

# The Continuum Edge

## RESOURCES FOR EVERYONE

3401 Village Dr, Ste 210, Lincoln, NE 68516 • 402.476.0186 / 800.755.7636 • [4continuum.com](http://4continuum.com) • [easpecialist@4continuum.com](mailto:easpecialist@4continuum.com)



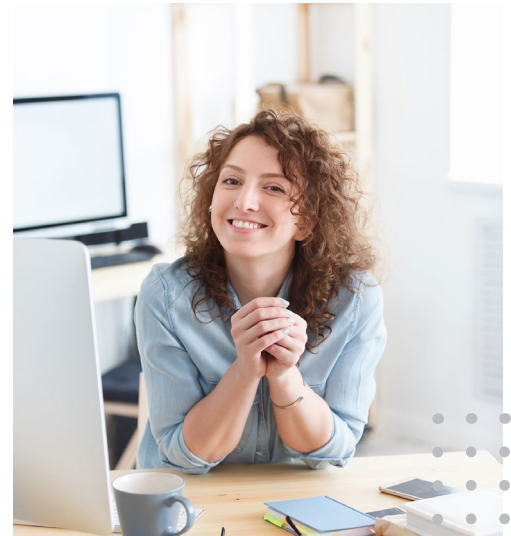
August 2025

## THE POWER OF DECISIVENESS

Being decisive means you can make a decision, but also be timely and confident about it. Decisiveness is a soft skill that can be honed, and the more decisiveness you practice, the less wavering you will experience.

Effective leaders are noted for their decisiveness. Decisive employees reduce delays, take action, model positive behaviors for peers, and tend to excel at seeking clarity, which means better decisions. It's easier to be more decisive if you intervene when there are roadblocks like fear of failure, overthinking, perfectionism, and fear of not getting recognition.

Self-awareness is key. Simply examining these roadblocks weakens their grip. Naming these culprits puts you in control. Remember, no decision is without risk and uncertainty — you may not know or guess what will happen. Learning to tolerate this is part of the journey, even for the greatest leaders.



**NEED HELP?** Contact  
Continuum EAP for support.

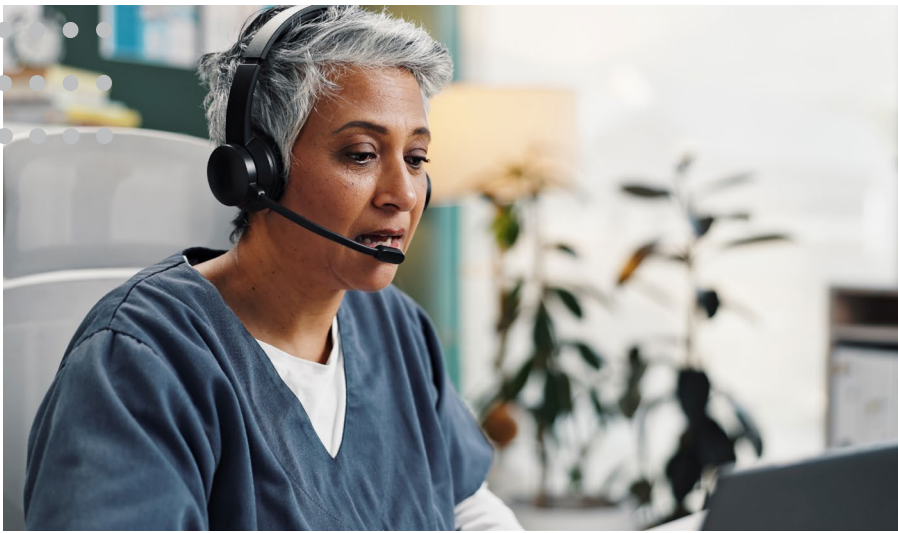
## MAKING A "PEER REFERRAL" TO THE EAP



Ongoing performance issues in a co-worker may signal deeper problems. You might not know what's wrong, but you'll likely notice symptoms — such as missed deadlines, mood swings, frequent absences or others' complaints. Since denial is common, how do you help?

Start by showing concern. A calm, caring comment makes a stronger impression than showing frustration or criticism does. It also makes you more likely to be seen as someone safe to talk to if things get worse — which they often do. Chronic issues can lead to crises.

Any incident may open a brief window when your co-worker is willing to accept help. That's your opportunity to suggest they consider reaching out to Continuum EAP. This simple step can be the turning point that leads your co-worker to needed support and recovery.



## PERSONAL WELLNESS MATTERS IN CUSTOMER SERVICE

There's a connection between personal wellness and your ability to deliver great customer service. In turn, a positive customer service experience helps you feel more excited and motivated to do your job. Taking care of your mental health and well-being is key to job satisfaction, and it makes you more resilient when coping with difficult customers.

**Here's the point:** See personal wellness as a professional responsibility with big payoffs — not just for giving you more energy, but also for handling workplace challenges. Much lip service is given to wellness, but it influences how well you focus, respond emotionally, stay patient, listen better, avoid burnout, and act professionally in tense situations.

This includes not just external customers, but also your co-workers and the teams you support — your internal customers. Ready to be more intentional about wellness?

### FOCUS ON THESE FIVE AREAS:

- **MENTAL AND EMOTIONAL WELLNESS:** Managing stress and nurturing a positive mindset.
- **PHYSICAL WELLNESS:** Getting enough sleep, ensuring hydration and eating well.
- **SOCIAL WELLNESS:** Building supportive and positive relationships.
- **WORK-LIFE BALANCE:** Creating boundaries between energy spent on your job and personal time.
- **VALUES ALIGNMENT:** Clarifying goals and direction based on where you are now and where you want to go.

## MICRO-BREAKS

### STRESS MANAGEMENT IN 30 SECONDS

• • • • •

Micro-breaks are short, intentional pauses in your work lasting 30 seconds to 5 minutes. They interrupt the buildup of physical and mental stress. Take them throughout the day to reset focus, lower tension and improve performance.

Stretch, stand, walk, breathe deeply or drink some water. It sounds simple, but many skip micro-breaks because they are caught up in the intensity of their work. Being in “go mode” reduces awareness of your need to recharge. Mini-breaks help prevent burnout and boost productivity.

Set a phone timer if needed, or take a break when you notice mental fog, forgetfulness, irritability, impatience, eyestrain, body tension, slumping or dozing off.

