

Summer  
2011

# Frontline Employee

## AllOne Health Employee Assistance Program

### Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Grief/Loss

### Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care
- Work/Life

### Stress Management

- Personal Concerns
- Professional Issues

800.451.1834



### This issue:

- Approaching Your Supervisor with Concerns
- Using Solitude to Find Solutions
- Understanding Horizontal Violence
- Making the Most of Your Mistakes
- How to Feel Empowered at Work
- How to Develop More Self-Discipline
- Getting Credit for Your Ideas

## Approaching Your Supervisor with Concerns

Managers frequently complain that employees don't come to them soon enough with important concerns. Overcome this challenge, and you will experience less stress, solve small problems before they become large ones, and be happier with your supervisor. You'll also help prevent workplace negativity. Know the best times to meet with your supervisor, rehearse your talking points before you go, and show your professionalism by being patient, staying calm, and remaining unemotional as you discuss and address your concerns together.

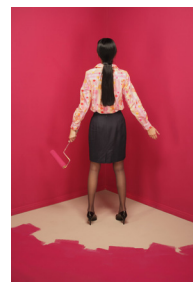


## Understanding Horizontal Violence

Horizontal violence is a form of workplace aggression characterized by overt and covert behaviors to sabotage another's reputation or career path, or to demonstrate hostility toward coworkers. Also called "lateral violence," it is a growing concern in many professions, and includes behaviors such as spreading false rumors, belittling or humiliating others, mockery, and sarcasm. If you are a victim of horizontal violence, consider talking to the person responsible for the behavior. Confide in a trusted supervisor, contact your HR department, or call your EAP to gain support. Do you commit horizontal violence? See a list and learn much more at the following website: <http://tiny.cc/workplaceviolence>

## Using Solitude to Find Solutions

When you're plagued by tough problems, resist the urge to enlist others to provide quick fixes. You may miss out on the brilliance of your own solutions. Instead, try taking long, quiet walks in solitude. A change of scenery and removal of environmental distractions promote clear, creative thoughts. Jotting down your thoughts can be helpful for remembering your ideas later. Since you know your needs, goals, and values best, no one can develop better solutions to your problems than you can.



## Making the Most of Your Mistakes

Big or small, mistakes are instant stressors. The key to reducing such stress is to minimize their negative impact and learn from them. First, you must own your missteps. You can't learn from something that you won't admit happened. Next, guard your mental health like a watchdog, and let go of your feelings of guilt and shame. Analyze the situation rationally to understand what went wrong and how you can do better in the future. Lastly, seek out advice, training, and support as needed.

Summer  
2011

# Frontline Employee

## AllOne Health Employee Assistance Program

### Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Grief/Loss

### Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care
- Work/Life

### Stress Management

- Personal Concerns
- Professional Issues

800.451.1834

## How to Feel Empowered at Work

Workplace empowerment produces increased self-confidence and stamina, generates a sense of purpose, and promotes greater employee productivity. How businesses can empower workers is a popular area of research: hundreds of studies have been and are currently being conducted. The University of Iowa's Tippie College of Business recently announced a review of 140 such studies, identifying factors that contribute to helping employees feel empowered on the job. These factors include autonomy and the ability to make decisions in one's position, good pay, feeling valued and recognized for one's contributions, access to training and growth opportunities, a manager who inspires and supports employees, and the opportunity to participate in challenging and rewarding work. You may not experience every one of these factors in your position at all times, but can help bring many of them about by taking initiative. Could better or more frequent communication and improved relationships help facilitate empowerment in your job? Asking, proposing, or negotiating improvements or enhancements in your position can play a key role in feeling empowered. Request assignments that help you feel more valued in what you do. Seek training opportunities. Volunteer for challenging tasks. Meet with your supervisor to discuss improving your communication skills, advancing your career needs, and complementing your ambitions with meaningful assignments. Don't wait for empowerment to find you - seek it out instead!

Press Release: University of Iowa - [tiny.cc/empowered-worker](http://tiny.cc/empowered-worker).



## How to Develop More Self-Discipline

At times, everyone feels like not completing a project. But what separates those who deliver quality work on time, every time, from those who leave projects undone? Self-discipline. What may seem like a procrastination problem is often a lack of self-discipline. By bolstering your self-discipline, you'll find that it is easier to complete tasks and reach goals. Rather than trying to overhaul your entire life, which usually results in reversion back to old habits, try making small changes. Break down large projects into smaller tasks that have realistic deadlines. Create a daily routine that maximizes efficiency and avoids multitasking. Complete an entire task before moving on to the next to ensure that you are not left with unfinished projects. Finally, realize that having self-discipline means controlling your emotions. Do what will get you to your end goal, rather than what feels good or easy right now.



## Getting Credit for Your Ideas



To increase the chances of getting the recognition you deserve for your good ideas, brush up on your delivery. In group

settings, be assertive without being aggressive. Speak clearly while looking group members in the eye. If you have a good idea, ask for discussion so the group develops it further without delay. Where applicable, put detailed ideas in writing before meetings. Pass out copies (with your name on top) while explaining your idea, stating that you brought outlines to work from. Email or meet with your boss directly regarding your ideas; this ensures that he or she will know which contributions are yours. Don't forget to give credit to others when appropriate — it's only fair, and it's what makes teams thrive.