If you’re a new hire, congratulations! Here’s a personal checklist for a more positive job future. 1) Get or create a detailed job description and invest time in ensuring that you understand key tasks. 2) Know how your performance will be measured. 3) Know how your work impacts others (your internal customers). 4) Know how those internal customers use what you produce. 5) Get a “buddy” you can go to with questions, especially about informal processes. Don’t start off finding yourself isolated.

Don’t Dismiss Domestic Violence

Domestic abuse is often initially excused by victims as unintentional or a one-time reaction to too much stress. Unfortunately, the psychological makeup of abusers typically involves ensnaring victims in a dependent relationship that is colored by hope and excitement but ultimately is one that causes the abuse to grow worse. Breaking free can be profoundly difficult, not just because of fear but because of determination to make the relationship work. This can delay an exit plan to save one’s life. Some victims pride themselves on their ability to manage stress, care for others, take on all the domestic chores, and even find time to offer guidance to friends with relationship problems. If you are in an abusive relationship and identify with these signs of struggle, become educated about domestic abuse victimization by seeking counseling to help you. For many domestic violence victims, leaving feels like it is not an option in part because of a belief that they haven’t tried hard enough to transform the abuser. Don’t let this be you.

Internet Fraud and Scams

Internet scams grow more sophisticated as consumers become savvier about avoiding them. Some are moving off-line. Example: You receive a phone call from an imposter technician who says a virus on your computer is compromising their network. Resolving the problem requires following their over-the-phone instructions and entering code, which then hijacks your computer. Another involves imposter emails from FedEx, DHL, or UPS indicating a package could not be delivered. Instructions include clicking a virus-laden link to provide personal information. To learn about scams, visit www.fbi.gov [search “internet fraud”].
Common complaints among teams include only a few doing the work and people coming late to meetings, but dozens of other problems also undermine teams. Consider whether any of these saboteurs of teamwork affect your productivity. 1) Not showing commitment when the going gets tough. 2) Not saying what you’re thinking and feeling. 3) Not following the adage, “listen first to understand, and speak to be understood.” 4) Not performing as promised. 5) Letting others make decisions. 6) Not starting your meeting with a quick discussion of “What do we want to accomplish in this meeting?” 7) Failure to establish a ritual or convention that encourages any member to immediately point out discussions or digressions that are off task.

Under Promise and Over Deliver

“under promise and over deliver” (UPOD) means to produce value for others so they experience delight. Often used to describe ideal customer service, the doctrine is perfect for ideal employees as well. To practice this doctrine, focus on quality, not necessarily quantity. If your boss asks for a 10-page report and you submit 11 pages, you may have underperformed. But if you deliver the 10-page report early and it relieves your boss’s stress, you’ve over delivered. See the difference? To master UPOD, empathize with the receiver. This makes UPOD an art—you must consider what would create delight for the customer. UPOD is a trait of outstanding employees. Adopting the practice will breathe new meaning and excitement into your job, and good things will probably follow.

Reducing Shared-space Headaches

Sharing work space with a coworker and striving to be productive while also avoiding grating on each other’s nerves can be wearisome. Coping demands self-awareness and practicing common courtesies. Four rules for working in close quarters can help. 1) Accept that conflicts will naturally arise periodically. This will help prevent your overreaction to them. 2) Conflicts are opportunities to know your coworker better and become closer when they are resolved. 3) Minimize frequency of conflict by not allowing irritations to compound. Discuss the small stuff. 4) Maintain good hygiene, orderliness, and boundaries. This is the “trilogy” of shared-space harmony. These boundaries aren’t about physical location, but anything touching on sounds, smells, privacy, or matters associated with resource sharing, compromise, and negotiation.

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.

IMPACT on Wellness is copyright protected by DFA Publishing LLC, 2014.
Did You Know...

**IMPACT provides support for families with special needs individuals?**

As a parent with a child/adult who has special needs you face many challenges including stress/burnout, anxiety and fear for your child’s well-being, isolation, financial worries, marital and relationship strain, educational/intervention planning, vocational placement, medical care, balancing work and family needs and much more. IMPACT understands that parenting is complex in the best of circumstances and is often overwhelming when our hopes and dreams have been altered by unexpected life events such as developmental disabilities and special learning needs.

Your IMPACT Employee Assistance and Work/Life Program is equipped to help you access professional guidance and support for the multitude of issues you face as a parent and/or caregiver to a child or adult with special needs.

**Resources Include:**

- Unlimited Phone support 24/7 at 800-227-6007
- Professional assessment & short-term counseling for marital, family and child management or development concerns
- Resource directory and educational resources for families caring for an individual with special needs
- Financial guidance and assistance
- Comprehensive work/life website resources at www.myimpactsolution.com (click on “Go to Member Login” and enter your User ID)

Forgot your username? Having trouble logging in? No problem, give us a call at IMPACT Solutions, 800-227-6007.
If you or someone you care about is struggling with an addiction to a substance or behavior, your Employee Assistance Program is here to help. Information and resources are available to help you find the support you need.

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

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

WEBINAR
Identifying Signs of Addiction in a Loved One
Oct 21 — 12 pm, 2 pm ET

There are key signs to consider if you think a loved one may have an addiction. This webinar will provide an overview to this complex situation and options to consider when looking for help.