

FrontLine Employee

Wellness, Productivity & You!

Quest Employee Assistance Program

Don't Be Put Off By Persuasion Skills

Does the idea of learning skills of persuasion produce an image of someone talking fast and wearing a cheap suit? Aristotle wrote positively about the value of persuasion skills in the 4th century. Long ago, when barter was king instead of cash, convincing others to trade with you was vital. Persuasion skills are an ethical and keenly important area of study in business. Here's an example: A key point in understanding persuasive communication is that people make decisions emotionally, but justify them logically. A complete presentation appeals to both sides of this decision-making equation. So, try using words, examples, and images in presentations that generate emotions to match your goal and you will see more dramatic results.



A confidential service that helps employees and dependent family members to identify and resolve challenges that may be affecting them either at work or in their personal lives.

1.800.364.6352

www.questeap.com

Your Free Credit Report—Really

There is one official source to get a free credit report every

twelve months with no strings attached. It's www.annualcreditreport.com. This Web site was established by Experion, Transamerica, and Equifax, the three major credit reporting bureaus. You should get a copy of your credit report, not only to help ensure that no identity theft as occurred, but also to ensure that past creditors, even ones with whom you've had flawless relationships, have not logged negative reports about your credit.



Secrets to Better Speeches

To reduce anxiety and feel more confident when speaking in public, arrive

early and walk around the room to get familiar with it. Greet as many individual attendees as possible. To sound more inspirational, decide what part of your speech is most interesting, and then crank up the intensity and show your enthusiasm at those points. Master slip ups better by memorizing one-liners to appear cool and in control. (This is what the celebrities and the pros do.) When mistakes happen the cardinal rule is: Never criticize yourself from the podium. Your audience looks up to you. You'll undermine their needs if you put yourself down.



Getting Unstuck from a Toxic Friendship



Toxic friendships are close relationships with persons who continually create emotional distress for you. These are friends who break promises, betray confidences, or undermine on-the-job relationships. When others criticize, you may defend them. There are many types of toxic behaviors, but the bottom line is that these friends don't leave you feeling good about yourself. Feeling trapped with an inability to let go or be assertive in these relationships is a never-ending struggle. Change starts with recognizing the toxic relationship exists, that you do have choices, and that you are doing things that keep change from happening. For example, you may feel rewarded for acting in a way that pleases this person and meets their needs, even though you don't feel it is reciprocated. Do you have friends who are not toxic—people you trust, and who support you? Rely upon them to be honest with you in your goal of making changes or taking the steps necessary to conclude or end a toxic friendship. Short-term counseling can also help. Take the action steps to learn about yourself, the choices you make, and how you can get the happiness back in your life.

Spotting the Signs of Being Bullied



The serious problem of youth bullying can lead victims to desperate acts of self-harm or violence. Unfortunately, some children will not complain about their victimization. This makes it important to know the subtle signs of bullying. Consider the following: 1) Coming home from school with missing personal items; 2) Unexplained dirt stains or torn clothes; 3) Appearing cautious or afraid of walking to and from school or riding the bus; 4) Unexplained injuries or cuts; 5) Sadness, moodiness, tearfulness; 6) Stomach aches and other physical ailments; 7) Sleep problems or bad dreams; 8) Loss of appetite; 9) Self-critical statements; 10) Vandalism of your home. If you see one or more of these signs and symptoms, ask about bullying. Example: "I'm worried about you. Are there any kids at school picking on you or bothering you?" Never discount, minimize, or disbelieve a child's report of abuse. Instead, follow up with another question, to learn more.

Reference: www.stopbullyinnow.hrsa.gov

Your Self-Care Plan

Unfortunately "self-care" is not something we are usually taught. Instead, the need for taking better care of ourselves dawns upon us, frequently when we are feeling



stressed or exhausted realizing we must do something different to manage stress. There are many ways to feel better, have more energy, think more positively, and gain resiliency. Do you have a self-care plan or set of strategies and tactics that you can rely upon to nurture yourself and regain balance in your life? Consider the following list of life management "targets". Do any of them stand out? If so, consider your strategies and tactics: 1) Improved Sleep; 2) Proper Nutrition; 3) Regular Exercise; 4) Social Support; 5) Enjoyable Hobbies; 6) Pamper-yourself Techniques; 7) How You Think: Intervening with Negativity and Shifting to a Positive Attitude; 8) Nurturing Your Intellectual Self; 9) Managing Your Feelings and Emotions; 10) Fostering Your Spirituality.

Proactive Employees Worth a Fortune

Taking initiative is so valued by employers that it is often graded on performance reviews. Periodically, most employees will take initiative—acting without being prompted. However, fewer will develop a mindset that makes taking initiative a habit. This is the "proactive mindset". Achieve it and you will not only earn more favorable reviews, but gain influence in your organization. 1) Do not retreat from challenges on the job. Instead, see them as new frontiers needing leadership—possibly yours. 2) When negative and undesirable events transpire, think "what's the opportunity for everyone in this picture?" 3) Learn the art of distinguishing between those things that will respond to your initiative and those which you cannot change.

