

Winter
2018

FRONTLINE EMPLOYEE

MIIA Employee Assistance Program

Confidential Counseling

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

Resources & Referrals

- Legal
- Financial
- Child Care
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- Work/Life

Stress Management

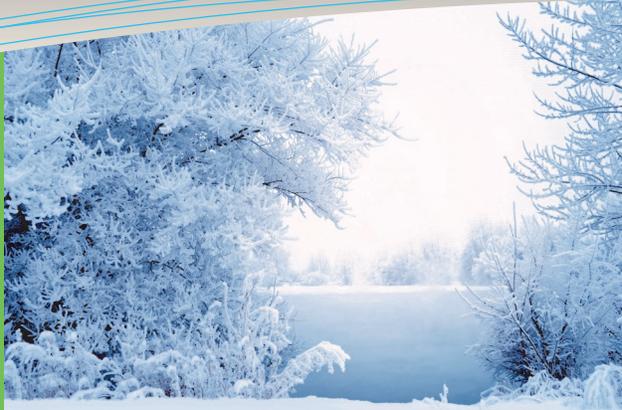
- Personal Concerns
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This issue:

- Learn to Be More Attentive
- Dignify Differences in Others
- Psychological Safety at Work
- Four A's of Stress Management
- Don't Be a Bystander to Workplace Harassment

Four A's Of Stress Management

Have you heard of the "four A's" of stress management? The often-discussed concept is a model for coping and a memory jogger for remembering four ways of managing stress, depending on the circumstances you face. The words are "avoid," "alter," "adapt," and "accept." *Avoid* refers to managing stress by planning or making different choices that steer you clear of stress and strain. (Example: You decide to file your tax return early to help avoid the stress of last-minute number-crunching and any feelings of panic over the deadline.) *Alter* refers to acting to create change in the present regarding the stressful situation. (Example: You decide to take a different way to work to avoid a traffic jam that will stress you out despite the alternate direction being five minutes longer.) *Adapt* refers to an internal decision you make to adjust the way you cope with a stressor you can't avoid. (Example: You make a decision to look on the bright side of a problem or situation that would otherwise be more distressful.) *Accept* refers to "letting go" and ending the fight against a stressor you can't control, but finding internal ways of coping with it to minimize its harmful effects. (Example: You experience a loss or fail a test, and decide to talk it over with a friend, counselor, or advisor.) Remember the four A's menu of stress management options, and learn more by searching for information about it online.



Dignify Differences In Others

You know that tolerance is the key to a respectful workplace. However, tolerance can still be accompanied by silence or indifference, which can make a coworker feel unaccepted. So what is the next step along the path of inclusiveness that produces a productive, high-morale workplace in which everyone feels welcome? Answer: Dignify differences in people. While tolerance is attitude-driven, dignifying differences *is an action step*. The easiest way to dignify differences is by getting to know the actual person by looking past differences; discarding your negative first impressions; and giving the gift of listening for understanding, not agreement.

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Psychological Safety At Work

Most of us don't like experiencing rejection. As a result, many employees hold back, don't risk, and even suppress profitable ideas if they fear negative reactions for bringing them forth. To encourage risk taking, promote a "psychologically safe" workplace. Don't just agree that it's a good idea. Make it a tradition of your work group or team to encourage and invite vulnerability. Practice acceptance, and tolerate the new and unusual to eliminate fear that one's image, status, or career will suffer from taking a risk. Here's your motivation: Imagine Thomas Edison as your coworker. He tested his idea 1,000 times before he invented the functional light bulb. How long would he have lasted with you?

Learn To Be More Attentive

The ability to focus (or be attentive) is a powerful skill. It's a key to high productivity, but it's also a difficult skill to master because it requires fighting distractions, which are always "here and now." To better overcome distraction and loss of focus, practice these attention strategies:

- 1) Know your beginning and end point with a manageable size of work. Laboring without an end point increases vulnerability to distraction, which preys on fatigue and boredom.
- 2) Create a pull strategy—have a positive and compelling reason or reward at the end of your work period. This creates urgency, a force for action that thwarts distraction.
- 3) Have a secret place for minimal distraction—a library cubicle, someplace absent the pings and clicks of a smart phone.
- 4) Find meaning in your work. Know the importance of your job. It can motivate and inspire you to stay focused on what you are doing.

Don't Be A Bystander To Workplace Harassment

The U.S. Equal Employment Opportunity Commission issued its 2016 report on workplace harassment. The document strongly supports "bystander training" as a powerful approach to reducing incidents of workplace harassment. The idea is for coworkers to "step in" when they witness inappropriate behavior toward others. This approach has been successful in reducing incidents of workplace violence and harassment on college campuses. We all have a personal responsibility to not stand by and witness abuse. A collective responsibility exists to protect and nurture a positive and safe workplace, while also relying on organization resources for help, like bringing incidents to the attention of one's supervisor or other authority for proper handling. Source: <https://www.eeoc.gov> [Search "task force harassment"]