

Spring
2013

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This issue:

- How to Demonstrate Leadership Now
- Communication Challenges for New Generations
- Be an "Active Listener"
- On-boarding Yourself
- Millennial Stress and Strain
- Awareness for Better Work-Life Balance

How to Demonstrate Leadership Now

Is a leadership position in your future? There are plenty of ways to demonstrate leadership potential at work. Critical leadership skills include being proactive at thinking ahead to prevent problems on the job, being decisive even when faced with uncertainty, offering assistance to others, being an active listener, demonstrating good work-life balance, working from a "service oriented" perspective, leading by example, being willing to take sensible risks, showing self-awareness, and receiving feedback like a pro. Strong leadership skills aren't just about delegating and setting directions. They are about personal competency. Practice these behaviors and others will take notice.

Be an "Active Listener"



Active listening is a learned skill that elevates communication and makes it more valuable and effective. When you actively listen, you're engaged, taking turns confirming what you've heard, restating the key points, and demonstrating interest in the most important communication goal — understanding and agreeing on what is being communicated. When you are actively listening, you are less prone to distraction. You validate the speaker, and you get details and instructions "right" the first time. With practice, active listening becomes second nature and adds to your value as an employee. Professional counselors are taught active listening because it is powerful and helps clients or patients feel heard and hopeful. You can start practicing active listening today. You'll discover the hidden benefits of effective communication at work, improve your relationships, and may feel more engaged with your job.

Communication Challenges for New Generations



If you were born after 1980, you may be very proficient with technology. You are on the go, texting, tweeting, and grabbing information from news feeds. You may also be short on patience for long presentations or meetings that run over. Younger-generation workers value fairness, honesty, and straight talk, but here's an important tip: although you may be an outstanding producer, be cautious about applying instant communication tools to every situation. In-person meetings still have the edge with most management leaders. Develop an instinct for knowing when a face-to-face meeting in a real room is the proper forum to address any issue or problem. In 2009, the *Harvard Business Review* surveyed high-powered management readers. Eighty percent viewed in-person meetings as a key to success in building long-term relationships.

Source: <http://tinyurl.com/in-person-best>

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On-boarding Yourself



If you're a new hire, consider creating a personal "on boarding" plan for yourself. Whether or not your employer has a formal program to

orient you to the organization, organizing yourself around a few tasks can increase your chances of discovering what is expected of you by the organization and avoiding surprises. 1) Create a checklist of important people, especially those with authority or in leadership roles. Know who they are and what they do. 2) If miscommunication happens in the first few days or you feel overlooked, out of place, or wonder "what's next," be patient with your employer. Don't assume they aren't excited about having picked you for the position. 3) Find a mentor. Pick someone and ask if he or she would mind being available to show you the ropes. Make this your go-to person. This will prevent you from feeling disconnected and will keep your confidence level high. 4) If you find yourself alone without direction, don't assume the other staff members don't care. Instead, use this time to demonstrate initiative and plan for anticipated assignments. 5) If needed, suggest activities, tasks, field trips or research projects to help orient you to the organization. 6) Ask your boss for regular opportunities for two-way feedback, and be gently assertive in making it happen if needed. Your No. 1 goal is knowing you are on the right track, no matter what your duties or work goals. Following these steps will create an impression, keep you forward-looking, set the tone for your work style, and help ensure your success in the years ahead.

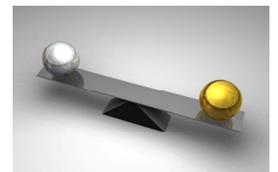
Millennial Stress and Strain

Millennial adults aged 18-33 are the most stressed among age groups, and their biggest concerns are work and money issues. An online survey conducted last year by Harris Interactive for the American Psychological Association found that Millennial adults are about 6 percent more stressed than others. Overall, that's not too bad, but Millennials are more likely to also suffer from anxiety or depression. Fifty-two percent report losing sleep over work/money issues in the past year. Not all stress is bad, but managing stress to avoid emotional strain is important. Consistently losing sleep, chronic irritability, gastrointestinal problems, headaches, and depression are a few of the problems that signal a need to take action.

Source/Search: "2012 APA, Stress in America Survey of 2,020 U.S. Adults



Awareness for Better Work-Life Balance



Eighty percent of the world's employees want better work-life balance! Craving it the most are employees in Hong Kong, at 96%, while the least pressured are employees in Denmark, at 67%. The key to work-life balance is being aware of how you are using time. Try this: Decide where you want to achieve better balance. The big "8" are relationships, family, finances, spirituality, health, career development, socializing, and leisure. Use 3x5 cards for this exercise. Twice a day, get a reminder from your Google calendar or some electronic device. At those moments, ask yourself: "Do I have any free time in my day or week to insert a target activity to improve balance?" If yes, schedule it. Do you suddenly have two hours in your schedule between 8 a.m. and 10 a.m. tomorrow? Then start the spring garden you've always wanted, get lost in a book store, have breakfast with your partner, or just find a quiet spot at the park and sit. Source: www.tinyurl.com/randstad-2013