

THE FRONTLINE EMPLOYEE

Wellness, Productivity & You!

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Stress Tips from the Field

- To let go doesn't mean to stop caring, it means I can't do it for someone else.
- To let go is not to enable, but to allow learning from natural consequences.
- To let go is not to fix, but be supportive.
- To let go is not to regret the past, but to grow and live for the future.
- To let go is not to be in the middle arranging outcomes, but to allow others to effect their own outcomes.

Excerpt from "Anonymous Author."

Stretching to Your Goal

"Never mind creativity, man, just give me a deadline." Like many achievers, Louis Armstrong, the famous entertainer, understood an important principle: When human beings are put on the line and success is absolutely necessary, they usually come through. This goal achievement technique is called "stretching." The roadblock most people face in acting on their goals is fear of failure. Louis Armstrong learned that once you act on a goal, fear of failure can turn around to become a powerful force for motivation to be successful rather than a roadblock to taking action. Where can you stretch?

Self-Help Groups

When people come together to solve a common problem, great things can happen. Sixty-five years ago, Alcoholics Anonymous began with such a model. Since then, dozens of other self-help groups have emerged. Self-help groups tackle many problems, including eating disorders, overspending, grief, eldercare support, sexual disorders and many other conditions. Call EASE for more information.



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Your Team's Mission

If teamwork, less conflict and high-level customer service are important to you, think about producing a mini-mission statement for your work group. Although there may already be an organization-wide mission statement, smaller work units can increase their focus on what counts with a mini-mission statement. Here's how: (1) Decide who your customers are and what they really want; (2) recall positive and negative comments heard throughout the year; (3) identify the underlying values and needs behind these comments; (4) turn #3 into a mission statement. For added impact and group commitment, frame the statement and place it where others can see it.

Emotional IQ

“Emotional intelligence” is a term made popular by the best-selling book, of the same name. Sixty years of research demonstrate that personal success is strongly linked to your ability to perceive, identify and manage emotion. This means being able to get along with other people, handle frustration and maintain meaningful relationships. Intellectual IQ by itself plays a lesser role at predicting personal and job success. To increase your “emotional IQ,” seek personal improvement in identifying your feelings and using them to make effective life decisions. Seek help for depression, if needed, and learn to reduce worry and control anger effectively. Persist in the face of setbacks, focusing on the pursuit of your goals. Practice paying attention to others, individually and in groups, to detect the predominant emotions although they may be unexpressed.

Source: *Emotional Intelligence*, 1995.

Remember The Heroes

The National Fallen Firefighters Foundation remembers those killed in the line of duty. Information about its programs can be found at www.firehero.org. Concerns of Police Survivors, Inc. (COPS), a national grief support organization composed of nearly 8,000 surviving families of law enforcement officers killed in the line of duty, asks concerned citizens nationwide to support Project Blue Light. During the holiday season, put blue lights in your holiday decorations and your windows. Also, tie a blue ribbon on your car antenna to show support for law enforcement officers.

Helping Kids Cope with Crisis

To assist children in coping with severe stress associated with the September 11th incident, one national child development expert, Dr. T. Berry Brazelton, recommends the following:

1. Listen to your child and discuss his or her fears. Help children believe that they are safe and so are those who take care of them.
2. Tell children a bit of the truth in simple terms, depending on the child's age. Don't share more than asked for. Some facts reduce fear by preventing a child's worst fears from filling in the gaps.
3. Maintain a normal routine as much as possible. Routines are important. They reassure your child that things are under control.
4. Set limits on exposure to TV images that can be traumatizing.
5. Resist stereotyping or labeling other cultures, peoples and religions. Help children understand that not all people in a given culture act in evil ways.
6. Children watch and listen for adults' reactions to the traumatic events. How you respond and handle your anger and fears in front of your child will impact their mental well-being. Be cautious about exposing children to strongly worded adult conversations.
7. Take care of yourself. Attempt to live a normal life.

Source: *PR Newswire*

EAP: Help for your Back

Some physicians are promoting a new strategy in an effort to help back pain sufferers — resolving psychological or social problems that interfere with treatment and motivation to get well. Research shows that a significant number of back pain sufferers stay incapacitated longer, seek pain relief more often and struggle more to cope if they are adversely affected by stress, personal problems at home and at work, and conflicts in relationships that sabotage motivation to get on with life. Feeling determined to get on with life despite the compromise in physical activity can make the difference in successfully managing back pain and increasing function. Is there a role for the EAP in your back pain solution?

Source: *The Back Letter*, V.16, No. 1.