

Face Feelings

By Bud Wassell, CEAP

Are you emotionally intelligent? Last month I was preparing an E-tip article on Emotional Intelligence (EI) – maybe you read it. I tried to give a good overview of the topic, ranging from defining EI, to pointing out the benefits of developing your EI, to giving suggestions on how to improve your EI. It's on our website: www.solutions-eap.com.

It occurred to me as I was doing the research, that it's an extremely broad topic. A search on Google brought up over 100,000 sites. Whenever confronted with such an overwhelming amount of information (thank you World Wide Web), I try to boil a topic down and find the most practical suggestions for making life just a bit easier.

I found some good suggestions on raising your EI from a website that referenced the book, "Raising Your Emotional Intelligence" by Dr. Jeanne Segal. I should have found the book and dug a bit deeper, but you know how it is. Life is so busy and I moved on to the next project. I'm sure many of you took my suggestions and followed them daily:

- 1 Tune-in to your core instincts
- 2 Connect thought and feeling
- 3 Listen to feelings
- 4 Practice non-verbal communication
- 5 Develop your capacity for emotion
- 6 Contain your emotions
- 7 Treat challenges as unique
- 8 Embrace interdependence



Emotion can also *start* on the face. "The face is a partner in the emotional process."

Then I came across an interesting article in Reader's Digest on Reading Faces, called "The Eyes Have It" (February 2005). Apparently, there are about 3,000 expressions in the repertoire of human facial displays. Imagine, could you read those faces and distinguish among them?

The two researchers who classified all those expressions discovered that when they made unhappy expressions, they felt terrible. And in fact, when they monitored subjects they found there were physiological responses. This flew in the face (pardon the pun) of conventional wisdom that said an individual experiences an emotion first and then it shows on their face. It

Face Reading

1. Look more. Watch your partner's face more closely as you both are speaking.
2. Pay attention to the reliable facial signs, such as the angling up of the inner eyebrows. This indicates disappointment or sadness.
3. Notice brief micro-expressions, which leak concealed feelings.
4. Watch for subtle expressions. An emotion can show as a very small change on one part of the face, even before the person is aware of it.

Source: *Reader's Digest*, 2/2005 citing Paul Ekman. Go to paulekman.com

seems to work in reverse too. Emotion can also *start* on the face. "The face is a partner in the emotional process." You can to some degree control your emotions by making faces.

Can you, however, read a face among the 3,000 variations? This is an essential ingredient of being Emotionally Intelligent; the ability to read and understand emotions in relationships and to empathize with others. Want to improve your face-reading skills? See the box above.

Call the EAP for *free & confidential* counseling and referral. Family members are welcome.

1-800-526-3485

www.solutions-eap.com

Solutions EAP is a program of Middlesex Hospital and Behavioral Health Connecticut, LLC.

Solutions
FOR PEOPLE IN THE WORKPLACE



New on our Site

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EAP???

New on the Tips & Articles page you will find:

- Self-Assessment Quizzes ranging from Anger to ADHD to Alcoholism to Bi-polar and Depression.
- New Tip Sheets: one-page articles on such topics as, Adult ADHD, Balancing Work & Family, Co-worker Conflicts, Co-dependency, Managing Anger, Dealing With Debt, Traumatic Events, Depression and Violence in the Workplace.
- Archives of our E-tips. Over 30 topics are available.
- Previous issues of this newsletter.

On the Special Services page check out:

- GetFit.SAMSHA.Gov— a “one-stop shop” for employees and their families who are seeking information on or need help with physical health, mental health, or substance abuse issues. There you will find Information, Tests and Resources.
- American Consumer Credit Counseling to receive help for budget and debt problems.

Self-Help Groups for the Rest of Us



When people come together to solve a common problem, great things can happen. Sixty-five years ago, Alcoholics Anonymous began with such a model. Since then, dozens of other self-help groups have emerged around many topics associated with health and mental health, and self-improvement. Self-help groups tackle many problems, including eating disorders, overspending, grief, eldercare support, sexual disorders, and many other conditions. Information on self-help groups may be hard to find, but not for your EAP. Call for more information.

Is the EAP Confidential?

The EAP service is strictly confidential. No one will know you've contacted the program. Your name is not reported to your employer. Records are kept separate. The records are informal and are not part of your medical or personnel records. In fact, no one has access to the EAP records except for the EAP staff. The EAP is bound by the strictest legal and ethical guidelines and cannot release any information without the employee's written permission. State and federal laws, however, mandate that in cases of child abuse, elderly abuse, or where a person may be a threat to his or someone else's safety, the counselor must notify the proper authorities.

Can Family Members Use the EAP?

Any employee and/or their family members can access the EAP. We use a broad definition of family. Family members do not have to be dependents or immediate family members to use the EAP. Generally, anyone in the employee's household may use the EAP. Either the employee or family member may initiate the process by calling for an appointment.

Is There A Cost for EAP?

There is no cost to you or a member of your family for the direct counseling you receive from an EAP Counselor. If you are referred to a treatment resource beyond EAP Counseling, there generally will be costs. However, these costs may be offset, at least partially, by your insurance plan. We will inform you up front what your out of pocket costs will be.

Stress Tips from the Field

Letting Go!

To let go doesn't mean to stop caring, it means I can't do it for someone else.



- ☑ To let go is not to enable, but to allow learning from natural consequences.
- ☑ To let go is not to fix, but be supportive.
- ☑ To let go is not to regret the past, but to grow and live for the future.
- ☑ To let go is not to be in the middle arranging outcomes, but to allow others to effect their own outcomes.

Excerpt from "Anonymous Author."