

Testimonials

Here are some quotes from employees who recently called on CONCERN for a Counseling Consultation:

“The EAP staff was friendly and gave me the information I needed quickly. My counselor was very pleasant and insightful and she made the process so easy.”

“Your services allowed me and my husband to get help without putting a big strain on our finances. Amazing benefit! Thank you!”

“This service has been life changing, I went in a skeptic but now I would recommend it to everyone and anyone.”

“Fast. I needed it and it was easy to get signed up and get an appointment. No BS.”



Tips for Success

Bullying in the Workplace Others Can't See

Sometimes bullying can be missed by observers, but it's no less painful when the aggression is recognized only by the targeted victim, who understands the context. Would you recognize someone else's victimization? As a coworker, you may miss or overlook these acts, which can be as subtle as an aggressive sigh, the clearing of a throat, an uncomfortable silence, or a subtle movement designed to communicate disapproval or disdain. Because bullying victims often suffer in silence, coworkers can be an influential source of support if they are willing to practice personal courage. Step forward to find out whether a colleague is being victimized. Coworkers have a responsibility to notice their surroundings, see each other as part of a work family or team, and offer support. Trust your gut. Never side with bullying behavior. And don't succumb to the bystander effect—speak up and get involved.

Enhancing Coworker Relationships with Emotional Intelligence

Emotional intelligence (EI) is defined as your ability to be aware of your emotions, accurately perceive emotions in others, decide how to use this information, and act in ways that produce successful workplace relationships. Good EI helps you navigate conflicts, engage with others, and experience more job satisfaction. A few examples of EI in practice include: 1) Knowing that a missed deadline will create hardship for others, you decide to finish early, creating goodwill. 2) Sensing a coworker's frustration about some matter, you inquire about it rather than ignore it. 3) Knowing that your attitude affects others, you choose to project a pleasant demeanor despite how you actually feel. 4) Sensing a need to resolve tension between yourself and a coworker, you make the first move to resolve it. [Learn more from The Emotional Intelligence Quick Book, a primer of exercises for improving EI.](#)

Oops! When You Make a Big Mistake at Work

Everyone makes mistakes at work, but do you know how to manage these mini crises when they occur? The first rule is to remain calm and assess the true impact. If needed, determine how best to rectify the problem and bring the error, along with your suggested solution, to your boss. Get out in front of any work error rather than have it be discovered by others. Own the error when it's yours. Learn the lesson from the mistake and commit to not repeating it. Apologize for your mistake. People usually accept a sincere apology and view it as a positive display of character. Avoid the self-punishment of ruminating over your mistake after you've taken all the necessary steps to resolve it.

Soft Skill to Know: Employee Flexibility

Change can come quickly in the workplace. How well do you cope with sudden office moves, reassigned duties, taking on more work, or being removed from an

unfinished project to start another one? You may have no control over corporate decisions requiring difficult change, and coping with this sort of stress requires learning to be flexible. Flexibility demonstrates tolerance, maturity, understanding, and a desire to engage with the organization. Responding to change with a cooperative attitude, an open mind, and a positive disposition is not easy, but it's a soft skill that's valued by employers. To become more flexible, see forced change as a new opportunity. This attitude will help you cope with stress, see the positive aspects of change, spot new opportunities, improve your skills, and perhaps discover new ways of experiencing work-life balance.

Fight Procrastination Better

Everyone procrastinates at times, but if another nail-biter of a deadline looms and you swore never again, here are a few intervention ideas. First, realize that procrastination is a natural occurrence. Your brain is designed to avoid pain, and work registers in your brain as pain. You might initially motivate yourself with anticipated positive feelings of completing your project early, but your brain is more conditioned to appreciate rewards that are right here and now. Hence, you procrastinate. While now knowing how the brain works may inspire you to fight back, follow these steps to make it easier: **1)** When you are assigned a task, act immediately in some way to create momentum. Simply organizing the steps needed to complete your project might be enough. **2)** Break your tasks into manageable sections. This makes tackling a large task easier and helps prevent you from feeling overwhelmed—another pain point that invites your brain to procrastinate. **3)** Plan how you will tackle each subsection. If your deadline is seven days away, complete one-seventh of the goal each day. Give yourself a small but meaningful reward for each step completed. **4)** Plan and achieve some desirable personal goals that have nothing to do with your project during this period—chores, household projects, etc. These successes empower you and will transfer to your determination to complete the work on time. **To learn more:** hbr.org [search “beat procrastination”]

Reduce Risk of Burglary While On Vacation

Don't come back from vacation this summer to find your house has been burglarized because you shared your personal travel news on a social media site. It may be tempting to have your friends go along for a virtual ride and share your travels, but the following facts make social media posting risky: The person who burglarizes your home is likely to live in your neighborhood and the average burglary nets over \$2,000 within ten minutes. These two statistics also mean it's very likely that the intruder knows you—and knows what valuables you own. **Statistics are from SafeWise.com.**

Olive Oil Research Continues

Research news on the beneficial effects of olive oil continues! Researchers at Temple University discovered that extra-virgin olive oil protects against memory loss and can help a person retain his or her ability to learn. The results showed that the conditions that lead to Alzheimer's could be reduced, thereby reducing risk for the disease. The research was on mice, but don't dismiss it. Mice are proven and dependable models in medical research. **Source:** www.templehealth.org [search “olive oil”]

Overcoming Loneliness

Are you lonely? Are its causes temporary or is the feeling lingering too long? Taking action is the best path to overcoming loneliness. Don't dismiss getting an assessment by a professional counselor through CONCERN for guidance and tips, and to rule out depression, especially if you feel lethargic about creating change. Loneliness has two parts: the negative state of mind it produces and the circumstances you identify as the cause (isolation, absence of a close relationship, overcoming shyness, etc.). Each part can benefit from its own intervention—one part involving concrete steps and the other overcoming the negative self-talk that may undermine any action you want to take.

Employees and eligible dependents can request CONCERN: EAP counseling and work/life services 24/7 by calling or visiting our website.

Call: 800.344.4222
www.concern-eap.com