



Employee Assistance Program  
907-873-3353

# WORK • LIFE • EXCEL

## WorkLife Tips

- ▶ **A cluttered desk** can drive you over the edge. Reclaim your territory with this popular five-part desk-clutter intervention technique: divide everything on your desk into five piles—delay, discard, file, delegate (or give away), and act on now.
- ▶ **A new Canadian study** shows that your potassium level (as measured by a urine test) can offer a strong clue as to whether you are eating a healthy diet. The higher the potassium level, the better. Ask your doctor. Foods loaded with potassium include beet greens, bamboo shoots, and watercress. See 900 more rated foods at [www.nutritiondata.com](http://www.nutritiondata.com).
- ▶ **Never try to** make a positive impression on a customer or attempt to demonstrate your easygoing style by using foul language or profanity in your conversation. It won't work. Even if your customer is well versed in the vernacular, most customers will feel disrespected, and you will appear to lack maturity and professionalism.
- ▶ **Taking a few** slow, deep breaths is one of the most natural and effective ways to manage stress on the fly. This stress reliever is part of any stress-management course. As a reminder, write the word "breathe" on a small sticker, and place it where you'll see it frequently during your work day—inside a file drawer, inside a toolbox, or under your phone receiver.
- ▶ **At your** next workplace meeting, assign a person to be "topic keeper." Rotate this role at subsequent meetings. Give this person permission to interrupt members going off topic. The technique is so effective, it is routinely used in treatment groups to help patients with chronic diseases work more effectively with each other when time is limited.

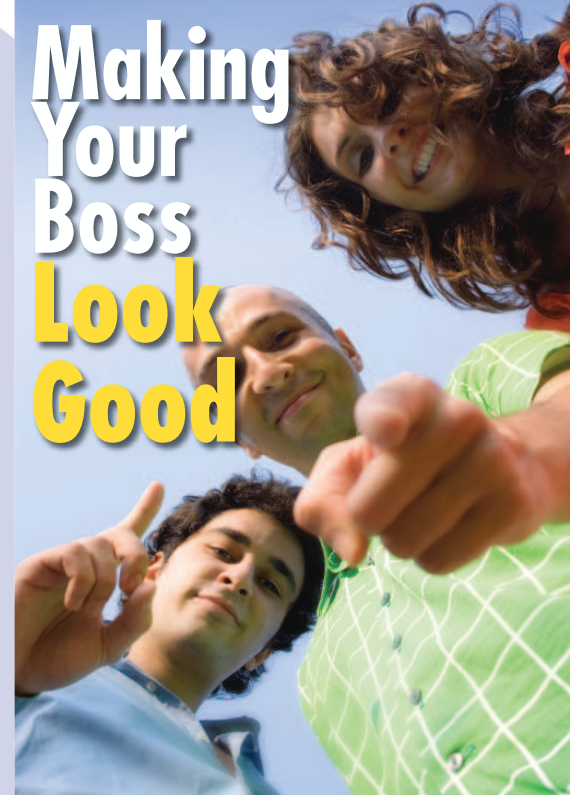
## CUSTOMERS Are Closer Than You Think

**T**hey may even work down the hall. You may not see your coworkers as customers, but they can make or break your job. Serve internal customers with care, and you will earn a reputation as a star while building alliances that can open career doors. But if too many people issue too many demands, you may feel swamped. A good solution: Prioritize internal customers based on their



roles in the organization, their needs and your expertise. Share your list with your boss to confirm you've got your priorities right. As long as you work efficiently and take at least quick, incremental steps to satisfy your highest-priority people, you'll free up time to respond to less pressing requests from others who may not be at the top of the list.

## Making Your Boss Look Good



**"To get ahead, make your boss look good."** Is this old adage sound advice? Experience shows that it's more than a good idea—it's a crucial skill. Making your boss's job easier reflects well on you. It can increase your chances of being chosen for desirable assignments. And you can win the boss's confidence as you improve job security. Don't let a difficult relationship sap feelings of cooperativeness. Instead, seek guidance and support to turn your relationship around.

