

May  
2018

# FRONTLINE EMPLOYEE

## 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**

To take a free,  
anonymous mental  
health screening,  
go to:

[http://screening.mentalhealthscreening.org/  
miiawellness](http://screening.mentalhealthscreening.org/miiawellness)



### This issue:

- Communicating with Millennials for Peak Productivity
- Mental Wellness in the Workplace
- Art of Asking for Feedback
- Passive-Aggressive Behavior at Work
- Building Resilience: Finding Time Alone

## Communicating with Millennials for Peak Productivity

A lot of business literature focuses on how to communicate with millennials. Do you know that 70% of millennials prefer digital communication to any other type? Workplace tips: When giving assignments, include "the why." Millennials are less motivated by simply being told, "do it." Team skills, challenges, less fear of change, applying tech to problems, high energy, finding the answer, and pushing the limits of discovery—these are strengths and values of millennials. Consider these attributes when needing to boost productivity. Don't pit older workers against millennials, and avoid an "us vs. them" work climate. To learn more, see the book "Millennials in the Workplace" by Justin Sachs.

## Mental Wellness in the Workplace

What is mental health wellness? Within the workplace, mental health wellness is the practice of personal awareness that helps you stay in control of what you think, what you feel, and how you react to everything going on around you. Practicing mental health wellness may be reaching out to patch up a relationship with a coworker with whom you had a conflict earlier so the negative exchange doesn't fester and harm your relationship, and thereby create unnecessary stress. Another example might be saying "no" to avoid feeling overwhelmed and delivering less than your best work. If you are conscious of your thoughts and feelings and practice this self-awareness regularly, you will make decisions more in-line with what you truly want as you interact and respond to the environment. Without practicing mental health wellness, you are more likely to respond to the world on "autopilot," reacting emotionally rather than in a rational manner conducive to reducing stress and producing a positive impact on mental health. Mental health awareness is about intrapersonal skills (what's going on inside you), thinking upstream, counting to ten, taking a deep breath, and weighing the external and internal realities of a decision or a response. With mental health wellness, you make better decisions while you increase the likelihood of being happy, healthy, and more productive, and discovering more meaning in your job.

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**MIIA** MASSACHUSETTS  
BASED  
MEMBER  
DRIVEN

## Art of Asking for Feedback

Don't wait for feedback from your supervisor. Instead, ask for an "assessment" regarding projects and assignments. Preface the request with your goal. For example, "I want my monthly presentations to department heads to be engaging and effective. Can you assess this morning's presentation?" This approach is more likely to produce the feedback you want. A less specific request such as "Can you give me feedback?" risks a more general response like, "You're doing fine. If there is a problem, I will let you know."

## Building Resilience: Finding Time Alone

"Alone time" is time engaged in a solitary, uninterrupted, and satisfying behavior or activity that provides you a psychological boost. The goal is feeling refreshed despite a schedule of tightly woven work and home responsibilities. Single parents, caregivers, or those with busy jobs and chain-linked to-dos can find it difficult to schedule regular alone time. It's easy to see alone time as only a "nice-to-have" activity or to avoid it altogether out of fear or guilt. However, alone time is a tool—a resiliency strategy—that can help you manage stress better, increase energy, and provide a positive point in the future to focus on while you are under stress in the present. Alone time improves mood, offers work-life balance, and renews your purpose. See your EAP or a counselor to help you map an alone time strategy so you can reap all the positives it promises for your life.



## Passive-Aggressive Behavior at Work

Was it a simple oversight that you weren't told about the free luncheon this morning, or was it a passive-aggressive act of your coworker who "forgot" to mention it? Not everyone expresses anger by sharing feelings and talking things out. Sometimes anger is displayed passively. Few people are passive-aggressive as a way of life, but on the job, where effective communication, workplace harmony, and productivity rule, passive-aggressive behavior can undermine a positive workplace. Withholding a compliment, showing up late to a meeting, disguising criticism in a partial compliment, and giving the silent treatment are examples of passive-aggressive behavior. An honest discussion is your path to an improved relationship. The fix: Meet in private with your coworker. Don't label or accuse him or her of being passive-aggressive or launch a verbal attack. Instead, say what you experienced (describe the person's behavior/act); share what that behavior/statement meant to you and how it made you feel; ask whether there is an issue or concern between you that needs to be discussed or resolved; and ask how the two of you can have a better relationship. End with an agreement to communicate more directly and honestly with each other in the future.