For Your Information

✦ BETTER RELATIONSHIPS
Take a time out if you start to feel out of control during an argument or discussion with a family member or co-worker. The time out will allow you to cool down and may prevent you from saying or doing things — when stressed — that you may later regret. Ask that you continue the discussion at another time when you can deal with the issue(s) in a less intense way. Specify the time.

✦ STRESS MANAGEMENT TIP
Catch problems before they occur. Write down possible obstacles you might face in reaching your goals. Plan how you can overcome them.

✦ IMPROVING YOUR SLEEP
If you have trouble sleeping, avoid these lifestyle factors:
- Drinking more than two cocktails, beers or glasses of wine a day
- Abusing narcotics
- Smoking cigarettes
- Drinking coffee, tea or cola in the afternoon or evening
- Not exercising
- Severe stress at home or at work

HOW TO TACKLE:

Workplace Bullying

Workplace bullying can be a serious problem. If you are presently concerned about a bullying situation at work, the information below can help you determine a plan of action.

WHAT IS WORKPLACE BULLYING?

Workplace bullying is the deliberate, repeated mistreatment of a targeted employee, conducted by one or more persons at the place of work and/or during the course of employment, which creates a risk to the targets’ physical and psychological health and threatens the targets’ job security. Workplace bullying is best understood through the bully’s behaviors:

- Deliberate actions to humiliate, intimidate, undermine or destroy the targeted individual
- The withholding of resources (time, supplies, support, equipment) necessary for the targeted individual to succeed

While some workplace bullying may involve verbal abuse and physical violence, bullying can also be subtle intimidation with inappropriate comments about personal appearance, constant criticisms, isolation of employees from others, and unrealistic, embarrassing or degrading work demands.

TOP 10 WORKPLACE BULLYING BEHAVIORS

1. Constant blame for “errors”
2. Unreasonable job demands
3. Criticism of ability
4. Inconsistent compliance with the rules
5. Threats of job loss
6. Insults and put downs
7. Discounting or denial of accomplishments
8. Exclusion, “icing out”
9. Yelling, screaming
10. Stealing credit

Source: The Bully At Work, by Gary Namie, Ph.D. and Ruth Namie, Ph.D., Sourcebooks, Inc.

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WORKPLACE BULLYING
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IMPACT ON THE TARGETS’ HEALTH

Each individual will react differently to bullying behavior. It is likely, though, that employees who are bullied will experience some of the following effects:

✓ Stress, anxiety, sleep disturbance
✓ Ill health, headaches, heart palpitations, or fatigue
✓ Panic attacks or impaired ability to make decisions
✓ Incapacity to work, concentration problems, loss of self-confidence and reduced performance at work
✓ Depression or sense of isolation
✓ Deteriorating relationships with family, friends or co-workers

WHAT CAN YOU DO ABOUT IT?

Workplace bullying can be stopped. If you are being bullied, call your Employee Assistance Program (EAP) and speak with an EAP counselor. Your EAP counselor can help you develop a plan for dealing with a bully at work, support you throughout the process of resolving the problem, and also help you deal with the effects of bullying.

If you are being bullied, you can take action informally or follow formal procedures. Informal action is usually recommended as a first approach. Some of the actions your EAP counselor may suggest include:

■ Seeking advice from a person at work who is involved in the handling of complaints in your workplace.
■ Keeping a detailed record of each bullying incident.
■ Approaching the bully or having someone else, such as a grievance officer or supervisor, approach the bully on your behalf or mediate or facilitate face-to-face discussions to find an acceptable resolution.

YOUR EAP IS HERE TO HELP

Remember, your EAP is always available to help you or your dependents with any personal, family or work-related concern. If you need help with a problem at work, call an EAP counselor for FREE and CONFIDENTIAL assistance. We’re here to help.

HELPFUL RESOURCES

www.bullyonline.org
www.bullyinginstitute.org

Debt Problem Danger Signs

Are you in financial trouble or “stressed out” because your debt is growing out of control? Review the debt problem danger signs below. If these warning signs apply to you, consider calling your Employee Assistance Program (EAP) for help.

WARNING SIGNS OF OVER-SPENDING AND TOO MUCH DEBT

✓ Charging inexpensive items.
✓ Charging items you might not buy if you were paying cash.
✓ Charging more each month to accounts with outstanding balances.
✓ Charging items you don’t need, and then feeling guilty.
✓ Charging items on a delayed payment plan.
✓ Assuming your credit cards entitle you to a particular standard of living, regardless of your actual income.
✓ You dip into your savings account for items and never replenish the supply.
✓ You have no savings account.
✓ You only shop at stores where you can “charge it.”
✓ Medical insurance is too expensive to afford.
✓ You are reluctant to open bills from creditors.
✓ You let payments “slide” until the next paycheck.
✓ You’re still paying for last Christmas when this Christmas arrives.
✓ Discussions of monthly bills become arguments.
✓ You write checks today on funds that will be deposited tomorrow.
✓ You have no budget.
✓ You postdate checks.
✓ You’ve applied for more credit cards to enable you to pay off other credit card balances.

* Warning signs provided by Consumer Credit Counseling Services

Your EAP can help you become debt free. Your EAP counselor can help you assess what issue(s) may be contributing to the problem and/or refer you to the proper resources to help you overcome the problem, which may include a financial planner, debt consolidation agency, mental health/substance abuse assistance or other community resources. Why not call an EAP counselor today?

The Lexington Group

EMPLOYEE ASSISTANCE PROGRAM

Caring and individualized help for personal and family concerns is only a phone call away. For confidential help 24 hours a day, call The Lexington Group, an international Employee Assistance Program provider at:

United States 1-800-676 HELP (4357)
Canada 1-800-567-4343
England 0-800-169-6706
Iceland 0-800-900-1-866-704-6343
Puerto Rico 1-800-676-4357

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