

# FrontLine Employee

Wellness, Productivity, and You!

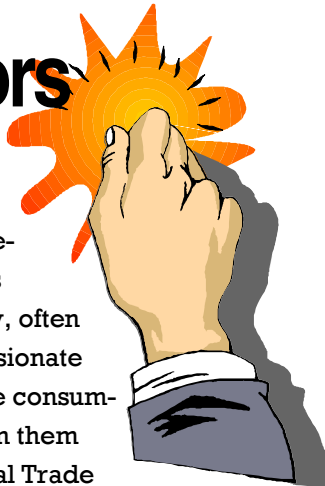


## Checking Email Again



**N**o one knows the exact financial loss of chronic email checking, but it may extend greatly beyond the time used to take a peek. Interrupted concentration, dealing with non-urgent emails, a sudden impulse to surf the Web about unrelated matters, and lost ideas all get thrown into the cost mix. Gain better control over email checking by closing out of your email program, turning off the mail's "in" sounds, using a computer disconnected from the Internet, choosing only specific times of day to check email, and considering whether you need more help, or even professional counseling, to stop obsessive email checking.

## Debt Collectors Knocking?



**D**ebt relief services, credit repair, and advance fee loans flourish in a tough economy, often with the help of slick and compassionate advertising. Many companies lure consumers, only to take more money from them after initial marketing. The Federal Trade Commission gets the most complaints about debt collectors. Many violate the law. Know your rights. Did you know that it is illegal for a debt collector to phone you again immediately after you hang up on them? They can't call before 8 a.m. either, or phone your workplace if they know it is inconvenient.

Source: <http://www.ftc.gov/debtcollection>

## Complementary & Alternative Medicine



**Y**ou don't have to go to a health food store to learn about complementary and alternative medicines (CAM).

The federal government runs one of the largest websites on the subject, with discussions on hundreds of therapy and treatment options. From "aromatherapy" to "yohimbe bark," you will find it discussed at [www.nccam.nih.gov](http://www.nccam.nih.gov), even if no scientific evidence exists to support the use of an unusual medicine or therapy. You will find helpful discussions about the science, risks, and controversies associated with many complementary and alternative medicines, some which you may not easily learn any other way.

## Stress Takes a Holiday

**I**f you begin feeling pressured and frazzled this holiday season because of too many obligations and high expectations for what must occur, take a moment and decide (if it is not too late) what



the holidays really mean to you. What made past years special? See if you can include those things on your "must haves" list while limiting some less significant events. Choose specific times during the holiday season when you find personal time to relax and do what you want to do. Check your reflexes and watch the urge to ask, "Quick! What's next on the list?" every time things quiet down.

# Making Positive Feedback Perfect



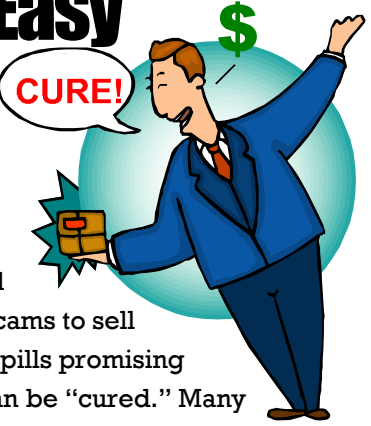
**W**hen you give positive feedback to your coworker, be sure to include the “ABCs” of doing it effectively. “A” stands for “Affirmation,” “B” stands for “Be Specific,” and “C” stands for “Contribution.” Start with a positive statement that (“A”) affirms your coworker’s accomplishment(s)—“Great job!” Then, (“B”) be specific to let your coworker know you are sincere and not simply “being nice.” “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 go still further. Acknowledge Susan’s (“C”) contribution so she knows she is valued. For example, add, “I could see everyone’s eyes light up with new insights. I am glad you were the one we picked as our trainer.” By putting yourself in Susan’s shoes, you can see how she will feel positive about her presentation, you, her job, and the organization. This example of positive feedback shows how it can be a force for good. It also underscores how adverse a lack of positive feedback can be if it is ignored or, worse, withheld, when it is obviously deserved.

# Holiday Alcohol Use & You



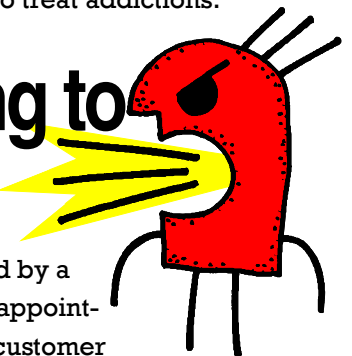
**I**f you drink alcohol, stay safe this holiday season by following a few guidelines: 1) Eat food to slow the absorption of alcohol. Foods high in protein, like cheese, work best, but any food in your system will help. 2) Steer clear of carbonated alcoholic beverages and “shots” to avoid rapid absorption of alcohol. Carbonization increases pressure in your stomach. This speeds the absorption rate of alcohol. 3) Understand your body’s reaction to alcohol. Don’t be fooled into believing that not “feeling it” after you’ve been drinking means that you are “okay to drive.” Not “feeling it” leads many people with a high tolerance to drink more alcohol than their peers. This leads to higher blood alcohol content (BAC) than for those in the group who react to “feeling” alcohol sooner by drinking less. The one with the highest tolerance could have the highest BAC in the group, despite appearing unaffected! *Never drive after drinking.*

# Forget the Easy Addiction Cures



**A**s long as the Internet exists, there will be no shortage of scams to sell everything from books to pills promising people their addictions can be “cured.” Many scams promise a return to controlled behavior, not abstinence. This is a dead give-away to the scam. To keep billing your credit card is mission #1, which could be for expensive super-vitamins, etc. This business principle is called “continuity income.” Most successful scams employ it. Initially, you may be enticed only to request a free pamphlet or inexpensive book that discusses the “cure.” This is your entrance into a sales “funnel.” These companies rely on desperate customers. Addictions are not shortcomings requiring a secret formula, but are associated with complex, physically caused, and neurologically explained phenomena. Recovery programs and techniques that are time-tested, though more complex than a pill, do work best for most, and are highly teachable. Contact a medical doctor, professional counselor, or employee assistance professional to learn about effective ways to treat addictions.

