

2010

Employee Assistance Program

Wellness Seminars & Management Trainings Catalog



CIGNA

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Contents

Introduction	2
Planning a Seminar	3
Pre-Seminar To Do List	4
Suggested Seminar Series	6
Seminars for Employees	13
Family Matters	14
Personal Development	17
Stress Management	19
Workplace Issues	20
Your Emotional Well-Being	23
Your Health	26
Management and Organizational Development Seminars: Training for Managers, Supervisors, and Human Resource Professionals	28
Orientation to the EAP	32
Legal and Financial Seminars (through CLC)	34
New seminars for 2010	37



Introduction

Why Seminars?

Employees in any organization struggle with a variety of challenges in their quest to balance productive work and a satisfying personal life. An example of some of these challenges are childcare, senior care, financial pressures, family and other relationships, and their own health and lifestyle choices.

Managers also face multiple challenges as they try to maintain high levels of productivity in a competitive business climate, and to balance that with a desire for high employee morale, low turnover, and an atmosphere of respect and tolerance for all.

We at CIGNA believe that **wellness seminars and management training are an important part of an Employee Assistance wellness program**. Wellness education and management training are proactive and preventive in nature, making the potential payoff for offering them to your employees and managers much greater than that for treating problems after the fact.

For these reasons we have developed **a wellness seminar and management training library** with over 100 topics to offer our Employee Assistance Program (EAP) customers. These seminars have been researched and developed by experts in their field, and have been reviewed and approved by our Seminar Development Committee, which is comprised of experts in a variety of areas of work life and wellness. Our seminar presenters are **licensed clinicians and/or professional speakers** with extensive experience in the field of Employee Assistance and counseling.

Our wellness seminars are generally an hour in length, and our management seminars are one to two hours. Most include **a combination of lecture, discussion, experiential exercises and handouts**. In order to help you promote the use of the benefit by your employees, the services that are available through your EAP are reviewed with participants at the end of each seminar.



Planning a seminar

Make a Request

To request a seminar for your employees, please contact the Employer Service Coordinator at **1.800.241.4057 ext 2646** or **eshcomments@cigna.com**.

Employer Service Hours

Please be aware of your organization's policy governing the use of Employer Service Hours (ESH) — is there a pre-approval protocol you need to follow before scheduling services? How many hours are you authorized to use? How many ESHs does your organization have remaining for the calendar year? The seminar times listed are approximate. If a seminar/training exceeds the anticipated timeframe, your bank of Employer Service hours will be deducted for the overage. Please discuss any time concerns that you may have with the Employer Service Coordinator team.

Plan Ahead

Please allow at least 4 weeks notice (6 – 8 weeks notice for CLC seminars) to allow enough time to organize an effective seminar for your organization.



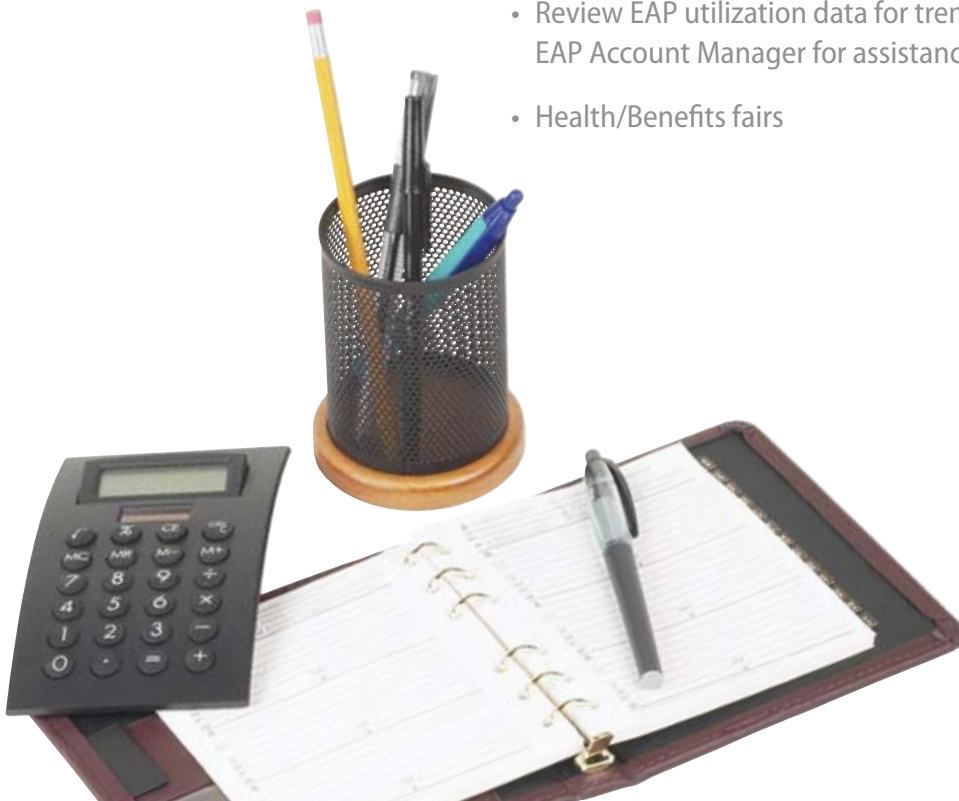
Pre-seminar to-do list

Organizing a successful seminar, fair or training event takes about six weeks of planning – from selecting a topic and confirming the date to communicating the details and coordinating necessary rooms and equipment.

The following page offers a suggested six-week to-do list which begins with an annual review of your training needs and ends with a completed seminar evaluation.

As you review your organizations' training needs, it's important to consider:

- Mandatory training needs
- New hire and/or new supervisor meetings
- Recurring issues in the workforce that a seminar might address (e.g. childcare or senior care problems, diversity concerns)
- Review EAP utilization data for trends at site(s) – contact your EAP Account Manager for assistance
- Health/Benefits fairs



Pre-seminar to-do list

6 weeks or more prior to a seminar, health fair, training:

- Review training needs at least once a year.
- Review annual training schedule to determine open dates and times for seminars
- Check on number of Employer Service Hours available
- Check to see if management approval is needed before scheduling a seminar

4-6 weeks prior

- Contact your Employer Service Coordinator at 1.800.241.4057 ext 2646 or eshcomments@cigna.com to initiate seminar request(s)
- Identify your internal promotional channels: newsletters, intranet, email, staff meetings

3-4 weeks prior

- Confirm date/time with presenter, and tell him/her any special concerns you have about the seminar or audience
- Book conference room
- Schedule equipment and tech support availability
- Customized promotional communication can be provided by your Employer Service Coordinator upon request, which may include: company logo, program name, location, date, time, sign-up details
- Send out a seminar announcement via previously identified communication channels

2 weeks prior

- Send reminder notice through identified communication channels
- Order refreshments if desired
- Refer to sign-up sheet to estimate the number of participants

1 week prior

- Important: If there is a need to cancel, change, or reschedule a seminar, please call the Employer Service Coordinator at 1.800.241.4057 ext. 2646 at least five business days in advance of the seminar date. Please note that employer service hours will be deducted from your account for cancellations with less than five full business days notice.
- Check sign-up sheet. If there is little interest, decide whether or not to cancel the event
- Send reminder notices through identified communication channels
- Touch base with presenter to confirm date, time, directions, security procedures, room set-up

1 day prior

- Create sign to post on room door and post a reminder in high traffic areas
- Confirm equipment/tech support
- Alert security and/or front desk that presenter will be coming to the site

Day of seminar

- Post sign on room door
- Work with presenter and/or tech support to ensure that equipment is functioning properly
- Be available for any problems
- After the seminar, complete HR seminar evaluation form and return to your Employer Service Coordinator via e-mail at eshcomments@cigna.com or fax to 1.952.996.2702. This feedback helps us improve the quality of future seminars

Suggested seminar series

Is there a particular **wellness theme** that you'd like to emphasize with your population? Would you like to give them a broader view or additional information on a specific topic instead of repeating the same seminars over and over again? Offering **a series of seminars** may help you give them this more in-depth focus.

