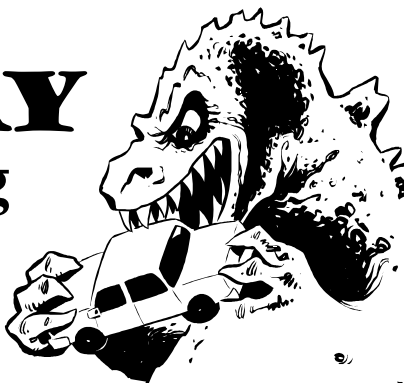


FrontLine Employee

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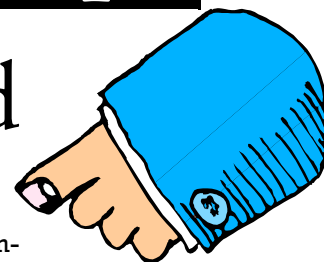
Keeping WORRY From Eating You



Worry is part of being human. Too much worry, however, could be a sign of a serious condition like depression. This makes questions about worry one of the most important in detecting this illness. Try this intervention tip called the "What-if Technique" to stop excessive worry:

Ask yourself, "What's the worse thing that could happen?" with the situation causing you worry. Now, consider the impact of such an event. How would you really respond? Decide if there is something you can do now to prepare for this outcome. This technique, although not foolproof, can reduce the distress of worry and transform it into something less problematic: a concern.

STRESS Tips from the Field



1. Take time to place every im-portant phone number you are likely to use during the year on the first two pages inside your appointment calendar. When you get a new appointment calendar at the end of the year, clean the list and repeat the process. Put in pager numbers, best friends, baby-sitters, library, bank, tax accountant, dentist, AND travel agent! Stop looking up numbers!

2. The next time you discover you're shuffling a million pieces of paper on your desk trying to work on twenty things at the same time, STOP! Take a breath and put every piece of paper in one single pile. Make your desk perfectly neat. Now, sit back, observe the view, and start at the top of the pile. Notice how your sanity returns.

Employees Ask About EAP

"If I use the EAP, will the EA professional tell my supervisor?"

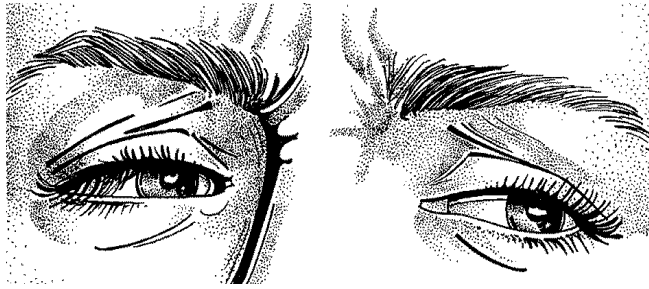
No, the EA professional will not inform your supervisor that you came to the EAP unless you give written permission. Strict laws govern confidentiality, how a consent for the release of confidential information is written, and what it must specify.

ease

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Date Rape: How to Reduce the Risk



In the time it takes to read this article, another woman will be raped in America. According to the Department of Justice, a woman is raped in the United States approximately every two minutes. Date rape (the correct term is "acquaintance rape") is a violent crime and an attempt to control or degrade another person by using sex as a weapon.

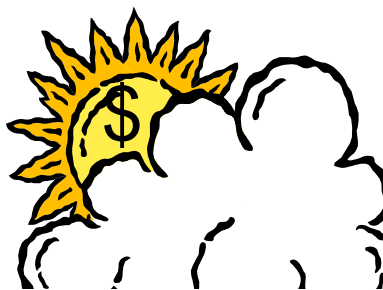
Reducing the Risk Tips

- **Trust your gut.** If you don't feel comfortable in a situation, leave it.
- **Don't put** yourself in an isolated situation where you would have to depend on others to intervene or help who aren't there.
- **Be careful** when inviting someone into your home or going to someone else's home. These are the places where most acquaintance rapes occur.
- **Communicate with** your partner. Be firm, don't send mixed messages, and be clear with your partner what you are comfortable doing.
- **Be aware** of alcohol and drugs. They can compromise your judgment and the judgment of your partner.
- **If things** start to get out of hand, leave and protest loudly. Don't wait for someone else to help. Leave if things feel uncomfortable.
- **Be aware** and independent on dates. Have opinions on what you will do. Pay your own way or provide your own transportation.
- **When going out** with someone new, don't feel you have to go alone. Go on a group date. Go out and meet a group of friends in a public place.
- **Socialize with** people who share your values. If you are with someone who is more sexually permissive than you, he might perceive you as sharing those values.
- **Avoid falling** for lines such as "If you loved me." If your partner loved you, he would respect your feelings and wait till you are ready.

Source: Sexual Assault Facts and Education by M. Brooke Robertshaw

Retire on Time

If you have 30 years to save for retirement, but you decide to skip this year, making it 29 years next year, at 15% interest per year, how much less will the total value of your annuity be at the end of 29 years if you save \$2,000 per year?



Answer: \$132,423 less.

Taking Time for Your Customers

Have you found yourself frustrated at your customers for taking up too much of your time? If so, you may not last very long in your position without changing your attitude. Customer service is about seeing how much quality time you can give, and how you can best please your customers.

Customer service is not about avoiding customers or anticipating them meeting your needs. To turn on more enthusiasm, come at your customers from a different perspective. See how much time you can give them. See how much you can positively influence their attitude and facial expressions so they turn on their smile. If you have lost enthusiasm and can't seem to get it back, consider calling the EAP.

Is Your Child Hyperactive?

A **DHD** or Attention-deficit Hyper-activity Disorder is diagnosed in the U.S. at nearly five times the rate of many other developed nations.



Parents should know that a child with a very high energy level is not necessarily "hyperactive" and in need of medication.

On the other hand, consider talking to the EAP to get more information or a referral if your child exhibits several or more of the following: 1) high level of distractibility, 2) impulsiveness, 3) restlessness, 4) disorganization, 5) poor memory, 6) short attention span, 7) uncontrollable energy, 8) physical recklessness, 9) aggressiveness, 10) lack of self-control; 11) difficulty following rules; 12) stubbornness; 13) frequent disobedience.

Source: A Parent's Guide to Common and Uncommon School Problems