



# The EAP News



## JBLM

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### **EAP Mission:**

Consult with management and supervisors in dealing with performance problems in the workplace, assist employees who have job-affecting personal issues, and provide short-term consultation, education and referral services to clients - toward improving work-life balance and their quality of life.

## The Employee Assistance Program

Greetings All! As we look forward to the Fall season we can expect the fallen leaves, various scents, baked apples, cooked pumpkin, etc...that only Autumn brings.

During this Season we experience the great holidays of Columbus Day, Veterans Day and Thanksgiving. This is also a time when drinking and other substance abuse increases. Please remember, however we choose to celebrate let's be sure to make responsible choices and practice safety.

The EAP is available to the JBLM community as a professional, confidential service at no cost. Please keep in mind and refer those who may experience sadness, anxiety or grief during this time.

In this edition of The EAP News you will find information on resiliency skills and reducing stress, 7 customer service tips, upcoming FY15 EAP Training, and a word from our ASAP Manager.

Maintaining balance in the workplace

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## Ways to Handle Stress

According to Dr. Karen Reivich, resilience is not a personality trait; anyone can develop and then practice resiliency skills. Resilience is about facing adversity and bouncing back. We all experience daily challenges whether its on the job, with family, with finances, etc. How well we cope with problems depends on our level of resiliency.

Building a resilient personal portfolio is critical; as strengthening resilience can result in better emotional, physical and spiritual health. What do resilient people have in common? See common practices below:

- ✓ Practice deep breathing throughout the day; learn how to relax
- ✓ Take care of yourself, both mentally (talking about issues) and physically (maintaining good health habits)
- ✓ Accept that change is inevitable; change the things you can, worry less about things outside of your control
- ✓ Use time wisely, set realistic goals and then follow up
- ✓ Grow caring supportive relationships both within and outside your family

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## 12 Customer Service Tips:

- Patience
- Attentiveness
- Clear Communication & Reflective Listening
- A Positive Attitude (Language)
- A Calming Presence
- An Awareness of When to Involve a Supervisor
- Always Thank the Customer

## FY15 EAP Training

EAP training rolls out with **Civilian Training on 14 Jan 15 @ 0900-1100 (Stone Ed Ctr)**, and a **Supervisor Course on 25 Feb 15 @ 0800-1200 (FRC)**. \*Specialized training is available throughout the year and highly encouraged!

## Depression - Worldwide

According to Harvard public health professors Christopher Murray and Alan Lopez, by 2020, depression is expected to rank second only to heart disease as the leading cause of disability worldwide.

If this is the case, it is important for us to take depression seriously. It is a myth that a person experiencing depression is able to shake themselves and get over it. It's not merely about will power.

Stigma labels depression as a weakness or some other undesirable state. Knowing when to reach out for assistance is actually a resilient indicator. In many cases, it may be a matter in need of medical attention.

No longer do we look at depression or prolonged sadness as an issue of failing. Under the circumstances, it's okay to allow someone to take care for us. An opportunity for us to take advantage of the benefit of talking to someone; this is a gem that we could treasure more often as a Nation and World.