The following are our suggestions for seminar series. Please remember that these are suggestions only. You can offer any of these seminars individually, or as you review the seminar catalogue, you may decide to create a series that better fits the needs of your organization. **Please note:** There are also additional seminars that are not included in any of the series listed below. You can find them listed individually starting on page 14 of this catalog.



Suggested seminar series

Descriptions of the individual seminars can be found on the pages referenced below.

A. Communication Skills

Good communication is the key to effective workplace teams. If your population could use a brush-up course on their communication skills, consider the following seminars:

PD2: Your Communication Style	17
WP14: Presenting Your Best Professional Image	21
WP4: Conflict Resolution	20
PD12: Your Sense of Humor	18

B. Managing Change

These days you can't count on things to stay the same for very long. These seminars can help individuals stay productive during these changing, confusing times:

WP10: Managing Change	21
EW9: Personal Resiliency in Times of Change	23
EW10: Power of Acceptance	24
SM7: Stress Management 101	19

C. Organizational Downsizing

Is your company in the midst of layoffs, outsourcing or downsizing? If so, consider the following seminars to help your population during these stressful times:

WP11: Managing Change: Downsizing	21
WP12: Managing Change: Survivors Guilt	21
NEW1: Today's Economy: Adjusting to Changes	37
EW10: Power of Acceptance	24

D. Stress Management

Stress is a part of life, but if it's affecting your health and happiness, that's not good. These seminars can help individuals understand where their stress is coming from and how to cope. To enhance the stress series, considering adding these important stress topics to the Family, Work and Holiday Stress topics.

SM7: Stress Management 101	19
SM6: Stress & Our Perceptions	19

E. Family Stress

It can be difficult to balance work and family life. Sometimes it can be overwhelming. Consider these seminars to help relieve stress at home:

FM1: Balancing Work & Personal Life	14
FM13: Managing Family Conflict	15
FM2: Caring for the Caregiver	14
FM3: Caring for Your Aging Family Members	14
PD4: Giving to Your Family	17
PD11: Time Management	18

F. Work Stress

Sometimes work can be overwhelming and that's okay. However, too much stress can lead to burnout. The following seminars can help relieve some of the stress experienced at work and keep individuals on track:

SM4: Managing Stress at Work	19
WP2: Avoiding Job Burnout	20
FM5: Dual Careers: Stresses & Strategies	14
FM1: Balancing Work & Personal Life	14
FM11: Time Management	18

Suggested seminar series

G. Holiday Stress

Every year the holiday season creeps up on us and can cause some unwanted stress. Give your population a nice present this year by helping to relieve some of that stress through the following seminars:

SM2: Holiday Stress: Maintaining Wellness Throughout the Holidays	19
FM13: Managing Family Conflicts	15
NEW3: Today's Economy: Planning for the Holidays	37

H. Personal Development

To help individuals become the people they aspire to be, whether it be at work or at home, consider these seminars:

EW13: Achieving Success	24
EP14: Presenting Your Best Professional Image	21
PD5: Giving at Work: Creating a Meaningful Workplace	17
EW11: Power of Authenticity	24
WP21: Your Communication Style	22
PD11: Time Management	18

I. Mindset/Positive Thinking

Thinking positively can impact how you view yourself, everyday situations and the world around you. Help individuals take charge and gain control of their lives by scheduling these seminars:

EW3: Learning New Things	23
EW4: How to Achieve Good Emotional Health	23
EW5: Enhancing Your Spiritual Well-Being	23
EW7: Making Anger Work for You, Not Against You	23
EW12: Power of Forgiveness	24
EW14: Power of Initiative	24
EW19: The Mind-Body Connection: How Optimism Can Improve the Quality of Your Life	25

J. Family Matters

It is all too easy to let our lives get out of balance, and let other things get in the way of the quality time we spend with our family. Let these seminars help individuals make their family relationships more meaningful, more rewarding and more of a priority:

FM13: Managing Family Conflict	15
FM12: Keys to a Healthy Marriage	15
FM2: Caring for the Caregiver	14
FM3: Caring for your Aging Family Members	14
FM4: Giving to Your Family	17

K. Parenting – New Parent

Becoming a new parent can be overwhelming. Keep individuals well through their transition into parenthood by scheduling:

FM18: Working While Pregnant	16
FM4: Choosing Childcare Providers	14
FM16: Single Parenting	15
FM14: Parenting Children with Special Needs	15
FM4: Giving to Your Family	17
FM3: Giving to Yourself	17
SM7: Stress Management 101	19

L. Parenting – General

Every parent can benefit from information on how to parent effectively, help their children through difficult times and build positive relationships. Help your parents in your population by scheduling:

FM6: Effective Parenting for Ages 2-12	14
FM8: Helping Children Cope with Traumatic Events	14
FM9: How to Develop Healthy Habits in Your Children	15
FM14: Parenting Children with Special Needs	15
FM13: Managing Family Conflict	15

Suggested seminar series

M. Parenting – Teens

As children get older, many new worries and concerns can come about. The following seminars can help parents in your population stay educated on these challenging issues and learn how to deal with them:

FM17: Surviving Your Child's Teen Years	16
FM15: Raising Drug-Free Kids	15
FM13: Managing Family Conflicts	15
SM5: Stress & Test Anxiety	19

N. Parenting – Child Safety

Child Safety is among parents' top concerns and challenges. Help your parent population keep their children safe by scheduling:

FM10: Internet Safety: Tips for Protecting Children & Teens Online	15
FM11: Juvenile Violence: What You and Your Child Should Know	15
FM15: Raising Drug-Free Kids	15

O. Unhealthy Habits

Unhealthy habits can harm our health and well-being. Help individuals stop these habits – and know where and when to turn for help – by scheduling these seminars:

YH10: Smoking Cessation	27
EW2: Drug & Alcohol Awareness	23
EW15: Responsible Gambling	24

P. Mature Adults

As individuals plan for retirement, become grandparents and deal with other life changes, aging can be stressful. Help older individuals by scheduling the following seminars:

P10: Planning for Retirement	18
WP9: Generations at Work	21
YH11: When Chronic or Terminal Illness Touches Your Life	27
PD1: Aging Gracefully: How to Maintain Your Health and Vigor	17
FM7: Grandparenting: Welcome to the New World	14

