

Winter
2011

Frontline Employee



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Making Positive Feedback Perfect



When you give positive feedback to a coworker, be sure to include the "ABCs" of doing it effectively. "A" stands for "Affirmation," "B" stands for "Be Specific," and "C" stands for "Contribution." Start with a positive statement that affirms ("A") your coworker's accomplishment - "Great job!" Then be specific ("B") to let your coworker know you are sincere. Not giving specific feedback leaves your coworker questioning your sincerity. "Wow, Susan, I loved your presentation! The three examples you gave of how we can better serve our customers were new and refreshing." This type of positive feedback is even more affirming, but you can still go further by acknowledging Susan's contribution ("C") so she knows she is valued. For example, add, "I could see everyone's eyes light up with new insights. I am glad we picked you as our trainer." Susan will then feel positive about her presentation, you, her job, and the organization. This example demonstrates how essential positive feedback is to workplace morale, and how adverse a lack of it can be, if withheld when obviously deserved.

Getting the Jump on College Scholarships

If scholarships will be helping fund your child's college education, start researching early. Junior year of high school, though hectic, is not too early, and many scholarship programs offer early applicants an edge. Gather sources of funding, examine applications, and discuss who will provide reference letters. Begin helping your student focus on collecting notes and ideas for the personal essay that may be part of an application. Will a personal interview be required? Help your student practice "look 'em in the eye" and "firm handshake" skills sure to make the right impression. Get many more tips at www.collegeview.com.

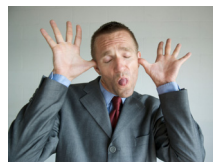
Keep a Journal for Personal Change

A personal journal or diary is a time-tested tool for succeeding and marking progress on personal challenges, improving health habits, and conquering resistance to change. Journals can be used for many reasons, but their power lies in super-charging your ability to succeed by using visual reinforcement, handwriting, and repetition. Journaling can also produce clarity by focusing thoughts on a key issue, thus reducing one's vulnerability to being thwarted from goals by unpredictable events and bumps in the road. If you are curious about journaling, start by journaling at *the same time every day* for 30 consecutive days. Scheduling can make it more routine and consistent, which is a key to journaling's effectiveness.



Responding to Rudeness

Rudeness is prompted by a state of anger, agitation, and disappointment. The customer who displays rudeness is usually in more pain than the recipient of the rude behavior. If you work with customers, you have likely been confronted by rudeness periodically. Learning to view rudeness from this "person in pain" perspective is a key to better coping with it. There may be short-term relief for acting rudely, but there is usually a rebound, which leaves the customer feeling worse. Understanding rudeness can help you detach from it personally, permit you to be more empathetic toward your customer, and help you appreciate the influence and value of your customer-service role.



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Shortest Distance to Management's Heart: Employee Engagement

Employee engagement is *the* red-hot topic in business right now. It refers to the employee who is enthusiastic, excited to come to work, "pumped," and willing to act in ways that further the goals of the organization. Engaged employees bond to the organization emotionally, and research has shown that they are worth their weight in gold. When you feel engaged, you are sick less often, are at work more, experience greater productivity, and have fewer accidents. Your positive behavior rubs off on coworkers. Customers become more loyal and send referrals. It's easy to see why being labeled an "engaged employee" is a positive thing. Understand what it takes to "feel engaged." You may have hurdles in reaching this goal, but it can be worth the effort if your job produces greater meaning in your life. A few keys: 1) Work to establish meaningful communication with your supervisor. 2) Be clear on what is expected of you at work. 3) Know what you are passionate about, and seek opportunities to engage your passion. 4) Develop relationships with others who care about you as a person. 5) Develop relationships with others at work who encourage your development, give you recognition, and praise you for good work. 6) Seek to acquire relationships with associates who, like you, are committed to doing quality work. These values only scratch the surface of this broad topic. Visit www.Gallup.com and type "employee engagement" in the search bar for more information.



Eating Disorders Awareness Month: Listen to Your Body

If you are constantly searching for the "perfect diet", keep the following in mind: 95% of all dieters regain their lost weight *and more* within 1 to 5 years. Dieting can be physically and mentally harmful, leading to adverse metabolic changes, loss of concentration, and increased feelings of depression, stress, and low self esteem. Constant concerns with one's body weight and shape can start a vicious cycle of body dissatisfaction and obsession, and may lead to an eating disorder. If you are tired of dieting, try the following simple principle: **Eat when you are hungry. Stop when you are full.** Follow the three keys below instead of dieting, and you are likely to maintain a healthy weight and avoid eating disorders:

- 1) The first key to listening to your body is being able to **detect when you are getting hungry**. If you are truly hungry, and not just looking for food to cure boredom, stress, or loneliness, then it is time to refuel.
- 2) The second key is **knowing when you have had enough. Listen to your body**. When you begin to feel full, you will know that you have had enough to eat. The goal is to feel content - not uncomfortably stuffed, but not starving either. This may mean planning 5 or 6 smaller, well-balanced meals a day instead of 3 large ones. And remember, it takes about 20 minutes for your body to realize it's full. Also, **be conscious of what you are eating** - eat sitting down, chew slowly, and enjoy the tastes, smells, and textures of your food.
- 3) The third key is **moderation** - nothing to extremes. Many hear this advice and think it means they can eat whatever they crave, all the time, but we obviously cannot survive on potato chips or peanut butter alone. If you tried, chances are you'd start to crave some pasta or fresh fruit after a while. These cravings are your body's way of helping you get the nutrients it knows you need.

If you think you or a loved one suffers from an eating disorder, call your Employee Assistance Program and talk to an EAP Consultant. We can help!

Sources:

National Eating Disorders Association, *Listen to Your Body*
<http://www.nationaleatingdisorders.org/nedaDir/files/documents/handouts/ListenTYB.pdf>

National Eating Disorders Association, *kNOW Dieting*
<http://www.nationaleatingdisorders.org/uploads/file/information-resources/kNOW%20Dieting%20Reasons.pdf>