

Workplace Employee

August 2019

Testimonials

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

"It is amazingly easy to use. I don't know any other service in the American health care system that feels so seamless and avoids a sea of paperwork (like all those 'this is not a bill' forms). I love this service, and I am not the kind of person to love such a thing. Thanks for keeping this simple and allowing people to get the help they need."

"Fast turnaround response time, excellent customer service. Excellent listening and passionate counselor."

"Very easy to use and your team is professional and responsive — really important when we as employees reach out in a crisis situation. Thank you!"



Tips for Success Every Employee Can Be a Leader

You can benefit from understanding and practicing leadership skills, even if you don't have a manager's job title. Do you have a willingness to share information, teach others what you know, and show others in your work unit how to perform a complicated task properly? Do you take initiative when something needs doing, urge others to pitch in, and demonstrate positivity in an effort to motivate your peers? Are you trusted because of your consistent follow-through and ability to think ahead and meet the needs of internal and external customers? Do you strive to learn more about your job and how to do it better? Do you view your coworkers as having valuable opinions and ideas? Do you withhold criticism in front of others, avoid the phrase "that's not my job," and avoid whining and complaining to peers? Do you share the glory and see your team as a powerful force greater than the sum of its individual members? If no one raises their hand to run with the ball when things get tough, do you? If you're practicing these skills and behaviors, you're a leader, no matter what your title.

Key to Helping a Friend

Are you seeing signs of denial in a friend with a personal problem that requires urgent action to resolve? Denial is common when dealing with personal problems with tough choices. Other people use minimization (your friend knows there's a problem but denies it's serious) or may admit it is serious but say it's not their responsibility to deal with it. Absent a crisis, your friend simply isn't motivated to get help yet. Denial-laden personal problems include compulsive shopping, refusal to see a doctor, ignoring creditors, struggling with alcohol dependence, staying in an abusive relationship, and many more. Start by talking with your friend. Mention your concerns in a supportive fashion; don't threaten or be aggressive. The key is stating your observations and the impact on you, their loved ones, and your friend's life. Ask to help. Mention your obligation to support him or her as a friend. If you sense anger or defensiveness, remain calm and understanding. Rarely do friends part ways over honesty, at least not permanently. If needed, talk to an expert about the problem to get more pointers. This could be a counselor, an attorney, or even the police. Stay healthy, detached, and objective. Remember, your goal is to encourage the first action step toward help, not to "own" the problem of a friend who won't seek it.

Build Family Resilience and Thrive

Personal resilience means the ability to bounce back from adversity—tough times and tough events. Families can be resilient, too. Seek to build resilience within your family and you can weather tough times and improve your chances of thriving despite it all. If you answer no to the following questions, consider how you can build these traits, each one of which reinforces the other. (1) Do individual family members feel confident in their abilities to cope with change? (2) Do family members not shy away from hard work? (3) Do family members demonstrate the ability to cooperate with one another, despite the minor squabbles most families experience? (4) When wronged, do family members forgive each other? (5) When stressful events happen, does your family adapt? (6) Do family members nurture one another? (7) Do family members stick up for one another? (8) Are family members open and honest with one another? (9) Does the family interact and build relationships within its community?

Are You a Good Communicator

Do you consider yourself a good communicator? Failing to communicate well can brand you like a bad credit rating within your organization. For better or worse, all of us judge others based upon how easy it is to communicate with them. Both speed of communication and clarity of communication count. To boost your “communication credit rating,” reply to urgent emails urgently and acknowledge receipt of important communications or attachments, even if not requested to do so. Despite what time management books may say, never manage your personal stress by letting valid workplace emails be ignored because they appear to have no business or financial gain for you.

Teaching Life Skills to Kids

Family vacations and fun summer trips provide the perfect venues to teach life skills to children. Planning, managing time, managing stress, budgeting, and thinking positive when things don’t go according to plan are only a few of life’s survival skills worth instilling in youngsters. Peak levels of excitement and anticipation are what produce the leverage that can help drive these skills home. Start with saving money for special fun experiences such as an extra ticket for a second ride on a roller coaster. Teach planning ahead and prioritizing when time does not permit participation in every activity available. Fill waiting time with constructive and satisfying activities. Give guidance on coping with disappointment by switching on positivity when an event is rained out. Give a lesson in budgeting the few remaining dollars for the rest of the trip, and on the way home review the life skills, offering praise for a job well done.

Back to School Wake-up Time

Will you struggle to get your teenager out of bed on time again this year? Your teen could be an award-winning, straight A student and this problem might still exist if you have unwittingly taken away responsibility for your teen getting up on time. Even assuming no illness explains the behavior, turning this situation around can be tough, but the science is sure: to reverse course, face the fear, discuss the problem, and establish the “new order.” The transition may be turbulent—anger at you, lateness, and grumpiness. Stick with it and self-discipline, improved self-esteem, independence, and life’s most important skill will be learned. Say good-bye to lecturing, nagging, and screaming from the kitchen!

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.concernhealth.com