Q. Grief & Loss

Whether it's the loss of someone you knew well or only knew of, it's natural to be affected by death. The following seminars can help individuals during this difficult time:

EW6: Grief & Loss	23
EW4: Enhancing Your Spiritual Well-Being	23
EW10: Power of Acceptance	24

R. Anger Management

Anger can be a normal and even helpful human emotion, but when anger gets out of control it can lead to destructive behaviors. The following seminars may help individuals manage these emotions:

EW7: Making Anger Work for You, Not Against You	23
EW16: Road Rage	24
EW12: Power of Forgiveness	24
EW17: Secrets of Happiness	24

Suggested seminar series

S. Respectful Workplace: Working with Diversity

A respectful workplace is one where no individual feels harassed, scared or discriminated against. Make sure your population is aware of how to deal with difficult behaviors and know what's respectful and what's not by scheduling these seminars today:

WP16: Respect in the Workplace: Preventing Harassment	21
WP19: Violence in the Workplace	22
WP20: Working Together: Being Part of a Diverse Workplace	22
WP9: Generations at Work	21
PD12: Your Sense of Humor	18
WP7: Dealing with Difficult People	20
WP4: Conflict Resolution	20
PD5: Giving at Work: Creating a Meaningful Workplace	17

T. Creating a Happy Workplace

Being part of a winning work culture is exciting and rewarding. Make your population aware of what it takes to create a pleasant workplace and winning culture by scheduling these seminars:

PD5: Giving at Work: Creating a Meaningful Workplace	17
SM4: Managing Stress at Work	19
PD12: Your Sense of Humor	18
WP14: Presenting Your Best Professional Image	21
EW17: Secrets of Happiness	24

U. Series for Healthcare Professionals

If you have individuals with careers in a helping profession, they may often feel emotionally and physically drained. Help them beat the fatigue and feel more energized by the scheduling the following series:

WP13: Managing the Emotional Impact of Emergency Professions	21
WP5: Conquering Compassion Fatigue in the Helping Professions	20
YH11: When Chronic or Terminal Illness Touches Your Life	27
FM2: Caring for the Caregiver	14
SM7: Stress Management 101	19

V. Customer Focus

Retain your customers by educating your population. This seminar series can help individuals increase positive customer communication, learn how to manage stress, work with difficult behaviors and, ultimately, build lasting customer relationships:

WP21: Your Communication Style	22
SM1: Adapting to Stress: A Guide for Call Center Associates	19
WP6: Customer Retention with Emotional Intelligence	20
WP8: Exceptional Customer Service	20
WP7: Dealing with Difficult People	20

W. Preventive Care

Focusing your population on prevention can have a major impact on their health. Make sure they're aware of preventive care by scheduling:

YH6: Know Your Numbers: A Guide to Understanding Your Health Status	26
YH5: Healthy Life Tips for Women	26
YH4: Healthy Life Tips for Men	26

Suggested seminar series

X. Wellness for Life

Most illness and disease can be prevented by making healthy lifestyle and behavior changes. Keep your individuals well by scheduling:

YH1: Basic Components of Healthy Eating	26
SM3: How Stress Affects Our Eating Behavior	19
EW18: Staying Active	25
YH7: Fitness Essentials	26
YH9: Sleep Well: How to Get a Good Night's Sleep	27
YH10: Smoking Cessation	27

Y. Today's Economy

Today's economic changes have affected most of us in one way or another. Changes to lifestyles and personal finances may have caused some unexpected stress. Help individuals identify and practice healthy ways of managing these changes by scheduling:

NEW2: Today's Economy: Maintaining Personal Balance	37
NEW3: Today's Economy: Adjusting to Changes	37
WP10: Managing Change	21

Z. Depression/Anxiety

In life, we all experience our normal ups and downs. Sometimes, however, it's more than we can handle. It's also hard to recognize if you or someone you love needs help. This series will educate individuals on what depression and anxiety look and feel like and when its time to seek help:

WP3: Battling the Blues: Depression in the Workplace	20
EW1: Conquering the Winter Blues	23
SM8: Anxiety	19
YH8: Postpartum depression	27



Suggested seminar series

Management Trainings

AA. Effective team building

Let's face it: A cohesive team equals greater productivity. Want your management to know how to build a high-functioning team? Schedule these seminars today:

MG14: Team Building	31
MG3: Coaching & Mentoring	29
PD2: Communication Skills	17
MG10: Performance Management & Progressive Discipline	30

BB. Dealing with Sensitive Issues

As managers, there are times you must approach individuals about uncomfortable subjects. Schedule the following seminars to learn how to successfully approach these kinds of topics, make it easier for all involved and improve the likelihood of a successful outcome:

LF17: Today's Economy: Strategies for Managers	37
MG6: Helping Employees Cope with Personal Loss & Major Life Changes	29
MG13: Talking to Employees about Sensitive Subjects	31
MG9: Partner Violence: Impact on the Workplace	30
PD2: Communication Skills	17
WP16: Respect in the Workplace: Preventing Sexual & Other Forms of Harassment	21
MG5: Drug & Alcohol Awareness for Managers	29

CC. Critical Incidents in the Workplace

Has your workforce recently experienced a critical incident? If you want to help your team but aren't sure what to do next, we can help:

MG7: Managers' Guide to Critical Incidents in the Workplace	30
MG1: Armed Robbery in the Workplace	29
MG2: Business Recovery After a Disaster	29
MG8: Organizational Downsizing	30
MG16: Violence in the Workplace	31

Seminars for employees

This section contains an **overview of the objectives** of each of our seminars. If you find you have difficulty deciding between two or more seminars, or you need more information to determine whether a particular seminar is right for your group, you may call the **Employer Service Coordinator** and request a detailed outline for any of our seminars.



Seminars for employees

Family Matters Seminars

FM1: Balancing Work and Personal Life – 1 hour

- Look at the reality of competing demands
- Find ways to make the most of your time
- Enhance your ability to set limits
- Learn how to successfully prioritize and plan
- Gain tips to help balance work and personal life

FM2: Caring for the Caregiver – 1 hour

- Identify the warning signs of caregiver stress and burnout
- Learn self-care techniques that will enable you to maintain your wellness as a caregiver
- Become aware of resources available for information and support

FM3: Caring for Your Aging Family Members – 1.5 hours

- Learn how to determine your aging relative's needs and wishes
- Understand how to make decisions about living arrangements
- Learn how to plan legally, medically and financially
- Understand the human element in caregiving
- Recognize your needs as a caregiver

FM4: Choosing Childcare Providers – 1 hour

- Learn effective ways to search for and choose a child care provider
- Increase ability to create and maintain a successful child care arrangement
- Learn ways to evaluate your child's care
- Learn stress management skills for working parents

FM5: Dual Careers: Stresses and Strategies – 1 hour

- Understand pressures today's couples face
- Explore advantages & disadvantages of the dual career couple
- Explore differences in gender roles & the division of household labor
- Learn strategies to address these stressors

FM6: Effective Parenting for Ages Two to Twelve – 1 to 1.5 hours

- Identify your own parenting style
- Understand the reasons children misbehave
- Understand the importance of your attention, encouragement and your relationship with your child
- Learn the most effective, healthiest approaches to discipline

