are what we think. All that we are arises with our thoughts. With our thoughts, we make the world.”

The truth is that our thoughts shape our reality. Do you know how to clear your mind of unwanted thoughts? In this Webinar we will learn how to relax and clear our mind with exercises that calm our thoughts and allow us to create new positive and constructive thoughts.



BEYOND THE BODY SCAN 30 MIN

Living in the present moment allows us to fully observe and recognize our experiences. The reality is that most of us are thinking about the past or future and completely missing out on what is happening in the present.

In this Webinar we will take a deep dive into how mindfulness allows us to recognize what is happening as it is happening, accepting the experience as it is, without changing it. This is something we can do at any time and in any place.

EXPLORING MOMENTS TO PRACTICE MINDFULNESS 30 MIN

The less time you feel that you have, the more necessary mindfulness is for you. We all know that in order to incorporate an activity into our routine we need to make it a habit.

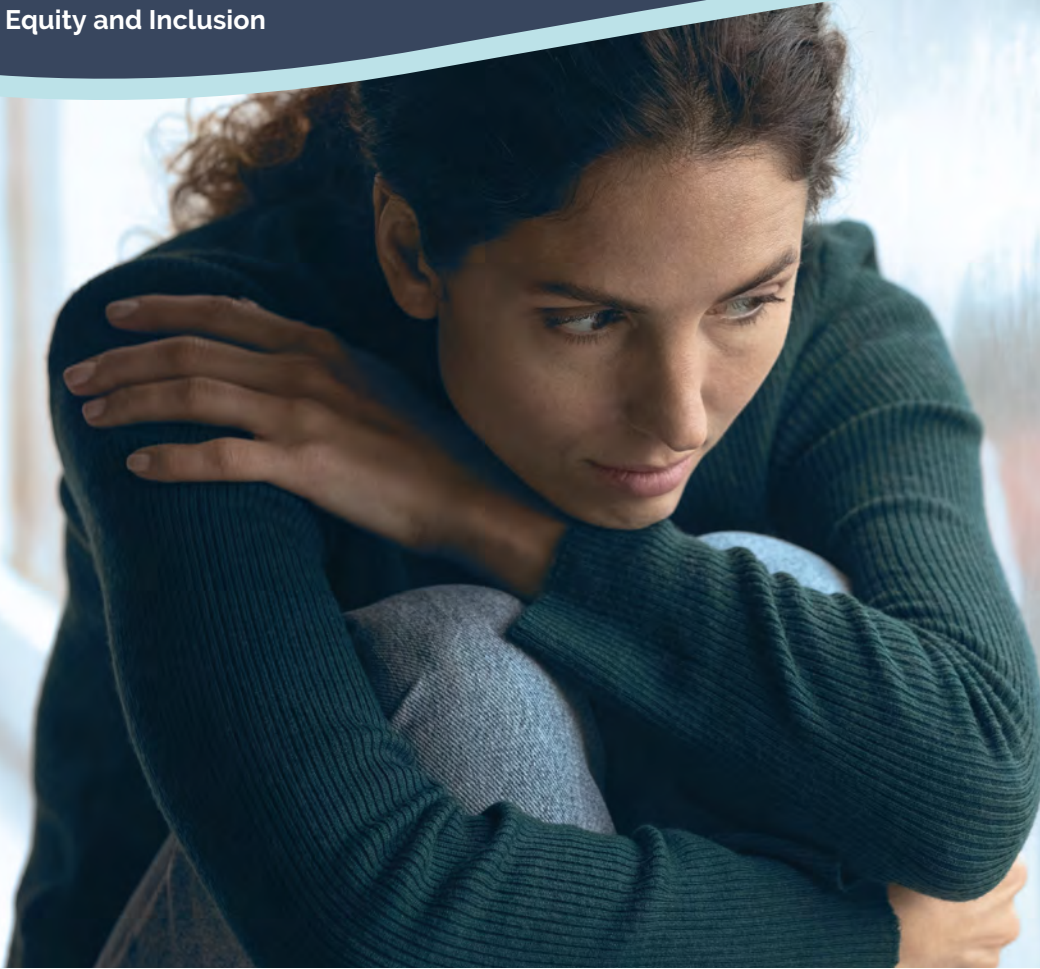
Although this isn't exactly easy, the practice of mindfulness can become a habit that we can incorporate into our lives as long as we know how to do it. In this Webinar we will explore some easy ways in which we can introduce the practice of full attention into our daily lives.



