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### Fight Procrastination

If you struggle with procrastination, the following on-time tactics could improve your reputation almost overnight: 1) When taking on a new task or being assigned a project, immediately spend a few minutes considering what's involved. 2) Quickly notify people who depend on you when they can expect completion. This puts you under pressure to stay on task and is more efficient than its alternative—the "prompt and react" method. This approach, used by many employees to get things done, relies upon reacting to the "system" prompting you to act—an anxious phone call from a coworker, a boss sending out a terse reminder, or a demand from an angry customer who needs something "yesterday."

*Spend a few minutes considering what's involved*

### Message from Your EAP

Bon Secours EAP offers short-term counseling services to you and your immediate family members by trained professionals that specialize in a wide range of personal and job related issues. It's our main goal to keep your lives balanced so your personal stressors do not impact your job performance. Services are confidential and provided at no cost as a benefit of your employment. To utilize your EAP benefit, call our main office at 757.398.2374 Monday-Friday from 8 a.m. to 5 p.m. or visit us on the web: [www.eap-hamptonroads.org](http://www.eap-hamptonroads.org)

### Stress Tip

#### P.P.S. More on Managing Stress

Fight the negative effects of stress by incorporating three key principles in your stress management program: *preparation, prevention and support*. Preparation includes activities that build resistance before stressful events are experienced (for example, getting enough sleep, eating balanced meals and exercising regularly, balancing work and play). Prevention includes steps such as scheduling time effectively, making effective decisions early and often, practicing assertiveness skills, and maintaining a positive attitude. Support may include talking with others, meeting with support groups, or drawing on one's religious or spiritual beliefs.

## Act Early to End Conflict

Conflicts with a supervisor are one of the issues for which employees seek assistance. The best advice from EAPs—intervene early if you sense growing relationship struggles with your supervisor. Often, a simple conversation with your supervisor can clear up any misunderstandings. Try talking to your supervisor directly, and do it in a confident, calm manner. If you need specific feedback, tell your supervisor. If you need more time to discuss mutual concerns, ask for it. Use resources like the EAP for advice and troubleshooting relationship issues.

## Making Customer Service a Cinch

There will always be upset customers. And it's common knowledge that they repeat their stories of disappointment to other potential customers, costing businesses millions of dollars. So, if you deal with customers, and practically all of us do, consider learning the art of an apology so you can have the best shot at not losing business. The formula: 1) start with an explanation of what happened; 2) make assurances—then act to make sure the customer will be taken care of; and 3) acknowledge the error or bad experience and express regret for its occurrence.

## Education, Support & Upcoming Events

### Stay aware and assess your health

Free online screening tools available at  
[www.mybonsecours.com](http://www.mybonsecours.com)

### "It's all about eating right"

Understand the effects your diet has on your health  
[www.eatright.org](http://www.eatright.org)

### Support the Fight Against MS

"Walk to create a world free of MS". Walks being held at Ft. Eustis and Mt. Trashmore. Register below:  
[http://walkvax.nationalmssociety.org/site/PageServer?pagename=WLK\\_VAX\\_homepage](http://walkvax.nationalmssociety.org/site/PageServer?pagename=WLK_VAX_homepage)

### Always Helpful!

#### Want to Quit Smoking?

[www.smokefreevirginia.org](http://www.smokefreevirginia.org) is a free government funded website that provides education, resources and updated smoke cessation product offers.

#### Alcoholics Anonymous (AA)

Local support groups can be found on the Virginia AA website at  
<http://www.aavirginia.org/hp/meetings/waw.asp?search=true>

### Good Help to Those In Need\*



BON SECOURS  
EMPLOYEE ASSISTANCE PROGRAM

(800) 327-3257 • (757) 398-2374

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