



PERSPECTIVES

Employee Assistance Program (EAP)

October 2015

Fall Work-Life Balance

Teresa Ross, PsyD



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EAP Services Highlights:

- * Assist Federal civilian employees in resolving issues adversely impacting work or home.
- * Provide one-on-one assessment, short-term counseling, referrals to community resources, and crisis intervention.
- * Conduct a variety of educational workshops and classes (e.g., employee orientation, supervisor training).
- * Website: <http://www.dthc.capmed.mil/EAP/SitePages/Home.aspx>

Fall is a fabulous season...the changing of the leaves, the cool crisp air, and hot apple cider. And more so than any other time of year, it's the fascinating time when the Fall Equinox occurs – when day and night are of equal length, making it also a great time to focus on personal balance.

When people think about balance, it's striving for work-life balance that typically comes to mind. Finding work-life balance can be complex depending on your circumstances and it is not uncommon for people's lives to kilter out of balance at times. You may overwork and end up exhausted, burned out, or sick, then have to renew your strength, health, and motivation. Or you go the other direction and neglect work or family, or waste time getting nothing done or procrastinating on tasks. When

this occurs more effort may be needed to get back into balance or where you want to be.

Research has shown support for dual-purpose learning – which provides knowledge and skills that apply to both your on-the-job life and off-the-job life. Specifically, on-the-job skills in dealing more effectively with internal and external customers are often transferable to off-the-job relationships and vice versa. For example, the communication skills needed for team-oriented work environments are very comparable to those important for better interactions with family and friends. Similarly, time and project management skills obtained on the job are also transferable to achieving family, personal, and community activities and goals.

Today is a great day to start working towards

work-life balance. It is important to be realistic, as you may not achieve balance overnight. You may need to keep checking, re-adjusting, and re-aligning your priorities, so that you can stay in balance and meet work and family requirements.

In this Perspectives newsletter the Employee Assistance Program (EAP) provides many amazing fall tips and tools to help you toward improving your work-life balance by managing your time more efficiently, your mood, finances, and communicating more effectively with others. If you would like additional information on these topics, please contact the EAP at 703-692-8917. We are here to help!



Tuning Up Your Time Management Skills This Fall

Amanda Maher, LCSW



Do you ever wish there were more hours in the work day? Do you feel stressed and overwhelmed with everything you have to get done? Are you looking for ways to be more productive at work?



If you answered 'yes' to any of these questions, then you are like most people today trying to balance a busy work schedule filled with competing demands.

Fall can be a particularly busy time of year with end of the year deadlines fast approaching and there is no better time to tune

up your time management skills and learn new ways to be more productive at work. These easy strategies will help you better manage your time, improve your productivity, and reduce your stress all at the same time:

- ◆ **Make a to do list** but go a step further and use numbers, letters, or color codes to prioritize various work tasks to keep you organized.
- ◆ **Set firm and realistic deadlines** for tasks and reward yourself when you complete each task on your list.
- ◆ **Delegate and ask for help** where you can. Don't be afraid to ask coworkers or your subordinates for assistance.
- ◆ **Let go of unrealistic and perfectionistic ways of thinking** as this usually leads to high stress levels and low productivity. Remember, no one is perfect and no one can do it all. Just do your very best.
- ◆ **Learn to say "No"** when and where you can by not taking on too much and keeping your to do list manageable.
- ◆ **Take appropriate breaks during the work day** as this will help refresh and re-energize your brain improving your ability to refocus when you return to your desk.

If you would like more tips to improve your time management, join the EAP on October 1, 2015 for a Time Management class at the Pentagon or October 6, 2015 at the Mark Center.

Please see the training calendar for more details or contact us at 703-692-8917 for more information.



Effective Communication: Tips for Effective Listening

Svetlana Kahle, PsyD



Effective communication is a set of skills that can help you navigate through life. Whether it is with your significant other, children, colleagues, or managers, effective communication helps you build relationships, trust and respect. Research shows that effective communication not only reduces workplace stress, but also increases job satisfaction.