DIVERSITY, EQUITY AND INCLUSION SERIES

OUR TRAINING SERIES COLLECTION

Diversity, Equity and Inclusion



WHY INCLUSION MATTERS

3HR

An essential first step in any DE&I program is focusing on “inclusion” as a mindset. Creating an attitude and belief that embraces everyone is at the heart of organizational performance.

Inclusion ensures that there is room at the table for all groups within the organization and that participation in any conversation is welcome and accepted. Employees' level of contribution is greatly tied to their sense of belonging. Assess group representation to ensure full participation from gender, race, religion, age, ethnicity, sexual orientation, neurodivergent, and educational groups.

Assess group representation to ensure full participation from gender, race, religion, age, ethnicity, sexual orientation, neurodivergent, and educational groups

HOW PARTICIPANTS WILL BENEFIT

- ❖ Explore the inherent complexity of bringing a diverse group together to function as a cohesive, functioning group.
- ❖ Explore how to use Employee Resource Groups (ERG's) to provide participation and input to the inclusion focus.
- ❖ Explore the barriers to inclusivity: bias, internal resistance, communication styles, and group prominence/representation.
- ❖ Explore the message of inclusion and effective implementation within the organization.



FOSTERING A SENSE OF BELONGING

1 HR

The need for affiliation and belonging is an essential human emotional need. This includes belonging to a team, an organization, a community, or a religious or ethnic group.

By belonging to a group, we feel a part of something larger and more important than ourselves. Satisfying the need for belonging is centered on acceptance, attention, and support from members of the group. The need to belong to a group also can lead to changes in behaviors, beliefs, and attitudes as people strive to conform to the standards and norms of the group. This need for belonging is a reason why membership in Employee Resource Groups (ERG's) has grown rapidly. When people have a sense of belonging, they feel included,

leading to more meaning in life. Therefore, belonging and attachment to co-workers is an important factor in considering leaving or staying in their current position. Employees who have a sense of belonging and inclusion in the workplace are 3.5 times more likely to contribute their full potential. High belonging has been shown to increase job performance by 56%, reduce turnover risk by 50%, and decrease sick days by 75%, according to Harvard Business Review. When scaled across the organization, belonging is good for business.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn about what belonging means and why it is so important.
- ❖ Gain strategies to cultivate a sense of belonging for oneself.
- ❖ Understand what organizations can do to foster a culture of belonging.

BULLYING AND HARASSMENT —ZERO TOLERANCE

1 HR

Understand the psychological impact of workplace bullying and harassment and the role of the bystander.

Participants will learn how to recognize bullying and harassment in a working environment and develop effective strategies to address such behaviors and situations.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understanding what is considered inappropriate behavior.
- ❖ Learning about the psychological impact of workplace harassment and bullying on the victim.
- ❖ Recognizing the role of a bystander.
- ❖ Specific organizational processes to address such situations.

OUR TRAINING SERIES COLLECTION

Diversity, Equity and Inclusion



SUSTAINING A RESPECTFUL WORK ENVIRONMENT

1HR

We all come to work with the expectation that we are going to be treated appropriately—be shown respect, have our ideas and opinions listened to, and be provided with the information we need to do our jobs and feel safe.

Empower attendees with the awareness and knowledge to cooperate and communicate with respect

This training session will empower attendees with the awareness and knowledge to cooperate and communicate with respect, embrace differences, address concerns in a constructive way, and help contribute towards a collective vision built on a collaborative, respectful, and harmonious work culture.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Define healthy acceptable work behaviors and what may be considered inappropriate.
- ❖ Outline ways to promote a positive and inclusive work environment.
- ❖ Tackle inappropriate behavior in an assertive way.
- ❖ Understand the support available.

DISCOVERING UNCONSCIOUS BIAS

1HR

Unconscious bias, is also known as implicit bias or hidden bias, and it poses a serious roadblock to DE&I.

Either favorable or unfavorable, unconscious bias occurs when people—usually without realizing it—make judgments and take mental shortcuts based on stereotypes about someone’s race, gender, ethnicity, age, disability, or other factors. The aim of this session is to raise awareness of different types of unconscious bias and minimize its influence on workplace practices, policies, and processes.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understanding how unconscious bias is revealed.
- ❖ Exploring the impact that unconscious bias has on everyday interactions.
- ❖ Identifying one’s own unconscious biases.

