

CLAREMONT EAP *Your trusted resource*

EMPLOYEE NEWSLETTER **IMPACT**

April - June 2013

EAP Counseling is Now Available Online

Claremont EAP is pleased to announce that you now have the option of working with an EAP counselor using web-based video conferencing. The service is easy to use – similar to Skype – but meets medical security requirements.



Why video?

Transportation issues, care-giving responsibilities, scheduling conflicts – Claremont is aware of the obstacles to access in-person counseling. Video counseling eliminates these obstacles and makes it possible for you to work with a counselor in the privacy of your home.

How do I get started?

It's simple. Call Claremont EAP to authorize your counseling sessions. We will refer you to a clinician who is "video-enabled". Once you've contacted the clinician by phone and agreed on an appointment time, he/she will send you an email invitation with a link. A few minutes before the appointment, you click the link and will be placed in the virtual meeting room.

How many video sessions do I get?

You get the same number of video sessions as in-person visits. Video counseling sessions are counted the same as in-person sessions. For now, video conferencing is available for CA residents only.

What are the technology requirements?

All you need is a webcam, microphone and high-speed internet connection. You can use a computer, laptop or tablet. Tech support is available if you run into any issues.

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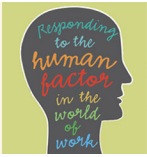
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For free and confidential assistance, call Claremont EAP at:

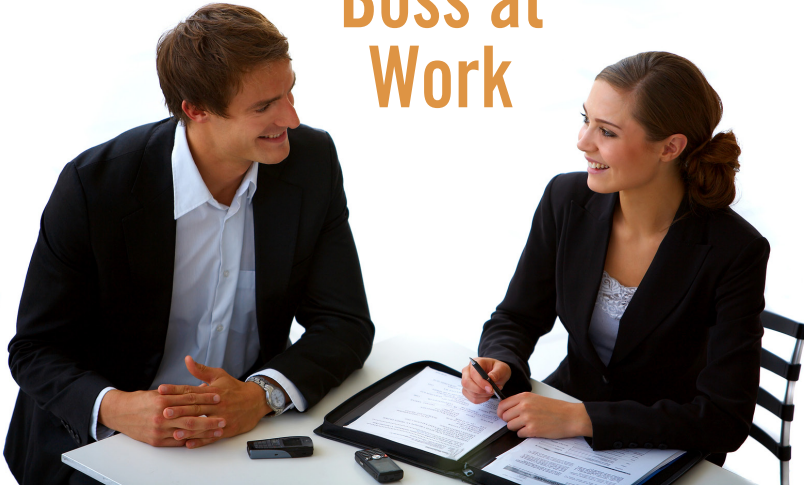
800-834-3773

or visit

claremonteap.com



Communicating with Your Boss at Work



The special relationship between a boss and an employee is one that can't be overlooked. Your manager is responsible for overseeing your daily responsibilities, monitoring your progress, and evaluating your work performance for the organization. It can often be difficult for a manager to understand what you do from one day to the next unless you communicate these things to him/her. By not taking the time to discuss the issues you're running into that impact your workflow, you run the risk of your boss interpreting the wrong information that might jeopardize your success.

Below are some tips that can help you create and maintain a relationship with your boss that promotes open and effective communication:

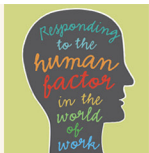
- 1 Before you talk with your manager, organize your thoughts onto a sheet of paper so you can be certain you don't miss anything important.
- 2 Be clear and concise with what you need from your manager.
- 3 Practice what you're going to say to your boss. You can do this at home, in the shower, or during your commute to work.
- 4 Use language that doesn't over-promise results or raise red flags.
- 5 Use "I" statements and avoid "You" statements.
- 6 Avoid discussions with your manager when you're feeling tired, overwhelmed, or emotional. If you can't avoid the discussion, take a moment to organize your thoughts and compose yourself.
- 7 If you are aware that your discussion might touch on a heated topic, talk to your boss before the issue becomes emotionally-charged or after the topic has had a chance to cool in the workplace.
- 8 Pay attention to not just what your boss says, but how he/she physically responds to your comments. Be an active listener.
- 9 Repeat what your manager tells you during your conversation to show that you're paying attention to what you're being told.
- 10 Be mindful of your body language and how your expressions and mannerisms can influence what people think about what you're saying.
- 11 Avoid being aggressive.
- 12 Be open and honest.
- 13 Avoid gossiping or sharing rumors to your boss about other coworkers.
- 14 Cultivate a positive mindset.
- 15 When your boss makes a decision that supports your needs, give him/her praise and recognition.
- 16 Keep the lines of communication open and communicate with your boss without waiting for him/her to come to you.

