**HCQU Consumer Trainings aimed at reducing I to I Abuse**

| Boundaries                                      | • Understanding of what “boundaries” are  
|                                                | • Learn the difference between external and internal boundaries  
|                                                | • Understand why it’s important to have “boundaries”  |
| Getting Along with Others                      | • Discuss how to talk to and listen to others  
|                                                | • How to handle disagreements  
|                                                | • Discuss the benefits of honesty vs. being dishonest  
|                                                | • Simple rules for getting along at work  |
| Good Touch Bad Touch                           | • Discuss good touch  
|                                                | • Discuss bad touch  
|                                                | • Discuss “secret touch”  
|                                                | • Discuss the five body safety rules  |
| Anger Management                               | • Name one sign of anger  
|                                                | • Name one thing that causes you to feel angry  
|                                                | • Name one thing you can do to feel less angry  |
| Appropriate Workplace Behavior                 | • List examples of horseplay in the workplace  
|                                                | • List examples of good work behaviors  
|                                                | • Differentiate between horseplay and appropriate workplace behavior  |
| Preventing and Resolving Conflict              | • Define Conflict  
|                                                | • List benefits of effective communication  
|                                                | • Define authentic listening  
|                                                | • State rules for resolving conflict  
|                                                | • Identify effective steps for resolving conflict  |
| How not to be a Victim – How not to be a Bully | To identify and understand:  
|                                                | • Various bullying behaviors  
|                                                | • Who bullies  
|                                                | • Strategies people can use to deal with bullying  |
| Stress, Managing Yours                         | • Define stress  
|                                                | • List signs and symptoms of stress  
|                                                | • Explain ways to manage stress  |
| Social Skills                                  | • Demonstrate appropriate behavior when interacting with others  
|                                                | • Review appropriate communication  
|                                                | • Improve skills in within the community  |