The aim of this session is to raise awareness of different types of unconscious bias and minimize its influence on workplace

UNDERSTANDING MICROAGGRESSIONS

1HR

Microaggressions are common verbal, nonverbal and environmental slights, snubs, or insults whether intentional or unintentional that communicate hostile, derogatory, or negative messages to individuals of marginalized groups.

This training empowers the audience with awareness and knowledge to effectively address situations where microaggressions are present.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand the impact of microaggression on positive work environments.
- ❖ Learn how to respond.
- ❖ Build a more positive workplace by addressing microaggressions.



STANDARD LEADERSHIP TRAINING

These trainings are Bank of Hours and Fee For Service. Any customizations to content will incur a charge



HOW TO LEAD HYBRID HIGH-PERFORMING TEAMS

1HR

With the ever-evolving 'hybrid' working environment, virtual teams will be here for the long-term. They offer employers the chance to capitalize on talent and diversity without any restrictions of geographical location.

For employees, virtual teams offer freedom and flexibility to work where they live, optimize their contribution, and attain a healthy work-life balance. Nonetheless, while virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers. Communication, trust, monitoring workload, and wellbeing status are some of the challenges that managers face on a daily basis that will be addressed in this session to better equip managers with an effective leadership strategy.

While virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers

HOW PARTICIPANTS WILL BENEFIT

- ❖ Discover ways to contribute to a compassionate hybrid work culture.
- ❖ Learn practical ways for managers to communicate and reconnect with their virtual teams.
- ❖ Learn ways to embrace the opportunity to reunite with others.
- ❖ Help managers understand the importance of monitoring employee wellbeing status for all virtual team members.

ADVOCATING FOR YOUR TEAM

1HR

The objective of this session is to emphasize the importance of being an advocate for your team and make you aware of what you need to do differently for your workforce to feel truly heard and represented, contributing to higher levels of operational efficiency, meaningful engagement and work performance.

In turn, this will help to cultivate working relationships where people are enabled in their growth and development for both professional and organizational gain.

HOW PARTICIPANTS WILL BENEFIT

- ❖ What does it mean to advocate for your team?
- ❖ Why is being an advocate important?
- ❖ How to be an effective advocate?
- ❖ Explore what would get in the way of being a effective advocate.

THE COACH APPROACH TO LEADERSHIP—LEADERSHIP SKILLS FOR THRIVING TEAMS

1HR

This session explores the role leadership plays in optimizing performance and motivating others. Participants will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose, and direction.

Additionally, they will learn strategies for optimizing performance and bringing out the best in their people. Leaders must draw upon multiple skills to be successful. Many recognize the value of connecting with others using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce desires a coach approach to leadership. Participants will recognize the value

of integrating the coach approach communication principles into their leadership style and organizational culture to develop employees that thrive.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Examine their current leadership style.
- ❖ Recall the four different types of listening and focus on developing their listening ability.
- ❖ Construct powerful questions that could be used in conversation with direct reports.
- ❖ Demonstrate appropriate ways to provide information and give advice to direct reports to empower growth.
- ❖ Practice ways to increase staff self-efficacy, to build morale and productivity by utilizing acknowledgment.



MANAGING PSYCHOSOCIAL RISKS IN THE WORKPLACE

1HR

Non-physical factors in the workplace can become detrimental to employee health and well-being. When poorly managed, factors such as workload, change, and how employees are treated and managed, become psychosocial hazards.

These hazards can threaten our mental and physical well-being, and may lead to a number of outcomes such as loss of concentration, poor decision-making, at-risk behaviors, increased error rate, reduced effectiveness and productivity, depression, or anxiety. This training is designed to help organizations identify psychosocial risks and hazards and how they can be managed to promote employee wellbeing.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn how to recognize psychosocial risk factors and their impact on employees.
- ❖ Discover the legal, commercial, and moral case for risk management.
- ❖ Define employer duty of care and relevant responsibilities.
- ❖ Understand effective intervention techniques to manage psychosocial risks.
- ❖ Identify coping strategies to manage risks

This training is designed to help organizations identify psychosocial risks and hazards and how they can be managed to promote employee wellbeing

GETTING COMFORTABLE WITH CONFLICT—A LEADERSHIP GUIDE

1HR

Almost every workplace has a diverse blend of personalities and preferences. Therefore it is expected that there will be some dispute and conflict.

