

FRONTLINE EMPLOYEE

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In this issue:

- Managing Emotions
- Be Perceived as a Potential Leader
- Up Your Self-Discipline
- Don't Let Worry Wear You Out
- How to Inspire Others

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Managing Emotions



Not all employees remain calm and collected when faced with change, disappointments, loss of resources, serious delays, and major stressors. Managing one's emotions demonstrates maturity, self-control, and focus, and it helps prevent negativity from affecting others. For this reason, the ability to manage one's emotions in the workplace is considered a valued soft skill. To gain better control of your emotions, practice two principles: 1) catch yourself when you experience an emotional response to a difficult workplace incident; and 2) focus on the best way to respond to it to remain level-headed. If you are not familiar with staying focused in this way, just remember that it takes practice, but it works. Keep a diary, and you will be able to cultivate this skill. Learn more at <http://knowledge.wharton.upenn.edu>. [search: "emotions workplace"].

Be Perceived as a Potential Leader

If you don't supervise others, you can still demonstrate leadership skills by practicing the work habits of good leaders: 1) Be genuine and praise others when they deserve it, making sure to articulate what they did well. This is a leadership skill that helps develop talent. 2) Have clear goals for what you want to achieve in your position. This demonstrates engagement with the organization. 3) Practice empathy to perceive others' needs, not just your own. Empathy shows that you value and invest in relationships. 4) Be a great listener, and prove it by asking effective questions. Effective questions tend to be thought-provoking, solve problems faster, and show that you can listen, learn, and suspend judgment. 5) Practice positivity with an attitude that encourages others to also be upbeat and productive. 6) Identify outstanding traits in others, and help them see them too. Practicing these skills may help you get tapped for a management position someday.

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Up Your Self-Discipline



Improve self-discipline by practicing empowering behaviors that become reflexes. These reflexes will then drive you to a more rapid pursuit of

your goals. 1) Start by avoiding criticism for falling short of your ideal self. 2) Recognize that self-discipline is a learned skill, not a personality trait. 3) Practice improving self-discipline at multiple points during the day, from completing a chore to starting a large project you have postponed. 4) Find the big “why” to stir your motivation. 5) Identify steps toward the end result, and act immediately. Take the first one, and then the next. 6) Maintain work-life balance. Procrastination or distraction can be your mind’s way of avoiding burnout. Lack of balance therefore undermines self-discipline. 7) Set deadlines, and link them to undesirable consequences that are external, not self-punishing. For example, commit to others when goals will be achieved. 8) Your body has peak performance periods during the day. Leverage these periods to supercharge your self-discipline.

Don't Let Worry Wear You Out



“Worrying doesn’t take away tomorrow’s troubles, it takes away today’s peace,” wrote composer Randy Armstrong. Worrying is part of our survival makeup; when we

worry, we consider threats and how to respond to them. When worry chronically interferes with happiness, however, it’s time for an intervention. Don’t accept worry as a disability, and don’t be frustrated when you fail to block out what’s worrisome. This suppression causes worry to linger in the background, making you feel half-present and weighed down during fun activities or pleasurable events, which then lose their luster and joy as a result. Seek help from counseling resources available through your employer, or get a referral for professional counseling. Help for excessive worry is a broad field of healthcare, because it’s such a common issue. The good news is that many practical exercises, stop-worrying techniques, and educational tips are available to help you get your life back.

How to Inspire Others



Inspiration is a tool for motivating others to accept and act on shared goals. To become inspirational, think consciously in conversations with others about how you are making a positive impact on them. This doesn’t mean agreeing with everything they say, but instead means practicing genuine praise for their accomplishments, listening, caring, recognizing their value, encouraging them, and asking for their contribution to projects and ideas. Numerous positive

interactions will build inspirational capacity. Be passionate and practice what you preach, and you have the right formula for inspiring others when you present your ideas.

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