

Fall
2010

Frontline Employee



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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

Getting Your Point Across

You may never take a job in “sales,” but you are nonetheless “selling” throughout your career. Getting hired, asking for a raise, persuading others to accept your ideas or positioning your employer for success—in all these situations, you can benefit from organizing your thoughts and preparing your pitch like a sales pro. Most people hope for the best without knowing that tested “templates” exist for a persuasive presentation. Here’s one approach (notice how the solution you’re “selling” comes last): 1) State the problem and the background information clearly—present the unanswered need or the dilemma at hand. 2) Identify the key consequences of the unresolved problem or need—be general. 3) Share your personal account of the negative consequences. 4) Provide more details and evidence to support your view and to convince the listener of the seriousness of the problem. Use facts, specifics, and the testimony of others. Also, provide opinions of experts and use anecdotes. 5) Restate the problem one more time, and offer your solution, an action, or an answer to the problem. Prior to your meeting—to sound like a champ—rehearse your presentation aloud and ask a co-worker to critique it. Keep the above “formula” handy, and advance your career with it.



Dealing with Grief - Some Dos and Don'ts

Grief is painful, but it is a natural part of healing from loss. If you learned while growing up that



feelings should not be shared, you may find grief additionally challenging. Not all grief involves the death of a loved one. You can experience grief from the loss of health; a teenager growing up and leaving home; a change in life status; no longer feeling safe after a violent incident; loss of possessions; or a change in environment, like a neighborhood you’ve moved away from. Grief doesn’t come with instructions, but if it did, they might include the following: 1) Do talk about what you’re feeling, even if feelings of loss are hard to identify. 2) Do believe that it is OK to ask loved ones for help and support. 3) Do take care of your daily responsibilities, so you do not later feel even more overwhelmed. 4) Do try to get regular exercise. 5) Do eat healthy foods and get plenty of sleep. 6) Do not use alcohol to manage emotions related to grief. 7) Do stick to your routine, or get back to it soon. 8) Do consider postponing important decisions in the acute stages of grief. 9) Do believe that a professional counselor can be a source of support, even one without a similar grief experience.

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October Is Domestic Violence Awareness Month

Abusive Relationship Quiz

| | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| 1. Does your partner blame you for his/her mistakes? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Does your partner prevent you from seeing your family or friends? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Does your partner humiliate you in public? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Does your partner intimidate you? Threaten you? Or threaten to harm your children? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Does your partner control your money and give you an allowance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Does your partner put you down and degrade your ideas or goals? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Does your partner threaten to harm you if you were to leave? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is your partner constantly accusing you of having an affair and excessively jealous? | <input type="checkbox"/> | <input type="checkbox"/> |

If you answered yes to more than two of these questions, you may be in an abusive relationship. 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.

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Just Do It: Explained



You've heard of the "just do it" motivation technique. Most people, however, are not aware that there are *two parts* to this simple "take action" strategy.

Whether it's sticking to an exercise program or cleaning out a messy garage, this technique can get you moving if you remember the following steps: 1) visualize yourself doing the task while simultaneously acting on it, and, just as critical, 2) avoid trying to "motivate" or "psych" yourself into wanting to do it. Trying to motivate yourself undermines your goal. Why? It is difficult to overcome resistance to something your brain knows is inherently "painful". Instead, win over this resistance with success, and feel motivated *as a result* of taking action. Use this strategy with your action goals, and you'll find, with practice, that "just doing it" works. Source: *Why Can't I Change*, available at www.thinkingthingsdone.com

Fake It Till You Make It



It sounds sneaky and dishonest, but the catchphrase "Fake It Till You Make It" (FITYMI) is one of the most useful pieces of advice in the business world. The goal of "faking it" is not about acting as an imposter. It's about imitating confidence and energizing yourself to be successful while you wait for real confidence and know-how to arrive. Fear of not measuring up to expectations can be a self-fulfilling prophecy. The most famous study of FITYMI asked 50 students to act like they were extroverts, although none of them had the desire to do so. The more the students "faked it", the happier they felt, and the more extroverted they *actually* became. Another variation on this same strategy is "bring your body, and the mind will follow." These tactics are well-known for helping alcoholics stay involved in programs like Alcoholics Anonymous until a level of self-motivation to stay involved is achieved.