FM7: Grandparenting: Welcome to the New World – 1 hour

- Understand grandparenting as a new stage of life
- Learn about the prominent roles of grandparents
- Identify some of the opportunities of grandparenting
- Gain healthy grandparenting "Do's and Don'ts"
- Tips for maintaining distance relationships
- Obtain resources for grandparents

FM8: Helping Children Cope with Traumatic Events – 1 hour

- Understand children's response to trauma
- Know what children need, and what you can do to help them adjust and cope after a traumatic event
- Know when a child might benefit from professional help

Seminars for employees

Family Matters Seminars (continued)

FM9: How to Develop Healthy Habits in Your Children – 1 hour

- Learn about the problem of childhood obesity and how to prevent or reverse the problem in your family
- Become aware of good nutrition habits to start at home
- Learn ways to increase your child's activity level
- Increase awareness about how to be a good role model

FM10: Internet Safety: Tips for Protecting Children & Teens Online – 1 hour

- Learn about potential online risks to children and teens
- Gain an understanding of how to protect children and teens from online dangers
- Understand what cyber bullying is and how to recognize and/or prevent it
- Receive parent, child and teen resources for internet safety

FM11: Juvenile Violence: What You and Your Child Should Know – 1 hour

- Identify factors that contribute to violent behavior in children
- Recognize potential warning signs of violence in children
- Know what to tell your children about violence
- Learn strategies for raising non-violent children

FM12: Keys to a Healthy Marriage (or other Intimate Relationships) – 1 hour

- Learn the myths about marriage
- Know the stages of marriage
- Learn what behaviors lead to marital conflict and divorce
- Discover the keys to creating and maintaining a healthy relationship

FM13: Managing Family Conflicts – 1 hour

- Understand the reasons for family conflict
- Identify your personal conflict style
- Know 10 rules for fighting fairly
- Learn specific techniques for resolving conflicts with your children and partner

FM14: Parenting Children with Special Needs – 1 hour

- Learn what is considered special needs
- Discover common concerns shared among parents of special needs children
- Find out what you need to know as your child's advocate
- Learn tips for planning for the future
- Discover self-care techniques that will enable you to maintain your wellness as a caregiver

FM15: Raising Drug-Free Kids – 1 hour

- Learn what every child should know about drugs
- Parenting tips for drug-proofing your kids
- Recognize the warning signs of drug use
- What to do if your child is using drugs

FM16: Single Parenting – 1 hour

- Aspects of single parenting
- Learn how to manage time more effectively
- Discover how to stretch your dollars
- Develop co-parenting skills
- Learn how to utilize team work and positive discipline strategies
- Explore dating issues
- Develop healthy self-care habits

Seminars for employees

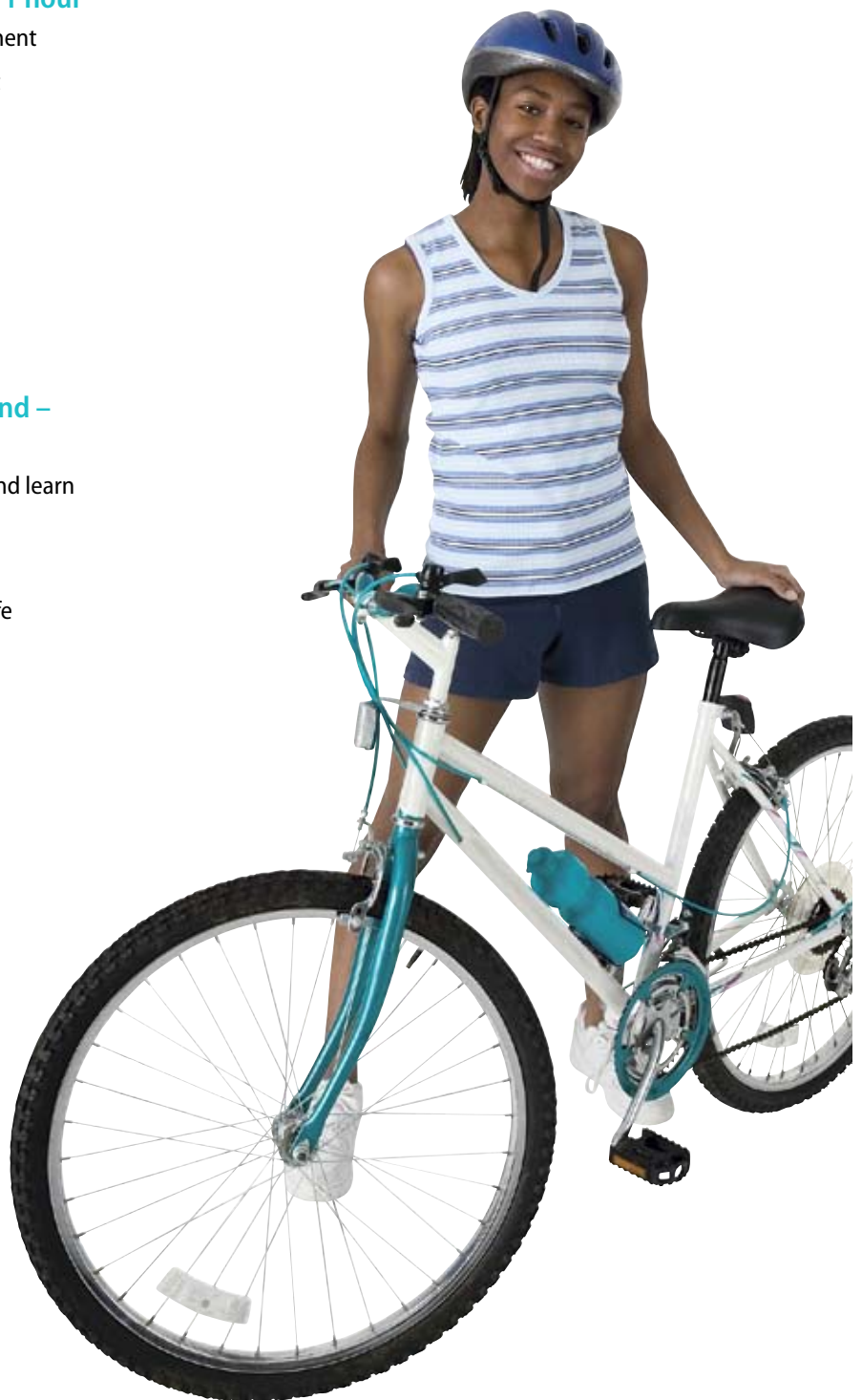
Family Matters Seminars (continued)

FM17: Surviving Your Child's Teen Years – 1 hour

- Learn about the process of adolescent development
- Identify your parenting style, and learn the most effective style for the adolescent years
- Learn how to handle normal teenage rebellion
- Learn effective communication and parenting techniques for teenagers
- Identify warning signs of adolescent depression and substance abuse

FM18: Working While Pregnant and Beyond – 1 hour

- Understand the effects of stress on pregnancy and learn stress management and self-care techniques
- Learn how to balance pregnancy and work
- Prepare for the changes that will occur in your life
- Prepare for your maternity leave and your return to the workplace



