



MINDWEALTH 360

MINDWEALTH 360

Employee Assistance Programme



**Empowering a happy, productive,
and successful workforce**

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MINDWEALTH 360

EAP

INTRODUCTION

MindWealth 360 is the corporate wellness division of [Promises Healthcare](#).

Promises Healthcare was founded and pioneered by Senior Consultant Psychiatrist Dr. Munidasa Winslow in 2010. Dr. Winslow was a Head of Department at the Singapore Institute of Mental Health for many years.

Promises is a multidisciplinary team of consultant psychiatrists, psychologists, counsellors, executive coaches and a medical doctor providing diagnostic and therapeutic services which address a broad variety of stress and lifestyle-related concerns including substance and behavioural addictions.

MindWealth 360 is designed to provide Employee Assistance Programmes for corporate organisations in the Asia Pacific Region.

It is premised on the belief that mental health has a direct correlation to the performance and productivity of the employee. Employees with a positive or balanced mental disposition, with appropriate outlets to address their psychological concerns, tend to contribute more effectively towards the goals of the organisation.

It is also evident that when employees feel cared for then wealth becomes evident in the business in terms of loyalty, ownership, passion, morale, productivity, teamwork and profitability.

THE TRIPARTITE ADVISORY TO EMPLOYERS

17 November 2020

The Tripartite Advisory was launched by Minister of Manpower, Ms. Josephine Teo on 17 November at the Workplace Safety and Health Conference 2020. This conference was attended by employers and business owners to prepare them for a post Covid-19 workplace.

There were 4 key recommendations made to encourage employers to take greater ownership of their workers' mental health because many workers are facing greater mental stress from juggling work and personal commitments in this prolonged period of telecommuting work arrangements during the Covid-19 outbreak.

These recommendations were made recognising that employers will benefit from a healthy and productive workforce which can contribute to better business performance.

We are happy to state that MindWealth 360 EAP services align with these recommendations and will help employers achieve them.

The four recommendations are:

1. Appoint mental wellness champions to raise employees' awareness on mental well-being and mental health conditions through talks and workshops;
2. Provide access to counselling services such as Employee Assistance Programmes to allow employees to speak to a professional on their work and non-work related challenges;
3. Train managers to spot signs of mental distress, and on where they can refer employees to seek help from; and
4. Recognise the need for employees to have adequate rest outside work hours by establishing a work-life harmony policy to provide clarity on after-hours work communication.

Source: Straits Times article published Nov 17, 2020.

Read the article at this link: <https://bit.ly/2Hbv67z>

TRACK RECORD AND CUSTOMER REFERENCES

MindWealth 360 under the auspices of Promises Healthcare has worked in partnership with various organisations over the last ten years.

Our references include clients such as Ministry of Education, Ministry of Health, Institute of Mental Health, Ministry of Social and Family Development, Singapore Prison Service, Singapore Association for Mental Health, Singapore Red Cross, Nanyang Technological University, National University of Singapore, Ngee Ann Polytechnic, Temasek Polytechnic, Singapore Polytechnic, Lasalle College of the Arts, Singapore Girl's Home, Singapore Police Force, Monetary Authority of Singapore, Asia Pacific Certification Board etc.

MindWealth 360 has been engaged in providing training consultancy and Employee Assistance Programmes to various agencies over the last 8 years such as: Singapore Press Holdings, Exyte Singapore Pte Ltd, Parkway Shenton Pte Ltd, Raffles Hospital, Health Management International Ltd, Connexion Asia, CIGNA Global, Alliance Medinet Pte Ltd, Integrated Health Plans Pte Ltd, Mediacorp Group, UOL, Convatec, Borneo Motors, Mercatus, Carrot Consulting, Defence Science and Technology Agency amongst others.

We also have an international outreach which has engaged overseas governments, community service agencies, and corporate enterprises in many countries such as Vietnam, Thailand, Maldives, Malaysia, Hong Kong / China, Indonesia, India, Philippines, Australia, and throughout the Asia-Pacific region. We extended help in areas such as mental health, addiction training, and certification programmes.

SCOPE OF SERVICES

The MindWealth 360 team comprises of practicing clinicians at Promises Healthcare, made up of over 20 psychologists and counsellors, executive coaches. They are supported by 4 psychiatrists and a medical doctor for psychiatric and medical treatment with medication.

