November 2011

Real-Life Help

Assistance and resources for personal, family and work issues

Monthly Webinar • Tuesday, November 15th

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How to Change Your Mood

There's nothing unusual about a difficult or "bad" mood, but don't stay frustrated in this state of mind hoping it will lift like a morning fog. A chronically bad mood might indicate an illness, like depression, which should be evaluated by a health professional.

Many things can influence moods, but images in our minds and "self-talk" in response to what's going on around us are big players.

Try this intervention technique: Spend about three or four uninterrupted minutes imagining something you thoroughly enjoy doing. See, hear, feel, and even smell success at accomplishing this thing. This technique forces you to change the self-talk script. See if you don't notice a more desirable mood following the exercise.

Could Family Therapy Be a Fit?

Family therapy is an approach to professional counseling that involves the whole family, or at least a few members. Participants meet with the family therapist to resolve problems they share. A family is a system, so when one member struggles with a problem, others are naturally affected.

This system approach to therapy is very effective, possibly more so than if individuals were treated separately. Family therapy allows participants to discover new insights about how they influence each other's psychological health, and to acquire skills they can apply to future problems.

If you think family therapy might be worth trying, talk to your employee assistance professional or seek a referral from your insurance provider or an association of family therapists. A key aspect of family therapy is the therapist viewing the entire family as the client, not just one family member. This helps prevent one family member from being pointed to as the one with the problem. The benefits of family therapy can be numerous and lead to a happier life for your family in the years ahead.

Workplace Email Etiquette

Email has made it easier to exchange information at work. However, it's crucial to be cautious about when and how you use email.

Here are some tips:

- **Choose your words carefully.** Would you feel comfortable having someone you respect read the email? If not, be safe and don't send it.
- **Keep it simple to avoid misinterpretation.** If you can't convey your message in two or three sentences, get up and talk to the person face-to-face.
- **Watch your tone.** Remember, once you hit the "send" button, there's no guarantee you can recall the message.
- **Use Spell Check.** Misspellings, wrong grammar and misuse of punctuation can be forgiven every once in a while, but if it's a major habit it will become a reputation.

Monthly Webinar

Tuesday, November 15th
12 pm, 2 pm and 4 pm ET

"High-Impact Parenting"

This seminar explores active and energetic parenting and discusses principles of respect, discipline, and communication between adults and children.

You can register at hmsincorp.com

- Click "Employee/Family Login"
- Enter your User Name and Password
- Click "Online Work/Life Services"
- Scroll to online seminars, choose "High-Impact Parenting"
- Select your registration session
- Click "Register" on the "Welcome to e-learning center" page
- Enter your name, other information and submit
- You will receive a confirmation email of your registration

*Please note: Webinars are available only in English.

Getting Comfortable with Public Speaking

Try these tips to feel influential as a public speaker:

- After being introduced, don't dive into your notes too fast. Instead, begin with an engaging and authentic story about your topic while making eye contact with your audience. You'll establish a "presence" and a connection that your audience wants with you.
- Don't be afraid to raise a provocative or controversial opinion. Doing so will cause your audience to feel the time spent was worth it.
- Visit YouTube.com and search "speech tips." Watch a few pros and spot a few things great speakers have in common.

These are teachable tactics. Model them in front of a mirror, and you will multiply your effectiveness at your very next presentation.

EAP+ Work/Life Program

EAP+Work/Life

Get short-term assistance

- Referral for in-depth counseling, if needed
- Work/life specialists locate support resources, from caregiving to legal help
- Visit website for online articles and other resources
- In a crisis, emergency help is available 24/7

Talk to a counselor to learn coping skills. You may be referred to the appropriate professional for in-depth, long-term help.

Use self-search provider databases, get 4,000 updated and authoritative articles, view video clips, attend monthly online seminars and more.

Confidential assistance is available 24/7.

Just call
800.343.2186
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HMS-EM-1101001-NOV