



Special points of interest:

- EAP Website
- Mental Health
- Legal/Financial
- Family
- Team Building

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Employee Assistance Program

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<http://city.milwaukee.gov/der/EAP>

Building Team Accountability

A big part of maintaining a team, whether as a volunteer soccer coach for a child's league or supervisor at work, is creating accountability. Having each "player" doing their part is achievable. Just keep it **S.I.M.P.L.E!**

Set clear goals and objectives: Success hinges on each member having a common focus and purpose. Team members need to have a clear understanding of what is expected before being held accountable for it. Setting

up these goals and objectives early on is critical.

Invite Commitment: Folks are more likely to jump on board when they know how the goal(s) will benefit them directly.

Measure Progress: Gather data and information about ongoing progress. This will help identify gaps to work on.

Provide Feedback: Team members require objective communication about performance in order

to improve.

Link to Consequences: Sometimes team members get stuck. Appropriate positive or negative consequences may provide the extra motivation needed.

Evaluate Effectiveness : Take a step back to review the process and outcomes. Make the needed changes and work toward a consistent working system.

Fears And Facts About Counseling

The following information was originally submitted to the EAP by a City of Milwaukee employee. The employee cited the original piece in an issue of *Catholic Charities Magazine* and thought it was good information to pass along. Thanks and keep them coming!!

FEAR: My problems are too vague, trivial, upsetting, or embarrassing to talk about with a counselor.

FACT: Any concern is

valid one no matter how big or small it may seem. Counselors offer a non-judgmental approach to listening and problem-solving.

FEAR: I should be strong and disciplined enough to solve my own problems.

FACT: It takes courage and wisdom to seek out help in times of distress.

FEAR: Dealing with emotional issues may stir up thoughts, fears, and

feelings that will interfere with my life. I don't have time for that.

FACT: While addressing problems is often difficult, the decision to act should take into account the potential harm of not addressing it at all. The decision to seek out counseling is a personal judgment call that only you are able to answer. Know that the "ideal" time to address an issue or problem may never arrive.

How to Influence Others at Work

Ever feel stuck in how to persuade someone else toward something you want or need? The *Influence Model*, was created by Allen R. Cohen and David L. Bradford for situations where:

- You don't have much or any authority
- The other person is resisting helping
- You don't have a positive relationship with the other person
- You don't know the other person well

The Influence Model is based on the law of reciprocity - the belief that all of the positive and negative things we do for (or to) others will be paid back over time.

It has several steps, which are:

1. Assume all are potential allies.
2. Clarify your goals and priorities.
3. Diagnose the world of the other person
4. Identify relevant "currencies"; theirs and yours.
5. Deal with relationships
6. Influence through give and take.

Assume All are Potential Allies

It is absolutely crucial for you to adopt this view, even if the thought of dealing with the other person makes you feel uneasy or upset.

Clarify Your Goals and Priorities

Ask yourself, "*why am I trying to influence this person. What is it that I need from him or her? What are my primary and secondary goals?*"

It's important to keep your personal wants and goals out of the equation. For example, you may subconsciously want to be seen as "right," or you may want to "have the last word." Instead, focus on your work goals.

"..Assume all are potential allies."

Diagnose the World of the Other Person

In this step, you need to understand your potential ally's "work world." What drives their behavior? Ask yourself, "*What are her primary responsibilities? Does this person experience peer pressure from her boss or colleagues? What does this person's boss expect from him? What seems to be important to this person?*"

This step can be challenging but it will determine whether or not you can identify their relevant "currency," which is the next step.

Identify Relevant "Currencies"; Theirs and Yours

This is likely to be the most important step in the Influence Model. Here, you need to identify what truly matters to your potential ally.

Inspiration-related currencies: People who value these currencies want to find deep meaning in what they're doing. Appeal to their sense of integrity and virtue by linking your request to what is "the right thing to do."

Task-related currencies: Are usually found where resources are scarce. It may be good to focus on concrete resources that may be exchanged or shared to get tasks or jobs done.

Position-related currencies: These folks value reputation and visibility in the organization. Focus on how their help will be recognized by others in the organization.

Relationship-related Cur-

rencies: These potential allies want strong relationships with their team and colleagues. Use active listening in offering emotional support and understanding. Show gratitude.

Personal-related Currencies: These individuals relate to the other person on a personal level. Allow them the freedom to make their own decisions if they're helping you on a team. Keep it simple in order to avoid them feeling hassled.

Deal with Relationships

Focus on building trust and developing a good relationship. Take time to get to know the person. Use more active listening techniques to get there.

Influence Through Give and Take

Once you feel you know what your ally wants or needs, and you've determined what you have to offer, you can make "the exchange." (Win-Win Negotiation can help you with this.)

Negotiate to build trust. Show respect, empathy, and understanding. Show your gratitude and keep looking for ways to help others.

More Money Saving Tips

Ten Second Rule

When you pick up an item at the store, wait 10 seconds before putting it in your cart. Use those seconds to ask yourself *why* you are really buying it and whether you actually *need* it. If you are able to come up with a good answer, put it in the cart.

