

FrontLineEmployee

WELLNESS, PRODUCTIVITY AND YOU!

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Functioning well **UNDER PRESSURE**

Periodically, everyone experiences work pressure. When working under pressure, you experience a force (often a deadline) that requires you to accomplish more work at a speed that strains your ability to cope. With a faster-moving economy and downsizing, work pressure is more likely. Therefore, employers view employees who manage pressure well as valuable workers.

Managing work pressure is a learned skill. Assuming the quantity of work can't be reduced, the dominant success strategy for managing work pressure lies in attitude — seeing work pressure as a challenge rather than an inescapable trap. This view of work pressure coincides with the old adage that “*stress is between the ears.*”

Although this may not be completely true, what you think does affect your ability to cope. Why does it matter? With a positive attitude, your focus changes. You notice task completion and mini-successes and fewer painful results of work pressure like drudgery,

wear and exertion. Work pressure becomes more bearable with a positive attitude and less bearable without it.

No coping strategy will make you immune to the stress of work pressure, but experimenting with an attitude change as a resilience strategy when you have no other option can make it easier to get through another day of work. Learn more: “Performing Under Pressure: The Science of Doing Your Best When It Matters Most.”

EXERCISE YOUR MEMORY

Exercise can improve your memory. Scientists found that six weeks of intense exercise — short bouts of interval training over the course of 20 minutes — produced significant improvements in memory, specifically something called “high-interference memory.” That’s the type of memory that allows you to identify your car and distinguish it among others that look just like it and to remember its location. (Talk to your doctor about exercise, but now you have another reason to get moving!)

Source: www.dailynews.mcmaster.ca [search: “memory exercise”]

EMOTIONAL INTELLIGENCE WITH CUSTOMERS

Research shows stress for those in customer service often results from dealing with the adverse emotional reactions of customers. You can influence reactions for the better and reduce your stress.

Try this emotional intelligence-boosting exercise to observe this dynamic up close. For the next couple of days, observe the emotions of your customers. Notice how and when these emotional reactions change and whether they are positive, negative or neutral. Consider your role in influencing these changes. Spend another three days attempting to influence your customers’ emotional states so they remain positive. *Then analyze: Did you experience less stress over those three days?* If yes, you have increased your emotional intelligence because you have discovered and consciously used your ability to identify emotional states in others, and you can determine how to improve the quality of relationships with this information.

BECAUSE PEOPLE MATTER

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It's hard to have a bad day after giving someone a car.

Interested in learning more about Anderson Auto Group's charitable organization? Read the entire spotlight on Continuum EAP's blog at 4continuum.com — Search: "Because People Matter."



Because People Matter Inc

Getting help for anxiety

If worries feel excessive and out of your control, it's time to call Continuum EAP to help get some relief. Anxiety is a common complaint among employees of all ages, particularly younger workers. You know it's time to get help if you feel worries consume too much of your waking hours, interfere with sleep, affect your happiness and ability to relax, and perpetuate feelings of general dissatisfaction.

Don't be fooled; disruptive anxiety can still affect you despite your life accomplishments, IQ, smarts, or financial security — even if everything is going great in your life. Feeling you should not be worrying because your life is "just fine" can prevent you from getting help, while you also feel guilty for not being happier. Anxiety is not in your imagination, and resolving it is not about "snapping out of it."

Make brainstorming MORE EFFECTIVE

Brainstorming is a technique for generating a solution to a problem by using a group of participants who offer any idea without hesitation or regard for its plausibility or likelihood of being effective. Even absurd ideas are not judged. No analysis is made until the end of the session, when all ideas are examined for the most ideal solution.

Here's how to improve brainstorming.

- 1 Always record everyone's input.
- 2 Do not allow discussion or interruptions during the brainstorming.

- 3 Be provocative if your group is too sedate or serious.

Strive to choose a group diverse in talent and background to produce the most imaginative ideas.

BELIEVE IN YOUR NEW YEAR'S RESOLUTION

There are many reasons for not accomplishing a New Year's resolution, but one you may not fully appreciate is a lack of belief in your ability to be successful. You may want and hope to be successful with your goal, but a barely noticeable, negative self-talk script doubting your ability will make your goal elusive.

Fight negative self-talk scripts, which you can assume will creep up on you, by practicing affirmations.

An affirmation is a positive statement that you declare to be true and that you repeat frequently in a manner that allows it to sink in.

Assertiveness, determination, feeling that success is inevitable, quickly dismissing setbacks, and ignoring others' negativity are critical skills in achieving any goal. A gut belief in your anticipated success, made possible by affirmations, allows these skills to carry you to the finish line.