

# eap perspectives

Volume 8, Issue 4

Solutions Employee Assistance Program

*Solutions Announces...*

[www.solutions-eap.com](http://www.solutions-eap.com)

**C**heck out our brand new web-site next time you're surfin' on-line. You will find everything from basic information on your EAP services, to the "4 Ways To Use The EAP," to helpful articles and links.

## EAP 101

- Who We Are
- Frequently Asked Questions (FAQ's)
- How To Get Help
- Staff Bios
- Provider Locations in CT, MA, NH and VT

## Tips & Info

- LIFE *tips*, STRESS *tips*, PARENT *tips* & GRIEF *tips* menus that you can use to request any of over 200 available articles.
- Articles on-line:
  - Stress,
  - Parenting,
  - Grief, Eldercare,
  - Money,
  - Getting Along With Others,
  - Change in the Workplace.

## Workshops & Group Services

- Available list of workshops
- Conflict Resolution
- Team Building



## *Find Solutions On-line*

- Critical Incident Stress Management (CISM)
- Change in the Workplace
- Help For Supervisors & Managers
  - What the EAP Can Do For You
- Information For Employers
  - EAP Benefits
  - EAP Dollars & Sense
  - Solutions – Provider of Choice
- Solutions Newsletters
  - EAPerspectives
  - Frontline Supervisor
- Helpful Links
  - Adoption & Alzheimer's to
  - Trauma & Workplace Violence

## *Tips Service*

We have over 200 Tips for you on a wide variety of topics, including, but not limited to:

- STRESS
- PARENTING & FAMILY
- ELDERCARE
- MONEY
- RELATIONSHIPS
- BEREAVEMENT
- GAMBLING
- ALCOHOL & DRUGS
- SMOKING CESSATION
- DEPRESSION / ANXIETY
- CONFLICT / ANGER
- TIME MANAGEMENT
- BALANCING WORK & FAMILY
- SLEEP OR EATING
- VIOLENCE
- OTHER

Call us with your requests

**1-800-526-3485**

or visit our new web-site to get a Tips check-off form:

[www.solutions-eap.com](http://www.solutions-eap.com)

### NEW SERVICE

#### **Telephone Consultation**

Call during business hours to speak to a Solutions counselor for help or guidance.

For normal, everyday concerns, for all kinds of life's pressures, we have the **Solutions for people in the workplace!**

Call the EAP for *free & confidential* counseling and referral.

**Solutions**  
FOR PEOPLE IN THE WORKPLACE

**1-800-526-3485**

Solutions EAP is a program of MidState Medical Center,  
Middlesex Hospital & Behavioral Health Connecticut, LLC.



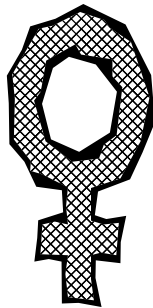
**SOLUTIONS**

## Secrets of Team Health



**W**hen extraordinary, fabulous, soul-enriching customer service feels good to you and other members of your team, you will be internally motivated to be a customer service champion. What are the secrets for making this happen discovered by champion companies? Here's one: Practice "preventative team medicine" by tackling solutions for naturally occurring conflict in four areas. The more demanding the customer service environment, the more frequently you must meet to focus on: 1) communication issues between team members and leaders (or supervisors); 2) conflict associated with roles and duties among team members; 3) issues associated with unmet practical needs and resources for the team; and 4) work environment and/or company issues that impede productivity and customer service.

## Alcohol Effects & Discrimination



**W**omen become more intoxicated than men do after drinking the same amount of alcohol, even when differences in body weight are taken into account. Women's bodies have proportionately less water than men's bodies, and because alcohol mixes with body water, a given amount of alcohol becomes more highly concentrated in a woman's body than in a man's. That is why the recommended drinking limit for women is lower than that for men. Chronic alcohol abuse takes a heavier physical toll on women than on men, and alcohol dependence and related medical problems, such as brain and liver damage, progress more rapidly in women.

Source: National Institute on Alcohol Abuse and Alcoholism

## Shift Focus to Your Wonderful Goal



**T**emporarily shifting your focus from your source of stress to something non-stressful is a key stress management technique. Using a powerful and exciting life goal is ideal. *Try this:* Identify any portion of any exciting "will-do!" pursuit or life goal you haven't acted on yet. Will you hike the Appalachian Trail someday? Buy a book, or begin planning now. Will you own your own bed and breakfast at the beach someday? There's a lot to know. Contact your state's bed and breakfast association to begin research on how to make it happen. Stressed? Take a break and spend time on your magnificent and exciting life goal.

## Loaning Money To A Co-worker?



**I**t's a personal decision whether to loan money to coworkers. Money problems can be a nightmare, so it's natural to want to help a friend get through a pinch, but loaning money can also hurt a friendship or add to a financial crisis if it is really a symptom of a larger problem. The EAP can refer employees with financial problems to many types of resources, so it makes sense to encourage a coworker to make the call. Such advice is often worth more than the loan.

## Avoid Annual Evaluation "Surprises"



**I**f your annual evaluation by a team leader, work group, or supervisor was an unpleasant shock last year, consider short meetings with your evaluator four times a year. Just a few minutes in a short meeting can help you stay focused on the work rather than experience anxiety over what's "going to happen" at the end of the evaluation period. Get feedback on key elements or essential functions of your work, and walk away from any meeting knowing exactly what expectations you must meet to achieve the performance rating you want. *Secondary benefit:* You will build more communication with your evaluator and will worry less about the relationship.