

# BEST! Path to Happiness & Success Training

## Achieving Work/Life Balance & Enrichment

The biggest challenge reported by working adults is the work/life balance. Stress, different goals and unresolvable conflict can reduce morale, productivity and impact an organization's goals and bottom line.

With proper training, employees can learn to proactively manage the work/life balance, foster more successful relationships, reduce stress, and improve the outcome of conflict situations.

## The BEST! Path to Happiness and Success Training Program

Based on global best practices in work/life balance training, the BEST! Path to Happiness and Success Training Program provides your employees with the knowledge and skills they need to be the best they can be. Comprehensive training includes:

- Introduction to Happiness & Success
- Identifying Goals
- Defining Goals
- Aligning Goals
- Resolving Conflict
- Conflict Resolution Style
- Causes and Symptoms of Conflict
- Task vs. Relationship Importance
- Assertive vs. Cooperative Style
- Approaches to Dealing with Conflict
- Conflict Resolution Process
- Conflict Resolution Steps
- Happiness & Success Personal Action Plan

The BEST! Path to Happiness and Success Training Program may be deployed as an eLearning, classroom or blended program, with comprehensive skill development using case studies, activities, role-plays, evaluation and testing, and final certification followed by mentoring and ongoing OJT. The program is completely customizable with the Bank's standards, policies and procedures, or it can be deployed as off-the-shelf training.

*BEST! Path to Happiness and Success Training Teaches Employees How to Better Balance Work and Life Promoting a Healthier Attitude Towards Both.*

