

## Testimonials

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

*“The fact that the EAP was free to me allowed me to access services that I might not have otherwise. My counselor was kind, knowledgeable and gave great advice. Her schedule was also flexible, which was very helpful so I didn’t have to take time off work.”*

*“The counselor that was recommended has exactly the skill set and expertise I wanted. I appreciated receiving a follow-up call to see if I made contact with the counselor.”*

*“It has been an excellent experience for me from the beginning. I had no idea so much help was available. All good!”*



## Tips for Success Your Pathway to Resilience

Resilience is the ability to persist—even flourish—when handling life’s challenges. Imagine all you could accomplish if you had a few simple strategies to help you cope and be more balanced, resilient and productive. Here are a few tips. Physical: Make health a priority by getting a checkup, moving more, eating right and getting enough sleep. Emotional: Draw on social support networks and increase emotional intelligence. Mental: Rethink stressors, focus on what you can control and practice mindful self-awareness. There’s no one size fits all approach to creating a more resilient life. Practice one skill at a time and see what makes the most sense for you. For more ideas, check out Concern’s Mental Wellness Resource Center where you’ll find everyday approaches to develop resilience and positively influence your physical and mental wellbeing: <https://employees.concern-eap.com/mentalhealth>

### It Only Takes a Minute, But Hitting the REFRESH Button Can Do Wonders for the Rest of Your Day

Contending with workplace stress throughout the day is a challenge, but you can hit the pause button and watch the stress dissolve in the moment. Whittle away at stress rather than doing something about it only when you hit the wall at day’s end. Think “preventive maintenance.” The goal: To leave work feeling less exhausted. Target four areas: 1) The Body. Create means of stretching, moving, and exercising during the day. 2) The Mind. Practice mindfulness, meditation, or breathing exercises that produce calm. 3) Diet. Consume energy-giving foods. See a list at <https://www.healthline.com/nutrition/energy-boosting-foods#section28> 4) Shift Focus. Practice focusing on enjoyable pursuits or distractions unrelated to work. These self-care interventions will increase productivity and your resilience.

## Take Your First Step Toward Financial Wellness

Are you “financially well?” Financial wellness means having control over day-to-day and monthly finances, having the ability to absorb a financial shock or major expense, enjoying life without living beyond your means, and being on track to meet your financial goals (e.g., retirement). Unfortunately, a majority of people can’t say they are financially well in one or more of these areas, and many struggle with all of them. Do you need to take the first step toward financial wellness? You may be procrastinating, using denial, and practicing a bit of fantasy in thinking to postpone this decision. Start with an appointment to speak with a Concern financial adviser, or search for free financial counseling assistance in your community. Once you take even the smallest step on your journey to financial wellness, you will experience relief because you will know you are steering this process rather than allowing the problem to steer you toward a potential crisis.

## What Assertiveness Can Do for You

Here are eight benefits to motivate you to be more assertive: 1) Deciding to be assertive can raise self-esteem because you pat yourself on the back for speaking up or taking action. 2) Assertiveness increases self-awareness by helping you identify your feelings and clarify your needs more quickly. 3) Assertiveness is a proactive behavior. Rather than wait for something to affect you, you act to effect change. As a result, you get more of what you want out of life instead of waiting for it to come to you. 4) Assertiveness allows others to learn more about you and understand your needs. 5) Assertiveness allows you to take more risks, be more creative, and have less fear of failure. 6) Assertiveness is self-reinforcing. When you are assertive, you empower yourself. You reduce the natural desire to hold back, postpone a project, not take credit, or fail to test your ideas. Rather than err on the side of caution, you act, knowing that it is better to fail as a step toward success. 7) All decisions are rooted in assertiveness. Making faster and more effective decisions is a by-product of an assertive person. 8) At work, knowing what your

needs are and acting to get them met improves job satisfaction. This affects your desire and willingness to engage, and this behavior is something employers value because it raises productivity.

## Empathize Without Becoming a Counselor

Empathizing is how we form meaningful relationships. With empathy, we don’t just recognize a person’s feelings and experiences—we move closer to them by causing them to feel as though they are deeply heard. This creates bonding. Do you have a knack for being a good listener and empathizer? If so, remember to quickly refer a friend or coworker to the next step, such as Concern or another helpful community resource. Spending time engaging with the problems of others is generous and may offer relief, but too much involvement can often cause delay or decrease the motivation to take the next step necessary to finding a lasting solution. All of us should try to help others, but professional counseling is an applied sciences occupation. You may not mind lending personal time to offer support as a good listener, but taking on this role for too long could facilitate a crisis if the problem requires specialized help and help is not acquired soon enough.

## How to Be a Supportive Parent from Afar

Responsibilities faced by college students can be exciting but also stressful. Even well-adjusted students can feel overwhelmed. When fear, depression, or anxiety hits, smart students seek help from college mental health counseling services. Seeking help doesn’t mean a student is unable to handle the rigors of college life. As a parent, discuss college resources with your college-bound child, including where to seek help. Be positive, upbeat, and optimistic, and de-stigmatize the idea of seeking help. Depression and suicide-related issues are serious ones for young people, and are part of why counseling resources exist. Federal privacy laws may prevent colleges from notifying you that your child has sought help, so if it’s important to you, inquire about arranging permission in advance. This does not make you an overbearing “helicopter parent.” Do what makes sense for your family.

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**  
**[employees.concern-eap.com](http://employees.concern-eap.com)**