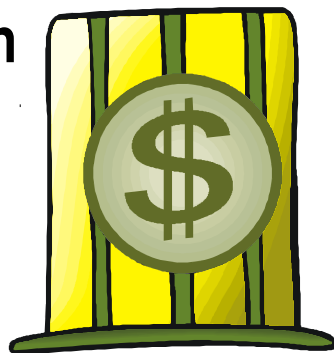


# FrontLine Employee

Wellness, Productivity & You!

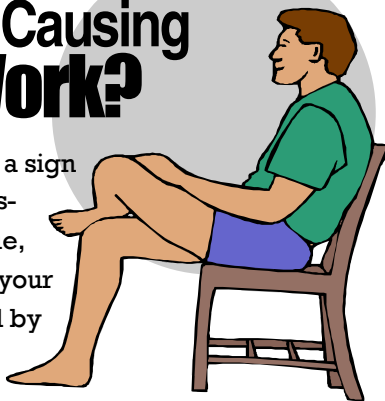
## Getting a Jump on College Scholarships



**S**tart researching early if scholarships will be helping fund your child's college education. The junior year of high school isn't too early. Things might be hectic right now, but don't put it off. The early bird catches the worm with many scholarship programs, and applicants who apply first often have an edge. Gather sources of funding and examine applications. 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 son or daughter practice "look 'em in the eye" and "firm handshake" skills sure to make the right impression. Get many more tips at [www.collegeview.com](http://www.collegeview.com).

## Is Your Posture Causing Fatigue at Work?

**G**etting sleepy could be a sign of fatigue from poor posture. To minimize fatigue, sit up straight while keeping your back touching and supported by the backrest of your chair. Keep your feet planted on the floor. Avoid crossing your legs or sitting in other leg-contorted positions. Frequently changing the position of your legs or finding yourself in a slump often signals the need for a break. Regularly, head for the fresh air and return refreshed and more productive.



Stress Tips from the Field

## Fast Shift to a More Positive Mood

**T**o improve or elevate your mood, especially, if it is *not* the result of depression illness, try collecting in an easily accessible location your personal "Top 40" music, comic videos, spiritual sayings, and hyperlinks to motivational articles that you have discovered to be effective in inspiring you. Be sure to mix in positive-thinking articles that excite you and stimulate "possibility" thinking. When you find yourself beginning to sink with negativity, head for the list. After practice, you will discover that merely thinking about this resource will be enough to bounce you back to a better mood. If you detect that mood problems linger, talk to your doctor or EAP.

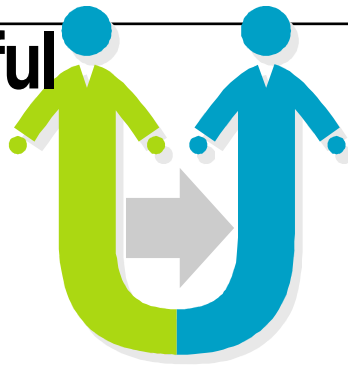


## Insider Secrets on Customer Service

**I**f you are a customer service representative working by telephone, you know customers are hypersensitive to your voice tone and can quickly judge your personality. Begin smiling *before* you pick up the phone. This insider secret positively influences the customer's demeanor. Why? A smile can be "heard." Smiling links a positive attitude with its voice impression. This makes you perk up, and customers sense it. A positive customer experience has benefits for you, like reduced stress and better outcomes. Experiment with this phenomenon and watch it work for you.



## Being Successful as a Trainee



**M**aking a good impression and efficiently learning the skills of a new position is your most important concern as a trainee. While you're learning the ropes, your supervisor is probably keeping an eye on your motivation and "readiness to learn." Keep yourself motivated and your self-confidence up by knowing whether you learn better by listening or hands-on effort. Then, whenever possible, opt for the learning approach that works best for you. As a trainee, remember "Rule #1" is that there are no stupid questions except those that go unasked. Don't frustrate yourself trying to memorize every person and their function when you are introduced to them. Instead, keep a small, hand-drawn organizational chart of who's who, and add to it as you go along. You'll quickly feel confident about your job, and you'll impress others with your ability to retain names, position titles, and functions. You're smart. That's why they hired you for the job. You've proven yourself for now, so don't seek to impress your boss further by pointing out every mistake, systems problem, and resource limitation as you spot them in the early days of your trainee experience. This is a common misstep for many trainees, and can lead to a supervisor thinking that you aren't seeing the bigger picture.

## Presenting in English as a Second Language

**I**f English is not your first language and you're new to a position that requires stand-up presentations, don't shy away because of lack of self-confidence about your English. Conquering this challenge requires taking opportunities to do it more often. Use this time-tested strategy that works for any presenter and virtually guarantees a more-relaxed, in-control, and commanding presentation. Begin rehearsing your presentation in English in front of a mirror at least two days prior to the presentation date. Repeat your presentation six times. After a complete night of sleep, repeat this process again with six complete presentations in front of a mirror. The next morning, the day of your presentation, practice once more before heading out the door. Anticipate a surprising and applause-winning result. If you are unsure of how to pronounce any word, you will find a free online pronunciation dictionary at [www.howjsay.com](http://www.howjsay.com).



## Cyber-Bullying: "Internet as Weapon"

**T**he problem of cyber-bullying, along with an increasing number of suicides associated with it, has society scrambling for ways to curb it. Answers probably lie in a range of responses that include legal, parental, educational, and peer-driven taboos against cyber-bullying, especially with teenagers. Like other forms of abuse, helpful to intervening with emotional anguish is a high-quality relationship between parent and child. This can improve the odds that a young person victimized by cyber-bullying will feel comfortable and safe enough to come forward and disclose the victimization, so a parent or guardian can play an intervening role. Educate children early about abuse of social media and the powerful and harmful role the Internet can play. Help them realize the permanency of online digital content and the legal, emotional, and social consequences of its abuse. Teach life skills of empathy so children acquire the ability to identify with and understand another person's feelings or difficulties enough to view cyber-bullying as an unthinkable practice.



## Keep a Journal for Personal Change

**A** personal journal or diary is a time-tested tool for succeeding and marking progress in overcoming 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. People who journal can also gain clarity by focusing on a key issue and reduce their vulnerability to being thwarted from reaching their goal 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.

