Better Problem Solving

Sometimes stress management isn’t about relaxation, better eating, getting a massage, or practicing yoga. The best stress management strategy might be a better way to solve a stressful problem. Here’s a problem-solving formula to apply to the root of a problem you face that causes stress: 1) Define the problem; 2) Think of as many ways to intervene as possible; 3) Select the most practical solution; 4) Write goals to achieve; 5) Write objectives under each goal; 6) Select deadlines for #4 and #5; 7) Commit to success (say “no” to distractions and procrastination); and 8) Begin. Visit the ‘Living’ section at www.MyIMPACTSolution.com for more tools and tips to help you achieve your goals.

Know Your Family’s Health History

You have your mother’s eyes and your grandfather’s brow, but did you also inherit risk for an illness? Maybe you’ve heard stories about heart attacks, depression, or certain types of cancer. Knowing your family’s health history can help you prevent some illnesses, reduce the severity of others, or help you stay aware of signs and symptoms so you can act early if they appear. Because family health history is such a powerful screening tool, the U.S. Surgeon General has created a new computerized tool to help make it easy for anyone to create a sophisticated portrait of their family’s health. The Web-based tool helps users organize family history, save it to their computer, and share it with family members or their physicians. To use this tool, go to http://bitly.com/health-history.

Stating Opinions Diplomatically

Whenever you volunteer your opinions or concerns, are you speaking respectfully and tactfully to your coworkers or teammates? Do so and others are more likely to appreciate your tone and heed your views. If you sound preachy or tell people what they should do, your ideas, even if they are stellar, will face a harder sell. To state your opinions diplomatically and improve receptivity to your ideas, establish a give-and-take conversational style when you speak with your team. Rather than spout your ideas, ask questions so that others do most of the talking. Listen attentively and show interest in how others arrived at their conclusions. Try it. These are powerful engagement skills, and your peers are likely to ask what you think or believe. And along with this approach comes more attentiveness to what you say. Add a quick overview of your evidence to support your opinions when offering your input. Example: “Based on three instances in which we lost a potential customer, I’m concerned that our sales pitch isn’t working very well.” Complete the ‘Influencing Others’ Skill Builder online at www.MyIMPACTSolution.com to learn more about how you can make your communications skills to work for you.
The risk of falling is not the only hazard faced by the elderly. There are many risks and precautions worth knowing about to keep senior citizens safe, especially if they are living independently. They range from ensuring adequate lighting over stoves to having emergency numbers next to every phone. Others include wearing proper shoes, padding sharp corners of low-rise furniture, keeping space heaters at a safe distance from flammable materials, and more. Print a handy Elder Home Safety Checklist at http://scr.bi/elder-safety or call IMPACT Solutions for a referral to an Eldercare specialist.

Handling Delicate Conversations

Discussing with a coworker the need to correct a personal habit or stop an annoying behavior is an age-old dreaded experience. If you have procrastinated with such a chore, chances are you've grown more irritable and frustrated, but is your job satisfaction and productivity also slipping? If so, it's a good sign to delay no more. Realize that the reaction you imagine getting when you broach the subject may be overblown. Thankfulness is a more likely response from your coworker than shock and horror, so go for a polite style. To proceed, request a private meeting and say you would like to offer some feedback that is difficult to share and that it is personal. This is a buffering introduction to help your coworker be receptive. Share your concern in a direct but calm manner. Always add how the behavior affects your productivity or work environment. Smart move: Affirm the value you and others maintain for your coworker. This won't undermine your goal, and it will add to your coworker's motivation to change.

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.

Show Your Confidence

Confidence is the belief in oneself or one's abilities. We don't always feel confident in what we are facing, but there is a way to feel and appear confident in job interviews, oral presentations, sales pitches—almost any personal challenge. The secret is taking the focus off your awareness of feeling deficient or lacking in ability and shifting it to the people or situation in front of you. How? Ask yourself questions that cause you to shift your focus: Think “What does this person need?” or “What are these people's needs?” or “How can I discover what's important to them?” or “What do we have in common?” or “What is the mood of my interviewer or audience?” Any question that helps you discover more about what you’re facing changes your behavior and positively alters the way you look, speak, and project confidence. Complete the ‘Preparing a Presentation: Specifics’ Personal Plan in the Learning Center at www.MyIMPACTSolution.com to feel prepared and confident next time you face a crowd.

Feedback Works Both Ways

Employees blossom with positive feedback from bosses, but this works both ways. Don't hesitate to give your boss positive feedback when things go right. You'll nourish a more effective and rewarding relationship and contribute to your own job satisfaction by reinforcing what works. Bosses have a powerful effect on employee happiness, so help them out by keeping the communication flowing. Don't underestimate your role in nurturing a powerful and constructive relationship with your boss. The secret is reciprocity and mutual respect. You may be subordinate in the hierarchy, but what you say and think matter.
Did You Know...

**IMPACT provides Childcare Resources and Referral Assistance?**

IMPACT Solutions understands the extended needs of working parents and families, as well as the needs of those who may be thinking about starting a family. Through the Childcare Resources and Referral Assistance you can access free, confidential resources, information, and referrals. Families and parents can benefit from consultation and support regarding:

- Day care centers
- Options for varying schedules
- Baby-sitters and nannies/au pairs
- Family child care homes
- Special needs
- Nursing your infant
- Family leave and returning to work
- Child care, back-up care, and sick child care
- Resources for all educational and developmental stages
- Adoption
- Pregnancy and infertility

Through the IMPACT EAP, you have access to phone consultations with a Child Care Specialist and in the moment support by calling 800-227-6007, 24 hours a day, 7 days a week.

Child care provider locators and articles can be found online by logging on at www.myimpactsolution.com, clicking ‘Go To Member Login’ and entering your User ID.

Examples of article topics include:

- Becoming a Parent
- Bedtime and Sleep
- Discipline and Values
- Family Relationships
- Grandparents
- Siblings
- Special Needs Children
- Toilet Training
- TV, Web, and other media,
- Work and Family

Forgot your username? Having trouble logging in? No problem, give us a call at IMPACT Solutions, 800-227-6007.
Summer's almost here. With the kids out of school, you need ways to keep them occupied. Finding the right activities for your child requires some planning and creative thinking. Summer camp programs, workshops, volunteerism, and recreation centers are all great options for your child’s involvement. We can help you find the summer activities your child needs to stay busy.

Call or visit us online to find the answers to your summer activities 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

THE BEST SUMMER EVER!

MAY 15TH
12 pm • 2 pm • 4 pm ET

Learn strategies to create a rich and rewarding summer experience for your child.