Not all employees are the same; some personalities are easier to interact with than others. Human beings are often fearful of conflict and not having a happy and amicable team can make work very difficult. However, not all conflict is bad. Conflict can lead to positive growth and change. Thus, it is important that managers learn how to communicate and facilitate a positive working relationship with any personality type to explore how to reach resolutions that are agreeable to all parties involved and get the team focused on moving forward. This session will teach leaders how to apply conflict

management strategies that will boost performance and increase collaboration among their team, while examining the role of attitudes and perceptions, along with how to make the most of their diverse relationships with diverse kinds of people.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Explore the origin of conflict and tension.
- ❖ Identify conflict management styles.
- ❖ Develop an understanding of the intent behind the message.
- ❖ Connect conflict management styles with a variety of personality types.
- ❖ Consider ways to create a collaborative environment.

PEOPLE-CENTRIC LEADERSHIP

1HR

Leaders who follow a people-centric approach know what it means to be successful, to put their people at the forefront of everything they do.

Great leaders not only understand themselves but they know the people they manage and know the importance of developing compassionate and empathetic relationships. This relies on emotional intelligence (EQ), the ability to recognize their own feelings and those of others, and self-motivation to understand the needs and motivations of others. Leaders who demonstrate a greater EQ help create a healthy and productive workplace. This interactive

and insightful session focuses on emotional intelligence, self-awareness and relating to others.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understanding ways to communicate compassionately, pathetically, and professionally.
- ❖ Learning and applying techniques to develop emotional intelligence.
- ❖ Understanding how to work in a collaborative manner to optimize motivation and morale.
- ❖ Learning ways to develop self-awareness and adopt a greater understanding of how others work.

STANDARD EMPLOYEE TRAINING

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STANDARD EMPLOYEE TRAINING



HEALTHY MIND TOOLKIT— BOOSTING YOUR MENTAL HEALTH

1HR

Managing your own health and energy is an essential part of living a happy and healthy life. Many people become more concerned about meeting other people's needs and expectations and end up neglecting their own.

People also believe that their mental wellbeing should only be addressed when they are struggling, however, constantly checking in with our mental wellbeing helps us to manage difficult times in the future and can reduce our risk of prolonged physical health problems. This empowering training will help you to understand how to optimize levels of mental health as well as gain coping strategies for dealing with adversity in a constructive way, developing structured mechanisms for building better mental health.

This empowering training will help you to understand how to optimize levels of mental health as well as gain coping strategies for dealing with adversity

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learning how to optimize levels of mental health.
- ❖ Identifying ways to manage adversity and change.
- ❖ Learning practical stress management strategies.
- ❖ Develop structured mechanisms for building better mental health.

CREATING A RESILIENT MINDSET

1 HR

Our resilience is tested in several aspects of our lives, particularly when we are under pressure or find ourselves in a challenging environment.

In an ever-evolving and transitioning landscape that often brings fear and uncertainty, it is important for us to know how to adjust effectively and remain resilient. This training will explore our relationship with failure and how by transforming our perception we can discover the vital secrets for developing an adaptable and confident mindset by embracing vulnerability and fear. Specifically, this session will explore the foundation of resilience, understanding yourself and your personal operating system and identifying the

mental obstacles (thoughts, feelings, and attitudes) that get in your way. Participants will focus on five muscles: accepting personal accountability; developing a belief system that encourages and supports success; accurately and objectively assess your moods and blind spots; perfect your deep breathing techniques; and curate curiosity to view situations from different angles.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Discover the power of vulnerability when dealing with failure.
- ❖ Learn how to perceive adversity as a learning opportunity.
- ❖ Tackle limiting beliefs associated with challenge and change.
- ❖ Understand how to embrace fear and take risks.

SWITCHING OFF—LIFE BEYOND DIGITAL DEVICES

1 HR

The modern working world is plugged in now, more than ever and we are driven by rapid advancement in technological growth. The way we communicate in this digital world has transformed working behaviors, compelling workers to be plugged in 24/7.

The overuse of digital devices has been linked to stress, burnout, insomnia, anxiety, and other mental health disorders. This thought-provoking and innovative seminar will provide attendees with a powerful insight into the

true impact of living and working in a reactive, fully connected world. Participants will discover practical ways to reclaim a sense of work-life balance and address existing habits to be able to unplug digitally and mentally for a healthier and happier life.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand the psychological impact of being switched on 24/7.
- ❖ Learn simple strategies to unplug digitally and mentally for a healthier and happier life.
- ❖ Discover practical ways to reclaim a sense of work-life balance and address existing habits.