## The Dangers of "Stress Eating"

**H**arried workers tend to forgo a well-balanced diet. They eat less at regular meals because they fill up on sweets or high-fat foods throughout the day. Working long hours under stressful conditions can make matters worse, research shows. Mental stress—such as worry resulting from a feud with a coworker or fear of giving a presentation—tends to drive people to sugary, fatty foods. Experts sometimes refer to these folks as "emotional eaters." Combat this problem by choosing a healthier outlet for your anxiety. Take brisk walks around the block or try deep-breathing exercises. If you can wait 15 minutes or more to eat, the craving may pass.





# ESCAPE from Domestic Abuse

If you suffer from domestic abuse, you need a plan of escape (just as you need one to flee a fire). But

Domestic Violence Hotline at (800) 799-7233. You can speak with advocates who will talk with you about your situation—or who will advise someone who calls on your behalf. These advocates provide crisis intervention, safety planning, and information and referrals to agencies in all 50 states. You can also call your state office of the National Coalition Against Domestic Violence for immediate help, support, and shelter. Domestic violence will not solve itself over time, so you must take action. A partner who speaks of murder or suicide puts you in even greater peril, so take such threats seriously. Hotline counselors can help you plan your departure so that you have the support and protection you need to escape safely. Additional steps to take: have witnesses of the abuse write down what they saw and call police after an assault.

Source: [www.ndvh.org](http://www.ndvh.org)

fear of retaliation from your partner can impede your ability to seek help. Fortunately, most communities provide support agencies that are staffed 24 hours a day to aid domestic-violence victims. These programs usually offer emergency housing in a safe, secret location. Contact your organization's employee assistance or counseling program or the National



## Attitude Determines "Financial" Altitude

Your attitude about money reflects your personality. If you're a take-charge optimist who welcomes change, then you'll manage your money well. But if you resist setting goals and you lack discipline, then you may make poor financial decisions. To make the most of your money, set budgets and track your spending. Beware of buying things as a way to feel better about yourself; such feelings rarely last and can lead to frequent, and ultimately, hollow purchases. Bolster your self-worth through volunteer work, creative pursuits, or the development of new skills or hobbies. Also, make regular contributions to a rainy-day fund. This will give you peace of mind as you plan for worst-case scenarios such as a sudden job loss or a costly health crisis. Experts say that you should invest money based on your long-term risk tolerance. Invest wisely, and perhaps take some risks, if you have decades of time before retirement.

## Scam Alert: Don't Get Hooked by "Vishing"

The e-mail asks you to call a phone number and give personal or financial information to update your customer account with a bank, insurance company, or other firm. Beware: the e-mail is a scam even though it looks as though it comes from a real corporation. This type of fraud—called "vishing"—resembles the more widely known trap in which e-mailers try to trick you into clicking on a phony Web site and entering your log-in and password information so that they can gain access to your bank account or Social Security number ("called "phishing"). Because software can now alert users to fake Web sites, scammers are resorting to vishing to get victims to use the phone to k e y in their data. Never reveal personal information based on an e-mail request.



## Conquer Insomnia

Sleep medication may not help if insomnia gets out of hand. Chronic insomniacs—people whose struggles to fall asleep or to stay asleep last longer than one month—can successfully treat the condition with cognitive behavioral therapy, according to new research. This involves regular sessions with an expert who counsels them on relaxation techniques along with selecting the best bedtime and creating the proper environment for sound sleep. This therapy prevents side effects commonly associated with sleeping pills, such as dizziness, headaches, and lethargy that can spill over into the next day. Sleeping pills can still fill a need as long as they are taken as prescribed to resolve

a short-term problem. Other steps to fight insomnia: wake up at the same time every morning (including weekends); avoid naps during the day; and don't consume alcohol, caffeine, or tobacco during the hours before bedtime. Source: [www.4woman.gov/faq/insomnia.htm](http://www.4woman.gov/faq/insomnia.htm)