

EASE, Inc., your employee assistance program is a free, 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 website: www.easeeap.com

So the Layoff Didn't Affect You?



After downsizing, be prepared for a natural response experienced by many employees—"layoff survivor syndrome." Relief can turn to feelings of guilt and powerlessness. Anticipating this phenomenon and being proactive will reduce your vulnerability to more severe effects like distrust and dissatisfaction with your work. Other symptoms can include lower morale and commitment, increased absenteeism, and depression. Work toward accepting that things have changed. Decide that you will move forward. This intention is key to feeling empowered, and it will help you spot opportunities for support and take steps that you may not have considered, such as talking to your employee assistance program, taking a fresh look at career and financial plans for your future, deciding not to lose trust in your employer, and avoiding the negative effects of anger in favor of understanding.

Sleepy at Work?



A lack of sleep inhibits concentration and the ability to carry on complex mental tasks. Other side effects include irritability, chronic tardiness, sleeping on the job, and a higher likelihood of on-the-job accidents. Negative health effects include weight gain and increased risk for heart problems and diabetes. Sleeplessness may be caused by sleep disorders or health and lifestyle issues. Develop a plan to get more sleep in consultation with your medical provider.

Holiday Eating Survival Tips



Here comes the fudge. The holidays add one pound to our waistlines every year, and most of us keep the weight once we've put it on. Formulate your game plan now. Don't wait to start after January 1st. This sort of "look ahead" diet planning can cause you to "live it up" now before cracking down. Try shooting for maintaining your current weight through the holidays. This year, try Googling "portion control strategies." It will lead you to many ideas on the Web. A few include using smaller plates, eating before you attend holiday parties, doing drive-by "recons" at holiday buffets before piling up your plate, and allowing yourself leeway for eating some of the good stuff. Think moderation, not denial!

Overtime and Methamphetamine



Methamphetamine is a dangerous and addictive illegal drug. The prolonged energetic state it produces is offset by erratic behavior, anxiety, paranoia, and depression. Long-term use can result in permanent brain damage, seizures, and even psychosis. If you work in a labor-intensive industry where long hours equal more income, you may be at higher risk for being introduced to meth. On-the-job deaths are high in industries such as oil and gas, and industry safety professionals fear meth is a contributing factor. If you are using meth, as a strategy to meet the demands of your job, consult your EAP for other solutions, and a referral for treatment if indicated.

Action and Attitude Manage Stress



Everybody wants to manage stress more effectively, but many struggle to do it well. The solution lies in taking action. If you have been trying to “will” yourself into feeling or just thinking differently about stress, these mental efforts will only have a short-term effect. This will only lead to more futile attempts. The relief you want can only come with action. For example, if you are always running late for work, take time at lunch to jot down an itemized list of the things you must do in the morning before you leave the house. Does it take 8 minutes to shower, 20 minutes to dress, and 25 minutes to get everyone out the door? Add driving time, errands, and some contingency time. Then plan buffer time for unforeseen events, and if they don’t happen, view the extra time as a bonus when you arrive at work early. Slot every activity into its required time. Determine what time you must go to bed and get up. Reward yourself and the rest of your morning crew for sticking to this schedule, even for one day. Plan a bigger reward for two days in a row, and claim the big prize for a week without a skipped day. Keep going. With a newly acquired good habit, you will soon be teaching others how to tackle stress.

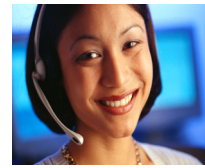
Forgo and Fend Off Gossip



Gossip can range from harmless chitchat about a co-worker’s embarrassing weekend skiing to mean-spirited remarks about an individual’s personality or character. Left unchecked, some gossip can feed rumors that contribute to a distrustful and a conflict-ridden workplace. A few intervention skills can make you an advocate for civility. Practice stepping in rather than stepping back with these tactics:

- 1) *The Redirect:* Friendly questions or comments such as, “Can we talk about something important—like where we’re going for lunch?” or “That reminds me of something funny...”
- 2) *The Big Shift:* If the rumor involves someone such as the head of the marketing department, intervene with a question like, “Hey, speaking of marketing, what do you think of our company’s advertising campaign?”
- 3) *The Call It:* When the gossip is malicious you must confront it by saying, “That sounds like a rumor to me,” and walk away. These teachable skills will foster trust and teamwork by not reinforcing the gossip and rumor mill.

Emotional Intelligence and Customer Service



You may be smart, but if you have an outstanding reputation as a

customer service professional, it’s probably your “emotional IQ” (EIQ) that deserves a lot of credit. Emotional intelligence is the ability to recognize, describe, understand, and work effectively with emotion. You’re what’s known as a “people person.” If you don’t see yourself as a “people person,” here’s how to boost your EIQ:

- 1) Practice analyzing customer emotions. When you witness undesirable emotions, respond with a voice tone or statements that communicate your assurance that they will experience satisfaction.
- 2) Validate your customer’s feelings by using empathetic language like, “I can certainly understand your concern about this matter.”
- 3) Practice “upstream thinking” by anticipating and acting on your customers’ needs even before they recognize them.
- 4) Be aware of your body language. The way you stand, use your hands, or nod your head can send powerful messages of enthusiasm or indifference to customers, which they’ll feel—and remember.