

Real-Life Help

Assistance and resources for personal, family and work issues



hms

Monthly Webinar • Tuesday, August 21st



Increase Your Active Listening Skills

Key techniques

Listening well leads to better relationships in the workplace. Research shows that workplace miscommunication has high costs, including lower morale, higher stress and even poor customer service. Most people want to be heard, but rarely make the effort to listen. Active listening takes practice. Try these tips:

- Remove distractions. Turn off radios and other noisy items.
- Be present. Listen to what the other person says and accept their thoughts, even if they're different from yours.
- Show that you're listening. Nod your head, lean forward or focus on the speaker's face.
- Confirm your understanding. Say something like "I want to make sure I understood you. You said..." to convey that you were actively listening and interested.

Every Employee Can Be a Leader

Leadership helps employees at every level

Regardless of your job title, you can benefit from understanding and practicing leadership skills. Good leadership involves:

- A willingness to share information
- Teaching others on your team how to perform complicated tasks properly
- Taking initiative when something needs to be done
- Having a positive attitude to motivate your peers
- Demonstrating consistent follow-through and ability to think ahead
- A desire to learn more about your job and how to do it better
- Respecting the valuable opinions and ideas of your coworkers
- Refraining from using the phrase "that's not my job"
- Sharing the glory with your team

If you're practicing these skills and behaviors, you're displaying great leadership skills and potential. If you're not already practicing them, now's the time to start—and to make these behaviors become habits.



Back-to-School Checkup

Guide them to good grades

Take time to make sure everyone's on course for a fun and productive school year. Chat with the kids and listen carefully for school frustrations. Tackle those frustrations now before they snowball into bigger problems. Do they have enough time to get homework done? What about sleep? These are the two biggies that lead to problematic grades. Is getting out the door on time getting crazy? Hold a family meeting and get everyone contributing to the fix. Hold your kids accountable not just for performance but also for seeking help when needed.



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12 pm, 2 pm and 4 pm ET

“Raising Responsible Teens”

Obtain practical parenting tips for raising trustworthy teens to ensure their safety and give you peace of mind.

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 “Raising Responsible Teens”
- 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.

Conquer Morning Chaos

Start the night before

Don't worry, it's not just you: mornings are probably the busiest time for most families. However, with a little advanced planning, you can keep it simple, get organized and actually stay sane during the household morning rush. Here's how:

- Try bathing or showering the night before
- Make tomorrow's lunches right after dinner
- Lay out clothes, including shoes and socks, before bedtime
- Put necessary items by the door—backpacks, instruments and after-school supplies
- Avoid morning distractions like the TV. Instead, use the radio for news, weather and school cancellations
- Keep it in perspective. Even on crazy mornings, don't forget to praise good behavior, give the kids room to be imperfect, and remind everyone to say “I love you—have a great day!”

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.

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About Human Management Services (hms)

Human Management Services, Inc. (hms), a Health Advocate Company, is an integrated counseling and referral resource specializing in Employee Assistance (EAP) and Work/Life Programs. HMS works with companies throughout the United States and draws on over 30 years of experience implementing a broad range of Work/Life, case management and counseling services. HMS is known for their flexibility, commitment to innovation, and EAP marketplace knowledge, giving them the ability to continually deliver enhanced services to their clients.