Seminars for employees

Personal Development Seminars

PD1: Aging Gracefully: How to Maintain Your Health and Vigor – 1 hour

- Debunk some common myths about getting older
- Learn about the changes in our bodies and our lives that typically occur with aging
- Learn ways you can slow the aging process, and maintain your health and vigor as long as possible

PD2: Communication Skills – 1 hour

- Understand basic verbal and nonverbal communication dynamics
- Improve your communication skills
- Learn the difference between passive, aggressive, passive-aggressive, and assertive communication styles

PD3: Giving to Yourself – 1 hour

- Understand the personal benefits of caring for yourself
- Recognize that you must give to yourself to be able to give to others
- Explore new ways to give to yourself

PD4: Giving to Your Family – 1 hour

- Examine your current perspective on giving to your family
- Identify what is really important to give
- Recognize the power of giving and the consequences of choosing not to give
- Explore new ways to give to family members

PD5: Giving at Work: Creating a Meaningful Workplace – 1 hour

- Explore new ways to give
- Recognize the impact of giving and understand the consequences of not giving
- Understand the barriers to finding meaning in your work
- Discover strategies to make your work more meaningful
- Learn how to achieve your full potential and create balance

PD6: Giving to Your Community and Your Environment – 1 hour

- Understand what “giving to your community” and “giving to your environment” means to us as a group
- Explore and discuss some of the many ways you can give to your community and help your environment
- Begin to develop your personal plan for giving to your community and environment starting today

PD7: Living Single/Single Again – 1 hour

- Discuss ways for singles to socialize
- Learn a four-part strategy for mastering loneliness
- Discuss how to meet potential partners
- Learn how to recognize and avoid unhealthy partners

PD8: Midlife Quest – 1 hour

- Midlife crisis – is it fiction or fact?
- Learn how the midlife years can be the best of your life
- Acknowledge and accept changes in your life
- Seek new challenges and growth opportunities
- Create this time of life as a time of exploration

Seminars for employees

Personal Development Seminars (continued)

PD9: Personal Safety – 1 hour

- Decrease your chances of being a victim of violent crime by becoming a “tough target” for criminals
- Increase awareness of dangerous situations
- Learn what to do if an attack is inevitable
- Develop a checklist of safety considerations

PD10: Planning for Retirement – 1 hour

- Acknowledge and accept changes in your life
- Seek new challenges and growth opportunities
- Learn to stay healthy
- Improve relationships

PD11: Time Management – 1 hour

- Identify barriers to effective time management
- Decide what deserves your time
- Learn to take control of your time
- Let go of perfectionism

PD12: Your Sense of Humor – 1 hour

- Know the psychological and physical benefits of humor
- Understand what makes for appropriate humor in the workplace
- Learn some strategies for improving your sense of humor
- Learn some tips for using humor successfully at work



Seminars for employees

Stress Management Seminars

SM1: Adapting to Stress: A Guide for Call Center Associates – 1 hour

- Understand what stress is and why stress management is important
- Identify causes of stress
- Discuss coping skills
- Discover stress reduction techniques
- Learn self-care skills

SM2: Holiday Stress: Maintaining Wellness Through the Holidays – 1 hour

- Identify the main sources of holiday stress
- Learn ways to manage holiday stress
- Develop a personal holiday self-care plan

SM3: How Stress Affects Our Eating Behavior – 1 hour

- Recognize the cues that trigger poor nutritional choices
- Understand the 5 challenges to nutritious eating
- Add “self-care” tools to your toolbox

SM4: Managing Stress at Work – 1 hour

- Discover your coping quotient
- Personal structuring: The antidote to chaos
- Balancing work and play
- Secrets for finding happiness at work

SM5: Stress and Test Anxiety – 1 hour

- Increase awareness of the causes and symptoms of test anxiety and stress
- Normalize test anxiety/stress
- Earn techniques for how to decrease test anxiety/stress

SM6: Stress and Our Perceptions – 1 hour

- Understand how stress “colors” the way we think and feel
- Rediscover your choices in dealing with stress
- Learn how to manage stress better by “talking back to your automatic thoughts”

SM7: Stress Management 101 – 1 hour

- Learn what stress is and the causes for stress
- Learn how to manage stress
- Become familiar with the elements of a healthy support system
- Learn self-care and self-management skills
- Practice relaxation skills
- Develop a personal stress care plan

SM8: Anxiety – 1 hour

- Different types of anxiety disorders
- What can cause anxiety disorders
- What you can do if you are experiencing anxiety
- How anxiety disorders can be treated

Seminars for employees

Workplace Issues Seminars

WP1: Armed Robbery in the Workplace – 1 hour

- Understand the impact of robbery on victims
- Learn about “secondary victimization”
- Before a robbery – be prepared in case of robbery
- After a robbery – learn how to cope and heal, and help others do the same

WP2: Avoiding Job Burnout – 1 hour

- Learn about the potential causes of job burnout
- Recognize the warning signs
- Assess your level of job stress and burnout
- Learn how to reduce your chances for burnout by better managing your internal and external boundaries

WP3: Battling the Blues: Depression in the Workplace – 1 hour

- Understand depression and its effects in the workplace
- Recognize the signs and symptoms of depression
- Know the various effective treatments for depression
- Learn how to help someone who is depressed

WP4: Conflict Resolution – 1 hour

- Define and understand the nature of conflict
- Identify common sources of conflict in the workplace
- Learn to identify symptoms and stages of unresolved conflict
- Learn effective techniques to resolve conflicts with co-workers

WP5: Conquering Compassion Fatigue in the Helping Professions – 1.5 hours

- Learn to identify the signs of compassion fatigue
- Learn techniques to avoid or recover from compassion fatigue
- Prepare a self-care action plan to apply what you learn to your daily life

WP6: Customer Retention with Emotional Intelligence – 1 hour

- Learn ways to improve your company’s retention of its customers, using emotional intelligence, or EQ
- Learn to provide emotional experiences for your customers
- Reframe complaints as “gifts from the customer”
- Examine best practices for retaining employees as a way to retain customers

WP7: Dealing with Difficult People – 1 hour

- Learn how to differentiate between difficult behaviors, difficult situations, and difficult people
- Understand the reasons for difficult people
- Take control of the one person you can control – you
- Learn techniques for dealing with difficult people

WP8: Exceptional Customer Service – 1 hour

- Know the meaning of “exceptional customer service,” and its payoffs
- Learn how to form partnerships with your customers
- Know why you should be thankful for customer complaints
- Learn how to deal with difficult customers
- Develop strategies for taking care of yourself

Seminars for employees

Workplace Issues Seminars (continued)

WP9: Generations at Work – 1 hour

- Understand the different life experiences that shaped the values of different generations
- Become more open-minded when working with people of different generations
- Gain insights about how best to work with or manage people from different generations

WP10: Managing Change – 1 hour

- Recognize change as ongoing and normal
- Identify changes in your workplace
- Determine your reactions to change
- Identify a strategy for dealing with change
- Develop a personal action plan for moving through change

