

Summer
2009

Frontline Employee

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



This issue:

- Fast Formula for Conflict Resolution
- Postponed Retirement
- Building Resilience to Minimize Stress
- Five-Minute Stress Zapper
- EAPs Outside the Office
- Overcoming Impostor Syndrome

Fast Formula for Conflict Resolution

Conflict is normal between people, so memorize the shortest formula in the world for resolving it. With practice, you can sidestep the emotional part of conflict that makes it last longer.



Formula: 1) Listen to and acknowledge the different positions between the parties. 2) Let the parties express their feelings. 3) Form an agreement on what is not being disputed—those aspects related to the conflict where disagreement does not exist. 4) Agree on a common goal, and work backwards to negotiate an agreement. The secret is to chip away at what you are willing to give up.

Postponed Retirement

Millions of workers have seen their long-awaited plans for retirement placed on hold due to our current economic climate. Economic loss can be so disturbing that it may result in depression. Although no one can replace a depleted nest egg, support for coping with this reality and help in overcoming the anger and grief associated with it might be necessary. Talk to your Employee Assistance Program or qualified financial advisor. Learn to feel good again, and renew your determination to meet retirement goals.



Building Resilience to Minimize Stress

Don't wait until you are on the skids with stress. Start minimizing it before it arrives by building resilience. Building resilience is not a passing pop-psychology fad. The American Psychological Association has weighed in on resilience and

endorsed a 10-step approach. How many of these tips do you follow?



Which ones would be good to work

on? 1) Build effective, supportive relationships with others. 2) Avoid "catastrophizing" (seeing crises as insurmountable). 3) View change as part of life, with new opportunities accompanying it. 4) Be proactive. Move toward your goals. Don't just let things happen to you. 5) When faced with problems, act decisively. Don't just go with the flow. 6) In the midst of a crisis (or soon after), ask yourself, "Can this event change my life for the better in some way?" 7) Nurture a view of yourself that includes the ability to withstand adversity. 8) Practice getting distance from the worst part of a crisis or adverse experience. 9) During a tough time, practice looking forward to the hoped-for conclusion and resolution, while avoiding the visualization of your worst fears. 10) Take care of yourself by maintaining your physical and mental health; this will allow you to bounce back when adversity strikes.

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Five-Minute Stress Zapper

This stress zapper takes only minutes to do, but once completed will give relief for days or even weeks. As you sit at your desk, look around the room for things in your environment that add to your stress: boxes taking up space under your desk, a burnt-out light bulb, lack of a suitable bulletin board for notes, dust, your path blocked by things that need to be stacked or tossed, clutter on your desk taking up elbow room, dried up plants, email overload, a squeaky chair, a clock you have to twist your neck to see. What is needling you? These micro-stressors swell in their combined impact. Zap them and feel the difference.



EAPs Outside the Office



Your Employee Assistance Program is a trusted resource in the organization, whose staff is skilled in working with individuals and groups. EAP counselors have a reputation for neutrality, unbiased

honesty, and the ability to help build relationships. They also have a unique understanding of the work culture, as well as knowledge of emerging needs. With these strengths, can the EAP help the organization in ways other than one-to-one stress related counseling? Yes! If you are a manager who leads others, a policy maker who must influence organizational change, or an employee with a productivity idea that you would like to discuss confidentially, consider talking to an EAP counselor. Counselors are available not only for “reacting” to problems and helping to “solve problems”; they are also untapped consulting sources that can offer powerful insights concerning workforce trends and emerging needs, morale, strategies for effective communication, and guidance for groups, departments, or the whole organization.

Overcoming Impostor Syndrome

Do you secretly worry that others will find out that your reputation doesn't match your capabilities? Do you tend to view your accomplishments as good luck, being in the right place at the right time, or perhaps the result of good social skills and likeability? When you do succeed, do you think, “Wow, that was a close call—I fooled them somehow”? This phenomenon is often referred to as “impostor syndrome,” and has been studied for nearly 40 years. Up to 70 percent of successful people suffer from this, and it can become a serious roadblock by preventing you from getting where you want to go in your career. The gap between what you know and what you are trying to learn can produce feelings of anxiety and fraudulence—impostor syndrome. In worst-case scenarios, some employees even quit their jobs to prevent being “unmasked.” Be careful in not letting this happen to you. It's good to challenge yourself to hit the next target or career goal, even if you don't have every single skill required to be a master. If impostor syndrome is influencing you to make decisions to refuse promotions or reject tough assignments that others think you are capable of handling, read more about impostor syndrome, or talk to an Employee Assistance Counselor. Organizations naturally admire leaders and achievers. If you possess good technical skills, self-awareness, an engaging style, and other natural abilities, you will likely get identified for these roles. Don't let impostor syndrome rule. Your organization needs you.

