EXCHANGE HMS
SPECIALIZING IN EAP AND WORK/LIFE ISSUES

January 2011

Helping Organizations Retain Their Most Valuable Asset

BULLYING:

Confronting Hostility in the Workplace*

February 15th

12 pm, 2 pm, and 4 pm EST

Dealing with different personalities at work is a reality; dealing with a bully is a more difficult matter. Learn how to identify hostility in the workplace and how to deal with the bully who is creating it.

* ALSO AVAILABLE IN SPANISH
TAMBIÉN DISPONIBLE EN ESPAÑOL

If you've used a grocery list, then you know the value of a checklist and the relief that comes from not having to remember details. Apply this stress-reducing tactic to other areas in your life and watch relief flow. What to do, what to bring, how to do it—whether it's planning a party or social event, fishing, camping, boating, cleaning a house, repairing an engine, or baby-proofing a house—your checklist can be about almost anything.

To make a checklist, track and record each step as you plan any event that has details associated with it. Use a well-developed checklist to stop the old "Are we forgetting anything?" routine and U-turns. Get started with the book *Checklists for Life: 104 Lists to Help You Get Organized, Save Time, and Unclutter Your Life,* available through online bookstores.

Recessions can take an emotional toll along with their financial impact. Keep an eye out for signs of depression, and don't let symptoms mount before seeking treatment. Your employee assistance professional can help. Resist slipping into catastrophic thinking ("We'll never climb out of this."). Instead, deal with each day as it comes. Plan steps and strategies to regain a financial foothold, and reflect on past successes in overcoming adversity. Feared events, if they come, are usually accompanied by solutions or choices associated with their resolution. Using this resilient mind-set helps reduce fear, and it allows you to feel more in control and less stressed. It also models resilience to those you love.

Happiness Tips from Top Performers

Southwest Airlines has famous customer service, but management will tell you that it's their employees who get most of the credit. Southwest Airlines hires only upbeat employees—those who are positive, compassionate, diplomatic, and empathic. What behaviors do its employees practice that spur happiness and corporate success? Can you do the same things? Here are three: 1) Seek creative solutions to work problems. Ideas may not always be accepted, but in your job or among your peers, continue to seek ways of doing things more effectively. 2) Establish a way to celebrate success among your peers. Peer recognition is the most reinforcing. 3) Reduce customer service stress by imagining your customer as a loved one—a child, mother, father, or person who energizes you. Applying this perspective can create a more positive attitude and reduce stress. Sound a bit crazy? Get this: The airline's stock symbol is LUV. Something is obviously working.

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