WP11: Managing Change with Downsizing (Seminar Add On)

- Dealing with downsizing
- Make your feelings work for you
- How to survive job elimination

WP12: Managing Change with Downsizing Survivors Guilt (Seminar Add On)

- Dealing with survivors guilt
- Feelings survivors can expect
- Actions survivors can take

WP13: Managing the Emotional Impact of Emergency Professions – 1 hour

- Understand reactions you could have to handling emergencies
- Know the difference between empathy and sympathy
- Learn how to balance empathy with detachment
- Learn some strategies for taking care of yourself and supporting your co-workers after a difficult emergency

WP14: Presenting Your Best Professional Image – 1 hour

- Learn strategies for projecting a confident, professional image in the workplace
- Assess the impact of your nonverbal communication on your workplace image
- Clarify appropriate workplace attire

WP15: Relocation – 1 hour

- Prepare for your move
- Organize your move
- Discover ways to help your family make the transition
- Learn tips on how to settle into your new environment
- Strategies for managing an international move
- Plan for your return home from a temporary assignment

WP16: Respect in the Workplace: Preventing Harassment – 1 hour

- Learn how to promote a workplace free of sexual and other forms of harassment
- Create an awareness of what constitutes harassment, especially sexual harassment, in the workplace
- Understand what it means to respect those who are different from you
- Know what steps to take if you are being harassed at work

Seminars for employees

Workplace Issues Seminars (continued)

WP17: Shift Work Strategies – 1 hour

- Learn about the physical, social, and emotional issues associated with shift work
- Identify options for dealing with the challenges of shift work
- Learn how to develop your own action plan

WP18: Telecommuting – 1 hour

- Understand what telecommuting is and is not
- Learn who is a candidate for telecommuting, and who benefits from it
- Learn pros and cons of telecommuting
- Gain some tips for successful telecommuting

WP19: Violence in the Workplace – 1 hour

- Learn to identify “red flags” or warning signs of potential violence
- Know what to do when you observe such behaviors
- Reduce risk of violence by being aware of the Workplace Violence Prevention Plan
- Learn conflict resolution skills to defuse conflict safely

WP20: Working Together: Being Part of a Diverse Workplace – 1 hour

- Increase awareness of your beliefs and biases
- Discuss skills necessary to participate effectively in a multicultural environment
- Recognize key factors in minimizing difficulties related to personal differences between co-workers

WP21: Your Communication Style – 1 hour

- Identify barriers to communication
- Discuss critical skills for effective communication
- Identify your communication skill strengths and areas for improvement
- Learn how to communicate effectively with people who use other communication styles
- For management audiences: Learn how to approach employees in a calm, assertive manner

Seminars for employees

Your Emotional Well-Being Seminars

EW1: Conquering the Winter Blues – 1 hour

- Define “winter blues” and “seasonal affective disorder,” and know the difference
- Identify how the winter season affects you
- Learn strategies for coping with winter blues

EW2: Drug and Alcohol Awareness – 1 hour

- Know the most commonly abused chemicals and how they affect people
- Explore the consequences of drugs and alcohol in the workplace
- Know the benefits of a drug-free workplace
- Identify ways to deal with drug and alcohol use and abuse in your workplace

EW3: Learning New Things – 1 hour

- Recognize the signs of falling into ruts and routines
- Gain a fresh perspective
- Stimulate your mind – “think again”
- Invest in yourself
- Strive for balance
- Try something new

EW4: How to Achieve Good Emotional Health – 1 hour

- Learn what constitutes good emotional health
- Increase self-awareness
- Identify strategies to manage your emotions
- Understand ways to enhance your motivation
- Develop and strengthen empathy and social skills

EW5: Enhancing Your Spiritual Well-Being – 1 hour

- Learn how to counteract life’s chaos
- Discuss the need for balance
- Discover your beliefs
- Examine your values and compare them with your actions

EW6: Grief and Loss – 1 hour

- Understand what grief is, and typical reactions to grief
- Learn about the healing process of grief
- Identify coping strategies for grief
- Identify resources for support

EW7: Making Anger Work for You, Not Against You – 1 hour

- Define anger and its sources
- Recognize unhealthy expressions of anger
- Develop skills for effective personal anger management
- Learn to defuse angry situations

EW8: Managing Fears in Turbulent Times – 1 hour

- Learn ways to cope with threats of terrorism
- Understand why your current fears have surfaced
- Learn ways to cope with and overcome new societal fears that emerge

EW9: Personal Resiliency in Times of Change – 1 hour

- Know the definition and characteristics of a resilient person
- Be aware of your own skills and strengths
- Keep your sights on the “Big Picture”
- Develop personal resilience for moving through change

Seminars for employees

Your Emotional Well-Being Seminars (continued)

EW10: Power of Acceptance – 1 hour

- Understand what you can and can't control in life
- Avoid self-defeating beliefs and practices
- Develop healthy self-talk for tough times
- Recognize that you have choices
- Discover the power of acceptance

EW11: Power of Authenticity – 1 hour

- Identify the qualities of an authentic person
- Discuss the emotional and physical consequences of not being authentic
- Discover the power and healing aspects of authenticity
- Learn how to become more authentic

EW12: Power of Forgiveness – 1 hour

- Learn the definition of, and misconceptions about, forgiveness
- Look at the benefits of forgiving
- Learn the costs of not forgiving
- Determine when it is time to forgive and how to do it

EW13: Achieving Success – 1 hour

- Gain confidence and personal power
- Identify self-defeating habits and learn how to conquer them
- Learn how to put goals into action
- Discover how to excel personally and professionally

EW14: Power of Initiative: How to Take Control of Your Mental Health – 1 hour

- Understand that we have the ability to choose how we respond to life's challenges
- Identify roadblocks that may be getting in our way
- Discover how to "re-frame" self-defeating thoughts
- Identify our priorities

EW15: Responsible Gambling – 1 hour

- Distinguish between healthy and problem gambling
- Learn guidelines for gambling responsibly
- Know how to get help for yourself or others for problem gambling
- For management audiences: understand the impact of problem gambling in the workplace and learn how to intervene appropriately

EW16: Road Rage – 1 hour

- Define road rage
- Discover causes of road rage
- Learn ways to avoid being a victim of, or contributing to road rage
- Discover relaxation techniques

EW17: Secrets of Happiness – 1 hour

- Understand the differences between happy and unhappy people
- Learn some practices that lead to greater happiness
- Identify at least 3 things you can do differently for a happier life

Seminars for employees

Your Emotional Well-Being Seminars (continued)

EW18: Staying Active – 1 hour

- Identify benefits and barriers of staying active
- Understand the importance of staying active
- Learn how to set goals
- Design an action plan

EW19: The Mind-Body Connection: How Optimism Can Improve the Quality of Your Life – 1 hour

- Understand the connection between our thoughts and how we feel both emotionally and physically
- Know what makes us optimists or pessimists
- Understand the benefits of being an optimist
- Learn to identify negative thoughts that lead to negative feelings
- Develop strategies to positively explain setbacks



Seminars for employees

Your Health Seminars

YH1: Basic Components of Healthy Eating** – 1 hour

- Learn the meaning of conscious eating
- Learn the components of a balanced, nutritious diet
- Discover what “whole grain” means and why it is important in our diets
- Know the difference between “good fats” and “bad fats”
- Get some practical tips for eating healthy

** Please note the presenter is not a nutritionist

YH2: Be a Smart Health Care Consumer – 1 hour

- Define the role and characteristics of a smart health care consumer
- Understand the role you play in reducing medical errors
- Learn how to become active, responsible, accountable and vocal in all aspects of your health care
- Understand the importance of maintaining a healthy lifestyle
- Learn who to call when you need help

YH3: Complementary and Alternative Medicine – 1 hour

- Understand the difference between alternative and conventional medicine
- Become aware that there is a lack of reliable information about the efficacy of alternative medicine
- Learn about hypnotherapy, acupuncture, herbal medicine, yoga, etc.

