



FrontLine Employee

Wellness, Productivity, and You!

Employee Assistance Program, 1638 Elwell Street, BLDG 6236 Fort Carson, CO 80913 719-526-2196

Under Promise and Over Deliver



To “under promise and over deliver” (UPOD)

means to produce value for others so they experience delight. Often used to describe ideal customer service, the doctrine is perfect for ideal employees as well. To practice this doctrine, focus on quality, not necessarily quantity. If your boss asks for a 10-page report and you submit 11 pages, you may have underperformed. But if you deliver the 10-page report early and it relieves your boss’s stress, you’ve over delivered. See the difference? To master UPOD, empathize with the receiver. This makes UPOD an art—you must consider what would create delight for the customer. UPOD is a trait of outstanding employees. Adopting the practice will breathe new meaning and excitement into your job, and good things will probably follow.

Internet Fraud and Scams

Internet scams grow more sophisticated as consumers become savvier about avoiding them. Some are moving offline. Example: You receive a phone call from an imposter technician who says a virus on your computer is compromising their network. Resolving the problem requires following their over-the-phone instructions and entering code, which then hijacks your computer. Another involves imposter emails from FedEx, DHL, or UPS indicating a package could not be delivered. Instructions include clicking a virus-laden link to provide personal information.



Learn about scams, visit www.fbi.gov [search “internet fraud”]

Your New Hire Checklist

If you’re a new hire, congratulations!

Here’s a personal checklist for a more positive job future. 1) Get or create a detailed job description and invest time in ensuring that you understand key tasks. 2) Know how your performance will be measured. 3) Know how your work impacts others (your internal customers). 4) Know how those internal customers use what you produce. 5) Get a “buddy” you can go to with questions, especially about informal processes. Don’t start off finding yourself isolated.

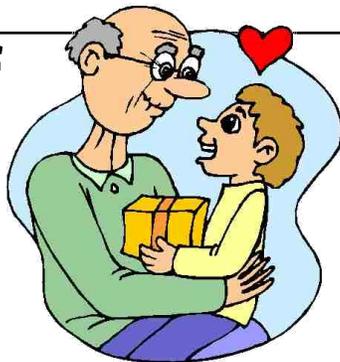


Seven Sabotaging Team Behaviors

Common complaints among teams include only a few doing the work and people coming late to meetings, but dozens of other problems also undermine teams. Consider whether any of these saboteurs of teamwork affect your productivity. 1) Not showing commitment when the going gets tough. 2) Not saying what you’re thinking and feeling. 3) Not follow the adage, “listen first to understand, and speak to be understood.” 4) Not performing as promised. 5) Letting others make decisions. 6) Not starting your meeting with a quick discussion of “What do we want to accomplish in this meeting?” 7) Failure to establish a ritual or convention that encourages any member to immediately point out discussions or digressions that are off task.



The Promises of Recovery from Addiction



The express elevator ride to the bottom for drug addicts is well-known, but what happens when they recover? Health benefits accrue, of course, but there are many add-ons. The most powerful benefits result from reorienting one's thinking from blaming others for one's problems to taking personal responsibility for thoughts and actions. This elimination of the "my problems are caused by others" approach to life relieves guilt, anger, and depression. Relationships become healed, and new ones are forged. This phenomenon also creates energy, and from it flow feelings of hope and excitement about life. But there's more. Addicts learn to be "teachable." And this means becoming more open to new ideas and information. After committing to recovery, many addicts find a sense of purpose by helping others get clean and sober, and they begin seeing the tragedy of their past as an experience they can share to help others. Addicts do relapse, which virtually all treatment professionals accept as part of the process on the road to long-term sobriety. However, those who have fully committed to recovery have fewer relapses and if they do fall off the wagon, they bounce back more quickly. A recovery program is why many addicts *get better* than just well.

