

# THE FRONTLINE EMPLOYEE

Wellness, Productivity & You!

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## Project Blue Light

Project Blue Light is observed nationally every year to serve as a memorial to fallen law enforcement officers. Project Blue Light asks communities to display blue lights throughout the month of December to acknowledge and show their respect for those whose lives have been lost in the line of duty. By participating in this annual campaign, communities are able to show their appreciation and provide encouragement to the dedicated men and women who patrol the streets every day. Project Blue Light started in 1989 after Mrs. Dolly Craig decided to put two blue lights in her window during the holidays to honor her son-in-law, a Philadelphia police officer killed in the line of duty, and his widow, her daughter, who had recently been killed in a car accident.

*Source: Concerns of Police Survivors (COPS)*

## Rules for Business Cards

Attending conventions and annual conferences is expensive. It will be even more expensive if you miss business opportunities when networking. So follow these two business card rules to get the most bang from your corporate travel buck: 1) As you gather business cards, jot on the back of the card what the person does, what concept or idea you discussed, and what you should do next to pursue an opportunity. 2) Take frequent breaks to ensure you are recording information on the back of cards. With many business cards in hand, it is easy to forget details of conversations within hours.

## Treat Depression & Fight Arthritis?

If you suffer from arthritis and depression, you should know that a recent medical study found that when depression was successfully treated, arthritis sufferers experienced relief not only from symptoms of depression, but also from symptoms of arthritis. The research study examined the symptoms of depression among 1,801 adults over age 60. Relief of arthritis symptoms resulting from the treatment of depression was unexpected. Do you suffer from depression? Whether or not you have arthritis, the EAP can help you learn more about this illness, and help you get to the right source of help.

*Source: Journal of the American Medical Association, November 11, 2003*

## My Supervisor Helped

**Q** I started to explain how marital problems are interfering with work, but my supervisor stopped me and recommended the EAP. I felt a little rejected. Aren't supervisors supposed to be good listeners?

**A** Your supervisor gave you the best type of support—an EAP recommendation. Discussing your marital problems with your supervisor could be harmful if as result you felt less urgency about seeking effective help. The supervisor's role can't permit advising you on personal matters. When an EAP exists, supervisors are always advised to redirect employees presenting personal problems to the EAP in a supportive way.

## First Impressions

Studies show that first impressions are strong and persistent. Impressions that follow tend to be assimilated with the first impressions—they don't change them much, if any. The bottom line—it is almost impossible to undo a first impression. You can make this phenomenon work for you rather than against you. There is a gap between how others perceive us, and how we think we are perceived. Understanding this gap can turn your conscious use of first impressions into a skill and a powerful productivity tool for yourself and your employer. Are you aware of the difference between how you see yourself and how others see you? *Try this:* Get more confidence and power in relationship building by discussing with a co-worker unique aspects of how you are perceived. Agree to cross-share both positive and negative aspects of your personal style and get suggestions for improvement.

## Change is Certain: Can You Adapt?

If the only thing certain in life is change, then the next most certain thing must be resistance to change. Change is difficult because it often threatens something we value, or a need we have grown accustomed to being met. If you are facing changes at work, you will have a better chance of accepting and adapting to change if you can identify what needs or values are threatened, and then figure out how to get that same need met when changes come. This could be something beyond your awareness. Consider these needs: feeling in control, security, prestige, self-esteem, closeness, relationships, freedom, comfort, status and recognition, independence and creativity.

## Impaired Drivers “Deck the Roads”

December is National Drunk and Drugged Driving Awareness Month. Thankfully, the number of deaths from impaired driving has decreased in recent years because of stricter laws. Tips for party givers and great recipes for non-alcoholic beverages are available at the most well-known Website for the prevention of impaired driving, the National Commission Against Drunk Driving—[www.NCADD.com](http://www.NCADD.com). Little known fact: In 2002, the deadliest day for drunk driving was not New Year's Eve, but Halloween!

## Thinking About Psychotherapy

**Psychotherapy** is the treatment of mental and emotional disorders using psychological techniques through the establishment of a psychotherapeutic relationship with a mental health professional. Mental disorders may include severe and recurrent psychological conditions or less severe and short-term emotional problems and disturbances that interfere with your life. Psychotherapy is both an art and a science, and has been scientifically studied. Studies show most people report success in making the changes they want with psychotherapy.

**How Does Psychotherapy Work?** Psychotherapy works through the establishment of a relaxed, comfortable, trusting, respectful, psychologically safe relationship with a mental health professional—a psychotherapist. This relationship becomes a “tool” to help you reduce anxiety and fear so you can successfully examine and confront issues and problems that interfere with your life and your happiness.

**Will I Be in Control?** Although the psychotherapist will work with you to help clarify your goals for therapy and solve problems, you have the right to direct your own life. The therapist will expect you to achieve solutions in your own way, and your successes will be your own. This is called “client self-determination,” and it is an important ethical principle in practicing psychotherapy.

Talk to the EAP to learn more about different types of psychotherapy and what might work best for you, to find providers in your area that match your insurance plan and to learn how to get the most out of the psychotherapy experience.