



Employee Assistance Program  
 Carolinas HealthCare System  
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[www.chs-eap.org](http://www.chs-eap.org)

# FrontLine Employee

Wellness, Productivity, & You!

## Fighting Depression in the Recession

**R**ecessions can take an emotional toll along with their financial impact. Keep an eye out for signs of depression, and don't let symptoms mount before seeking treatment. Your employee assistance professional can help. Resist slipping into catastrophic thinking ("We'll never climb out of this."). Instead, deal with each day as it comes. Plan steps and strategies to regain a financial foothold, and reflect on past successes in overcoming adversity. Feared events, if they come, are usually accompanied by solutions or choices associated with their resolutions. Using this resilient mind-set helps reduce fear, and it allows you to feel more in control and less stressed. It also models resilience to those you love.



## Goal Achievement: Boiling It Down

**T**here are thousands of books on goal achievement, but not all of them have a unique message. In fact, most boil down to four principles stated in many different ways:

- 1) You must decide precisely what you are going to achieve and accept no substitute for achievement;
- 2) you must decide that you will act vigorously and relentlessly to make the goal reality;
- 3) you must recognize progress and lack of progress so you can repeat, add to, or not repeat action steps accordingly;
- 4) you must abandon preconceived notions of what should or will ultimately work.



## Keeping Your 2009 Memories

**I**t's 2010, but don't throw away your 2009 business day planner! You may have transferred the phone numbers and dates of future meetings, but you have not transferred your memories! Hundreds of them are associated with the meetings and events you attended last year. You now have a "diary" to serve you in the future when you need it to recall crucial information for resumes, references, meetings, documentation of experience, and more.



## Happiness Tactics of Top Performers

**S**outhwest Airlines has famous customer service, but management will tell you that it's their employees who get most of the credit. Southwest Airlines hires only upbeat employees—those who are positive, compassionate, diplomatic, and empathic. What behaviors do its employees practice that spur happiness and corporate success? Can you do the same things? Here are three: 1) Seek creative solutions to work problems. Ideas may not always be accepted, but in your job or among your peers, continue to seek ways of doing things more effectively. 2) Establish a way to celebrate success among your peers. Peer recognition is the most reinforcing. 3) Reduce customer service stress by imagining your customer as a loved one—a child, mother, father, or person who energizes you. Applying this perspective can create a more positive attitude and reduce stress. Sound a bit crazy? Get this: The airline's stock symbol is LUV. Something is obviously working.



# Recover Your Recovery Program



**I**f you must manage a chronic disease prone to relapse, did you find support for your recovery program this past holiday season? Millions of people manage personal programs of recovery from relapse-prone illnesses such as substance addictions and disorders associated with eating, gambling, smoking, and other behavioral health issues. Don't delay in reestablishing your program of recovery if you relapsed. You may be waiting for the "right opportunity," but get this one off your "to do" list and on to your "just do it now" list. Don't kick yourself for relapsing. Doing so adds to your procrastination. Instead, put your energy into reestablishing your recovery program without delay. A relapse may have started with some destructive thoughts ("stinking thinking"), or rationalizations. Rebounding from a relapse is easier the more quickly it is begun, because in the early days or weeks you have not yet rekindled strong defenses that prevent you from accepting help. Talk with your sponsor or a counselor to gain insight from your relapse experience so that it becomes part of your armament to help prevent a future relapse. Recapture the promises of recovery in your life.

# Subtle Sexual Harassment is Still Serious

**S**exual harassment is becoming more subtle with new technology such as texting, PDAs, and instant messaging. However, it's still illegal and victimizes



# Plan Tomorrow Tonight!

**H**ere's one daily habit you should start tonight.

Set aside 30 minutes each night to review your plan for the following day. Once your day begins, you're off to the races. It may be difficult to take a breather and plan your day on the run. You have the ability to store a thousand ideas and details associated with your day. However, you can work on only one thing at a time. Planning your day the night before acts as a sorting-out process and calms the nervous system, which has been in hyper mode all day. It's the equivalent of straightening up a messy workshop before beginning the next project. The benefit is the feeling of being more in control and less overwhelmed by a morass of issues and concerns. And it may improve your sleep!



others. From the privacy of a tiny keyboard, it is easy to send a message with an unwelcome impact. Your best tool to avoid being accused of sexual harassment is "other awareness," which means paying attention to statements or actions of the person (or others around you) who do not welcome your comments or behaviors. "No," "not interested," "please stop," "don't do that," "no, thanks," silence, or even looks of disapproval all mean the same thing: Don't do that again. One mistake many perpetrators of sexual harassment make is practicing the unwanted behavior again, convinced that it will be accepted if only attempted in a different way.