YH4: Healthy Life Tips for Men – 1 hour

- Become aware of the health risks facing men today
- Learn about lifestyle choices that can reduce those risk factors and improve health
- Understand preventative care and recommended screening tests
- Learn about resources available to support healthy choices

YH5: Healthy Life Tips for Women – 1 hour

- Become aware of the health risks facing women today
- Learn about lifestyle choices that can reduce those risk factors and improve health
- Understand preventative care and recommended screening tests
- Learn about resources available to support healthy choices

YH6: Know Your Numbers: A Guide to Understanding Your Health Status – 1 hour

- Learn about the major health indicators of blood pressure, Body Mass Index (BMI), glucose and cholesterol
- Understand how to monitor and manage your ‘numbers’
- Gain resources for learning more about health management and preventative care

YH7: Fitness Essentials – 1 hour

- Understand the physical and mental benefits of regular exercise and healthy eating
- Learn the type and frequency of exercise that leads to health benefits
- Learn weight management techniques and healthy eating guidelines
- Identify barriers to success and ways to overcome them
- Develop a personal fitness action plan

Seminars for employees

Your Health Seminars (continued)

YH8: Postpartum Depression – 1 hour

- Learn the difference between “the baby blues” and postpartum depression (PPD)
- Be able to recognize the signs and symptoms of PPD
- Know what you can do to be helpful to someone with PPD, or how to get help for yourself

YH9: Sleep Well: How to Get a Good Night’s Sleep – 1 hour

- Learn myths and facts about sleep, and the consequences of sleep deprivation
- Find out how sleep works and what interferes with sleeping well
- Discover the basics about a variety of sleep disorders
- Learn tips for sleeping well

YH10: Smoking Cessation – 1 to 1.5 hours

- Describe the health consequences of smoking
- Identify the addictive elements of smoking
- List the benefits of quitting smoking
- Identify components of a quality smoking cessation program

YH11: When Chronic or Terminal Illness Touches Your Life – 1 hour

- Increase your knowledge and sensitivity to those diagnosed with a chronic or terminal illness
- Learn about the emotional effects associated with a major illness and how it may affect the family, friends and/or co-workers
- Review the stages of acceptance and recovery
- Identify personal stressors and begin to develop successful strategies for coping

Management and organizational development seminars

In addition to the comprehensive library of seminars to help individuals, your Employee Assistance Program also offers a series of seminars to help managers, supervisors and human resource professionals. These seminars run for approximately one to two hours and are designed to increase awareness about:

- Dangerous workplace situations – what to know about them and what to do should they occur;
- Effective coaching and mentoring – qualifications, skills and methods; and
- Personal employee issues that may affect the workplace – what to know about them and how to handle them.



Management and organizational development seminars

Manager, Supervisor & Human Resource Professional Seminars

MG1: Armed Robbery in the Workplace – 1 to 1.5 hours

- Know the hidden costs of armed robbery in the workplace
- Understand the impact of robbery on victims
- Learn about “secondary victimization”
- Before a robbery – how to help employees be prepared
- After a robbery – how to help employees cope and heal

MG2: Business Recovery after a Disaster – 1 to 1.5 hours

- Explore strategies for business recovery after disaster
- Learn ways to help employees struggling with grief, fears or exacerbations of pre-existing conditions
- Discuss ways to respond to employees whose productivity does not return to satisfactory
- Know how to use the EAP as a tool after a disaster

MG3: Coaching and Mentoring** – 1 hour

- Understand the definitions and difference between coaching and mentoring
- Learn the benefits of formal coaching and mentoring programs in the workplace
- Know the qualifications of an effective coach or mentor
- Learn the skills and methods for coaching/mentoring
- Gain ideas for next steps to implement formal coaching or mentoring programs in your workplace

***This seminar does not constitute “how to” training for coaching/mentoring*

MG4: Dealing with Substance Abuse in the Workplace for DOT-regulated employers – 1 to 2 hours

- Provide a brief overview of DOT regulations as they apply to your organization’s policies and procedures
- Train managers to recognize possible use of chemicals in the workplace, and know how to respond consistent with DOT regulations
- Understand the role of the EAP in dealing with substance abuse in the workplace

The above training will meet DOT requirement for substance abuse training. It is not a comprehensive training on DOT regulations.

MG5: Drug and Alcohol Awareness for Managers (for non-DOT employers) – 1 to 2 hours

- Understand problems associated with substance abuse in the workplace.
- Learn the signs and symptoms of substance abuse.
- Know your role and responsibilities
- Identify effective ways of managing impaired employees

MG6: Helping Employees Cope with Personal Loss and Major Life Change – 1 to 1.5 hours

- Understand the symptoms and impact of loss, grief and major life change on the employee and the workplace
- Explore stages of resolution of loss and grief
- Understand actions managers can take to help
- Build a list of resources to call on for help

Management and organizational development seminars

Manager, Supervisor & Human Resource Professional Seminars (continued)

MG7: Manager's Guide to Critical Incidents in the Workplace – 1 hour

- Understand the basics of how humans respond to traumatic events
- Learn how you and your organization can best assist your employees to recover after a critical incident
- Become familiar with CIGNA Behavioral Health protocols for providing critical incident response services

MG8: Organizational Downsizing – 1 to 1.5 hours

- Know the potential reactions of separated employees, remaining employees and managers during a downsizing, and how best to manage those reactions
- Learn how to conduct a separation meeting
- Learn how to support remaining employees, and minimize the adverse effects of downsizing on the organization
- Know how the EAP can help separated employees, remaining employees and managers

MG9: Partner Violence: Impacting the Workplace – 1 hour

- Recognize the impact of partner violence in the workplace
- Identify signs and symptoms of partner violence
- Understand the challenge and role of supervisors
- Understand the role EAP plays in supporting work site interventions
- Clarify company resources and preventive strategies

MG10: Performance Management and Progressive Discipline – 1 to 1.5 hours

- Learn how to get the best possible performance from your employees
- Know how to ask for behavior change and deal with any resistance encountered
- Know the steps of progressive discipline
- Know how the EAP can help you with the performance management and progressive discipline processes

MG11: Respect in the Workplace: Preventing Sexual and Other Forms of Harassment – 1 to 1.5 hours

- Create an awareness of what constitutes harassment, especially sexual harassment, in the workplace
- Promote a workplace free of harassment
- Know appropriate ways to respond to allegations of harassment

