



See Things Differently

A Newsletter for *Performance* Employee Assistance and Business Services Partners

Supervisor



Q I recently attended a presentation on substance abuse at work and was told that marijuana is a dangerous addictive substance. I don't know anyone who has ever become addicted to marijuana. Is this a myth or the truth?

A Marijuana abuse is a controversial subject; however, medical professionals who specialize in treatment of alcoholics and drug addicts say that it is a dangerous drug with harmful effects. The American Society of Addiction Medicine states that some addicts need four times as much marijuana as they once did to get the desired effect. Plus, withdrawal symptoms can last two to four weeks, and be so severe that medical intervention is required. At any rate, marijuana is an illegal substance and definitely should not be used in the workplace. For assistance in dealing with a substance abuse problem, or for information on the signs of workplace drug abuse, call **Performance EAP** at 337-436-9533.

Submit your supervisory questions for the Supervisor Q&A section to Candis at candis@fyca.org, or fax 337-439-9941.



Performance
Employee Assistance
and Business Services

A program of Family & Youth

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10 Customer Service Tips

From *The Office Professional*

Here are 10 tips that can help you excel in serving customers, both internal and external.

1. Take pride in what you do and in the way you serve every customer.
2. Pay attention the minute a customer appears. Acknowledge him/her with a nod, even if you're on the phone.
3. Look your customer in the eye in face-to-face situations.
4. Tell the customer your name. "I'm Tom. How may I help you?"
5. Never make a customer wait for anything without offering an explanation.
6. When you must tell a customer that you can't do something, immediately follow up by saying what you can do.
7. Do what you say you'll do.
8. If you use an answering machine to answer after-hours phone calls, return every call promptly.
9. Always invite the customer back: "Please come back and see us again."
10. Before you ask: "Was everything satisfactory?" be sure you know what you'll do if the customer says no.

Employee Relations Workshop Series: Constructive Confrontation

Confronting employees about performance problems is never easy; however, when job-related factors have been addressed and resolved, it is important to consider that personal problems may likely be affecting the employee's performance.

Perhaps your employee is dealing with a substance abuse issue, a family conflict, gambling problems, a parent-child conflict, or alcoholism, just to name a few concerns. Do you know the red flags that signify these particular personal problems? Are you seeing a pattern in your employee's declining performance? Do you know that by using "constructive confrontation" methods, you can address and improve the quality and quantity of job performance being delivered by employees? It's true – you can. Join us to learn more.



Wednesday, September 12, 2007, 10:00 a.m. to 12:30 p.m.

Family & Youth Conference Room

Lunch included

RSVP to Roxanne@fyca.org or call Roxanne at 337-436-9533

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Exercise for Your *Mental* Health

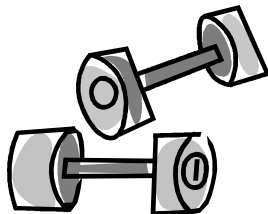
Think exercise is just for losing weight, building muscles and a stronger heart? Think again! Exercise can also improve your emotional and mental well-being.

Researchers at Duke University studied people suffering from depression for 4 months. They found that 60% of the participants who exercised for 30 minutes 3 times a week overcame their depression without medication. This is the same percentage rate as for those who only used medication to treat their depression.

However, you don't have to be suffering from a clinical or diagnosed mental illness to see substantial mental health benefits from exercise. Even a short 8 minute walk can help fight off sadness, tension and anger, along with improving resistance to disease in healthy people, one study found. Exercise also boosts confidence and reduces anxiety and stress, all of which will also help prevent physical and emotional conditions.

How does this work? One reason is the body's release of endorphins. Endorphins are chemicals released by the brain that act as natural painkillers and can lead to increased feelings of happiness. Exercise also leads to more energy and better sleeping patterns, which might also explain why exercise is helpful for people with depression.

If you need assistance with depression or other emotional concerns, or need help making a plan for healthier living, call **Performance EAP** at 337-436-9533.



Learn to Explain Sexual Abuse to Your Kids

References to sex seem to be everywhere in our culture—music, television, movies, and the internet. It can feel like child predators are around every corner. Even so, talking about sexual abuse is not easy. Join us for a frank discussion about child sexual abuse. Learn the behavioral signs of sexual abuse, normal sexual behavior of children, internet safety, and what to do if your child becomes a victim of sexual abuse. We will discuss a prevention plan—easy steps to tackle this difficult subject—and specific examples of what to say and how to say it.

Monday, June 11, 2007 from 5:30 to 7:00 p.m. **Workshop is for adults only!** The cost is \$5, and the workshop will be at Family & Youth, 220 Louie Street in Lake Charles. **Call 337-436-9533 to reserve your seat.** Seating is limited!

The Other Side

Q Over the last few months I have missed several days at work because I am struggling with depression. I am worried that I could lose my job. Should I tell my employer about my depression?

A First thing you should do is speak to a doctor and an employee assistance counselor. They can advise you what steps you may want to take. Consider signing a release so that your doctor and counselor can communicate. Stigmas associated with mental illness are changing, and most employers are compassionate. Discuss how much and to whom you should disclose personal information to before you discuss it with your employer. To schedule an appointment with an employee assistance counselor, call **Performance EAP** at 337-436-9533.

Submit your questions for The Other Side Q&A to Candis at candis@fyca.org, or fax 337-439-9941.

ON GOING SEMINARS @ FAMILY & YOUTH

For more info, or to register call 337.436.9533

PARENTING 101

Wednesdays, 4:30 to 6:00 p.m.

Six-week course that offers parents skills to enhance the family structure. Make a good home better, and a happy family a healthy family.

ANGER

MANAGEMENT

Thursdays, 6:00 p.m.

Don't let your anger take control! Join us for one individual session, six group sessions, then one follow-up session to get a handle on your anger.

BRAINWORKS

First Tuesday of May, July, Sept., and Nov. 5:30 to 7:00 p.m.

For parents, spouses, friends, teachers, or other adults who live with Attention-Deficit/Hyperactivity Disorder (ADHD).

BODY BLUES

First Tuesday of June, Aug., Oct, and Dec. 5:30 to 7:00 p.m.

Join us for tips on healthier living! For parents and their children ages nine and up! Begin to see yourself and your world differently.

Family & Youth's guiding principle is that all individuals possess the ability to solve their own challenges and live full and healthy lives when support is available.

