

Spring
2016

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:

www.mentalhealthscreening.org/screening/miiawellness



This issue:

- When Change Comes, Will You Adapt?
- The Art of Accepting Feedback
- New Sedative Drug Crisis
- When Does Helping Become Enabling?
- How to Say "No" Without Saying "No"

When Change Comes, Will You Adapt?

If "the only thing certain is change," then the ability to adapt is a vital life skill. Change can come fast, so start developing this teachable life skill by asking yourself some questions: (1) When sudden and unexpected change happens, do you quickly consider healthy actions in order to adapt to it with as little delay as possible? (2) Are you willing to be flexible in the choice of actions you must take? (The best choice may not be the easiest or the least stressful in the short run.) (3) Do you decide what you want from the change, which could be something entirely different and not previously considered in your life? (This puts you in control of the impact change has on your life, so you are less likely to be a victim of it. As the saying goes, "Make lemonade from lemons.") (4) Do you plan ahead (think upstream) with strategies for coping with change, so you can better skirt the rapids when they appear? (5) Do you strengthen and invest in yourself—build relationships, understand effective communication, attend to personal finance and retirement planning, and nurture your physical, emotional, and spiritual selves? With change comes anxiety and trepidation, but if you are prepared, you will see opportunities, reduce fear, and feel more certain about adapting to it.

The Art of Accepting Feedback

All of us eventually receive constructive or negative feedback at work. How do you respond to it? Accepting feedback is one of the toughest soft skills to learn, because it is often surprising and unplanned, and it confronts something initially outside our awareness. Even if delivered softly with a smile, constructive feedback can leave you feeling vulnerable and off guard. There's power in accepting feedback graciously, because of the relief felt by the person giving it to you. This will build your positive reputation, impress managers, and help facilitate valuable relationships at work. On the other hand, reacting negatively to feedback will cause others to judge your character and maturity. Be a pro at accepting negative feedback: (1) Recognize that accepting feedback is not easy; (2) Know that your assigned critic has natural trepidation about his or her role; (3) View feedback as an adventure into the unknown, and see it as powerful career juice that will help you grow; (4) Work consciously to display the attitude and body language of positivity when receiving feedback; and (5) Always validate the feedback giver and thank him or her for it.

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New Sedative Drug Crisis



The heroin epidemic in North America has received much attention, but overdose deaths from prescription sedative drugs (benzodiazepines, or “benzos”) like Xanax, Valium, and Klonopin have also soared. Benzos are prescribed for anxiety, mood disorders, and insomnia—common complaints among employees. Research in the American Journal of Public Health reports overdose deaths are up 400 percent since 1996! A key finding: 75 percent of heroin deaths also involve these medications. Combining benzos or alcohol with heroin can increase the risk of death, and overdoses from benzos have increased at a faster rate than prescriptions for them have. Did you know that talk therapy can be more effective for many, if not the majority of, complaints treated with benzos? Solutions from talk therapy may also last longer if you acquire life skills to manage stress and solve personal problems more efficiently. Could you benefit more from talk therapy and less from benzos? Talk to your doctor about the best options for you.

Source: <http://einstein.yu.edu>
[search “overdose deaths”]

How to Say “No” Without Saying “No”

Every resource on time management and productivity discusses having the ability to say no. This assertiveness helps prevent distractions, saves personal energy, reduces stress, and reduces the risk of feeling overwhelmed. If saying no is a struggle for you, here are four other ways to do it: 1) Let others know in advance that you will be busy during a certain time or defined period. 2) Ask whether a certain task can be postponed. 3) Recommend another source of help or person with better capability, more desire, or the ability to produce the preferred outcome for your requestor. 4) Postpone your commitment to saying yes or no to a future date.

When Does Helping Become Enabling?

It’s tough to watch a coworker suffer with a personal problem, and it’s natural to want to help. But when does helping turn to enabling? This question helped give rise to Employee Assistance Programs to assist employees with personal problems, and coworker (peer) referral is a popular route by which many clients seek help. But when should you recommend the EAP? The answer is simple: at the very beginning. You can be a friend and recommend the EAP at the same time. One does not preclude the other, and it sets the stage for two things: (1) your friend thinking about the EAP right away and (2) the likelihood he or she will choose that option when you recognize the need to back away. Omitting the mention of the EAP in the early stages of helping a friend will make it harder for you to let go and harder for him or her to choose professional help.

