

# CLAREMONT EAP *Your trusted resource*

## EMPLOYEE NEWSLETTER **IMPACT**

April - June 2012

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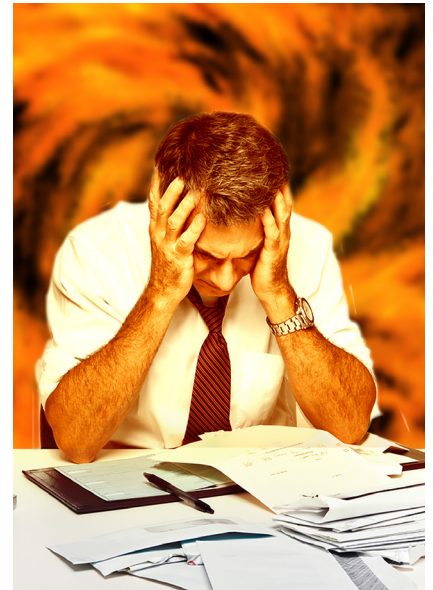
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# Outsmarting Stress

You're familiar with the symptoms of stress - a pounding heart, increased perspiration, tight neck and shoulder muscles, anxiety and fear. But you may not know how to prevent or relieve these symptoms.

Stress can be triggered by events, ideas, memories, emotions or failed expectations. The following actions can help you counteract the negative effects of stress, according to wellness experts at the Canyon Ranch Health Resort in Tucson, Ariz.



### Exercise

A regular workout can release pent-up frustrations. Experts recommend getting 30 minutes of moderate exercise most days of the week. Choose any aerobic activity: walking, jogging, bicycling, swimming, stair climbing or step aerobics.

If life is too hectic for such a commitment, you can also find relief through brief periods of exercise: Get up from your desk and take a walk around the building for 15 minutes, or go up and down a few flights of stairs.

### Keep communicating

One of the best ways to fight stress is to discuss your problems with a friend or relative. Our immune systems get a boost when our feelings are released, experts say. Talking to other people shows us we're not alone and helps us put our stress in perspective. Besides relieving the pressure, talking things out may lead to a solution to your problem.

If you can't find someone to talk to or have difficulty talking about what's bothering you, writing about the situation in a journal can be equally effective.

Claremont EAP can help address all of these issues!

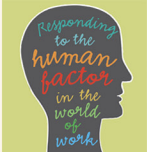
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**CLAREMONT EAP**

Claremont distributes this newsletter to provide employees with general behavioral health information. If you have concerns about these or other behavioral health issues, you can call Claremont to arrange for assistance. You will be directed to an appropriate, experienced professional who can offer guidance in a variety of work and family matters.

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## Pay attention to your diet and habits

A diet of wholesome, healthful foods can help stabilize your moods. Consuming caffeine, sugar, alcohol, nicotine and prescription or illegal drugs can increase your stress, making coping more difficult.

## Make time for laughter and fun

Surround yourself with happy people who like to laugh. Let the child in you come out, and you'll find laughter is one of the best stress remedies.

## Immerse yourself in a favorite activity or hobby

Participating in an activity will give you a block of time when you're focusing on a task instead of on the problems in your life. Gardening, carpentry, sewing, working with clay, painting and drawing are good choices, but there are many good choices depending on where you live and the time of year.

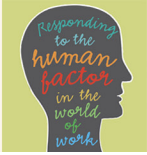
## Use a variety of relaxation techniques

Deep-breathing exercises, progressive relaxation, visualization, creative imagery, yoga, meditation or listening to relaxation tapes can help. If you don't know how to get started, take a class. Relaxation techniques are skills that can be learned and practiced. Once you become fluent in one or two techniques, you can use them to manage your stress.

## Live in the present

Take a moment to think about the causes of your stress. Many of them may come from thinking about the past or worrying about the future. If you can plant yourself firmly in the present, you can leave many worries behind and focus more clearly on solutions to current problems.

