

# FRONTLINE



MM-KO-F-PM

## Health Resources Employee Assistance Program

*Counseling Services / Information & Referrals / Professional Consultation*

**800.451.1834**

### Health Resources Employee Assistance Program Goes Above and Beyond

We help you:

- **Become a Better Communicator**
- **Consolidate Financial Debt**
- **Locate Child Care & Elder Care Services**
- **Cope with Stressful Situations**
- **Resolve Couple's Conflict**
- **Adjust to Demands at Work**
- **Manage Depression and Anxiety**



**Call 24 hours a day, 7 days a week to speak to someone who is professionally trained to assist you.**

### Groups Beat Smartest Individual

People say there is strength in numbers. It is especially true when solving problems in the workplace. "Groups of three, four, or five perform better on complex problem solving than the smartest equivalent number of individuals apart," according to a new study from the American Psychological Association's (APA) *Journal of Personality and Social Psychology*. "We ... attribute this performance to the ability of people to work together to generate and adopt correct responses, reject erroneous responses, and effectively process information," said Patrick Laughlin, Ph.D., of the University of Illinois at Urbana-Champaign. Bouncing ideas off coworkers and receiving input allows the opportunity to tap into an increased knowledge base and greater experience when tackling a particularly difficult problem.

Source: American Psychological Association, April 23, 2006, Press Release

### Could You Benefit From Al-anon?

It is estimated that an alcoholic affects the lives of at least four other people, which is why it is often called a "family disease." Al-Anon is a 12-step, self-help group created more than 50 years ago, not long after Alcoholics Anonymous began. Could Al-Anon help you? Learn more from Health Resources Employee Assistance Program. Three types of people can potentially benefit greatly from Al-Anon: those troubled by someone else's drinking, those who grew up with a problem drinker, and those whose lives have been affected by someone else's drinking.

NEWSLETTER

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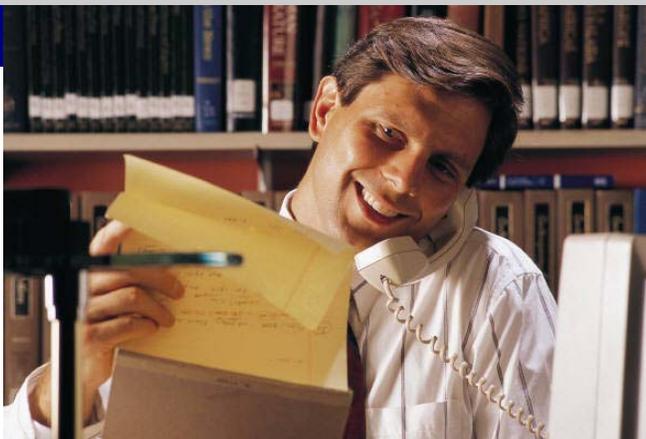


## What's The Scoop On Coffee?

Excited about recent research touting the benefits of drinking coffee? Many studies contradict each other. Recent articles in clinical nutrition journals have praised coffee's benefits, but others aren't so glowing. If you do drink coffee, moderation is a good rule to follow. Recent findings include coffee's benefit of improving reaction time, mental acuity, alertness, and mood, as well as its extra benefit of possessing antioxidants that help prevent deterioration of your body's cells.

## Confidence: Get More Of It

Having confidence is like a boomerang: the more you project it, the more life's opportunities come your way. Everyone wants to feel and look confident, but is there a way to acquire or build confidence to improve its benefits if you're a bit lacking? Follow these key steps to building self-confidence, and watch opportunities come your way:



- Get past the "superior" or "stuck-up" myth. Acting self-confident is not being superior to others. It's about feeling competent that you will meet life's challenges successfully.
- Understand that confidence comes from taking action and meeting challenges, refusing to always play it safe, and making decisions that put you - not others - in control of your life.
- Accept that everyone lacks self-confidence sometimes, although they may be competent in many areas.
- When you feel lacking in self-confidence, stop short of putting yourself down. If necessary, remind yourself of past personal accomplishments, drawn from your memory, when you demonstrated confidence.
- Like a garden, self-confidence is nurtured. Being willing to make decisions, overcome resistance to new challenges, learn from life's experiences, and steer your life in a direction that matches your values will build self-confidence.
- Think about which successes in your life have created the most excitement and enjoyment. These reflect your values. Consider using these values as guides for other decisions going forward, and your confidence may grow rapidly.

## Making Customer Service A Cinch

There will always be upset customers. And it's common knowledge that they repeat their stories of disappointment to other potential customers, costing businesses millions of dollars. So, if you deal with customers, and practically all of us do, consider learning the art of an apology so you can have the best shot at not losing business. The formula:

- Start with an explanation of what happened
- Make assurances - then act to make sure the customer will be taken care of;
- Acknowledge the error or bad experience and express regret for its occurrence.

