

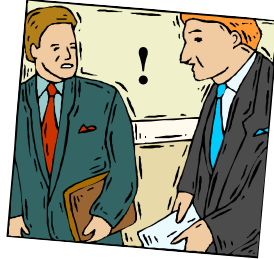
FrontLine Employee

Wellness, Productivity, & You!

Quest Employee Assistance Program

Workplace Bullying It's Your Business

Workplace bullying is repeated mistreatment of an employee by using verbal abuse, threatening, humiliating, or offensive behavior/actions, and/or by interfering with work. Both men and women are targets of bullying in the workplace, but both male and female bullies more often target women. Coworkers can play a powerful role in discouraging bullying. Be a good listener and encourage a victimized coworker to seek support from an appropriate helpful resource, such as the human resources department or the employee assistance office. Moreover, refuse to betray a coworker when a bully attempts to enlist you as a participant. Speak up when appropriate to point out what appears to be inappropriate or unprofessional behavior.



Source: www.bullyinginstitute.org



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

Burnout Prevention Starts with You

Take time to participate in opportunities to manage your stress when they present themselves during your workday. Seeking work-life balance isn't only about what you do outside of work. It can also be what you do *at work*. Take the time to attend employer-sponsored or employee-initiated "mini" social events, breaks, group lunches, small outings, and impromptu activities such as on-site birthday celebrations. Don't see these events as inconveniences. These are valuable rejuvenators that allow you to step away from the grindstone. Make them a small part of your burnout prevention strategy.



Relationship Harmony and Heart Health

Conflict in close relationships may contribute to heart disease, according to a study conducted by the International Institute for Society and Health, University College (London). The *Archives of Internal Medicine* released the results of the study, which examined negative aspects of disharmony in close relationships and the potential links to heart disease. These findings add a new motivation to improve harmony in personal relationships. In addition to living a happier life, improving the quality of a close relationship may help you live a longer one as well!



Source: *Archives of Internal Medicine*, Vol. 167, No. 18, Oct. 8, 2007

Star Performer on the Job



There are common traits that outstanding employees exhibit. Every one of them can be learned or developed.

Knowing what they are may inspire you!

- **Passion:** When you are passionate, you are enthusiastic and almost tireless in your pursuit of a goal. Passion stems from a deep appreciation of the positive outcome of your work. Invest yourself in activities that regularly help you realize this connection, and you will increase passion.
- **Determination:** Determination refers to the act of deciding definitely and firmly. You believe that something you value is achievable. You can see it in your mind's eye. Determination is "jet fuel" for your belief in—and attempts to achieve—a desired outcome.
- **Talent:** Talent is often mistakenly viewed as "naturally" possessed. Not true. In the workplace, talent is developed by challenging oneself until skills for superior performance are eventually acquired.
- **Self-discipline:** Self-discipline is the ability to maintain a state of action in pursuit of a goal. There is no absolute self-discipline. It's a skill. Develop the art of self-discipline by studying interventions that work to help you stay focused and undistracted.
- **Belief and trust:** Outstanding employees believe an outcome will be achieved, even though they can't see it yet. This skill or trait is learned over time and is perfected through experience. Eventually, believing and trusting in what one is trying to accomplish become personal strengths that can be valuable resources when one is faced with setbacks.

Great American Smokeout[®]



The Great American Smokeout[®] (November 15) is sponsored by the American Cancer Society. Its purpose is to encourage people to quit smoking. The challenge: quit smoking cigarettes for 24 hours. The goal: inspiration to quit permanently. If you don't think a break from this habit can make a difference, get this: If you don't smoke after midnight, by noon the next day the amount of carbon monoxide in your blood will be equal to a nonsmoker's. Within two weeks to three months, your heart attack risk will start to drop. Within a month to nine months, you will breathe easier. And it keeps getting better after that! Learn more at www.cancer.org. Your employee assistance program or health care provider can also offer resources to help you win the fight against tobacco.

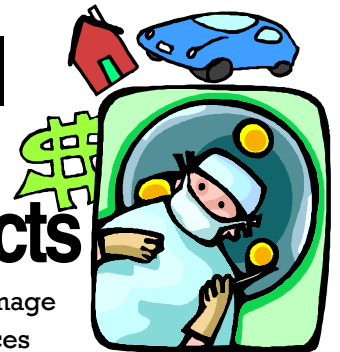
Caution in Health Care Jobs



Health care settings are special places, but they are also at high risk for violence. Emergency rooms, drug addiction treatment units, and other health care settings where emotions run high are almost equal in risk to the environment that police officers face (in terms of violence and the potential for assault). If you work in a health care setting, take advantage of recommendations from your employer for personal protection such as classes that emphasize self-protection and defense techniques. Also remember that when violence happens, it is often sudden and without warning. It is not accompanied by the drama or sound and visual effects you see on TV. After a violent incident, participate in a coordinated "debriefing" with your colleagues to reduce any aftereffects, even if you don't feel like it. Even if you feel okay moments after a violent incident occurs, you could experience post-traumatic effects later.

Source: Occupational Safety Health Administration

Financial Stress & Health Effects



Debt overload can damage your health. It produces high levels of stress, and this type of stress can easily become chronic. Worry, fear, anger, shame, and despair are among the many undesirable feelings that debt overload prompts. Avoiding this stress is no less important than other preventive health measures such as getting enough exercise, avoiding a high-fat diet, and seeing a doctor regularly. There are hundreds of studies that back up this claim. Teach your children the financial and emotional consequences of debt overload—especially if they weren't taught to you. Debt overload isn't just a bad thing—it's a chronic health problem. The EAP can help!

Learn more by visiting www.Moneymatters101.com