

Summer
2010

Frontline Employee



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Spotting the Signs of Being Bullied

The serious problem of youth bullying can lead victims to

desperate acts of self-harm or violence.

Unfortunately, some children will not complain about their victimization. This makes it important to know the subtle signs of bullying. Consider the following: 1) Coming home from school with missing personal items; 2) Unexplained dirt stains or torn clothes; 3) Appearing cautious or afraid of walking to and from school or riding the bus; 4) Unexplained injuries or cuts; 5) Sadness, moodiness, tearfulness; 6) Stomach aches and other physical ailments; 7) Sleep problems or bad dreams; 8) Loss of appetite; 9) Self-critical statements; 10) Vandalism of your home.

If you see one or more of these signs and symptoms, ask about bullying. Example:

"I'm worried about you. Are there any kids at school picking on you or bothering you?"

Never discount, minimize, or disbelieve a child's report of abuse. Instead, follow up with another question to learn more.



Plan Fun and the Work Will Follow

If your workload seems to leave you with no time for fun and leisure, you may need better strategies for balancing work and life. Some pros recommend planning your fun first, thus obligating yourself to the leisure and recreational pursuits you enjoy, and *then* scheduling your workload. Practicing this strategy toward work-life balance will cause you to work more effectively, help you resist distractions that interfere with timely completion of work, and focus your attention like a laser on that work which is most important. At first, creating "forced" obligations for leisure and social activity will challenge your work schedule and add to your stress. In time, however, you will prove to yourself that you can fashion a more balanced work-life arrangement. You will feel more accomplished, less trapped by work, and less resentful of the control you imagine time has over your life.



How to Change Your Mood



There's nothing unusual about a difficult or "bad" mood, but don't stay frustrated in this state of mind hoping it will lift like a morning fog. A chronically bad mood might indicate an illness like depression, which should be evaluated by a health professional. Many things can influence mood, but images in our minds and "self-talk" in response to what's going on around us are big players. Try this intervention technique: Spend about three or four uninterrupted minutes imagining something you thoroughly enjoy doing. See, hear, feel, and even smell success at accomplishing this thing. This technique forces you to change the self-talk script. See if you don't notice a more desirable mood following the exercise.

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Handling Criticism Like a Pro

No matter what your job or position, you can be certain that you will experience criticism periodically. This inevitability calls for a personal strategy to master its impact, so you can make it work for you. Whether you are corrected by peers in a group or criticized during an annual review, consider these four pillars of managing criticism like a pro: 1) Criticism usually stings, and it's often a surprise over which you have little or no control. Accepting this can help you respond to it with a cool head. 2) Recognize that some part of criticism is usually true. Look for that part and be enthusiastic about it. Avoid attacking the criticism, which only diminishes how much you gain from it. 3) Criticism is usually not personal, but simply a part of necessary communication in work organizations. Its importance explains why receptivity to it is often included in performance reviews. 4) Demonstrating receptiveness to criticism makes a strong and positive impact on the one offering it. As a result, you will usually be rewarded with an enhanced reputation for your willingness to accept criticism.

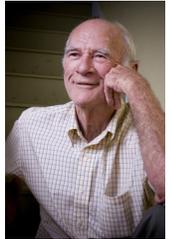
Your Self-Care Plan



Unfortunately, "self care" is not something we are usually taught. Instead, the need for taking better care of ourselves dawns upon us, frequently when we are feeling stressed or exhausted, realizing we must do something different to manage stress. There are many ways to feel better, have more energy, think more positively, and gain resiliency. Do you have a self-care plan or set of strategies and tactics that you can rely upon to nurture yourself and regain balance in your life? Consider the following list of life management "targets". Do any of them stand out? If so, consider your strategies and tactics: 1) Improved Sleep; 2) Proper Nutrition; 3) Regular Exercise; 4) Social Support; 5) Enjoyable Hobbies; 6) Pamper-yourself Techniques; 7) How You Think: Intervening with Negativity and Shifting to a Positive Attitude; 8) Nurturing Your Intellectual Self; 9) Managing Your Feelings and Emotions; 10) Fostering Your Spirituality.

Are You Geriatric Syndrome-Savvy?

The longer people live, the likelier the chance that they will develop medical conditions that lie within a wide range of geriatric syndromes. Vision and hearing problems, confusion in the evening (or when traveling to unfamiliar places), dementia, bladder problems, risk of falls, delirium, malnutrition, and dizziness are only a few of the many geriatric syndromes. Knowing these syndromes, and understanding how they interconnect and trigger other seemingly unrelated geriatric conditions, may help save a life or reduce the frequency of emergencies, hospitalizations, and crisis calls for your assistance. If you have elder-care responsibilities, get savvy about geriatric syndromes by visiting the American Geriatric Society's website. Look for the society's *Guide to Geriatric Syndromes*. Source: www.healthinaging.org



Your Free Credit Report - Really!



There is one official source to get a free credit report every twelve months with no strings attached: www.annualcreditreport.com. This Web site was established by Experian, Transamerica,

and Equifax, the three major credit reporting bureaus, and you are entitled to one report from each agency—whether you choose to spread out the reports over a year or get all three at once in order to compare is up to you. A credit report will not only help you verify that no identity theft has occurred, but also ensure that past creditors, even ones with whom you've had flawless relationships, have not logged negative reports about your credit.