

eap perspectives

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Solutions Employee Assistance Program

EAP, ElderCare and More

By Bud Wassell, CEAP

What do you think about when you think of EAP's? Perhaps some of these words come to mind:

Counseling, Support, Guidance, Referrals?

And for what issues?

- ✓ Alcohol & other drug abuse
- ✓ Stress & other emotional concerns such as depression
- ✓ Marital/Family discord
- ✓ Debt & money problems
- ✓ Trauma & Bereavement
- ✓ Change and Transition associated with restructuring, mergers & layoffs
- ✓ Interpersonal Conflict
- ✓ Solutions can help with any kind of "People Problem" that employees encounter.

And of course, all will be dealt with privately and confidentially.

Now, what if you are caring for an ELDERLY RELATIVE on a daily basis? How can an EAP Counselor help?

First, your EAP Counselor will help with the overwhelming nature of caring for an elderly and needy relative.

- ✓ Usually, caregivers – and especially the Sandwich Generation are doing for everybody but themselves. They're overworked, burned out, and tired. They need



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emotional support. They need guidance.

- ✓ The EAP Counselor will help to sort things out, and then...
- ✓ Develop an Action Plan - figure out what steps to take, even if they are baby steps... it gives the employee direction and a strategy to follow. It helps the overburdened caregiver to GET IN CONTROL OF THE SITUATION.

THEN...the EAP will help their client with INFORMATION

- ✓ How to deal with the role reversal

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EXERCISE Made Easier

I don't have enough time for exercise!" If you have used this excuse, there may be an answer for you – wearing a pedometer. A pedometer clips to your waistband and measures distance walked. "Studies show that wearing a pedometer (also frequently used by joggers and backpackers) motivates you to find ways during the day to make it click off distance. You are more likely to take the stairs, park farther from the office building, or walk outside during lunch simply because you are wearing it," says Ross Anderson, Ph.D., associate professor of medicine at Johns Hopkins School of Medicine. So effective is the "pedometer technique" that *HealthPartners*, a Minneapolis-based managed care organization has promoted use of the device since 1999.

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

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



- ✓ Communication strategies
- ✓ Other family members
- ✓ How to know what's needed.
- ✓ Choosing services from the wide array of available services
- ✓ Figuring out how to finance these services
- ✓ Essentially, how to be an educated consumer

But EAP does not stop here....We will help you find the best services to meet your loved one's needs.

EAPs have a wealth of information about the spectrum of services, they get feedback from other employee/clients and they are constantly learning about what's out there to help.

We have the time to research this...most employees do not. It's our job.

Now think about the other types of "hidden concerns" that we all hear about and many of us encounter within our families.

- ✓ **Gambling**
- ✓ **Domestic Violence**
- ✓ **Eating Disorders**

Solutions EAP can help with these concerns in the same way. Please call us if you think we can help provide Solutions to all the challenges in life:

1-800-526-3485

Assertiveness Formula



Being assertive with others is an important social skill that gets easier with practice. Unfortunately, name calling, blaming, and words of anger often get mixed up with our attempts at being assertive. This spoils the response we want from others, making us less willing to try assertive skills. Here's one of many classic formulas to learn and teach:

I feel _____ when you _____ because _____, and I want _____.

Calming Your Customers



If you think angry customers want satisfaction, you're right. But that comes second to what they want most: empathy.

Knowing how to satisfy this need will reduce your stress, make angry customers feel less intimidating, and help you tame their anger faster. Even if you disagree with the customer's view, here are three power skills to use that usually have a calming effect:

1) *Listen actively.* Focus on the customer while naturally combining head movements, facial expressions, and body language that communicate you care.

2) *Detach.* Separate your emotions from the tonality, words, and body language of the customer. Stay focused on the content of the complaint. This skill gets better with practice, keeps you from acting defensive, and helps you take less job stress home.

3) *Reflect.* Repeat the message of the customer back in your own words.

Now, answer this question: Who exactly are your customers? If you answered co-workers, you get an "A". If you answered any and all others you come in contact during your workday, you get an "A+".

Conflict is normal in the workplace, in the family, and wherever folks interact. So raise your Emotional IQ by practicing some of these techniques above and to the left. They are skills that can improve your customer relations, no matter who your customers are!