HEALTHY BOUNDARIES AND WORK-LIFE BALANCE

1HR

People often feel torn between work and personal time. They feel they don't have enough "me" time.

This session will help participants identify various ways to achieve balance with personal, family, and work responsibilities. The conflicting demands of work and home can create stress and zap the time and energy needed to get everything

Participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives

done. In this session, participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Identify the sources that keep them out of balance.
- ❖ Determine the meaning of work-life balance.
- ❖ Learn time management strategies for effectively managing multiple demands.
- ❖ Discuss the benefits of prioritizing.
- ❖ Explore the role of delegation and communication with others.
- ❖ Develop an action plan to balance their own work and life demands.

EFFECTIVE STRESS MANAGEMENT

1HR

Working under excessive pressure for a prolonged period of time can result in chronic stress which can have a significant adverse impact on our mental and physical health, in particular long-term cardiovascular problems due to the consistent and ongoing increase in heart rate, and elevated levels of stress hormones and of blood pressure.

Without understanding the physical stress response, it can be difficult to develop healthy coping strategies to help us tackle stress in an effective way, causing a build-up of stress hormones in our minds and bodies which leads to more significant health issues such as burnout and/or depression.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand the science of the stress response.
- ❖ Recognize your own stress triggers.
- ❖ Learn how to respond rather than react.
- ❖ Discover powerful stress busting strategies.



STAYING OPTIMISTIC— CONQUERING NEGATIVE THOUGHTS

1HR

An average person has between 12,000-60,000 thoughts per day, 80% of which are negative.

These thoughts are part of the survival mechanism in the mind which focuses on more negative details as a form of self-protection. However, it is not the negative thoughts themselves that are the issue, but rather the importance that we give these thoughts that cause the problem. This session allows participants to learn how to gain control over negative thoughts and turn them into neutral or positive ones, helping to conquer unhealthy and unhelpful habits.

It is not the negative thoughts themselves that are the issue, but rather the importance that we give these thoughts that cause the problem

HOW PARTICIPANTS WILL BENEFIT

- ❖ Identify the symptoms and causes of negative thoughts.
- ❖ Apply strategies to disrupt negative thoughts.
- ❖ Understand when additional help is needed.
- ❖ Discuss the types of help available.

STANDARD EMPLOYEE TRAINING

EAT WELL. MOVE MORE. SLEEP BETTER. 90 MINUTE

When we are busy with the demands of life, it can sometimes be easy for our healthy habits to slip. Yet neglecting our nutrition, sleep and exercise can all result in reduced health and increase our risk of illness.

This practical session will explore three of the most important components for living a healthy lifestyle: nutrition; movement; and sleep. It will explore the ways you can introduce new techniques for healthy practices and learn simple but effective ways to eat well, move more, and sleep better.

TACKLE UNHEALTHY HABITS AND TRANSFORM YOUR LIFE

1HR

Breaking bad habits can be tough. Even if we know something is not good for us, finding the motivation to tackle the unhealthy cycles of behavior and know how to make better choices is not always easy.

The good news is that change is absolutely possible. This session will explore the science of behavior change and apply these teachings to tackle common bad habits such as alcohol consumption, smoking, social media and unhealthy



HOW PARTICIPANTS WILL BENEFIT

- ❖ Discovering the basics of eating for energy.
- ❖ Overcoming barriers to healthy eating.
- ❖ Learning ways to move more and combat a sedentary lifestyle.
- ❖ Identifying good sleep hygiene practices.

eating. The session will explore triggers and how to plan ahead for success.

The session will explore triggers and how to plan ahead for success

HOW PARTICIPANTS WILL BENEFIT

- ❖ Identifying triggers.
- ❖ Understanding the science of habit formation.
- ❖ Establishing ways to boost motivation for change.
- ❖ Creating a strategy for breaking bad habits.



DISCOVER THE WORLD OF EMOTIONAL INTELLIGENCE

1HR

Being able to recognize feelings in oneself and others, managing emotions, and balancing thoughts are invaluable traits that are associated with emotional intelligence (EQ).

Emotional intelligence requires skills such as self-awareness, self-regulation, motivation, empathy, and social skills. Embracing the nuances of human emotion have demonstrated several benefits, particularly at work, such as better collaboration, compassionate leadership, boosted morale and overall, a happier and healthier workplace. Participants will learn that by recognizing the feelings of family members and co-workers, and responding in a balanced, rational way, they can improve relationships and collaborate more effectively. The session also examines new brain research on emotions and the battle between the emotional and the thinking brain.