So what is a key element to effective communication? It is the ability to listen well. Consider the following techniques to improve your active listening skills:

- ◆ **Focus on the speaker's body language.** Facial expressions, body posture and tone of voice, all convey how the person actually feels about the topic. Try not to

read into a single gesture or nonverbal cue too much, instead, consider if the nonverbal cues match the words.

- ◆ **Try to avoid interrupting.** Let the person finish first before asking questions.
- ◆ **Avoid redirecting the conversation.** For example, when you say something like, "I know it's tough, but let me tell you what happened to me" can lead the person to believe that you are not listening and waiting for your turn to talk.
- ◆ **Avoid making judgments.** The goal of effective listening is to fully understand what the person is trying to communicate even if

you do not agree with the person.

- ◆ **Try to paraphrase and clarify.** It can help minimize miscommunication and send a message that you are paying attention.
- ◆ **Try to nod or smile occasionally.** It creates trust and shows that you are interested in what is being said.

The bottom line is that people want to be around people who are friendly, approachable and able to communicate effectively. Practice effective listening skills and people are more likely to respond to you in a positive way. If you would like to discuss this topic further, please contact the EAP at 703-692-8917.



S.A.D.?

Stacie Chapman, LCPC



As the daylight hours start to decrease, many employees find getting out of bed increasingly difficult. For over 14 million Americans, it isn't just a case of "the Mondays" that is impacting their ability to function. The change of seasons brings with it an increase in irritability, sadness, lethargy, and inability to concentrate at work or at home. These symptoms are indicators of Seasonal Affective Disorder (SAD), and they usually begin around October and last until April.

If you are wondering if you are one of the people affected, here are some warning signs:

- ◆ Depressed mood at least two winters in a row
- ◆ No depression in spring and summer months
- ◆ Lack of motivation
- ◆ Frequently late or absent from work
- ◆ Inability to concentrate

- ◆ Short term memory difficulties
- ◆ Poor work performance
- ◆ Decrease in productivity
- ◆ Trouble completing tasks
- ◆ Increased interpersonal difficulties in the workplace
- ◆ Increase in anxiety

Treatment options for SAD include:

- ◆ Increased exposure to bright light (real or artificial)
- ◆ Medication
- ◆ Talk therapy
- ◆ Stress management

Consider taking your lunch break outside in the sun because just 30 minutes a day can help increase your productivity and brighten your mood. If this is not an option, discuss getting a portable light box with your primary care physician. They are small and easy to incorporate into the work environment.

If the above indicators sound like you, it might be time to make an appointment with

your medical doctor. Consulting with a professional can help rule-out other issues that might be occurring.

Another course of action is to get more education.

The Employee Assistance Program is offering a one hour informational session on Thursday, October 8, 2015 from 11:00 am to 12:00 pm to talk about SAD in more detail. The discussion will take place in the Pentagon Library and Conference Center, Room #B9.

Employee Assistance Counselors are also available to meet with you individually to talk about this or other topics of concern. Please contact the EAP at 703-692-8917.



Top Five Ways to Protect Yourself from a Security Breach

Elizabeth De Los Santos — The Foundation for Financial Education

If you are among the 21 million individuals who had their information stolen during a recent security breach, you may be wondering – “*now what do I do*”? There are different ways identity thieves will try to use your information that may wreak havoc in your life. Regardless of your employment status, the personal data that was stolen may have included background investigation records containing full names, birth dates, home addresses, social security numbers (SSNs), and information about immediate family, personal, and business acquaintances. Some records also included employment and health history. To protect yourself and loved ones, below are a few suggestions.

- ◆ **Tip 1: Change your passwords for all your accounts.** Usernames and passwords that applicants used on background investigation forms were also stolen during a recent security breach. Research shows that 61% of consumers use the same password on multiple websites. If you are part of that percentage, now is the time to change your passwords.

