Your Positive Work Culture Checklist

Respect means more than regard, consideration, and tolerance for age, sex, race, culture, and other differences. It also includes differences in generation, thinking styles, and how others approach problem solving. Use this checklist to help you collaborate with others and interrupt the impulse to show disrespect toward others at work. When you feel irritation welling up, consider the following: 1) Why is my coworker saying what he or she is saying? 2) What is my coworker really thinking? 3) What does my coworker need to hear from me? 4) What can I say to my coworker so he or she feels listened to? 5) What is my coworker trying to accomplish? 6) How can I acknowledge my coworker, even though I believe he or she is incorrect? Visit the ‘Workplace Diversity’ section of the ‘Working’ module online at www.MyIMPACTSolution.com to learn more about connecting with your coworkers.

Using Humility on the Job

Humility at work is the practice of denying one’s self-importance so the needs of others can be realized. Humility is a less understood but powerful relational skill. Few employees understand its true importance and how its impact can lead them to become star performers at work. Acting humble is not a demonstration of sacrifice, subservience, low self-esteem, or meekness. It is a demonstration of maturity. It is self-awareness and understanding your affect on others. When you’re humble, others are drawn to you because they are attracted to your ability to help them feel safe, open, and not judged. You show a genuine desire to be a team player, discover the talents and abilities of your coworkers, exercise patience, and are open-minded. Humility has other behaviors associated with it, including being able to recognize your limitations, being a good listener, and knowing you haven’t learned all there is to know. To contribute to a positive work culture, strive to make humility a skill. You’ll draw others to you and be seen as the leader you truly are. For more tips on developing your job skills, visit the ‘Accomplished Employee’ section of the ‘Working’ module online at www.MyIMPACTSolution.com.

Complacency and Chronic Illness

Complacency, or feeling secure while unaware of potential dangers, increases the risk of failing to ward off symptoms or prevent relapse when related to illness. Complacency is a hazard in the treatment of many kinds of medical conditions such as diabetes, heart disease, and alcoholism and is more complex than it appears. It’s not just satisfaction with “good enough” or deciding to neglect self-care. Facing the challenges that come with managing one’s illness is difficult, especially when one cannot easily see the symptoms. The intervention and prevention for complacency is continual motivation to do what it takes to treat the condition. The easiest way to generate this motivation is by meeting with others who come together to help each other learn how to manage the condition and solve problems that are secondary to it. Find your group, or start one. You’ll achieve more manageability and less guilt from the on-again, off-again cycle of self-care. Visit the Health and Behavior section of the Learning Center online at www.MyIMPACTSolution.com for basic management tips related to chronic illness.
Detaching Emotionally from Angry Customers

Dealing with angry customers can be a downer that leaves you feeling bitter and resentful, but practicing self-awareness allows you to gain control over these experiences so you can enjoy your job more. Start by acquiring an understanding of all the types of situations that cause customers to be emotional. Your advantage will be the inability to be thrown off guard and knowing what kind of response works best in specific situations. This practice of knowing the problems and having a toolbox of responses is a guaranteed stress reducer. Because you’re in control, you can more readily use empathy and patience, the most powerful of all relational skills for turning frowns into smiles. Log in to www.MyIMPACTSolution.com and complete the Online Skill Builder “Dealing with Difficult Customers” for more tips on calming angry customers and keeping your cool.

Act Quickly on the Small Stuff

Despite your busy day, you may discover hidden minutes to increase productivity with this experiment. For one day, act immediately on any task that only takes a couple of minutes to accomplish. These small tasks are often delayed to reduce stress, but the relief is only temporary. They become more time-consuming and difficult tasks later when they must be resurrected from our “to do” pile. A day of responding to the small stuff in the moment will surprise you with the results. For more tips on working effectively, watch the Online Seminar “Maximizing Your Day: Effective Time Management” at www.MyIMPACTSolution.com.

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.

Is Incivility at Work Getting Worse?

Does it feel like workplace incivility is getting worse? New research from the Harvard Business Review (January/February 2013) says it might be so. Civility is not just a nice way to behave. It is a social skill used to build rapport with those around us. A lack of civility in the way we communicate problems, difficult feelings, frustrations, and workplace annoyances will cause us to jeopardize our relationships. Without civility at work, employees are slowly robbed of positivity. Creativity and a desire to pursue goals can be diminished. If this sounds familiar, you can reenergize civility at work more easily than you think. Make positive discussion about civility a part of your regular staff or group meetings. Spend five minutes discussing positive expressions and interactions, affirming behaviors, and evidence of civility. No need to label negative behaviors or dig up the past. With the focus on awareness, positive discussions, and increased expectations, you’ll see a big difference almost overnight and a more positive work culture within weeks. Once things turn around, don’t stop. Continue having preventive maintenance discussions and celebrate examples of positive communication. Complete the Online Skill Builder “Applying Emotional Intelligence in the Workplace” at www.MyIMPACTSolution.com to learn how to manage your feelings and how to effectively relate to others in the workplace.

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 can help you Work Smart?

You've heard that if you work hard, you will be successful, but have you ever considered working smart? Smart work means you're more likely to reach your goals effectively, allowing you to balance work with family and personal life, healthier eating and sleeping habits and less stress. Working too hard can have a negative effect on your quality of life. Long hours and the pressure to keep doing more can lead to stress, burn out, depression, or just that miserable feeling of ‘Is this all there is to life?’

IMPACT Solutions can help you work smarter by referring you to a professional for face-to-face counseling to begin developing workplace strategies and skills.

In addition, visit the Working section of IMPACT on the web at www.MyIMPACTSolution.com to access articles, assessments and other resources and tools that can help you learn to develop goals, prioritize and communicate more effectively.

Visit the Management and Workplace module in the Learning Center at www.MyIMPACTSolution.com as well to develop your personal plan for working smarter and becoming a more effective and in turn, more successful employee.

Forgot your username? Having trouble logging in? No problem, give us a call at IMPACT Solutions, 800-227-6007.
Opportunities for greener living are everywhere. Most of us already recycle at home and at work. We have more knowledge about energy and fuel conservation. But what more can we do? Let us help with ideas and information on living a greener lifestyle. With our help, make every day Earth Day.

Call or visit us online to find information on greener habits.

TOLL-FREE: 800-227-6007

WEBSITE: www.MyIMPACTSolution.com

Available anytime, any day, your employee support program is a free, confidential program to help you balance your work, family, and personal life.

WEBINAR
Moving Beyond the Basics: Saving Our Planet APR 16 — 12 pm, 2 pm ET

First we learned the importance of the 3 R's: Reduce, Reuse & Recycle. What else can we do? Saving our planet for future generations is more important than ever.