The session also examines new brain research on emotions and the battle between the emotional and the thinking brain

HOW PARTICIPANTS WILL BENEFIT

- ❖ The ability to cope with daily situations and get along in the world includes both cognitive and emotional intelligence.
- ❖ The emotional brain impacts behavior.
- ❖ An 'amygdala attack' of panic reactions results when cognitive thinking stops.
- ❖ Calm breathing and focused listening add to EQ.



COPING WITH CRITICAL ILLNESS

1HR

Many serious health problems seem to develop unexpectedly, upsetting your life out of the blue. You may feel overwhelmed by waves of difficult emotions—from fear and worry to profound sadness, despair, and grief—or just numb, frozen by shock, or the feeling that you’ll never be able to cope.

The emotional upheaval can make it difficult to function or think straight, and even lead to mood disorders such as anxiety and depression. One’s emotions can feel like a roller-coaster. However, participants can learn to manage these feelings, adjust to a new way of living, and live a fulfilling life.

But whatever your diagnosis or emotional response, it’s important to know that you’re not powerless. There are steps you can take to better cope with your new situation, ease the stress and mental anguish that often accompany serious illness, and find a way to navigate this challenging new journey.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn about the emotional impact of a critical illness diagnosis.
- ❖ Gain some skills to manage the diagnosis and its aftermath in as helpful a way as possible.
- ❖ Understand the importance of taking care of one’s mental health during a critical illness.
- ❖ Understand the impact on caregivers and emphasize the need for their emotional support as well.



RAISING RESILIENT CHILDREN

1HR

Many parents face multiple changing roles and responsibilities, and it can be difficult to navigate the new demands faced, while also supporting the psychological needs of their children.

The session will highlight the importance of raising resilient children and explores the roadblocks that get in the way of

Explore key communication strategies that help empower young children and help them overcome stress in a healthy way

letting parents focus on this, such as parental guilt, perfectionism, and comparison with others. It will explore key communication strategies that help empower young children and help them overcome stress in a healthy way.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Define resilience.
- ❖ Determine how resilience can be built.
- ❖ Define strategies to help children build their resilience muscles.
- ❖ Learn what this means for you as a parent.
- ❖ Understand the barriers that get in the way of making children more resilient.

STANDARD EMPLOYEE TRAINING

UNLOCK THE SECRET TO FINANCIAL WELLBEING

1HR

Managing your finances may seem like a large and daunting task. However, it allows you to have a better perspective of where and how you're spending your money.

Good personal finance management allows you to learn how to control your money so you can achieve your financial goals. The initial step is defining your money beliefs and your financial goals, both short-term and long-term. This training will guide you through the process of tracking your spending so that you understand how you currently spend money. You'll examine your obstacles to reaching your financial goals as you learn how to manage your debt and develop a personal strategy for taking control of your finances.

THE MANY FACES OF GRIEF —COPING WITH LOSS

1HR

While grief touches everyone, and grieving is normal, the pain of loss is unique to each individual.

Major losses trigger conflicting emotions, from anger and denial to maybe even relief. This session will help participants to explore their own reactions to loss, from a death to divorce. They will learn why some people are stuck in a 'grief rut' as they discuss more healthy ways to grieve.



HOW PARTICIPANTS WILL BENEFIT

- ❖ Understand your money beliefs and how these affect your personal finances.
- ❖ Establish ways to track your spending.
- ❖ Explore proven ways to reduce debt and spending.
- ❖ Develop a personal strategy for taking control of your finances.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Learn the different and individual ways each person handles grief and loss.
- ❖ Understand the ways both adults and children can learn to grieve in a healthy manner.
- ❖ Discover how the helping hand of support to those in grief makes the process more tolerable for them.

WORK SMARTER, NOT HARDER— BECOME A TIME MANAGEMENT MASTER

1 HR

How often do we hear the phrase, “there aren’t enough hours in the day”? Many people find themselves constantly adding to the to-do list with the day passing by with the feeling that they haven’t accomplished anything.