- ◆ **Tip 2: Be aware of scammers.** One technique scammers use is called “spear phishing.” – an email that appears, at first glance, to be from a trusted source. Often, the sender is trying to motivate you to enter account numbers, passwords, or other sensitive data. Other times, they are trying to direct



you to a malicious website. Some phishing sites are exact replicas of legitimate websites so they can be difficult to recognize. Do not click on download files, links, or open email attachments from unexpected senders.

- ◆ **Tip 3: Be aware of new-account fraud.** For many, the breach accessed sensitive information about you and your spouse. An impostor could use that information to open new accounts in your name. The scammers are able to successfully use hacked identities by using addresses not associated with the hacked accounts. You can add an extra layer of protection by contacting a credit reporting company and request a credit freeze alert.

- ◆ **Tip 4: Monitor your children’s credit.** A child’s social security number can be used by identity thieves to apply for credit cards, loans, even government benefits. Fraudulent activity can plague their accounts unnoticed for years since most eight-year-olds don’t actively use credit cards or apply for loans. If you think your child’s information is at risk, contact each of the three nationwide credit reporting companies and ask for a manual search of the child’s file.

- ◆ **Tip 5: Be aware of tax-related identity theft.** Identity thieves will often use your SSN to get a tax refund or a job. If you randomly receive a notice from the Internal Revenue Service (IRS) informing you that records show you were either paid by an unknown employer, or that more than one tax return was filed using your SSN, then there is a good chance you are a victim.

For more information, contact the EAP at 703-692-8917.



October 2015



Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6*	7	8*	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29*	30	31

EAP October 2015 Training Calendar

PENTAGON

- Oct 1:** Time Management
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B9
- Oct 6:** Social Security 101
11:30 a.m. – 1:00 p.m.
Pentagon Library Conference Center, Rm. M3
- Oct 8:** Seasonal Affective Disorder
10 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B9
- Oct 13:** Overcoming Procrastination
10 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B9
- Oct 15:** Emotional Intelligence
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B8

- Oct 21:** Enhancing Communication Skills
9:30 – 11:00 a.m.,
Pentagon Library Conference Center, Rm. B8
- Oct 22:** EAP Supervisory Training
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B9
- Oct 29:** Resiliency
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B9

- Oct 27:** Working with Different Personality Styles
12 – 2:00 p.m., Rm. 2
- Oct 29:** Stress Management
12 – 2:00 p.m., Rm. 27

***Training is also at the Mark Center on this date.**

MARK CENTER

- Oct 6:** Time Management
12 – 2:00 p.m., Rm. 9
- Oct 7:** Managing Anger in the Workplace, 9 – 11:00 a.m.
Rm. 25
- Oct 8:** Estate Planning
11:30 a.m. – 1:00 p.m.
Rm. 13



NOVEMBER 2015



Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3*	4	5*	6	7
8	9	10	11	12*	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

EAP November 2015 Training Calendar

PENTAGON

- Nov 3:** Holiday Stress Management
9:30 – 11:00 a.m.
Pentagon Library
Conference Center, Rm. B9
- Nov 4:** Financial Protection after a Security Breach
11:30 a.m. – 1:00 p.m.
Pentagon Library
Conference Center,
Rm. B9
- Nov 5:** Anger Management
9:30 – 11:00 a.m.
Pentagon Library
Conference Center,
Rm. B9
- Nov 10:** Getting Out of Your Comfort Zone, 9:30 – 11:00 a.m.
Pentagon Library
Conference Center,
Rm. B8
- Nov 12:** EAP Supervisory Training
9:30 – 11:30 a.m.
Pentagon Library
Conference Center, Rm. B10

MARK CENTER

- Nov 3:** EAP Supervisory Training
9 – 11:00 a.m.
Rm. 23
- Nov 5:** Conflict Resolution in the Workplace,
11:00 a.m. – 1:00 p.m.
Rm. 16
- Nov 12:** Financial Protection after a Security Breach
12 – 1:30 p.m.
Rm. 20
- Nov 18:** Managing Workplace Negativity
10:00 a.m. – 12:00 p.m.
Rm. 2

*Training is also at the Mark Center on this date.



