



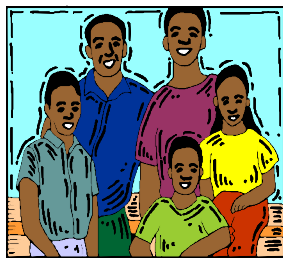
FrontLine Employee

Wellness, Productivity, and You!

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Know Your Family's Health History



You have your mother's eyes and your grandfather's brow, but did you also inherit risk for an illness? Maybe you've heard stories about heart attacks, depression, or certain types of cancer. Knowing your family's health history can help you prevent some illnesses, reduce the severity of others, or help you stay aware of signs and symptoms so you can act early if they appear. Because family health history is such a powerful screening tool, the U.S. Surgeon General has created a new computerized tool to help make it easy for anyone to create a sophisticated portrait of their family's health. The Web-based tool helps users organize family history, save it to their computer, and share it with family members or their physicians. See it at <http://bitly.com/health-history>.

Are You Aware Of Your Legal Rights?



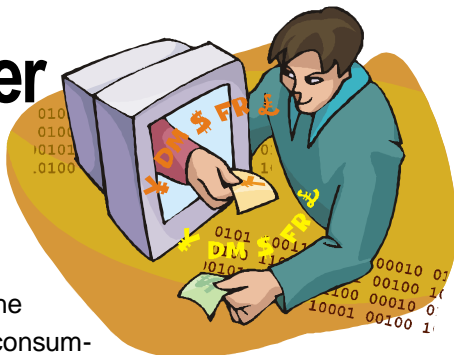
Call today and discuss your situation with a Continuum professional. You can obtain legal consultation on issues such as: wills, landlord disputes, MIP, divorce, DWI and bankruptcy.

**Employment related matters are not covered by this service.*

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Consumer Scams Central



There's no end to the number of scams consumers fall prey to each year. Since forewarned is forearmed, having access to an ongoing source of intelligence about the latest consumer scams might prevent you from becoming separated from your money. The national Better Business Bureau has created a one-stop source for information on scams. If you happen on a business, consumer, or Internet offer that seems suspicious or too good to be true, visit <http://www.bbb.org/us/scams>. You might find it listed.

Elder Home Care Safety Check List



The risk of falling is not the only hazard faced by the elderly. There are many risks and precautions worth knowing about to keep senior citizens safe, especially if they are living independently. They range from ensuring adequate lighting over stoves to having emergency numbers next to every phone. Others include wearing proper shoes, padding sharp corners of low-rise furniture, keeping space heaters at a safe distance from flammable materials, and more. Print a handy Elder Home Safety Checklist at <http://scr.bi/elder-safety>.

Stating Opinions Diplomatically



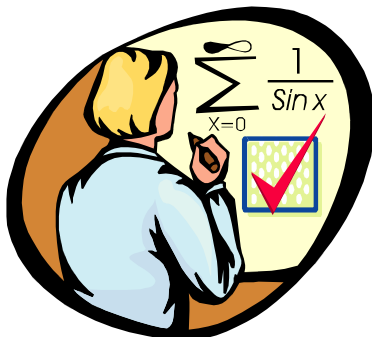
Whenever you volunteer your opinions or concerns, are you

speaking respectfully and tactfully to your coworkers or teammates? Do so and others are more likely to appreciate your tone and heed your views. If you sound preachy or tell people what they should do, your ideas, even if they are stellar, will face a harder sell. To state your opinions diplomatically and improve receptivity to your ideas, establish a give-and-take conversational style when you speak with your team. Rather than spout your ideas, ask questions so that others do most of the talking. Listen attentively and show interest in how others arrived at their conclusions. Try it. These are powerful engagement skills, and your peers are likely to ask what you think or believe. And along with this approach comes more attentiveness to what you say. Add a quick overview of your evidence to support your opinions when offering your input. Example: "Based on three instances in which we lost a potential customer, I'm concerned that our sales pitch isn't working very well." The study of how to be effective and productive in business group discussions is called "group discussion dynamics." It is a highly researched and studied topic. Lessons learned are available to help you improve your productivity and achieve more for your employer. Learn more about it to advance your career.

Stress Management Tip . . .

Better Problem Solving

Sometimes stress management isn't about relaxation, better eating, getting a massage, or practicing yoga. The best stress management strategy might be a better way to solve a stressful problem. Here's a problem-solving formula to apply to the root of a problem you face that causes stress: 1) Define the problem; 2) Think of as many ways to intervene as possible; 3) Select the most practical solution; 4) Write goals to achieve; 5) Write objectives under each goal; 6) Select deadlines for #4 and #5; 7) Commit to success (say "no" to distractions and procrastination); and 8) Begin.



Handling Delicate Conversations

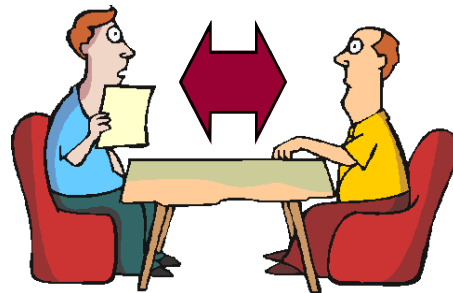
Discussing with a coworker the need to correct a personal habit or stop an annoying behavior is an age-old dreaded experience. If you have procrastinated with such a chore, chances are you've grown



more irritable and frustrated, but is your job satisfaction and productivity also slipping? If so, it's a good sign to delay no more. Realize that the reaction you imagine getting when you broach the subject is almost always overblown. Thankfulness is a much more likely response from your coworker than shock and horror, so go for a polite style. To proceed, request a private meeting and say you would like to offer some feedback that is difficult to share and that it is personal. This is a buffering introduction to help your coworker be receptive. Share your concern in a direct but calm manner. Always add how the behavior affects your productivity or work environment. Smart move: Affirm the value you and others maintain for your coworker. This won't undermine your goal, and it will add to your coworker's motivation to change.

Feedback Works Both Ways

Employees blossom with positive feedback from bosses, but this works both ways. Don't hesitate to give your boss positive feed-



back when things go right. You'll nourish a more effective and rewarding relationship and contribute to your own job satisfaction by reinforcing what works. Bosses have a powerful effect on employee happiness, so help them out by keeping the communication flowing. Don't underestimate your role in nurturing a powerful and constructive relationship with your boss. The secret is reciprocity and mutual respect. You may be subordinate in the hierarchy, but what you say and think matter.