The scope of MindWealth 360 EAP services includes the following:

1. Comprehensive EAP training packages which deal with the full scope of corporate needs including C-suite management. These packages are designed to build resilience for workplace success. When employees know that they are cared for, wealth becomes evident in the business.
2. Six online training modules addressing known and researched workplace challenges.

These modules develop skills to spot signs of mental distress and learn techniques to help colleagues.

Includes an additional programme for personal self-learning. This provides certification for personal enhancement and career development opportunities.

Lessons and videos may be repeatedly presented, allowing for the maximum number of employees to benefit from the programme.

3. Phone helpline and confidential counselling / life coaching services
4. Wide range of training programmes to suit your corporate needs
5. Executive Coaching services for C-Suite Executives, Senior Executives, and Emerging Leaders
6. Specialised leadership development programmes

Other supporting services include:

1. Health screening
2. Employee mental health survey and analysis
3. Psychiatric consultations and medicine

Please note: Packages below are designed for companies with 50-1000 employees. Companies with less than 50 employees can negotiate a special price. Companies with more than 1000 employees can also consider these packages or might find the [Per Employee Per Year \(PEPY\) EAP package](#) cost effective.

MINDWEALTH 360 EAP PACKAGES OVERVIEW



TALKS /
WEBINARS
1 hr sessions



ONLINE
RESILIENCE
COURSE



HELPLINE
+
EMAIL



COUNSELLING
OR LIFE
COACHING
1 hr sessions

PACKAGE COST

S\$
GST not included

1. INTRODUCTORY EAP PACKAGE

2

1 module
for preview



*4

1,600

2. BASIC EAP PACKAGE

2

3 modules
+15 e-learning



*8

4,600

3. ADVANCED EAP PACKAGE

4

6 modules
+30 e-learning



*8

7,000

4. ONLINE RESILIENCE TRAINING

1
Introductory

6 modules
+30 e-learning



Pay per use

4,000

5. EXECUTIVE COACHING PACKAGE

1
Introductory

—



Varied
packages

Varied
pricing

*This is the total number of counselling hours available for all company employees for the period of the contract. Additional hours are available if necessary at an additional cost ([click here](#)). Quarterly reports to track usage of counselling sessions will be provided.

EAP PACKAGE DETAILS

1. Introductory EAP Package

Introductory package for 6 months only
Recommended for companies with 50-1000 employees



In-person or Webinar Training

2 one-hour sessions
Click [here](#) to view topics

Topics chosen to address
specific needs

In-person
sessions can be
conducted onsite
at the company
workplace



Helpline

Call to book a confidential
counselling session
9 – 6pm on weekdays
9 – 12pm on Saturdays

A counsellor will
call back within
24 work hours for
urgent cases



Confidential Counselling / Life Coaching

4 one-hour Counselling /
[Life Coaching](#) sessions

[Life Coaching](#) is provided
by Promises Executive
Coaches

In-person or
virtual sessions
conducted by
[Promises
Healthcare](#)
professional staff

GST not included

S\$1,600

Complimentary option to view the **Understanding Stress** module of the online **Workplace Wellness and Resilience Course** for a one-month period. Click [here](#) for details.

2. Basic EAP Package

Basic EAP package valid for 1 year



In-person or Webinar Training

2 one-hour sessions
Click [here](#) to view topics

Topics chosen to address specific needs

In-person sessions can be conducted onsite at the company workplace



Workplace Wellness and Resilience Course

Online Group Sessions

3 online modules on:
Understanding Stress
Self-Care
Mood

Group sessions can be repeatedly screened to maximise reach.
Click [here](#) for details

Modules 1 – 3
Each module is 90 minutes long and is made up of 6 micro-lessons



Individual E-learning + Certification

Individual E-learning Track
for self-learning + certification

*15 individual login accounts for e-learning with certification

Click [here](#) for details

1. Develop mental health first aid skills

2. Enhance career development



Helpline

Call to book a confidential counselling session
9 – 6pm on weekdays
9 – 12pm on Saturdays

