

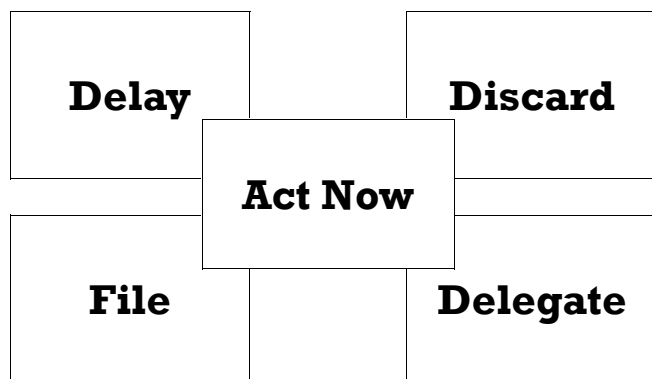
# THE FRONTLINE EMPLOYEE

Wellness, Productivity & You!

E.A.S.E. Inc. • (800) 654-9778 • [www.easeeap.com](http://www.easeeap.com)

## Desk Clutter Cures

You are overwhelmed and your desk is a disaster. What is important? What is not? What should you discard? What should you delegate? STOP! You need the workload sorter solution. Sort everything into five piles and act accordingly as indicated by the sorter below.



## Financial Help through the EAP

Consumer credit counseling resources are popular for helping people get out of debt, but their many other services are seldom used. The EAP can point you in the direction of the nearest consumer credit counseling agency or resource. Besides helping you design a plan to pay off your debt, a consumer credit counseling resource can also show you how to manage debt more effectively in the future, help you survive better on a reduced income and educate you about credit reporting practices.

## Consumer Complaints? Go to the Top!

Still trying to get satisfaction with that consumer problem? Go straight to the top. The federal government keeps a list of consumer relations departments for American corporations – everything from AAMCO to Zenith. Find information at [www.pueblo.gsa.gov/crh/corporf.htm](http://www.pueblo.gsa.gov/crh/corporf.htm). Keep this web site address handy in case the product you buy fails to go “zip” when it moves or “pop” when it stops.

## Don't Bottom Out On Benzos

If you have a family history of alcoholism, be cautious when taking benzodiazepines (sedatives) prescribed by your doctor for sleep problems or anxiety. Common benzodiazepines include Valium, Xanax, Librium, Ativan and Klonopin, among others. Benzodiazepines are similar to alcohol in the way they are metabolized by the body. A family history of alcoholism may increase the risk of acquiring tolerance and physical dependence on these medications. Tolerance means you need increasing amounts of the drug to obtain its therapeutic benefits. Dependence means withdrawal symptoms occur when use of the drug is reduced. Follow your doctor's instructions. Do not stop using benzodiazepines without medical supervision. Generic names for benzodiazepines often end in “am” (i.e., Diazepam, Lorazepam, etc.)

*BNA Communications, Inc.; [A Winning Balance](#)*

## Fair Fighting

It's okay for kids to see their parents having disagreements in productive and respectful ways—that's fair fighting. It's one way children learn that they are not the only ones who get angry or who have to "give in." Being exposed to fair fighting gives kids lessons in handling conflict properly—they learn skills they will need later in their relationships or marriages. Children who think their parents never fight can be unprepared for marital arguments. They may come to believe that when they disagree with someone, that something is wrong with the relationship. Or they may decide to avoid conflict as a marital duty.

Explain to your children that even people who care for each other have different opinions. If your children witness an argument, let them know when you have made up. Some topics to keep behind doors: arguments about them (the children), sex, money and persons with whom your children have happy relationships, such as in-laws.

*Adapted from an article by Susan Kleinman, Redbook, 10-01-01, p. 186.*

## Violence Often Knocks First

Researchers discovered in over 200 workplace violence incidents that the violent employee exhibited many pre-incident symptoms—noticed by other employees—that were typically ignored, dismissed or minimized. The most common included the employee's vague references to suicide, threats toward supervisors or coworkers, preoccupation with previous incidents of violence, "having a plan" to solve "all problems," empathy toward those who would commit violent acts and increased unsolicited comments about firearms.

*Workplace Violence Research Institute*

## Mixed Emotions About Retirement

Not so excited about retirement? Strong emotional adjustments to loss of identity and belonging catch many retirees off guard. A little planning can make your future as exciting as you hope. Here are a few tips:

- 1) Begin using your annual leave to experience, and adjust to, longer periods of time off.
- 2) Pick a retirement age and a target date.
- 3) Start setting non-work-related goals to prepare for the shift of focus away from employment.
- 4) Develop hobbies and interests now that will carry you into retirement.
- 5) Begin to translate your life experience into something that will leave the world a better place.

## Diversity, Productivity & You

America's workplace is empowered by its diversity – the differences that make each of us unique. With diversity comes personal responsibility to ensure that the workplace remains respectful. But, "we all have biases," according to corporate training expert Myrna Millhone who co-authored the Bureau of National Affairs' training program, *A Winning Balance*. "Biases are attitudes and beliefs that influence behavior in our interactions with others." The challenge is to identify and understand our biases, and learn if they influence things we say or do that make the workplace disrespectful. The goal: Choose behaviors that help others feel accepted and appreciated. This creates a workplace that is more productive and creative.

Do you actively promote and encourage respect in the workplace? If so, it means you are willing to act as a role model and will risk taking appropriate action to address the behaviors of others who reinforce stereotypes and intolerance. Go to the head of the class if you can answer "yes" to the following questions: 1) Do you challenge others privately when they make racially, ethnically or sexually offensive comments? 2) Do you challenge others publicly when such comments are made in the presence of those who would be offended? 3) Do you value people who are different because of their unique skills, abilities, perspectives and approaches?

*BNA Communications, Inc.; A Winning Balance*