



employee training: The Key to Growth and Retention

By Tanya Fraizer | VBI Trainer

The ability for individuals to grow – both personally and professionally – is a vital factor in employee satisfaction. More and more employees have an expectation of development opportunities from their employer and consider it a key element in feeling satisfied in their jobs.

Employees are hungry for knowledge and ideas as to how to be more efficient, effective, and healthy. It's not surprising that there is a direct, positive correlation between professional development and employee retention, making ongoing training opportunities an investment in your company's future. Companies that invest in their people see higher retention rates, improved job satisfaction, and an increase in productivity.

Your organization's contract with **The Village EAP** may include training hours or allow you to purchase them at a discounted rate. You may choose to train your entire staff or to do targeted trainings for specific groups, teams, or departments. The delivery of the training is flexible as well, with in-person, online, or hybrid options available. View our robust training menu at www.TheVillageFamily.org/Training. Would you like a presentation on a topic that is not listed, or a keynote presentation for an event or conference? No problem!

We provide customized content as well. **The sky's the limit!**

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TANYA FRAIZER is a dynamic presenter with a passion to help others find joy and peace in their personal and professional

lives. She has 18 years of training experience and has presented to audiences locally, nationally, and internationally. She enjoys making complex topics digestible and leaving attendees feeling empowered to take immediate action for change. Tanya is originally from Cold Spring, MN, and lives in Fargo, ND, with her partner and daughter.

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HOT TOPICS: MOST REQUESTED TRAINING THEMES FROM THE LAST YEAR

WELLNESS

We are seeing an influx of requests for trainings on topics to enhance and support the well-being of employees, particularly in the area of mental health. Both from an awareness perspective as well as skills-building, participants are seeking supports for themselves, tips for how to support their colleagues, and strategies for how to be of help to others in their lives. In this time of increased challenges, being aware of warning signs for mental health crisis and suicide are also on the forefront of many employees' minds. There cannot be enough emphasis put on the importance of self-care, stress management techniques, and the ability to navigate transitions in this complex world and age we live in.

COMMUNICATION AND CHALLENGING PERSONALITIES

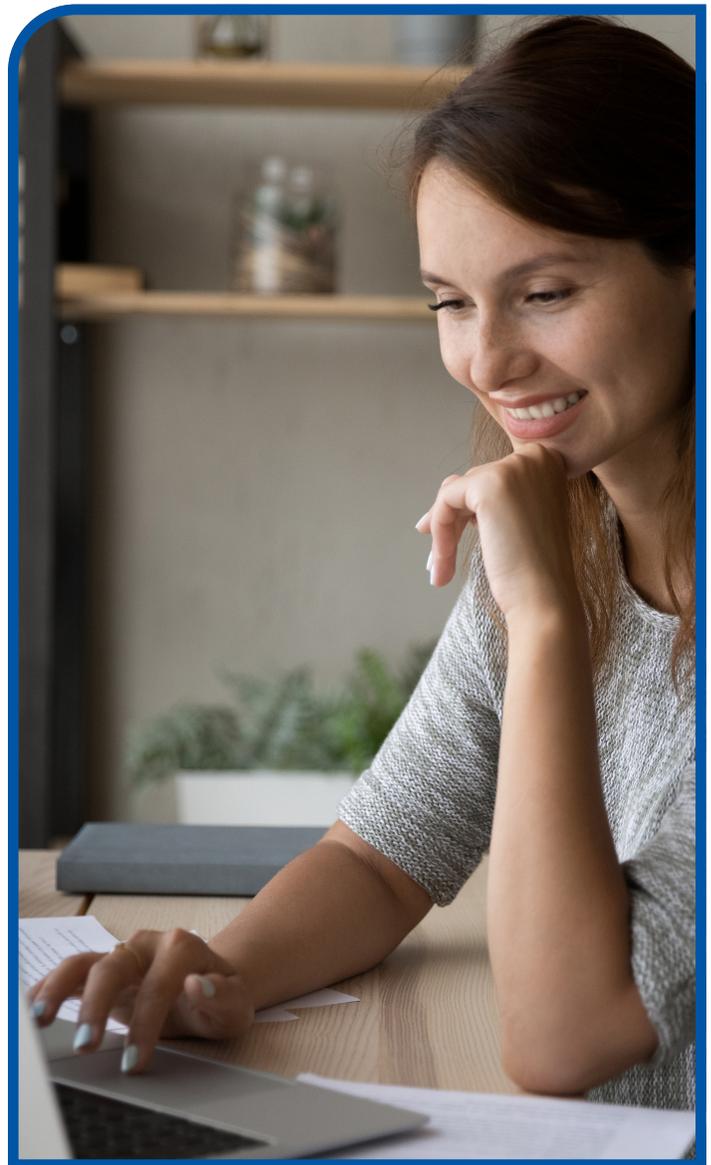
In this time of an abundance of interpersonal conflict, many businesses have been asking for supports on how to better understand one another, as well as to be more proactive in getting along with one another. Attendees have commented that addressing these topics head on have also helped their skills in customer service and client interaction, despite challenging situations. Though communication may seem a simple concept on its surface, enriching one's tools in verbal, written, and non-verbal communication can change the dynamics of staff culture.

LEADERSHIP DEVELOPMENT

Always looking to grow and expand their leaders' knowledge base, we continue to see consistent requests for trainings where core leaders gather to fine-tune skillsets key to company culture and staff management. We have also experienced an increase in requests for full staff trainings to empower all staff to step into leadership within their particular roles and to be emboldened to see themselves as a key player on the team instead of "simply" an employee. The investment of skills for leaders in their interplay with team members, other management team members, and the public creates a well-rounded impact on productivity, retention, and public relations.

TRAINING SERIES: WHY STOP AT ONE?

Though stand-alone training sessions provide useful and pertinent content, many businesses and organizations are seeking a more in-depth approach to learning through training series. Offerings are typically opened to the same group of participants and spread over several months. Utilizing topics along a single theme or across a wide range of concepts, a training series creates momentum, gives opportunities for "in-between" learning, and deepens the internalization and utilization of the content. Multiple companies have now started a second or third series, having seen the value of this increased investment in their people. Series are created by selecting topics from our a la carte menu.



NOT SURE WHERE TO START?

Contact The Village Business Institute and ask to speak with one of our EAP Trainers. They are skilled at listening between the lines, identifying the gaps, and working with you to create a training plan that will address your needs. Call **1-800-627-8220** or email vbtraining@thevillagefamily.org.

DID YOU KNOW?

In addition to training services, **The Village** also provides consulting across a broad range of topics. Visit TheVillageFamily.org/Consulting for more information. We are also willing to customize our consulting services, so don't hesitate to ask for help on a topic you might not see online.