A counsellor will call back within 24 work hours for urgent cases



Email Service

Dedicated email enquiry service to make an appointment or clarify concerns

Respond within 1 working day

Email: mindwealth360@promises.com.sg



Confidential Counselling / Life Coaching

****** 8 one-hour Counselling / [Life Coaching](#) sessions

In-person or virtual sessions conducted by [Promises Healthcare](#) professional staff

Each employee is entitled to up to 3 sessions. [Life Coaching](#) is provided by Promises Executive Coaches

GST not included

S\$4,600

***** Additional e-learning accounts can be purchased at S\$10 per account or S\$80 for 10 accounts ([click here](#)).

****** Additional Counselling/Life Coaching sessions can be added at a discount ([click here](#)).

3. Advanced EAP Package

Enhanced EAP package valid for 1 year
Recommended for companies with 50-1000 employees



In-person or Webinar Training

4 one-hour sessions
Click [here](#) to view topics

Topics chosen to address specific needs

In-person sessions can be conducted at company workplace site



Workplace Wellness and Resilience Course

Online Group Sessions

6 online modules on:
Understanding Stress
Self-Care
Mood
Performance
Conflict Management
Managerial Care Tools

Group sessions can be repeatedly screened to maximise reach.
Click [here](#) for details

Modules 1 – 5

Each module is 90 minutes long and is made up of 6 micro-lessons

Module 6

The Managerial Care Tools module is 120 minutes long and is made up of 8 micro-lessons



Individual E-learning + Certification

Individual E-learning Track

for self-learning + certification

*30 individual login accounts for e-learning with certification

Click [here](#) for details

3. Develop mental health first aid skills

4. Enhance career development



Helpline

Call to book a confidential counselling session
9 – 6pm on weekdays
9 – 12pm on Saturdays

A counsellor will call back within 24 work hours for urgent cases



Email Service

Dedicated email enquiry service to make an appointment or clarify concerns

Respond within 1 working day

Email: mindwealth360@promises.com.sg



Confidential Counselling / Life Coaching

****** 8 one-hour Counselling / [Life Coaching](#) sessions

In-person or virtual sessions conducted by [Promises Healthcare](#) professional staff

Each employee is entitled to up to 3 sessions. [Life Coaching](#) is provided by Promises Executive Coaches

GST not included

S\$7,000

***** Additional e-learning accounts can be purchased at S\$10 per account or S\$80 for 10 accounts ([click here](#)).

****** Additional Counselling/Life Coaching sessions can be added at a discount ([click here](#)).

4. Online Resilience Training Package

Online EAP package valid for 1 year



Workplace Wellness and Resilience Course

Online Group Sessions

6 online modules on:
Understanding Stress
Self-Care
Mood
Performance
Conflict Management
Managerial Care Tools

Group sessions can be repeatedly screened during the 1-year validity period to maximise reach. Click [here](#) for details

Modules 1 – 5

Each module is 90 minutes long and is made up of 6 micro-lessons

Module 6

The Managerial Care Tools module is 120 minutes long and is made up of 8 micro-lessons



Individual E-learning + Certification

Individual E-learning Track

for self-learning + certification

*30 individual login accounts for e-learning with certification

Click [here](#) for details

5. Develop mental health first aid skills

6. Enhance career development



Helpline

Call to book a confidential counselling session
9 – 6pm on weekdays
9 – 12pm on Saturdays

Payment for counselling sessions are not included in the package but will incur additional charges as [listed here](#).



Email Service

Dedicated email enquiry service to make an appointment or clarify concerns

Respond within 1 working day

Email: mindwealth360@promises.com.sg

GST not included

S\$4,000

* Additional e-learning accounts can be purchased at S\$10 per account or S\$80 for 10 accounts ([click here](#)).

5. Executive Coaching Package

Our [Executive Coaching services](#) are meant to empower your C-Suite Executives, Senior Executives, and Emerging Leaders to lead with renewed passion and purpose.