Effective management of time is critical to ensure you feel better accomplished and less overwhelmed at the end of a busy day. Time management is a learned skill. It requires self-discipline and a desire to become conscious of how one manages one’s daily activities. This session will provide

a basic explanation of the time management process and effective time management. It will discuss how to prioritize important events, and explore the role of delegation and communicating requests with others. It will discuss the importance of prioritizing important events and explore the role of delegation and communicating delegation requests with others.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Explain the time management process.
- ❖ Provide characteristics of effective time managers.
- ❖ Discuss the importance of prioritizing important events.

POWERFUL COMMUNICATION— HARNESSING EFFECTIVE TECHNIQUES TO ENHANCE YOUR STYLE

1 HR

Effective Communication is conceptualized as the ability to convey information to another both effectively and efficiently. Good verbal, nonverbal, and written communication skills are crucial for successful relationships. It is also important that people exercise active listening skills.

The ability to effectively communicate with others through listening and speaking is one of the most powerful tools for personal and professional success. Emotions, communication, and conflict are present in all human interactions and

affect each of us in different ways. Everyone manages emotions, communication, and conflict from habit—i.e. patterns and styles developed early in life and over time. This session will help develop important communication skills both verbally and non-verbally to create a more cohesive, collaborative, and successful working environment.

HOW PARTICIPANTS WILL BENEFIT

- ❖ Effectively listen to be better communicators.
- ❖ Develop an awareness of personality and communication tendencies.
- ❖ Discuss ways to overcome barriers to effective communication.

TOPICS AVAILABLE BY REQUEST

BELOW IS A LIST OF SOME OF THE TRAINING TOPICS WE CAN OFFER TO SUPPORT AWARENESS DAYS OR SPECIFIC CAMPAIGNS BEING RUN WITHIN YOUR ORGANIZATIONS. PLEASE CONTACT US IF YOU HAVE A SPECIFIC REQUIREMENT.

- ❖ **Managing and Supporting Employees Experiencing Domestic Abuse**
- ❖ **What Managers Need to Know to Support Breastfeeding Mothers and Babies**
- ❖ **Healthy Fasting During Ramadan**
- ❖ **Tips for Smoking and Tobacco Cessation**
- ❖ **Identifying Signs of Addiction in a Loved One**
- ❖ **Changing Relationships—You and Your Aging Parents**
- ❖ **Understanding Menopause in the Workplace / Women's Health Thriving In Later Life—Planning for Retirement**
- ❖ **Transitioning from Your Role into Parental Leave**
- ❖ **Men's Health Matters**
- ❖ **Healthy Eating on the Run**
- ❖ **Talking about Breast Cancer**
- ❖ **Build a Better Back**
- ❖ **Where is the Sugar—Tackling Diabetes**
- ❖ **Let's Sleep on It: Developing a Healthy Sleep Pattern**
- ❖ **Tackling Sleep and Stress Fatigue**
- ❖ **Become More Heart Smart**
- ❖ **Understanding Broken Heart Syndrome**
- ❖ **Women's Health and The Menopause**

GETTING READY FOR YOUR PRESENTATION

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REQUESTING A PRESENTATION

- ❖ Please provide a minimum of four weeks' notice for standard learning event requests and a minimum of six weeks notice for customized learning event requests.
- ❖ Please provide a training room and equipment (i.e., laptop, LCD projector, flip chart, etc.). Please notify Kepro if this requirement cannot be met.
- ❖ Print and provide handouts to all expected participants for onsite learning events.
- ❖ Please secure written consent or permission prior to recording, broadcasting, webcasting, or otherwise transmitting the session to any additional audience.
- ❖ If there are any security, clearance requirements, or other documentation required for providers to be given access to the customer's workplace, please provide notification to Kepro when requesting a session(s).

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Standard trainings—Three weeks prior to the originally scheduled delivery date

Customized trainings—Five weeks prior to the originally scheduled delivery date

Thereafter, an additional 50% of the value of the service scheduled or 50% of the total bank of hours for the service scheduled will be charged for each date change.

- ❖ Cancellation more than seven business days before the learning event date(s) is at no charge.
- ❖ Cancellation or rescheduling within two to seven business days of the learning event date(s) is subject to 50% of the value of the service(s) scheduled or 50% of the total bank of hours for the services scheduled.
- ❖ Cancellation or rescheduling within one (1) business day of the learning event date(s) is subject to 100% of the value of the service(s) scheduled or 100% of bank of hours for the services scheduled.
- ❖ All cancellations will incur the full reimbursement charge of non-refundable pre-agreed travel expenses and pre-agreed preparation hours (if applicable).

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