

Workplace Employee

May 2019

Testimonials

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

"I was in a fragile state and everyone was kind, courteous and worked well with me."

"I am very happy to be paired with my counselor. She is talented, insightful and resourceful in guiding me to address and resolve my concerns."

"My counselor is fantastic! Keep up the good work!"

"The eldercare consultant provided the exact information I requested to help me navigate through finding medical assistance. She was also kind to me after she followed up and found out my grandfather had passed away."



Tips for Success Stating Opinions Diplomatically

When you volunteer your opinions or concerns, are you speaking respectfully and tactfully to your coworkers or teammates? Do so, and others are more likely to appreciate your tone and heed your views. If you sound preachy or tell people what they should do, your ideas, even if they are stellar, will face a harder sell. To state your opinions diplomatically and improve receptivity to your ideas, establish a give-and-take conversational style when you speak with your colleagues. Rather than spout your ideas, ask questions so others do most of the talking. Listen attentively and show interest in how others arrive at their conclusions. Try it. These are powerful engagement skills, and your peers are likely to ask what you think or believe. Along with this approach comes more attentiveness to what you say. Add a quick overview of your evidence to support your opinions when offering your input. Example: "Based on three instances in which we lost a potential customer, I'm concerned that our sales pitch isn't working very well." The study of how to be effective and productive in business group discussions is called "group discussion dynamics." It is a highly studied and researched topic. Lessons learned are available to help you improve your productivity and achieve more for your employer. Learn more about this topic to advance your career.

Handling Delicate Conversations

Discussing with a coworker the need to correct a personal habit or stop an annoying behavior is an age-old dreaded experience. If you have procrastinated with such a chore, chances are you've grown more irritable and frustrated, but is your job satisfaction and productivity also slipping? If so, it's a good sign to delay no more. Realize that the reaction you imagine getting when you broach the subject is almost always overblown. Thankfulness is a much more likely response from your coworker than shock and horror, so go for a polite style. To proceed, request a private meeting and say you would like to offer some feed-back that is both difficult to share and personal. This is a buffering introduction to help your coworker be receptive. Share your concern in a direct but calm manner. Always add how the behavior affects your productivity or the work environment. Smart move: Affirm the value you and others maintain for your coworker. This won't undermine your goal, and it will add to your coworker's motivation to change.

Feedback Works Both Ways

Employees blossom with positive feedback from bosses, but this works both ways. Don't hesitate to give your boss positive feedback when things go right. You'll nourish a more effective and rewarding relationship and contribute to your own job satisfaction by reinforcing what works. Bosses have a powerful effect on employee happiness, so help them out by keeping the communication flowing. Don't underestimate your role in nurturing a powerful and constructive relationship with your boss. The secret is reciprocity and mutual respect. You may be subordinate in the hierarchy, but what you say and think matter!

Show You Are Confident

Confidence is the belief in oneself or one's abilities. We don't always feel confident in what we are facing, but there is a way to feel and appear confident in job interviews, oral presentations, sales pitches—almost any personal challenge. The secret is taking the focus off your awareness of feeling deficient or lacking in ability and shifting it to the people or situation in front of you. How? Ask yourself questions that cause you to shift your focus: Think "What does this person need?" or "What are these people's needs?" or "How can I discover what's important to them?" or "What do we have in common?" or "What is the mood of my interviewer or audience?" Any question that helps you discover more about what you're facing changes your behavior and alters the way you look, speak, and project confidence.

Consumer Scams Central

There's no end to the number of scams consumers fall prey to each year. Since forewarned is forearmed, having access to an ongoing source of intelligence about the latest consumer scams might prevent you from becoming separated from your money. The national Better Business Bureau has created a one-stop source for information on scams. If you happen upon a business, consumer, or Internet offer that seems suspicious or too good to be true, visit the [Better Business Bureau Scam Tracker](#). You might find it listed.

Stress Management Tip: Better Problem Solving

Sometimes stress management isn't about relaxation, better eating, getting a massage, or practicing yoga. The best stress management strategy might be a better way to solve a stressful problem. Here's a formula to apply to the root of a problem you face that causes stress:

- 1) Define the problem
- 2) Think of as many ways to intervene as possible
- 3) Select the most practical solution
- 4) Write goals to achieve
- 5) Write objectives under each goal
- 6) Select deadlines for #4 and #5
- 7) Commit to success (say "no" to distractions and procrastination)
- 8) Begin

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

Call: 800.344.4222
employees.concern-eap.com