



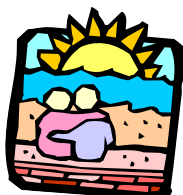
FrontLine Employee

Wellness, Productivity, & You!

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Life in the First 30 Days



Feeling “normal” again is a personal journey that will occur at different paces for everyone, particularly for those most affected by the terrorist acts of September 11th. Anyone may be at risk from the trauma of the event, not just those who were in the areas of the attacks. Indeed, “secondary trauma” can be caused by viewing graphic images on television and in magazines, as was discovered by experts who studied the impact of the Oklahoma City bombing in 1995. The most common human reactions to traumatic events are depression, intrusive images, feeling agitated and having nightmares. As Jeff Mitchell, Ph.D., an international expert on critical incident stress has remarked, “these are normal reactions to abnormal events.” They usually recede over a period of weeks.

Talking about and sharing our experiences with others will help heal the effects of traumatic events, but if you suffer from depression or anxiety already, this may be a more difficult task. Your EAP can assist you with examining a full list of possible stress related symptoms and a range of intervention options. Some of these symptoms include: problems with concentration, sleep disturbances, inability to relax, withdrawal, feeling overwhelmed, and loss of control over managing health conditions.

Carpal Tunnel Syndrome

Carpal tunnel syndrome (CTS) can be treated without surgery if you seek treatment when warning signs first emerge. Symptoms include hand numbness while sleeping, wrist pain, decreased manual dexterity and decreased hand strength. Early-stage treatments include education in the proper use of body posture, warm-up and stretching exercises, non-surgical medical care, reducing the force used in repetitive work and identifying life activities that exacerbate or contribute to CTS.

Speak to your doctor early if you notice symptoms. Some experts think that CTS may show up as early-stage rheumatoid arthritis, diabetes and hypothyroidism. So, getting screened for these diseases is also not a bad idea.

Meeting Meter

Here’s a fun tool to help everyone have a more productive, fast-moving meeting. It’s a free download of quick-loading software called “The Meeting Calculator.” Place it on a laptop, set the screen for all to see and hit the start button after inserting the number of participants in the meeting and their combined average salary. The meeting calculator runs like a stopwatch, adding up the cost of your meeting. Get it free at:

http://effectivemeetings.com/medicine/cost_calculator.htm

Stop Panicky Public Speaking



If you dread public speaking, it's probably because of fear of forgetting your material, presenting it in a disorganized fashion or being forced to read notes. You'll triple the success of your presentation if you follow the lesson of the pros — rehearse.

Rehearsing a presentation while standing up combines four human senses that work together, making it likely that you will recall your material and present it more naturally: seeing, hearing, speaking and feelings associated with the content of the presentation. Want real power? Videotape yourself and make adjustments after watching the tape.

Argue But Stay Friends

Learn how to argue fairly with a friend or co-worker by using a quick anger management exercise that will help you fight fair. It's called the five-second rule and it challenges you to wait five seconds in any argument before commenting on what's been said.

Tips to make it work: 1) Use a 3 x 5 card to keep score on your progress. 2) Stick to the issue at hand. 3) Talk only about the present point of disagreement. 4) Never attack a person's self-esteem.

Parental Guilt

Regardless of cause, history or contributing factors to a teenager's problem behavior, feeling guilty about your past role in its cause will risk sabotaging your parenting goals. For a more focused relationship with your teenager: 1) Recognize guilt as negative, self-talk that is normal, but that can be managed or stopped. 2) Acknowledge that a desire for relief from guilt places you at risk for changing the rules, boundaries, and standards that you want followed. 3) Seek professional counseling or other support to help you act more consistently and proactively, to feel better about tough choices and to be less encumbered by what happened in the past.

EAP Q&A

Q. I will be retiring next year. I know I have to keep busy in retirement, but how can the EAP help?

A. The EAP can lead you to information resources that can assist you in pre-retirement planning. There is much more to retirement planning assistance than tips on how to stay busy in your senior years. Your social, housing, health and financial needs will change in retirement. You will also have new legal and lifestyle changes to consider. Further into the senior years, most people naturally become dependent on others for some or many of their personal needs. Pre-retirement planning now can make it easier for you and others who may need to support or help care for you in the future. All this means a much more satisfying retirement life.

Fibromyalgia - Hidden Illness at Work

You are taking an hour to climb out of the bed in the morning. You are feeling stressed, tired and you ache all over. Relief is rare. Still, everyone says you "look fine." Could you have fibromyalgia?

Fibromyalgia is a chronic disorder characterized by widespread musculoskeletal pain, fatigue and tenderness in localized areas of the neck, spine, shoulders and hips called "tender points." People with this syndrome may also experience sleep disturbances, morning stiffness, irritable bowel syndrome, anxiety and other symptoms. The American College of Rheumatology published criteria for the diagnosis of fibromyalgia only 10 years ago. Women are more often victims. Fibromyalgia symptoms can mimic those of other diseases, so it is difficult to diagnose. Like all chronic illnesses, see your doctor.