Written by Life Advantages - Author Delvina Miremedi ©2013

Claremont EAP
can help address
all of these issues!

Call: **800-834-3773**

or visit
claremonteap.com



Change Your Attitude to Accomplish More



*When things go wrong, it doesn't have to ruin your day.
In fact, with the right outlook, you can prevent many
problems from ever happening.*

When mistakes occur or something goes wrong, "remember that you're the person who controls your reactions," says Ed Foreman, a motivational speaker and president of Executive Development Systems in Dallas. "Don't let the weather, your spouse or your boss take that control away from you."

Choose to maintain a positive attitude. "Bring a proactive approach to situations, don't just react to things after they've happened," he says. "Decide how you would like them to turn out."

Set high expectations up front. "Instead of wondering what might go wrong, start looking for things to go right. Our thoughts are self-fulfilling, so chances are you will get the result you expect," says Mr. Foreman.

A positive outlook contributes to a less stressful, more healthful lifestyle, he says. Anger, fear and other stressful emotions are associated with many health problems, from depression to high blood pressure, heart disease and the common cold.

But feeling good about yourself and others helps prevent mental anguish and physical problems.

Being upbeat also contributes to more pleasant personal relationships. "Take an honest look at your attitude, then ask yourself, 'Would I like to work with this person? Would I like being married to me?'" If you answer no, it's time to change your attitude and behavior," says Mr. Foreman.

Start with a smile

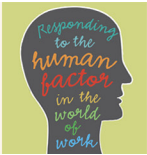
Start building a positive attitude as soon as you open your eyes each morning. "Instead of dragging yourself out of bed and off to work in a big rush, start each day with a positive, healthful routine," Mr. Foreman says.

To do that, he suggests you:

- Get up early so you don't have to rush.

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Change Your Attitude to Accomplish More



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- Tune into positive messages. If the morning news depresses you, listen to a motivational cassette or read an upbeat, fun book.
- Eat a healthy breakfast.
- Exercise. Refresh your body and spirit with a brisk walk or other aerobic activity.
- Leave home early. Allow enough time for your commute -- and then some.

Put yourself in charge

"On the job, an individual with a positive attitude is more likely to achieve good results. The next time there is an important assignment or a promotion, that person is likely to get it," Mr. Foreman says.

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.

Here are his strategies for achieving a positive attitude at work:

- Plan your day and your future. Work to achieve real goals, not just finish tasks.
- Greet people with a smile. Studies have found that smiling makes you feel better.
- Avoid excuses; they just make the other person angrier. But "I'm sorry" and "I'll take care of it" work wonders.
- Give sincere appreciation. Your co-workers deserve to know when they've done something well -- and they will return the compliment.
- Listen more and talk less. Listening to another person is one of the best compliments you can give.
- Alternate work and rest periods. Take time out to refresh yourself with a walk, stretches or other moderate exercise.
- Don't complain. Grumbling focuses attention on what's wrong, not what's right, and creates a negative atmosphere.
- Learn from your mistakes. Instead of getting upset, ask, "How can I correct the situation?"
- Make room for humor. Make it cheerful, not offensive.
- Review your accomplishments at the end of the day. Even small contributions make a difference.
- Go home early enough to spend time with family or friends. Relax and get a good night's sleep.