

FrontLine Employee

WELLNESS, PRODUCTIVITY AND YOU!

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Learn to Love Exercise

Even if engaging in exercise can elevate one's mood and promises a longer life, this may not spur enough enthusiasm on your part to make it a priority.

To create real motivation, rather than to "just do it", be programmatic about it. You'll stand a better chance of making exercise a more permanent part of your routine.

Here are some ideas to get started:

- 1 Decide where you will insert 30 minutes of exercise into your day, four or five times per week.
- 2 What form of exercise is most gratifying to you? Can you combine exercise with another pleasurable activity like listening to music, reading a book or another form of learning? Don't rush this step. Googling "fun exercises to stay in shape" will lead to many options.
- 3 Test the exercise for 5 -10 minutes. Stop short of the normal discomfort from any muscle resistance exercise; for now, you are only gauging your personal satisfaction with your choice of exercise.
- 4 You've set aside 30 minutes per day, but when you first begin, shorten this time period and work your way up to the allotted time.
- 5 After a week, examine how you are feeling. Do you feel proud of your achievements so far? How are your energy levels? Any improvements on your diet choices? Has exercise helped you switch your focus or detach from stress or worries, at least temporarily?

Think of all of the small and large benefits gained. Don't overlook the less obvious ones. They all add up to the motivation necessary to reinforce your decision to keep an exercise program going.

Resource: The Ultimate Guide to Becoming Your Own Workout Motivation: Discipline, Desire, and Getting It Done; September 2021; James Kelly



Reduce Customer Service Stress with ACCURATE EMPATHY

With customer complaints, try listening for what is not being said. You may hear anger, but is the deeper issue disappointment?

If so, saying, "I know you are disappointed" will demonstrate more accurate empathy. It zeros in on the real emotional target. This can calm your customer faster. It takes practice, but don't be surprised if, as a bonus, you get an apology for the overly emotional behavior.

Rather than stress out over customers who are complaining, practice accurate empathy to improve customer service and increase your job satisfaction by possibly having less stressful days.

WORKPLACE STRESS MANAGEMENT: INTERPERSONAL DEMANDS

Workplace stress management typically focuses on the aftereffects of challenging tasks. The interpersonal demands of others around us are often overlooked. They're also stressful.

Due to everything that results from having to hear thinly veiled insults and gossip to dealing with those who manipulate, bully, chronically complain or lie, withhold information and miscommunicate, interpersonal stress may require more than a jog around the block to shake it off.

Detachment, maintaining boundaries, self-discipline, assertiveness, ignoring negativity and avoiding manipulation are teachable soft skills. They can help you cope with this form of stress.

Reach out to Continuum to speak with an EAP professional and learn how to better control your emotions, how to stay focused on solutions and when to disengage from "people dynamics" at work that can make you feel drained at the end of the day.

Recommended: "No Hard Feelings: The Secret Power of Embracing Emotions at Work" by Liz Fosslien and Mollie West Duffy

Managing Grief in the Era of COVID-19

Millions of people worldwide have experienced recent deaths of loved ones — some have even lost multiple family members. Whether or not the deaths are COVID-19 related, every person's experience with grief is a personal journey, and many circumstances can complicate it, even when the person losing someone is surrounded by helpful friends and family members.

Only the bereaved person can decide when he or she is ready to move towards a healthy resolution of their grief.

If this is your experience, know that confidential counseling to help with your grief journey is available from a Continuum professional.

Training Reduces RISK OF INJURY

Many jobs are hazardous but don't require certified training in accident prevention by government agencies such as the Occupational Safety Health Administration (OSHA).

Examples include:

- How to lift something heavy
- Working outside in the heat
- How to prevent falls

OSHA has many videos on these and other topics; they are available in English and Spanish at www.osha.gov/video.

To reduce risk of injury, set aside time with your team and learn from these resources about how to be safer on the job. If you work in healthcare, agriculture or construction, your risk of injury is statistically higher, so "an ounce of prevention is worth a pound of cure."

Off-Load Worry for IMPROVED PERFORMANCE

Write down your worries and concerns on paper or in a journal, and you may have more mental capacity to engage in other tasks requiring your attention — and do so with increased efficiency.

That's the discovery of researchers at the University of Michigan, where it was observed that those who wrote down their worries and concerns (engaging in a "mind dump") actually freed up brain capacity with personal and workplace troubles.

Will it work for you? Try it today!