MG12: Stress Management for Managers – 1 to 1.5 hours

- Learn to recognize stress in self and others
- Learn skills to help yourself and support employees to:
 - Increase coping skills
 - Manage stress better
 - Improve productivity
 - Increase job satisfaction

Management and organizational development seminars

Manager, Supervisor & Human Resource Professional Seminars (continued)

MG13: Talking to Employees about Sensitive Subjects – 1 hour

- Define sensitive subjects
- Review how problem behavior is maintained
- Identify common “detours” from solutions
- Learn guidelines for talking to employees about sensitive subjects in a respectful manner that is likely to result in change

MG14: Team Building – 1 hour

- Learn the characteristics of an effective team
- Identify your team’s strengths and opportunities for improvement
- Learn the best practices of effective managers and team leaders
- Identify things you can do to strengthen your team and be a more effective manager

MG15: Triaging the Behavioral Health Patient at the Workplace – 1.5 hours

- Learn to coordinate occupational health services and EAP roles with behavioral healthcare patients
- Develop joint focus aimed at improved functioning, return to work, reduced absenteeism and on-the-job accidents
- Reduce stress level of occupational health staff
- Clarify referral and follow-up procedures

MG16: Violence in the Workplace – 1 to 1.5 hours

- Learn to identify “Red Flags” (warning signs) of potential violence
- Know what to do when you observe such behaviors
- Reduce the risk of violence through Workplace Violence Prevention Planning
- Learn conflict resolution skills to defuse conflicts safely

Orientation to the EAP

Your Employee Assistance Program offers a wide variety of services to help employees balance the life events that may challenge them – in and out of work. To help your managers and employers learn more about EAP and what it can do for them, we have two orientation seminars:

- Employees will understand how to more effectively use the EAP:
- Managers and supervisors will learn how to use the EAP as an effective management tool and resource for troubled employees.



Orientation to the EAP

MG 1: Employee Orientation – 1/2 hour

- Know the benefits of your EAP
- Understand what kinds of problems the EAP can help you resolve
- Learn how to use the EAP
- Learn who is eligible for the EAP benefit

MG 2: Manager/Supervisor EAP Training – 1/2 to 1.5 hours

- Understand the benefits of the EAP for all employees
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer troubled employees to the EAP



Legal and financial seminars

Legal and Financial Seminars (through CLC Incorporated).

Allow at least 6 – 8 weeks advance notice for seminars through CLC. **Please note:** Legal and financial seminars are not available outside the United States and as available in your location. Legal and financial seminars are **two employer service hours for each onsite hour.**



Legal and financial seminars

LF1: Adjusting to Your Adjustable Rate Mortgage – 1 hour

- Is your mortgage ARMed and dangerous?
- Understanding how and when payments adjust
- Knowing when to refinance
- Getting help when payments become unaffordable

LF2: Estate Planning, Wills and Trusts – 1 hour

- Identify reasons for the importance of Estate Planning
- Identify assets to consider for Estate Planning
- Define key Estate Planning tools (Wills/Trusts, and their differences)
- Learn the process of Estate Planning
- Develop strategies for communicating about Estate Planning with older relatives and other family members

LF3: Getting and Keeping Good Credit – 1 hour

- The best time to use credit
- How to manage your credit
- Why your credit score is so important
- Techniques for maintaining good credit

LF4: Home Buying Strategies – 1 hour

- Is home ownership right for you?
- How much can you afford?
- Today's creative loan programs
- Understanding fees and closing costs

LF5: Identity Theft: Prevention and Resolution – 1 hour

- The identity theft crisis
- Identity theft prevention
- The need for identity theft assistance
- What to do if you are a victim

LF6: Legal Issues for Older Relatives & Disabled Family Members – 1 hour

- Know the key estate planning decisions people need to make for their future
- Describe the legal tools that assist older and disabled people when others must make decisions for them
- Identify how and when to utilize various tools to help your older relatives
- Create a list of items for preparing for a meeting with your older relative's attorney

LF7: Life Stages Retirement Planning – 1 hour

- Getting started: 20's and 30's
- Prime Time: 40's and 50's
- Head for the Finish Line: 55 to 65
- At Retirement

LF8: Money Basics: Spending, Borrowing and Savings – 1 hour

- Create a workable monthly budget
- Techniques for building savings
- Set financial goals
- Manage debt

Legal and financial seminars

LF9: Powers of Attorney and Advanced Directives (Living Wills) – 1 hour

- Know the definition of advanced directives, and their benefits
- Know the difference between a living will and durable power of attorney
- Tips for preparing an advanced directive
- Strategies for communicating with older relatives about the need for advanced directives

LF10: Roadmap to Retirement – 1 hour

- Define the retirement challenge
- How to find money to invest
- Pay yourself first
- Types of advantages of different retirement accounts
- How much should you save
- The risk versus return connection

LF11: Tips for a Tax Smart Future** – 1 hour

- Income tax overview
- How to check your withholding
- How a flexible spending account (FSA) or 401K contribution can save you money
- Tax credit versus tax deduction

** Please note this seminar has limited availability during tax planning season

LF12: Understanding Health Savings Accounts (HSA) – 1 hour

- What is a Health Savings Account (HSA)
- Who is eligible for an HSA
- Benefits of an HSA
- Contribution and distribution provisions

New seminars for 2010

NEW1: Today's Economy: Adjusting to Changes – 1 hour

- Recognize how changes in the economy affect you and your family
- Learn about the stages of change and strategies for moving through them smoothly
- Develop a personal action plan for moving through change

NEW2: Today's Economy: Maintaining Personal Balance – 1 hour

- Identify signs of financial stress
- Learn potential effects of financial stress on you and your family
- Learn strategies for coping with the stress
- Know what you can do if your customers' financial stresses are affecting you
- Discover additional resources that can help

NEW3: Today's Economy: Planning for the Holidays – 1 hour

- Identify the main sources of your holiday stress
- Learn ways to cope with holiday stressors
- Recognize how the economy will affect your holiday planning
- Learn ways to make the most of your holiday budget

NEW4: Business Travel Tips for Staying Well – 1 hour

- Learn to be a tough target for criminals while traveling
- Get tips for maintaining a healthy diet and getting exercise while traveling
- Identify simple ways to stay connected to your loved ones when you travel

NEW5: Today's Economy: Strategies for Managers – 1-1.5 hour

- Understand the impact of the current economy on individuals and the workplace
- Learn ideas for managing the impact and supporting employees through the challenges
- Become familiar with stress management techniques for uncertain times

NEW6: Team Building – 1 hour

- Learn the characteristics of an effective team
- Identify your team's strengths and opportunities for improvement
- Learn the best practices of effective managers and team leaders
- Identify things you can do to strengthen your team and be a more effective manager

NEW7: Achieving Success – 1 hour

- Gain confidence and personal power
- Identify self defeating habits and learn how to conquer them
- Learn how to put goals into action
- Discover how to excel personally and professionally

NEW8: Anxiety – 1 hour

- Different types of anxiety disorders
- What can cause anxiety disorders
- What you can do if you are experiencing anxiety
- How anxiety disorders can be treated

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