

Fall  
2015

# FRONTLINE EMPLOYEE

## AllOne Health Employee Assistance Program

### Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Grief/Loss

### Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care
- Work/Life

### Stress Management

- Personal Concerns
- Professional Issues

800.451.1834



### This issue:

- Be Internal Customer Service Savvy
- Treating the Aftermath of Trauma
- A Budget Isn't Just About Money
- When You Discover Teen Drug Use
- "Instigate" Yourself to Exercise

## Be Internal Customer Service Savvy



You may be a seasoned pro at delivering external customer service, but are you internal customer service savvy as well? Internal customer service means taking care of the needs of people or departments in your organization with the same level of excellence you would provide to external customers. Knowing the key elements of internal customer service will help you to deliver the "wow!" factor, inside as well as outside your organization.

- 1) Promptness—think responsiveness, speediness, and moving obstacles to "deliver the goods."
- 2) Competency—think showing your professionalism, skills, and completeness.
- 3) Positivity—think optimistic, affirming, polite, and energetic.
- 4) Exclusivity—show a your-needs-are-my-sole-concern-right-now attitude. Does it sound like good internal customer service is a prescription for burnout? Just the opposite. These mostly attitude- and belief-driven behaviors can help insulate you, because they produce a reciprocal response from others toward you!

## Treating the Aftermath of Trauma

All of us handle stress differently, including traumatic stress—experienced when a severe injury or the threat of severe injury or death occurs, or while witnessing these things affecting others. Believability of the threat and fear are key factors that produce traumatic stress. How you react to traumatic stress does not demonstrate weakness or other personality flaws. However, lingering symptoms may cause you to think, "I should snap out of this." Caution: Overcoming traumatic stress is not necessarily a do-it-yourself project. This avenue of thought could lead you to avoid the best form of help—counseling with a professional who could help you return to a pre-trauma state. If you experience sleep disturbances, intrusive thoughts, mood swings, flashbacks, or are easily startled following a traumatic event, talk to a professional counselor, your doctor, or an employee assistance professional. Just like a cut or other physical injury, traumatic stress can fester if left untreated or ignored—not with bacteria, of course, but with bothersome symptoms that may cause additional issues if they remain chronic. Proper treatment approaches exist to help you overcome traumatic stress and prevent it from interfering with your life.

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## A Budget Isn't Just About Money



A budget does far more than track expenses; it can positively influence many parts of your life. If you have been resistant about budgeting, you should reconsider, because having a budget helps you 1) have more control of your life, rather than money controlling you; 2) reduce domestic conflict; 3) improve your sleep; 4) reduce worry; 5) increase feelings of optimism; 6) improve your mood; 7) stop doom-and-gloom thinking; 8) save money; 9) help others (budgets often include a “giving back” section); 10) focus on shared family goals that bring you closer together. Can you think of more?

## “Instigate” Yourself to Exercise



New research suggests an “instigation habit” could be your solution to improving exercise frequency. An instigation habit triggers your motivation to take the next step and “just do it.” Its purpose is to reduce the amount of time you spend talking yourself out of it. An instigation may “zoom” you past this rumination stage that zaps your motivation. Instigations are trigger events like an alarm clock going off, the moment you arrive home after work, or putting gym shoes on first thing in the morning. Developing an “auto-response” takes about 30 days.

Source: [www.iastate.edu](http://www.iastate.edu) (search “exercise habit”)

## When You Discover Teen Drug Use

The discovery of a teen’s drug use can create overwhelming fear and concern for parents, but there are no boilerplate best-intervention steps. Age, circumstances, the substance used, frequency of use, your child’s current school status, and even your family’s medical history of risk for dependence on substances can figure into an effective response. There are four key factors to weigh in your response. 1) Avoid the decision to say or do nothing. This includes minimalizing the use (e.g., “thank goodness it was only pot”), because there is risk associated with any kind of substance abuse. 2) Assess the situation. Attempt to discover when the drug was used, how often it was used, who it was used with, how it was acquired, how much your teen possessed, and the circumstances of use. This assessment process will probably lead you to a decision on how to respond. 3) Consider family goals, standards, values, hopes, expectations, and legal implications. Reflect on them to help craft your response. 4) Do not allow the desire to avoid conflict thwart your better judgment to intervene. Winning this inner battle comes with the territory of parenting. 5) Turn to professional counseling or guidance—for yourself—if you are unsure how to respond or believe your intervention was not effective. This step can be a tough one, but may save years, even decades, of anguish.