Executive Coaching

4 to 10 one-hour sessions for C-Suite Executives, Senior Executives, and Emerging Leaders

Coaching can be delivered in-person or virtually

Team sessions for developmental objectives

Package rates

	4 sessions 10% discount S\$	6 sessions 15% discount S\$	8 sessions 20% discount S\$	10 sessions 25% discount S\$
Emerging Leaders S\$600 per hour	2,160	3,060	3,840	4,500
Senior Executives S\$800 per hour	2,880	4,080	5,120	6,000
C-Suite Executives S\$1,000 per hour	3,600	5,100	6,400	7,500

GST not included



Helpline

Call to arrange a discussion with an Executive Coach

9 – 6pm on weekdays

ADDITIONAL ADD-ON SERVICES

	Details	Additional Cost
 +4 additional Counselling / Life Coaching hours	4 additional one-hour Counselling / Life Coaching sessions Life Coaching is provided by Promises Executive Coaches	S\$1,000 <i>GST not included</i>
 +8 additional Counselling / Life Coaching hours	8 additional one-hour Counselling / Life Coaching sessions Life Coaching is provided by Promises Executive Coaches	S\$2,000 <i>GST not included</i>
 In-person or Webinar Training	2 one-hour sessions Click here to view topics Topics chosen to address specific needs	S\$350 per hour <i>GST not included</i>



Individual E-learning + Certification

Individual
E-learning Track
*for self-learning
+ certification*

\$10 per account
or \$80 for
package of 10
accounts

Click [here](#) for details

GST not included



Critical Incident

Onsite critical incident
group sessions
(within 24 hours)

\$600 per hour

2 counsellors /
psychologists will be
deployed

Minimum 4
hours per
incident

GST not included



FAMILY COUNSELLING

2-hour family sessions

\$600 per
2-hour session

2-5 family members

GST not included



Health Screening

Basic health screening by
medical staff

\$150 per
employee

Onsite at workplace

GST not included



Psychiatric Consultation

4 Psychiatrists

\$525 per hour

Multi-language options

GST not included

Cost of any
medication is not
included

6. PAY PER EMPLOYEE PER YEAR

At S\$30 per employee per year

GST NOT INCLUDED

RECOMMENDED FOR COMPANIES WITH MORE THAN 1000
EMPLOYEES



Workplace Wellness and Resilience Course

6 online modules

30 individuals
e-learning accounts

Click [here](#) for details

Repeated
screening to
groups during the
1-year validity
period



In-person or Webinar Training

10 one-hour sessions
Click [here](#) to view topics

Topics chosen to address
specific needs

In-person
sessions can be
conducted at
company
workplace site



Helpline

Confidentiality

9 – 6pm on weekdays
9 – 12pm on Saturdays

A counsellor will
call back within
24 work hours for
urgent cases



Confidential Counselling

4 one-hour sessions per
employee*

Multi-language options

Quarterly reports

* for up to 2% response
rate

In-person or
virtual sessions
with [Promises
Healthcare](#)
professional staff



Critical Incident

Onsite critical incident group sessions (within 24 hours)

4 hours of crisis management within 1 year

2 counsellors / psychologists will be deployed



Email Enquiry Service

Dedicated email enquiry service

Qualified counsellor or psychologist will respond within 3 working days

Basic information and clarifications on Mental Health issues

WHAT IS EXECUTIVE COACHING?

Thriving in senior management requires mastery over numerous skill sets. Exercising true leadership comes not only from skillful hands but also from a heart of integrity, purpose driven aspirations, and a deeper meaning in life.

Who We Coach

Our Executive Coaching services are meant to empower C-Suite Executives, Senior Executives, and Emerging Leaders to lead with renewed passion and purpose at work whilst living out their potential for a fulfilling life beyond work.

Our Coaching Style

Coaching styles are customised to suit the needs of each coachee. Our Executive Coaches employ various approaches in journeying with coachees as they rediscover themselves in new ways to achieve their truest and fullest potential. A collaborative approach is often used – one which draws on the unique strengths, values, and beliefs of the coachee to harness motivation from within and effect change. Coachees are guided to a place where they take ownership of issues in life and learn to manage relationships with a sense of fulfilment.

Modes of Delivery

Coaching can be delivered in-person or virtually.

WHAT IS LIFE COACHING?

Life Coaching is very different from mentoring, therapy, or counselling. The coaching process addresses specific personal projects, business goals, general conditions, and transitions in the coachee's personal life, relationships, or profession by examining what is going on right now, discovering what your obstacles or challenges might be, and choosing a course of action to make your life be what you want it to be.

