

EAP REACHING OUT

A PUBLICATION OF THE ADIRONDACK EMPLOYEE ASSISTANCE PROGRAM



ADIRONDACK EAP 40 years of Service to our Community

Reaching Out is a publication of Adirondack Employee Assistance Program to provide relevant information you can use. EAP is an employer-sponsored benefit provided at no cost to you and your household members. EAP offers professional, qualified resources to assist you in resolving all types of personal or family related concerns. All contacts with the EAP are strictly confidential to the fullest degree allowed by law, so your complete privacy is assured.

Our professional support team remains available to you 24/7 by phone or video so you will not experience any disruption in support during the current health restrictions.

Have a legal or financial question? Legal and financial experts are available for a **free** 30-minute consultation per issue to discuss your personal issues. Simply call our EAP partner firm, CLC, toll-free at (866) 262-5749. Inform the CLC customer service representative that you are covered through Adirondack EAP.

These are challenging and uncertain times for all of us. We are all experiencing various levels of concern for the safety and welfare of ourselves and our loved ones. Call us at (518) 793-9768 when you feel the need to talk.

Reduce Customer Service Stress with Accurate Empathy



With customer complaints, try listening for what is not being said. You may hear anger, but is the deeper issue disappointment? If so, saying, "I know you are disappointed" will demonstrate more accurate empathy. It zeros in on the real emotional target. This can calm your customer faster. It takes practice, but don't be surprised if, as a bonus, you get an apology for the overly emotional behavior. Rather than stress out over customers who are complaining, practice accurate empathy to improve customer service and increase your job satisfaction by possibly having less stressful days.

Managing Grief in the Era of COVID-19

Millions of people worldwide have experienced recent deaths of loved ones—some have even lost multiple family members. Whether or not the deaths are COVID-19 related, every person's experience with grief is a personal journey, and many circumstances can complicate it, even when the person losing someone is surrounded by helpful family members and friends. Only the bereaved person can decide when he or she is ready to move toward a healthy resolution of their grief. If this is your experience, know that counseling to help your grief journey is available from professional counselors. Many are uniquely gifted in this process. Find them with the help of your EAP or by reaching out to one of the many associations focused on this topic, such as grief.com.



Keep Teen Dating Safe

Dating violence among teens is not just physical violence, but also verbal, sexual, and/or emotional abuse. The U.S. Centers for Disease Control has evidence-based help to assist parents and guardians with materials that are worth exploring that can help reduce risks. Key themes in these materials include being proactive at helping teens understand what a healthy relationship looks like and that everyone is entitled to a healthy relationship; discussing positive behaviors and learning how to "trust one's gut or inner voice" as to what behaviors are not okay; and other guidance. Although experts disagree on aspects of teen dating—ideal age to start, forms of dating, and frequency—being a victim of dating violence in the formative years of adolescence can lead to depression, suicidal thoughts, substance abuse, and anxiety, as well as increased risk of victimization in future relationships.



Learn to Love Exercise



Even if engaging in exercise can elevate one's mood and promises a longer life, this may not spur enough enthusiasm on your part to make it a priority. To create real motivation, rather than to "just do it," be programmatic about it. You'll stand a better chance of making exercise a more permanent part of your routine. Here are some ideas: 1) Decide where you will insert 30 minutes of exercise into your day four or five times per week. 2) What form of exercise is most gratifying? Can you combine exercise with another pleasurable activity like listening to music, reading a book, or other learning? Don't rush this step. Googling "fun exercises to stay in shape" will lead to many options. 3) Test the exercise for 5–10 minutes. Stop short of the normal discomfort from any muscle resistance exercise entails; for now, you are only gauging your personal satisfaction with your choice of exercise. 4) You've set aside 30 minutes per day, but when you first begin, shorten this time period and work your way up to the allotted time. 5) After a week, examine how you are feeling. Do you feel proud of your achievements so far? What about your energy level? Any gains there? Has this motivated you to sit less frequently? Any improvements to your diet choices? Has exercise helped you switch your focus or detach from stress or worries, at least temporarily? Think of all the small and large benefits gained. Don't overlook the less obvious ones. They all add up to the motivation necessary to reinforce your decision to keep an exercise program going.

New Resource: *The Ultimate Guide to Becoming Your Own Workout Motivation: Discipline, Desire, and Getting It Done*; September 2021; James Kelly

Workplace Stress Management: Interpersonal Demands



Workplace stress management typically focuses on the aftereffects of challenging tasks. The *interpersonal demands* of others around us are often overlooked. They're also stressful. Due to everything that results from having to hear thinly veiled insults and gossip to dealing with those who manipulate, bully, chronically complain, or even lie, withhold information, and miscommunicate, interpersonal stress may require more than a jog around the block to shake it off. Detachment, maintaining boundaries, self-discipline, assertiveness, ignoring negativity, and avoiding manipulation are teachable soft skills. They can help you remain unaffected by this form of stress, perhaps entirely. Talk to a counselor to learn better control of your emotions, how to stay focused on solutions, and when to disengage from "people dynamics" at work that can make you feel drained at the end of the day.

Recommended: "No Hard Feelings: The Secret Power of Embracing Emotions at Work" by Liz Fosslien and Mollie West Duffy

Not Ready for Addiction Treatment?



Fourteen million workers, or 9% of employed Americans, have a substance-abuse problem; the ratio is about the same in Canada. Fentanyl and other opioid derivatives are the #1 killer of drug users within these groups. Obviously, the most important step to avoid accidental overdose and death is to get treatment. Recovery is about learning how to stay "stopped" from using addictive substances, and in order to avoid a relapse, it's also about avoiding any substance that substitutes for your drug of choice. "I'm not ready for treatment yet" is a top reason for resistance to treatment. If you have attempted to quit using substances but have only been frustrated by a lack of success, it's likely you are missing many pieces of the treatment equation that make it work. Start with an assessment from a professional with specialized knowledge in addictive disease. He or she will guide you to the type of help that's most likely to work for you.

Source: <https://www.drugrehab.com/treatment/barriers-in-seeking-treatment/>

Training Reduces Risk of Injury



Many jobs are hazardous but don't require certified training in accident prevention by government agencies such as the Occupational Safety Health Administration (OSHA). Examples include how to lift something heavy or working outside in the heat. Fortunately, OSHA has many videos on these and other topics; they are available in English and Spanish. Find more on YouTube. See the library at www.osha.gov/video. To reduce risk of injury, set aside time with your team and learn from these resources how to be safer on the job. If you work in healthcare, agriculture, or construction, your risk of injury is statistically higher, so "an ounce of prevention is worth a pound of cure."