Don't Dismiss Domestic Violence



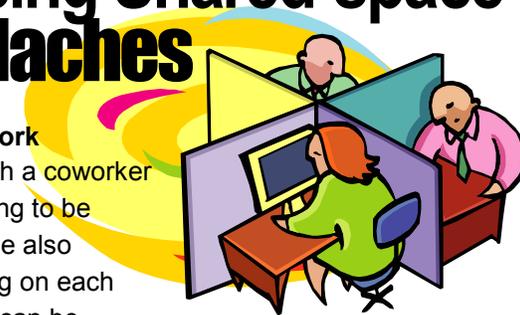
Domestic abuse is often initially excused by victims as unintentional or a one-time reaction to too much stress. Unfortunately, the psychological makeup of abusers typically involves ensnaring victims in a dependent relationship that is colored by hope and excitement but ultimately is one that causes the abuse to grow worse. Breaking free can be profoundly difficult, not just because of fear but because of determination to make the relationship work. This can delay an exit plan to save one's life. Some victims pride themselves on their ability to manage stress, care for others, take on all the domestic chores, and even find time to offer guidance to friends with relationship problems. If you are in an abusive relationship and identify with these signs of struggle, become educated about domestic abuse victimization by seeking counseling to help you. For many domestic violence victims, leaving feels like it is not an option in part because of a belief that they haven't tried hard enough to transform the abuser. Don't let this be you.

Relationship Stress and Aging Parents



Eldercare resource agencies and websites offer information on adult day care, assisted living, transportation, and more. Harder to find is help on coping with fear, anger, and grief from a changing relationship with your elderly parent. If it is difficult to accept an elderly parent's forgetfulness, dependency, frailty, depression, and inability to perform small tasks, you may benefit from short-term counseling. The parent's admission to a nursing home can add dramatically to this "acceptance stress." Frustration, denial, and guilt can lead to a lack of empathy for an elderly person's diminishing capacity, or you can find yourself short on patience for your parent's limitations. Aging parents are a reminder that the vibrant health and wellness part of our lives is finite. Your organization's EAP or a local area agency on aging can lead you to a support group for coping during this emotional period, or try a resource such as Meetup.com to form your own.

Reducing Shared-space Headaches



Sharing work space with a coworker and striving to be productive while also avoiding grating on each other's nerves can be wearisome. Coping demands self-awareness and practicing common courtesies. Four rules for working in close quarters can help. 1) Accept that conflicts will naturally arise periodically. This will help prevent your overreaction to them. 2) Conflicts are opportunities to know your coworker better and become closer when they are resolved. 3) Minimize frequency of conflict by not allowing irritations to compound. Discuss the small stuff. 4) Maintain good hygiene, orderliness, and boundaries. This is the "trilogy" of shared-space harmony. These boundaries aren't about physical location, but anything touching on sounds, smells, privacy, or matters associated with resource sharing, compromise, and negotiation.

October is the Red Ribbon Campaign Month: But what about Legalized Marijuana and your teen?

Red Ribbon Week is the oldest and largest drug prevention campaign in the country. Although the start end dates can vary slightly depending on the organization and source, Red Ribbon Week generally takes place the last full week in October, with the weekends before and following the last full week included as appropriate celebration dates. This year Red Ribbon Week will be celebrated October 25-31, 2014.

Red Ribbon Week serves as a vehicle for communities and individuals to take a stand for the hopes and dreams of our children through a commitment to drug prevention and education and a personal commitment to live drug free lives with the ultimate goal being the creation of drug free America.

In November 2012, Colorado voters approved Amendment 64, which allows for adults 21 and over to legally possess and consume marijuana. In addition, it calls on the state to establish appropriate regulations to enable the production and sale of marijuana. This has been a high profile issue since its passing, and many teens may now be asking questions about what this means.

If you're a parent or other caring adult in a child's life, it's important to know what the new law says so you can answer your child's questions. Keep in mind that just because your child's not asking you a lot of questions, that doesn't mean he or she doesn't have them. Take the opportunity to bring this topic up at dinner, in the car, or anytime you can carve out some time to have a genuine conversation with your teen.



What Amendment 64 Says:

It allows people 21 years of age and older to possess up to one ounce of marijuana and consume it in private in Colorado.

It allows someone 21 years of age and older to grow up to six marijuana plants in private in Colorado.

It calls on Colorado to establish processes and regulations for producing and selling marijuana.

Here's what it doesn't say:

It doesn't allow for anyone under the age of 21 to possess or consume marijuana.

It doesn't permit people to drive while intoxicated by marijuana.

It doesn't change federal law; marijuana is still a federally illegal drug.



It's also important to communicate to your child that if they do feel tempted to use, or engage in using marijuana, that they talk to you about it. Having an ongoing conversation with your child is a critical preventive strategy. Also, make sure your child knows they can call you anytime they find themselves in an unsafe situation.

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The FT. Carson Employee Assistance Program is a *free* service available to Department of Army Civilian Employees, active duty-spouse and family members, and retired military and eligible family members. The program offers short-term screening, intervention and referral services, crisis intervention, worksite intervention, consultation services, a wide variety of trainings, and reintegration assistance.