*source: Wellness Library Health Ink and Vitality Communications ©2012*



# Polish Your Public Speaking Skills

**You've just been given the assignment to present your team's idea for a new product to the marketing department. What should you do?**

**First, consider yourself lucky. You're about to get noticed by management and have an opportunity to advance your career.**



**"Speaking is the number one promotable skill in your work-skill tool kit," says Jeffrey Patnaude, an author, executive coach and president of the Patnaude Group, a training company in Agoura, Calif. "By learning a few strategies that will help you to overcome the number-one fear people have -- that of speaking in public -- you'll benefit greatly and give a great presentation."**

**Structuring your presentation** A presentation is like a three-course meal. The appetizer, the opening, should include an attention-getter -- a story, quote or powerful statement that relates to your topic.

Next comes your main dish, the meat of your presentation. These are the points you want to make. Each point should have an illustration or story. This gives people something to relate to so they can understand and remember your point. It's best you limit your presentation to three main points, but a long presentation can have as many as five.

"The closing, your dessert, should include a call to action of some kind, depending on the purpose of your speech," says Mr. Patnaude. "You should also end with your most powerful story. People will remember your closing, so make it dynamic."

Now that you have the basic ingredients, you'll need to add flavor. When you pepper your speech with the four P's, you enliven your topic.

**Passion** "You can get by with a presentation that has all the necessary information, but, without passion, it won't engage your audience or advance your career," warns Mr. Patnaude.

Uncover at least one element in your presentation that you feel passionate about, and highlight that point.

**Presence** Having a presence means fully being in the moment and being authentic. The authentic speaker shows emotion, and therefore is humorous, playful, open, creative and passionate. He or she also is open to questions, as well as to being wrong.

Having a presence also means keeping connected to your audience through observation. Pay attention to participants and make adjustments based on their nonverbal cues. If people are yawning and looking around the room, then you've lost them.

**Parables** "Storytelling is one of the key elements of great public speaking. Start and end your presentation with a story. 'Three nights ago I was walking down the street at 2 in the morning when...' Everyone will want to know what happened at 2 in the morning," says Mr. Patnaude.

"One word of warning," he adds. "Your story must relate in some way to your topic or it's a waste of time."

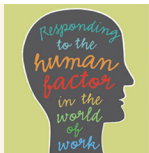
**Payback** Your payback comes from serving the audience.

"Something positive can happen as a result of your presentation -- a motivation to change, a new attitude, a new outlook, lives are shifted a little bit," says Mr. Patnaude. "Therefore, your payback is the knowledge that your audience is better in some way and that you have made a difference."

*Krames Staywell*

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The five stages of grief were first outlined by Dr. Elisabeth Kubler-Ross, a pioneer in the still-touchy field of dealing with death. The five stages are:

1. **Denial:** You cannot believe your loved one has really passed away.
2. **Anger:** You're mad, perhaps at everyone, perhaps even toward the deceased for having died.
3. **Guilt:** Perhaps over what was said or not said before your loved one passed away.
4. **Bargaining:** You think you should have died instead, or that if you're a better person in the future no one else will die.
5. **Acceptance:** While you still hurt, you find a balance in life.

# THE 5 STAGES OF Grief

According to the Norris Cotton Cancer Institute at Dartmouth-Hitchcock Medical Center, as you experience the turmoil of all these emotions you may also:

- lose your appetite
- feel aches and pains
- sleep too much or not enough
- feel melancholy or hopeless
- feel angry at yourself and your loved ones
- feel guilty for things left unsaid and undone
- feel unable to concentrate

These reactions are normal. They will dissipate as you come to terms with your grief. Things that may help:

- solitude if you need time alone to experience your grief
- time with friends and family
- accepting help with paperwork, chores, etc
- seeking spiritual support
- getting adequate rest
- sticking to routines
- enjoying nature, such as walks outside or having some plants brought indoors
- listening to music
- creativity, such as writing, drawing, painting, handcrafts

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