More Powerful Reasons to Smile

Research has shown that 60 percent to 70 percent of our communication is nonverbal. If that’s true, how important is your smile? It’s enormously important. Advertisers on television understand the importance of the smile. So do telemarketers whom you never see. They are taught to smile while speaking on the phone with you to influence a positive attitude and engage with you effectively. Your smile is a vehicle for transforming your personality. You may find you have untapped power and ability to influence others if you choose to smile more. You might argue, “But if I don’t feel like smiling, it will feel and look phony.” You’re right, so you need better reasons. Here they are: A smile brightens someone’s day; opens doors, making others accept you faster; makes you appear less threatening; and sends a message of safety. These are powerful reasons to smile.

Managing Holiday Stress: What Are You Anticipating?

If the holiday season is stressful, a large piece of that stress may be the sheer act of thinking about what’s coming. There can be indecision about obligations, social events, family expectations, or the in-laws. This type of stress has a name: “anticipatory stress.” You can deal with anticipatory stress and weather the holiday season better with a few easy maneuvers. The first is to decide you won’t respond to seasonal stress with negativity and discouragement this year. Instead, act upstream and avoid denial and procrastination by making decisions quickly and deliberately regarding issues you know require action. This no-wait policy removes stress that will hound you until the last minute. It takes a little practice, but you will discover it energizes you by freeing your mind for other things. It removes anticipatory stress. Practice catching yourself responding negatively to anticipatory stress, and you’ll discover a life skill you’ll keep and share with others. Learn more about managing holiday stress by reading the article ‘Keeping Holiday Stress at Bay’ at www.MyIMPACTSolution.com.

Winning with Ethics in the Workplace

Is your conduct at work guided by moral principles—standards of behavior—that are proper and supportive of your employer’s mission? No employees would label themselves unethical, but anyone—of any rank or status—could face an ethics challenge. Ethical challenges include the need to make the right decision, which is not necessarily the easy decision. Common challenges include stealing, the appearance of inappropriate or improper behavior, and participating in a conflict of interest. Here are three questions to help you make the right and ethical decision: 1) Is the behavior illegal, harmful, or against company policy? 2) Is the activity something I would not want others to know about? 3) Am I rationalizing my behavior about this decision (i.e., everyone does it, the company won’t miss it, “they owe me,” etc.)? If you answered “yes” to any of those questions, you have a decision to make. Learn more about ethical decision making at work by completing the “Ethics in Business” Skill Builder by logging in to www.MyIMPACTSolution.com and typing the title into the search function!
Try One-Person Brainstorming

Many people claim their best ideas and solutions to problems come to them out of the blue—while taking a shower, taking a walk around the block, or sitting on a park bench. Make this phenomenon work for you. Define your problem and take a 20-minute walk. Bring paper and pen. Once you are temporarily removed from environmental distractions, a solution may come to you. The reduced distraction allows you to focus better and visualize, process, and imagine outcomes more easily. Incorporate this strategy for greater productivity.

Family Communication and Modern Technology

Your family is hurried and on the go, but using technology won’t substitute for meaningful interaction together. Do you have established rituals that allow your family to come together regularly so you can talk and share the day’s ups and downs, issues, and concerns? Sharing a meal without technology interruptions (a tech-free evening) can help your family begin a much-needed ritual that may endure. An established procedure can promote family bonding, which is crucial to problem solving, growing together, dealing with crises, and learning. If your family is passing like ships in the night or it seems as though you never talk to each other anymore, then it’s time to intervene. If you’re concerned about your family’s communication, call IMPACT Solutions for a referral to a professional who can help your family.

IMPACT Solutions—We Are Here For You!

Remember—your IMPACT Solutions Employee Assistance & Work/Life Program is available to you, your household members, dependents, parents and parents-in-law 24 hours a day, every day of the year in over 140 languages! Qualified mental health professionals are always ready to help you with everyday life issues like stress, problems with teens, conflicts with co-workers, marital strife and so much more. Whenever you need assistance, all you need to do is call 800-227-6007 and we’ll be here to help.

Exercise Your “Resiliency Muscles”

Do you anticipate major changes in your life in 2013, either at work or at home? You can increase the likelihood of successfully adapting to these changes when they arrive by practicing a key principle in coping with change: see change as opportunity. Taught by change management experts, this perspective helps you establish resilience. Instead of feeling dread or fear about change, your new attitude empowers you to anticipate and spot its benefits more quickly and act on opportunities sooner. To practice this strategy and understand how it works respond to unexpected, undesirable events in your daily life by looking for the opportunities each presents. Stuck in traffic? It’s an opportunity to listen to an educational CD. Flat tire? Use your waiting time at the tire center to catch up on reading or paperwork. No milk for your cereal? Get the grocery shopping done earlier this week. Practicing this “what’s in it for me?” perspective when faced with these mini-crises will exercise your “resiliency muscles.” Later, you will be more likely to avoid resistance to change or be able to adapt better to problems that linger. Read the article “The Road to Resilience—Part 1” to learn more about getting through challenging times.

Information in IMPACT on Wellness is for general information purposes only and is not intended to replace the counsel or advice of a qualified health professional.

You can contact IMPACT Solutions for professional counseling and guidance 24 hours a day at 1-800-227-6007.

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Did You Know…

**IMPACT provides Legal Assistance?**

IMPACT’s Legal Assist services provide employees, household members, dependents, parents and parent-in-laws with either telephonic or in-person legal consultation.

IMPACT’s Legal Assist includes:

- Consultation and referral to attorneys in your local community (nationally based network)
- A FREE 30 minute consultation either in-person or by phone
- 25% discount from the attorney for requested additional, eligible, services
- Extensive legal content on the web-site – access to Legal Assist (Nolo’s Legal encyclopedia)
- ReadyDocs (Nolo’s 101 legal forms) listed on the IMPACT website under the “Living” tab

Go to www.myimpactsolution.com
Click on “Go To Member Login” and enter your Username

Accessing IMPACT Legal Assist services is simple and convenient.
Call the IMPACT 24/7 hotline at 800-227-6007.

What are some of the topics covered under IMPACT’s Legal Assist service?

- Estate planning
- Trusts & Wills
- Real Estate
- Probate
- Power of Attorney (POA)
- Elder Law, Guardianship or Conservatorship
- Landlord/Tenant
- Child custody, Child support, Adoption
- Credit and Debt issues
- Injury
- Name change
- School issues
- Social Security/Disability
- And Much More!

Some exclusions & exceptions include:
Criminal cases, Employment law, Workers compensation injury, Taxes and Personal business matters

Want Additional Information? Forgot your username? Having trouble logging in?
No problem, give us a call at IMPACT Solutions, 800-227-6007.
Get a promotion. Lose some weight. Buy a home. Creating a set of specific short and long-term goals is the best way to turn dreams into reality. With the coming of a New Year, it is the perfect time to take stock of where you are personally and professionally. We have the tools you need to create a plan for your future. With a library of articles, audio tips, a goal-setting assessment, and training modules on goal setting, you can take the next step toward achieving your goals.

Call or visit us online to get the answers to your goal-setting questions.

TOLL-FREE: 800-227-6007  
WEBSITE: www.MyIMPACTSolution.com

Available anytime, any day, your Work-Life/EAP service is a free, confidential program to help you balance your work, family, and personal life.

WEBINAR

CREATING YOUR PERSONAL DEVELOPMENT PLAN

DECEMBER 18TH
12 pm • 2 pm • 4 pm ET

Where do you want to be one, five, even ten years from now? Mapping your growth in the short and long term.