DECEMBER 2015



Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1*	2	3*	4	5
6	7	8	9*	10*	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

EAP December 2015 Training Calendar

PENTAGON

- Dec 1: **Managing Anxiety in the Workplace**
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B8
- Dec 3: **Managing Workplace Negativity**
9:30 – 11:00 am,
Pentagon Library Conference Center, Rm. B9
- Dec 8: **Taxes and the IRS**
11:30 a.m. – 1:00 p.m.
Pentagon Library Conference Center, Rm. B3
- Dec 9: **Working with Different Personality Styles**
9:30 – 11:00 am
Pentagon Library Conference Center, Rm. B9

- Dec 10: **EAP Supervisory Training**
9:30 – 11:00 a.m.
Pentagon Library Conference Center Rm. B9
- Dec 15: **Work-Home Balance**
9:30 – 11:00 a.m.
Pentagon Library Conference Center, Rm. B8

MARK CENTER

- Dec 1: **Stress Management**
9 – 11:00 a.m., Rm. 16
- Dec 3: **Managing Anger in the Workplace**
12 – 2:00 p.m., Rm. 25
- Dec 9: **Taxes and the IRS**
11:30 a.m. – 1:00 p.m.
Rm. 3

Dec 10: Assertive Communication
9:00 – 10:30 am, Rm. 25

*** Training is also at the Mark Center on this date**





Pentagon Employee Referral Service

PERS/Employee Assistance Program

9000 Defense Pentagon, Rm. BE834

Phone: 703-692-8917

Fax: 703-692-6121

E-mail: whs.pentagon.hrd.mbx.pers-eap@mail.mil

WE'RE ON THE WEB!!

[http://
www.dthc.capmed.mil/EAP/
SitePages/Home.aspx](http://www.dthc.capmed.mil/EAP/SitePages/Home.aspx)

EAP Motto: "Provide short-term services for...long-term benefits."

What is the EAP?

The Employee Assistance Program's (EAP) mission is to ensure the well-being of civilian employees by assisting them in resolving issues that may be adversely impacting work or home. The EAP provides free, one-on-one problem assessment, short-term counseling, referrals to community resources, and crisis intervention. In addition to working with you on an individual basis, we conduct a variety of educational workshops and classes. We are frequently asked to speak at employee orientation sessions and offer monthly supervisor training classes.

Holiday Spending Survival Guide

Elizabeth De Los Santos — The foundation for Financial Education



Many people have seen the videos on the news of eager shoppers motivated by holiday discounts — pushing, trampling, and grabbing items. Holiday shopping can be absolutely hectic and impulsive. So, how do you keep spending under control, both at the store and/or online? Here are some tips.

- ◆ **Plan ahead.** Most holiday shoppers leave the house or get on the computer without creating a budget. This year, sit down and plan your holiday budget before you head out.
- ◆ **Keep track.** Be aware of where your money is going, as you spend it, and stick to your plan.
- ◆ **Use coupons.** Search online for promotions, coupon codes, and retail coupons before you shop.
- ◆ **Be mindful of shipping costs.** Whether you are buying online or sending gifts to loved ones far away, be conscious of shipping costs. Take advantage of free shipping options whenever you can. Shop around — not only for the best values on items, but also for the best shipping discounts and specials.
- ◆ **Remember to plan for "hidden" costs.** Lunch at the mall, a latte, and gas money may not be on your shopping list, but they will impact your wallet just the same.
- ◆ **Be cautious** about applying for new store credit cards at the time of purchase. While the introductory offers might sound great, the savings could very well be offset by high interest rates on the cards' balances.

For more information, please contact the EAP at 703-692-8917.