

Fall  
2011

# Frontline Employee



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- Every Employee Can Be a Leader
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- Boost Creativity with a Positive Mood

## MIIA Employee Assistance Program

### Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Grief/Loss

### Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care
- Work/Life

### Stress Management

- Personal Concerns
- Professional Issues

800.451.1834

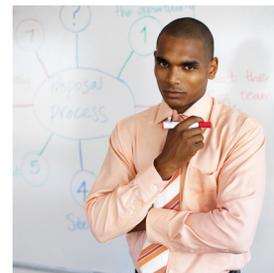
## Investing in Workplace Relationships

Are you a master at managing workplace relationships and ensuring that they become valuable resources, rather than sources of irritation, frequent conflicts, or personality clashes that derail a good day? Practice the following six relationship skills, and you'll be a happier, healthier, and more productive employee. **Investment skills** build up or nurture workplace relationships. Praising your coworkers, or including them in social events, are examples of this skill set. **Receptivity skills** include being a good listener, maintaining eye contact, asking for opinions, thanking coworkers for feedback, or acknowledging that a coworker helped save you time, energy, embarrassment, etc. **Connective skills** include telling coworkers you appreciate them, encouraging others, and honoring others' choices or deferring to what they want or would like to do. **Impression skills** get you remembered. They are positive behaviors others typically don't practice. These can include sending a handwritten thank-you note, taking the lead to coordinate a birthday, or sharing a skill or resource to elevate the effectiveness of a coworker, even if you create your own competition. **Empathy skills** include the ability to recognize others' emotions and identify unmet needs—need for a break, need for recognition, need for validation, need to be heard, or even need for a helping hand. Finally, **repair skills** include the willingness to discuss your relationship, clear the air, or "check in" to address misunderstandings and obstacles that interfere with maintaining healthy relationships.



## Every Employee Can Be a Leader

You can benefit from understanding and practicing leadership skills, even if you don't



have a manager's job title. Do you have a willingness to share information, teach others what you know, and show others in your work unit how to perform a complicated task properly? Do you take initiative when something needs doing, urge others to pitch in, and demonstrate positivity in an effort to motivate your peers? Are you trusted because of your consistent follow-through, and your ability to think ahead and meet the needs of internal and external customers? Do you strive to learn more about your job and how to do it better? Do you view your coworkers as having valuable opinions and ideas? Do you withhold criticism in front of others, avoid the phrase "that's not my job," and refrain from whining and complaining to peers? Do you share the glory, and see your team as a powerful force greater than the sum of its individual members? If no one raises their hand to run with the ball when things get tough, do you? If you are practicing the above skills and behaviors, you're a leader, regardless of your title.

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## October Is Domestic Violence Awareness Month

Your Employee Assistance Program and the Domestic Violence Awareness Project would like to raise awareness about domestic violence this month. Statistics show that 1:4 women and 1:13 men will have experienced some form of violence in a relationship during their lifetime.

Domestic violence can be defined as a pattern of behavior in any relationship that is used to gain or maintain power and control over an intimate partner. Abuse is physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person. This includes any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure or wound someone.

### Does your partner:

- Embarrass you with put-downs?
- Look at you or act in ways that scare you?
- Control what you do, who you see or talk to or where you go?
- Stop you from seeing your friends or family members?
- Make you ask for, or refuse to give you money?
- Make all of the decisions?
- Tell you that you're a bad parent or threaten to take away or hurt your children?
- Prevent you from working or attending school?
- Act like the abuse is no big deal, it's your fault, or even deny doing it?
- Destroy your property or threaten to kill your pets?
- Intimidate you with guns, knives or other weapons?
- Shove you, slap you, choke you, or hit you?
- Force you to try and drop charges?
- Threaten to commit suicide?
- Threaten to kill you?

*If you answered 'yes' to even one of the above questions, you may be in an abusive relationship.*

Domestic violence can happen to anyone of any race, age, sexual orientation, religion or gender. It can happen to couples who are married, living together or who are dating, and affects people of all socioeconomic backgrounds and education levels.

**If you or someone you know is a victim of domestic violence, or if you would like to discuss relationship issues, call your Employee Assistance Program at 800-451-1834.**



## Turn On Productivity by Turning Off Distractions

To eliminate procrastination, turn things off! Getting more done isn't about mind games, willpower or focus. These are all flawed approaches. Instead, the secret is cutting oneself off from the pipeline of distractions. Turn off the Internet, turn off the noise, turn off access to other people, turn off the cell phone, turn off email, and even turn off peripheral vision by working in a booth. If you're smart, quick, and full of ideas, procrastination can be even worse, because you are prone to creating distractions to keep your mind busy and stimulated. Distractions can include anything from doodling to writing multiple to-do lists so you can entertain your brain with activity and feel productive. You cannot eliminate every distraction, but you can multiply your productivity by eliminating the biggest P-bombs.

### Don't forget:

October is National Depression Awareness Month.  
Call the EAP for more information.

## Boost Creativity with a Positive Mood

If you feel like you're lacking in the creativity department, it could be because of your mood. Research suggests that being in a positive mood can increase creativity, which frequently leads to innovative problem solving and ideas. Changing your mood is not as difficult or time consuming as you may think. Listen to upbeat music, watch a funny video, talk to a cheery coworker, or go to lunch at your favorite restaurant near work. When you achieve a brighter outlook, return to the task that requires your creative touch.

Source: [tiny.cc/positive-mood](http://tiny.cc/positive-mood)