# Responding to Rudeness



**R**udeness is prompted by a state of agitation, disappointment, or anger. 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.

See inside  
for details and  
Bonus Offer  
on page 4!

# Help Your Employees...

- ✓ Manage Stress
- ✓ Reduce Conflicts
- ✓ Boost Productivity
- ✓ Improve Morale
- ✓ Reduce Risk On The Job
- ✓ Seek Help for Personal Problems
- ✓ Be Happier and Healthier.



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## What subscribers are saying...

"By the way, emailing these newsletters is GREAT. So easy to edit, turn around, and send. Thanks for your help. Happy Thanksgiving."

Sue Kerner,  
Southern New Hampshire Medical Center  
Nashua, New Hampshire

"We enjoy your articles each month and I thank you. I can't say enough about the two FrontLine publications we subscribe to. We are a small company who is a provider of EAP services to small and medium companies."

Marylee Nunley, V.P. of Operations  
Resource Management Services  
Peoria, Illinois

"By the way, I am thrilled with the FrontLine newsletters. Excellent resource for both my supervisors and employees. Happy Thanksgiving."

Elizabeth Robinson  
University of Connecticut  
Farmington, CT

"After years of struggling with the newsletter arena -- a fantastic solution!

Marylee Nunley  
RMS, Inc.  
Peoria, Illinois

"The FrontLine Employee makes me look like a genius!! All of our client companies love the publication, so please don't ever stop publishing it. I could never do it on my own."

Bill Hoey, LCSW, CEAP  
Family Services Woodfield  
Bridgeport, CT

"We value our relationship with you and really like the newsletters."

Debra Ontiveros, Director  
WellConnect  
El Paso, TX

"Frontline Employee" has been a huge hit – and has opened more doors with the HR people I'm developing relationships with (all over the state) than you know. Drive on and keep up the great work! Heck yes! Of course you can use my "testimonial" and my name. In fact, I'd be very glad if you did. Yes, yes, yes!

Stan Meloy, Ph.D.  
State of Ohio  
Employee Assistance Program

## The FrontLine Employee Newsletter



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Daniel A. Feerst, LISW  
Founding Publisher

### FrontLine Employee topics include...

- ✓ Improving workplace communication and relationships with coworkers
- ✓ Worker productivity tips
- ✓ Family, home, and family effectiveness
- ✓ Personal fitness and emotional wellness
- ✓ Personal effectiveness and goal achievement
- ✓ Team-building and productivity
- ✓ Improving relationships with supervisors
- ✓ Hot productivity and health tips
- ✓ Stress management tips
- ✓ Making use of your employer-sponsored employee assistance program.
- ✓ Workplace safety, injury prevention, and how to support injured coworkers
- ✓ Improving customer service and reducing related stress



Your logo can go here.

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Your customized nameplate created! (optional)

# FrontLine Employee

Wellness, Productivity, & You!

## Build Your Immunity to Criticism

**A**lthough eagerly welcoming constructive feedback, employees who accomplish a lot on the job know their successes will sometimes rub others the wrong way. Not everyone will be quick to praise your triumphs when you are cast into the limelight by others who recognize your achievements. Learning to detach from unhelpful criticism is a skill to help you stay motivated, adapt to change, and think more creatively about your job. Try these "inoculators" to beef up your immunity: 1) Remember that those who criticize don't know the real you. 2) See negative criticism as possible validation that you are "on the right track." 3) Accept criticism of your success as normal and part of life's challenges. 4) Search for the truth in the criticism, if any. Something about it may be helpful despite the style of its delivery. 5) Let criticism inspire you to work with even more vigor toward accomplishing your dreams, rather than forcing you into retreat.



## Adapt to Technology and Thrive

**D**on't be overwhelmed by software related productivity tools that seem complicated now—like web building software, software programs beyond MS Word, or discovering how to be effective with graphics programs. Learning these tools can only make you more desirable as an employee. Dependency on technology in the workplace is increasing, not decreasing, so remaining in denial rather than facing your diminishing ability to keep up will only increase workplace stress. As long as you get started, you will learn more each passing day.



## Help Prevent Internet Harassment

**I**nternet harassment or cyber-stalking is rapidly gaining attention as a serious crime in many states. Cyber-stalking is the intentional harassment or threatening of another person through the use of electronic mail or electronic communication. Online harassment is similar to real-world stalking in its ability to be extremely disturbing to the victim. Perpetrators take advantage of the anonymity of the online environment and its false sense of security to act anonymously and harass another person. These activities may include disturbing text messages, the sending of unwanted, abusive, threatening, or obscene e-mails or messages, or the use of Internet postings, message boards, or chat rooms.



## Pay Attention to Accolades

**P**ay attention to moments of super satisfaction in your work experienced by customers and supervisors. Ask yourself: What skills, abilities, or personality traits did I exhibit to earn this praise for my work? These are what make you unique and outstanding as a worker. Tuck these gems away so that you don't forget them. Use these descriptions of yourself in resumes and cover letters in the future. In job interviews, you'll sell yourself with believability.



Articles come ready to edit, or you can insert your own articles using MS Publisher or MS Word. Available with graphics or as text only.



Important Notice: Information in FrontLine Employee is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact your employee assistance professional.

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