Use a Shopping List

Make a list before you go out shopping and make sure to stick to it.

Use That Old Crock Pot

Cut back on food ex-

penses by eating in. Busy family? Simply put in all the ingredients before leaving for work and your meal is ready when you get home.

Clean Hands

Keeping those digits clean decreases the chance of getting sick and reduces medical expenses.

Take Public Transportation

The City offers a *Commuter Value Pass* (CVP) to eligible employees that offers a discount on bus fare. Contact Employee

Relations at 286-8111 for further information.

Go The Speed Limit

Speeding is not an efficient use of your gasoline; plus you may get stuck with tickets, court costs and subsequent insurance price hikes.

Use an Electrical

Surge Protector
Big ticket items such as stereo equipment and TV's are not cheap to replace. Protect them against electrical shortages.

Experiment With Generic Brands

Sometimes there is really little noticeable difference between name brand items and generics.

Retail Therapy

Careful not to get into the habit of spending money to de-stress. Instead, try some stretching, meditation, yoga or simple quiet time before heading out to the store.



Adolescent Mental Health

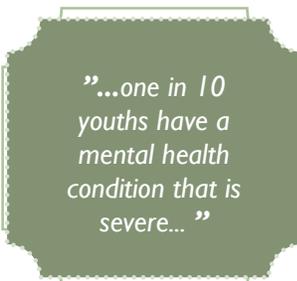
Many adolescents with mental health problems are never diagnosed and treated. It is estimated that one in 10 youths have a mental health condition that is severe enough to impair functioning, either at home, or school (SAMHSA).

The presence of any one of the following bullet points may help separate normal teenage difficulties from a serious emotional/behavioral problem:

- Feeling very sad or withdrawn for two

- or more weeks.
- Seriously trying to harm or kill themselves, or making plans to do so.
- Sudden overwhelming fear for no reason, sometimes with a racing heart or fast breathing.
- Involved in multiple fights, using a weapon, or wanting badly to hurt others.
- Severe out-of-control behavior that can hurt the teenager or others
- Not eating, throw-

- ing up, or using laxatives to lose weight.
- Intense worries or fears that get in the way of daily activities.



- Extreme difficulty in concentrating or staying still that puts a teenager in physi-

- cal danger or causes school failure.
- Repeated use of drugs or alcohol.
- Severe mood swings that cause problems in relationships.
- Drastic changes in behavior or personality.

These years may be a time for growth and discovery but may also be inherently tumultuous. Consult with your primary care physician, EAP Coordinator or health insurance carrier for additional information.



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Employee Assistance Mission Statement

It is the mission of the Employee Assistance Program (EAP) to assist employees who develop behavioral/medical problems that may directly affect their work performance, and to provide Key personnel with policy and procedural guidelines for the management of these problems.

Coping with Cravings: The Three D's

Delay: Remember, cravings only last for a period of time and will pass. Like a wave, it builds and then subsides—so delay for a minute at a time until it passes.

Distract: Do some other activity that matches with the en-

ergy of your craving to distract yourself – brisk exercise or a healthy hobby.

Decide: Make that decision. Think of all the things that you don't like about that behavior. All the things you have to lose.

Cravings only remind you of the good things about that behavior so challenge those thoughts and remember all the reasons why you decided to change in the first place.

Writing out those positive reasons, keep it with you and review them when it gets tough.

Improve Your Level of Happiness

What makes you happy? Where does it come from? How do you get it? Contrary to popular belief, folks that report high levels of happiness do not attribute it to possessions or circumstances. Rather, to a large extent what determines happiness boils down to everyday choices.

Deciding on how we respond to situations, behave, what we believe and think to ourselves are the biggest factors toward happiness. Our degree of happiness really is the sum of choices in our life. Folks that seem naturally happy intuitively

make their own happiness through the choices they make. For the rest of us, it takes a bit more practice. However, it starts with deciding to do a little of the following:

Invest In Relationships

Being around people that care and are interested in you boosts your mood and provides support during difficult times. Seek out those relationships that are positive.

Express Gratitude

Don't wait for something to happen before feeling grateful. Instead, make it a habit to identify at least

one thing that enriches your life on a daily basis.

Cultivate Optimism

Don't let the negatives color your whole outlook on life. Ask yourself, "Is the situation really as bad as I think", "Is there another way to look at the situation" or "What can I learn from this for the future that is positive."

Find Your Purpose

People that strive toward something or have a goal they are working toward are generally happier than those that don't have aspirations. The type or kind of goal is really inconsequential...start small. What is

important is that it means something to you, provides a sense of pride and accomplishment. Ask yourself, "What excites me?", "What are my proudest moments?", or "How do I want other's to remember me?"

Live in the Moment

Look for and savor the small pleasures of everyday life. They may not come as often as we would like, so soak it in when they do. Focus on the positives in the present moment; don't spend too much time rehashing the past or worrying yourself sick about the future. So, take a moment to **really** smell the flowers!