

## Working With EASE



**EASE, your employee assistance program, is a free and confidential counseling service which provides:**

- 24 hour a day access to licensed counselors at: 800.654.9778.
- Free individual, couples or family counseling for employees and their dependents.
- Information and resources on our Web site: [www.easeap.com](http://www.easeap.com).



### *Maintaining a Positive Work Culture*

A positive work culture is like a well-tuned automobile—it requires preventive maintenance. Everyone has a role to play. Do you participate in the “preventive maintenance” of a positive work culture? Here are ways positive work cultures thrive: 1) A positive work culture is characterized by employees who consciously place a high priority on mutual positive regard for one another. 2) Employees rigorously guard a positive work culture because they are aware of its powerful affect on job satisfaction and productivity. Google employees are a good example, where the positive work culture is considered paramount. 3) Dignifying differences among staff members is valued, and employees give attention to how their personal and interpersonal communication reinforces or diminishes a positive work culture. 4) Employees seek ways to resolve conflicts quickly. Stopping toxic work behaviors or practices before they affect productivity and morale is essential. 5) Employees reinforce a positive message of unity. They develop traditions of praising and rewarding successes of peers. 6) Employees are proactive about removing barriers to communication. 7) Employees are encouraged to practice self-awareness and understand how attitudes affect others. They “check” their attitudes before coming to work and while they are on the job.

### *Helping Your Coworker Complain Less*

Some people who complain without taking action do so primarily to feel heard, which delivers relief. This requires listeners. Unfortunately, you’re a captive audience at work, so not listening may be a tough assignment. Offering a solution is the instinctive response, but it seldom works because it misses the mark—the other person needs to feel heard. The solution: Offer a genuine heart-felt, empathetic response. Also do that each time a complaint comes forth. Are you thinking this will make the complaining worse? It won’t. Empathy gives your coworker what he or she wants, and almost instantly gives complainers what they want. Try it. For example, if your coworker complains (again) about the terrible location of your company’s office because it’s devoid of convenient lunch spots, don’t head to Mapquest®. Instead say, “It must be awful for you to experience this stress each day.” Notice the result.

## Stroll into a “Walking Meeting”

A “walking meeting” is exactly what it sounds like—a business meeting afoot. Its dual purpose is to accomplish legitimate work while obtaining exercise. But there’s more. Physical activity can make you more alert and increase your productivity. A different environment may inspire your creativity. Fresh air will liven up your senses, and the less formal environment, without a “desk barrier,” may improve communication, the flow of ideas, and a more natural comfort with your peers and/or boss. Plan walking meetings just like regular meetings. Use an agenda. Soon you’ll appreciate the value of this type of meeting, and you won’t look back.

## The Great “Effective or Efficient” Debate

Which is more desirable, being effective or efficient? Don’t be fooled. The two are not always compatible objectives. While being effective focuses on doing the right things to complete a task, being efficient is performing or functioning in the best possible manner with the least waste of time and effort. When beginning a work task, ask yourself whether you should be effective or efficient. Is there a correct mix of the two? This exercise will increase your productivity, maximize quality, and help you avoid perfectionism, procrastination, and missed deadlines.

## February Is for Flu

The most significant behavior to help prevent the flu is washing your hands with very warm water and soap. You may recoil at someone’s sneeze, but according to the Centers for Disease Control, 80% of infectious diseases—including the influenza virus—are transmitted by touch. You’re not likely to avoid touching the minuscule virus-laden droplets found on surfaces of objects; however, you can wash or sanitize your hands frequently. Flu virus enters your body via your eyes, nose, or mouth after you touch an infected surface. Shaking hands and using doorknobs, a computer mouse, keyboards, and telephones are common actions that transmit flu virus.

## New Online Wellness Resources at easeeap.com!

Visit [easeeap.com](http://easeeap.com) to find out more about your EAP and to access **Personal Advantage**, including extensive health, wellness, and work-life information, interactive tools, movies, assessments, and much more.

### To access Personal Advantage: ➡

- Go to [easeeap.com](http://easeeap.com)
- Choose the “For Employees” link
- Click the “Personal Advantage” link
- Next, click the “Activate Account” button
- Then, choose a private User Name, Password, Passphrase and enter your company Access Code
- Check the “I agree to the Privacy Policy Terms and Conditions” box
- And then click the “Register” button to complete registration

### Online Work-Life Balance

Organize tasks and resolve issues using online work-life resources:

- Legal and financial tools
- Child and eldercare resources
- Maternity health information
- Over 50 online trainings

### Online Health and Wellness

- Access current health and wellness information.
- Topics include depression, diabetes, relationships, heart disease, buying a car, raising kids, maternity health, and much more.

### Personal Motivation

- Current movies, articles, and newsletters
- Links to useful resources and information
- Health calculators and health assessments
- Personal and professional skills trainings
- Worksite programs to prevent injuries
- Legal library and legal and financial forms