

THE FRONTLINE EMPLOYEE

Wellness, Productivity & You!

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Network and Prosper

You have heard of “networking,”— making contacts with people who can lead you to opportunities. Welcome to the new concept of “NetWeaving.” *Power NetWeaving™: Ten Secrets to Successful Relationship Marketing*, spells out a new strategy of not expecting anything from others, but instead, being proactive in helping them! Call it networking with a twist. The idea is to build your career or achieve goals by the enormous returns that result from unconditionally helping others. You are remembered, the long-term strategy pays off and you gain a sense of fulfillment while keeping your personal integrity! The idea is rooted in Ralph Waldo Emerson’s observation that, “no person can sincerely try to help another without helping himself.”

Source: The National Underwriter Company, Publishing Group, www.nationalunderwriter.com; 1-800-543-0874

You Can Help the EAP

When you visit the EAP you may receive a feedback or quality-of-service questionnaire. Please help by taking a few minutes to complete the questionnaire. If you do not receive one, don’t hesitate to provide your written comments to us confidentially. EAP’s depend upon your feedback to make adjustments in services, add improvements and help program staff maximize their potential for serving the workforce.

Intimacy Refresher Exercise

Here’s a great intimacy-building exercise to refresh your relationship skills with your partner. It takes about 30 minutes. Consider it a refresher in sharing your life, talking about feelings, practicing listening and feeling good about being heard. **Step 1:** Agree to give this exercise time to work in case you are a little rusty. **Step 2:** Make time for the exercise — the same time each day. **Step 3:** Time the exercise. Each person takes 10 minutes to talk about his or her day. Talk about what happened, feelings in response to events and other issues on one’s mind. The other person’s job is to listen without speaking. **Step 4:** Switch roles for the next ten minutes. **Step 5:** Take the remaining five to ten minutes to share what felt good about the experience.

When Conflict Strikes . . .

If you and a coworker depend on each other to do your jobs well, you can’t afford not to have a personal conflict resolution plan. When your relationship is going well, sit down and discuss how you will resolve potential conflict in your relationship. If you have experienced past conflicts, such an agreement is even more important. Put your agreement in writing and file it nearby. When conflicts emerge, refer to the plan. The power of the technique is its ability to induce commitment to reconcile differences.

Stress Management On the Go

If you can't manage stress at the gym, think about practicing more stress management on the go. Consider these stress-busting habits:

Make Decisions Earlier. Think about some of the problems you face. Do you hold the view that your current circumstances are mostly the result of choices you have made? Would circumstances be different now if you had made different decisions in the past? Another part of this strategy is asking yourself what decisions you face right now that you are putting off. How much control will you have over these decisions if you continue to wait? The answer to this question should prompt you to make more effective decisions by making them sooner.

Slow Down, Strategically Detach. Slowing down is easier said than done, but here are some good techniques. 1) Schedule private time in your appointment calendar. 2) Block off time to work on projects. 3) Make personal appointments after work but soon after the end of your workday. This can help you work more efficiently, avoid distractions and leave on time. None of these techniques is foolproof but, they work if practiced enough.

Practice the Art of Saying, "No." Personal energy is a resource. How much of this resource can you afford for all that you have to do? The inability to give up something or say, "no," can be an enormous personal burden. Sometimes consequences for saying, "no," are not what we imagine. When under stress, ask yourself, "Is there something I can give up or harmlessly say, "no," to without harming others or myself?"

EAPs and Domestic Abuse

Few problems are more secretive among victims than domestic violence and abuse at the hands of intimate partners. According to the U.S. Department of Justice, more than 2.8 million people are victimized by their intimate partners each year. Seventy-five percent of victims are targeted at work with harassing calls, an abusive spouse showing up at work or other stalking behavior. Are you living as a silent victim in an abusive relationship? Please contact the EAP for support and helpful, confidential guidance.

Get Hooked on Safety

A good safety attitude is a habit of using safe work practices to prevent accidents. Four steps will get you there: 1) Stay focused. Avoid distractions that can lead to accidents including distractions from emotional distress. (The EAP can help you with this one.) 2) Avoid shortcuts or taking risks to rush through a job. 3) Be determined to do it right. Others may question the, "extra steps," you take to be safe. Ignore such criticism and refuse to imitate unsafe work practices. 4) Consider others. You have an obligation to yourself, your family and co-workers. Your unsafe actions can affect many people in countless ways.

What's Swimming in the Pool?

The Centers for Disease Control (CDC) wants you to be aware that public pool cleanliness is becoming a nationwide concern and that reported recreational water illnesses are increasing. A recent review of over 22,000 pool inspections by the CDC found 21,000 violations. Almost one in 10 were closed immediately. The worst problems were found in children's pools with one out of four having improper chlorine levels. Other pools likely to have violations were hotel pools and medical spas. The CDC advises you not to swim in a pool if you have diarrhea. Always practice good pool hygiene by taking frequent bathroom breaks and washing your hands. Don't swallow pool water. *The CDC's biggest concern:* Some pools may only get one health department inspection per season.

Source: CDC, *Morbidity and Mortality Weekly Report*, June 6, 2003