



See Things Differently

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

Supervisor

Q I'm having trouble with an employee complaining to customers about coworkers and our services. This behavior is unacceptable and I think we should dismiss the employee, but my supervisor told me to make a referral to the EAP. How can the EAP help?

Q&A

A No questions this disloyalty poses a problem for you, but something else may be causing it. Has the employee been loyal in the past? Does the employee bring your company valuable skills you wish to maintain? An EAP referral can help root out the cause for sudden disloyalty, for example anger, conflict with coworkers, and emotional issues. If the employee's performance was acceptable in the past, refer him or her to **Performance EAP** and help get back on track. Call 337-436-9533 to make the referral.

To submit your own question; email Performance EAP via www.fyca.org.

How to Support Someone with Depression

If you know someone possibly suffering from depression, you probably know what "helpless" feels like. Although people with depression need support, they may not want it or ask for it. And even if they do, a friend or co-worker's care and support is not nearly enough.

No matter how caring one is, *untreated depression* typically gets worse. This is because major depression is as real as a broken leg. Simply encouraging someone to "snap out of it" or to "think about everything they have to be thankful for" is forever counter-productive.

Therefore, the first step in supporting someone with depression is to *recommend that he or she seek professional help*. Encourage a friend, family member, or co-worker to get help from an employee assistance professional, a professional counselor, or a family doctor.

The second step is to *learn more about depression*. Co-workers suffering from depression have trouble with everyday tasks, with staying on top of their work duties, and with recognizing that "their world" has somehow grown dismal and overwhelming.

The good news is that medication for depression does work in most cases. Even better news is that medication *plus psychotherapy* works better than just medication alone.

However, because so many anti-depressants are available, finding the right one can be a big challenge. Like *Bayer*, *Tylenol*, and *Aleve*, not all work the same for everyone. The other medication challenge is that it can take weeks for the best medication for that person to take effect. This is where a caring person's support and encouragement is invaluable.

Suggestion: Read more about depression online. Begin by checking out www.nimh.nih.gov/health/topics/depression/index.shtml

Reminder: **Performance EAP** professionals are well-equipped to answer questions about depression, to identify depression, to provide psychotherapy for depression, and to assist employees and their family members in finding medical help when needed. Please call us @ 337-436-9533 at your convenience. No question is too minor or problem too insignificant. We welcome your calls.



Performance
Employee Assistance
and Business Services

A program of Family & Youth

August 2009

News You Can Use

Family Festival

Saturday, August 22, 2009
9:00 a.m. to 4:00 p.m.
Lake Charles Civic Center
Adults \$3 Children \$2

Leadership Success: How Women Defy the Odds

Wed., Sept. 23, 2009, 10:00 a.m. to 12:30 p.m.
Lunch included
At Family & Youth

E-mail roxanne@fyca.org to sign up
Employee Relations Workshop Series

Performance Employee Assistance and Business Services

A program of Family & Youth

Imposter Syndrome: Don't Let it Hold You Back

Do you ask yourself if you *really* have what it takes to do your job? Do you worry that someone might find out that your skills don't match your position? Relax! This secret worry, that more than 70 percent of successful people have at one time or another, is called *imposter syndrome*.

Employers look for people with leadership ability, technical skills, and people skills. When you demonstrate these and more, you will likely be given more responsibility. With a new task or a promotion, you might feel anxious. Questions about your whether you're up to the challenge will run through your mind. That's *imposter syndrome*. Remind yourself new things always require some learning time. Don't be discouraged if you do not master new skills immediately.

For some employees, however, *imposter syndrome* can be a serious obstacle to success. They might refuse offers for new projects, or even promotions, because the fear of being "found out" is too great. Call **Performance EAP** at 337-436-9533 to schedule a coaching session if you feel imposter syndrome is keeping you from being successful!

Family & Youth Offers Help for Depression During Pregnancy and After Childbirth

Contrary to popular belief, not all women experience joy with the birth of a new baby. Up to 80% of women experience sad feelings during or after pregnancy. The Counseling Center of Family & Youth, in partnership with the Lake Charles Office of Mental Health, the Lake Charles Office of Addictive Disorders, and the National Alliance for the Mentally Ill (NAMI) Southwest Louisiana, is now providing counseling and case management services for pregnant women and new mothers who are experiencing sadness, depression, or anxiety. These services are funded by Bristol-Myers Squibb. Depression is treatable. To learn more, call The Counseling Center at 337-436-9533 to speak to a counselor or a case manager.

Mothers' Group at Family & Youth

Joining a mothers' group is full of rewards. Interacting with other mothers and professional counselors will provide you with support and knowledge, benefiting you and your child. Our mothers' group will discuss a variety of topics ranging from the Myths of Motherhood to Moms in the Media. Groups meet on Thursdays at 11:00 a.m. and 5:00 p.m. at Family & Youth. The group is open to mothers who are pregnant or have children under the age of two, and who meet the eligibility requirements for the group. To determine eligibility, interested mothers may contact Family & Youth at 337-436-9533.



The Other Side

Q I was injured while working, but it's not that

Q & A

bad. I can still work so there's no problem. Should I report it to my supervisor?

A Report all on the job injuries—immediately.

Injuries on the job, even small ones, can reduce your productivity and your ability to do the job safely. Injuries sustained as a result of broken equipment should be reported immediately so that the equipment can be repaired or replaced. If you are injured and taking prescription medicine, review your company's drug policy to make sure you are in compliance.

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

ONGOING SEMINARS @ FAMILY & YOUTH

For more info, or to register call 337.436.9533

SMART PARENTING

Money Management for Kids

Tuesday, Sept. 1, 2009, 5:30
The cost is \$10, seating is limited.

Family & Youth
Community Conference Room

ANGER MANAGEMENT

Thursdays, 6:00 p.m.

Anger may be our most misunderstood emotion. Although it is a normal and positive emotion when handled effectively, out-of-control anger can be destructive when mishandled. Don't let your anger take control! Join us for one individual session, six group sessions, then one follow-up session and *get a handle on your anger!*

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.