Empowers You to Find Answers

Life Coaching is a designed alliance between coach and coachee where the coaching relationship continually gives all the power back to you. A life coaching approach believes you know the answer to every question or challenge you may have in your life, even if those answers appear to be obscured, concealed, or hidden inside.

Helps Achieve a Fulfilling Life

Every day we make choices to do or not do many things. These choices may range from profound to trivial and each one has an effect that makes our lives more fulfilling or less fulfilling, more balanced or less balanced, and also makes our process of living more effective or less effective. Life coaching helps you learn how to make choices that create an effective, balanced, and fulfilling life.

Modes of Delivery

Life coaching can be delivered either in-person or virtually.

source: lifecoaching.com

EAP TRAINING TOPICS

EAP Training Series

Series 1

Personal Growth and Development

- Stress and Burnout
- Priorities in Life
- Habits of Happiness
- Personal Motivation

1 hour per topic

Series 2

Work and Productivity

- Team Enrichment Skills
- Conflict Resolution Techniques
- Grief and Trauma Regulation
- Addictions

1 hour per topic

Series 3

Balancing Work and Family

- Work Life Balance
- Family and Relationship Development
- Marital Well Being
- Parenting and Childcare

1 hour per topic

Series 4

Teamwork and Collaboration

- Communication Skills
- Enhancing Workplace Team Dynamics
- Reducing Absenteeism and Presenteeism
- Improving Collaborative Skills

EAP Training Series

Series 5

Supervisory Skills

- Conflict Intervention
- Managing Negative People
- Recognising and Avoiding Burnout
- Motivating Employees
- Building Effective Teams

2 hours per topic

Topics related to COVID-19

General

-
- Counselling for home isolation and family issues
 - Stress and anxiety management
 - Depression: diagnosis and treatment for children and adults
 - Mindfulness & relaxation techniques
 - Coping skills for children, youths, and adults during social isolation
 - Mental health treatment for children, youth and adults
 - Drug and alcohol addiction

1 hour per topic

Family

- Helping children cope with quarantine/study-from-home
- Parenting tips to help parents support their children during COVID-19
- Help for children/youth with behavioural issues (e.g. anger, sexual behaviour, theft, etc.)
- Management help for children with learning difficulties with testing and assessment

1 hour per topic

Special Needs

- Help for children with special needs during isolation (e.g., ADHD, autism, dyslexia, etc.)
- Management techniques for children and adults with special needs during COVID-19

1 hour per topic

Topics related to COVID-19

Related Medical Issues

- Management help of medical issues related to mental wellness during COVID-19
- Family management help for medical complications during social isolation

1 hour per topic

HR Managerial Issues

- How to engage and support team members working from home
- How to monitor work accountability and productivity

1 hour per topic

Topics for Critical Incidents

Awareness

- What is a critical incidence?
- Types of psycho-social reactions
- Effects on victims, colleagues, and family
- Organisational response and contingencies

1 hour per topic

Readiness

- Your stress response and coping style
- Understanding trauma
- Vicarious traumatisation
- What is the role of a first responder?
- Support system for Critical Incidences

1 hour per topic

Psychological First-Aid

- Basic helping skills
- Listening and attending skills
- Breaking bad news
- Understanding grief and loss
- Guidelines in intervention

1 hour per topic

Specialised Topics

1. *A Good Approach to Helping Youths with ADHD*
2. *Acceptance and Commitment Therapy*
3. *Addiction in Youth and Appropriate Referral*
4. *Addiction Management Through Acceptance and Commitment Therapy*
5. *Addictions and Psychopharmacology of Drugs*
6. *Addictions for Policy Makers*
7. *Alcohol Abuse and Alcoholism*
8. *Approaches to Gambling Problems*
9. *Art, Music and Theatre as Tools in Therapy*
10. *Asian Women in Recovery*
11. *Change Planning*
12. *Collaborative Skills*
13. *Conflict Resolution*
14. *Consolidating Commitment to Change*
15. *Counselling Approaches with Adolescents*
16. *Counselling for Crisis Intervention*
17. *Counsellors Professional Responsibilities and Ethics*
18. *Crisis Intervention and Trauma-Informed Care*
19. *De-Mystifying Adult ADHD: Towards Self-Management and a Behavioural Approach*
20. *Decisional Balance, Use of Rulers, and Value Cards*
21. *Developing Rapport and Setting Up a Therapeutic Environment*
22. *Discovering Our Choices*
23. *Drugs and the Brain: Implications for Practice*
24. *Easing the Pain of Divorce and Separation For Professionals*
25. *Effective Assessment and Treatment Planning*
26. *Employee Motivation*
27. *Factors for Therapeutic Change in Addictions*
28. *Family Counselling and Co-Dependency*
29. *Family Interventions for Addiction Recovery*
30. *Family Interventions for Sustained Reintegration of clients*
31. *Feedback Informed Treatment*
32. *Gambling Care*
33. *Habits of Happiness*
34. *Healthy Work Life Balance*
35. *Improving Medical Outcomes using Psychological Therapies*
36. *Incorporating the 12-Step Model in Addiction Recovery*
37. *Individual Therapy Interventions*
38. *Introduction to Drama Group work*
39. *Managing Anxiety / Panic Disorder*
40. *Managing Depression*
41. *Managing Grief and Loss*
42. *Managing Obsessive Compulsive Behaviour*
43. *Managing Youth's High Risk Behaviour*
44. *Medical Approaches to ADHD*
45. *Models of Addiction*
46. *Motivational Interviewing*
47. *Motivational Interviewing and Relapse Prevention*
48. *Motivational Interviewing: Introduction*
49. *Motivational Interviewing: Working with Difficult Clients*
50. *Neuroscience of Pathological Gambling*
51. *New Frontiers in Addiction Care*
52. *Pillars of Rehabilitation*
53. *Positive Thinking*
54. *Practical Experiential Work For Behaviour Change*
55. *Principle Centered Counselling*
56. *Principles and Practice of Professional Addiction Counselling and Treatment*
57. *Programming for Change towards recovery*
58. *Protecting the Vulnerable: Measures to Minimise Problem Gamblers*
59. *Psychodrama Basic*
60. *Psychodrama*
61. *Psychodrama Intensive*
62. *Psychodrama Training for Helping Professionals*
63. *Relapse Dynamics and the Recovery Process*

- | | |
|--|---|
| 64. <i>Relapse Prevention Planning</i> | 81. <i>Trauma Informed Care</i> |
| 65. <i>Relaxation Techniques</i> | 82. <i>Treating Sex, Porn, and Cyber Addictions</i> |
| 66. <i>Screening, Intake, and Orientation of clients</i> | 83. <i>Understanding Alcoholism</i> |
| 67. <i>Shame: An Addict's Secondary Addiction</i> | 84. <i>Understanding and Treating Cyber Addictions</i> |
| 68. <i>Sleep Your Way to Better Health</i> | 85. <i>Understanding and Treating Internet Gaming Disorder</i> |
| 69. <i>Stages of Addiction</i> | 86. <i>Understanding the DSM and Mental Illness</i> |
| 70. <i>Stages of Relapse Prevention</i> | 87. <i>Understanding Sex Addiction</i> |
| 71. <i>Stress Management</i> | 88. <i>Understanding the Addictive Personality</i> |
| 72. <i>Structured Treatment Planning</i> | 89. <i>Understanding the Teen Brain and the Impact of Substance Abuse</i> |
| 73. <i>Substance Abuse</i> | 90. <i>Understanding Transformation in Addiction</i> |
| 74. <i>Substance-Induced Mental Disorders</i> | 91. <i>Understanding Youth Criminogenic Behaviour and Thought Processes</i> |
| 75. <i>Suicide Intervention: Creating Resiliency and Hope</i> | 92. <i>Ways to Reduce Relapse Rates</i> |
| 76. <i>Support Group and Aftercare ptions for Clients</i> | 93. <i>Working with Groups: Group Dynamics</i> |
| 77. <i>The 12 Core functions of an Addiction Counsellor</i> | 94. <i>Working with Women in Addiction</i> |
| 78. <i>The Heart and Soul of Change: Understanding What Works in Therapy</i> | |
| 79. <i>The Screening and Treatment of Multiple Addictions</i> | |
| 80. <i>Trauma and Addiction</i> | |