



See Things Differently

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

Supervisor

Q One of my employees has complained

that she is being bullied by a coworker. I'm not so sure, she might just be sensitive. Should I refer the bully to the EAP or should I ignore this interpersonal issue?

A Workplace bullying is getting a lot of attention because of the costly consequences. Increased absenteeism, frustrated employees, dissatisfied customers and the potential for legal action may all occur. Bullying behaviors include teasing, name calling, public humiliation, exclusion, gossip, ignoring efforts, and withholding valuable information. Document the complaints and investigate, and establish a work environment that does not tolerate bullying. Make an EAP referral for both the bully and the victim. 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.



Name that Feeling!

Big news in the world of mental health involves an interesting brain study recently reported in the *Journal of Psychological Science*. Seems researchers at the University of California have found that **putting feelings into words makes sadness and anger less intense!**

According to Matthew Lieberman, talking about negative feelings activates a part of the brain responsible for impulse control. After scanning the brains of 30 people – 18 women and 12 men between 18 and 36 years of age – who were shown pictures of faces expressing strong emotions – researchers discovered some interesting changes in participants' brain activity.

Researchers asked each participant to categorize the feelings in words like *sad* or *angry*, or to choose between two gender-specific names like *Sally* or *Harry*.

What researchers discovered is that when a person names an angry-looking face as "angry," the amygdale portion of the brain that handles fear, panic, and other strong emotions **decreases**, while the part of the brain that controls impulses – the right ventrolateral prefrontal cortex – **becomes energized**.

According to Lieberman, "This is the only region of the brain that is more active when you choose an emotion word for the picture that when you choose a name for the picture."

Researchers added that women may do this spontaneously; however, "men probably get more benefit from it," Lieberman pointed out. In fact, the results may alter the traditional view of why talking about feelings helps.

As Lieberman put it, "We tend to believe that by talking about our feelings, we reach deep new insights, and that understanding is what transforms us." Now we see that simply by putting the name to an emotion, we also can make ourselves feel better.

"It's not just about deep thoughts," Lieberman concluded, "It's something about the way we are built."



Performance
Employee Assistance
and Business Services

A program of Family & Youth

July 2007

News You Can Use

Understanding Anger:
Decreasing Violence in the Workplace

an Employee Relations Workshop
Wed., Aug. 8, 11:00 a.m. to 12:30 p.m.
Light lunch included
Email Roxanne@fyca.org to register or
call Roxanne at 436-9533.

Connections Count!
Family Focus
Professional Development
Conference

Feb. 20 & 21, 2008
at
L'Auberge du Lac

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Try Career Counseling

Have you just started in a new position? Or do you feel stuck in a rut? Career Counseling can help you understand your strengths and limitations and put you on the right career path. A new position often requires new job skills and a career counselor can help you pinpoint exactly what training or education to seek out. If you have recently experienced a poor performance review, a counselor can help you focus on what went wrong and what steps will lead to improvement. They can also assess your skills, interest, and work-related values; and give you advice on moving up the corporate ladder. Call **Performance EAP** to schedule a career counseling appointment, at 337-436-9533.

Role Overload

If you have too much to do and not enough time to do it, you might be suffering from role overload. Role overload can be experienced by single parents, those with caregiver responsibilities, or those who have combined pressures from work and home. Although it's not a new concept, there is interest in bringing relief and work-life balance solutions. Role overload can lead to burnout, and it affects personal health, safety, risk management, productivity, and child development.

Are you in role overload?

- No matter what you do, you never feel caught up.
- You feel isolated—as though you are the only person experiencing this pressure.
- You have no personal time or place to be alone.
- Family relationships are suffering because you don't have time to enjoy them.
- You are always angry or irritable.
- You regularly experience sleeplessness and worry.
- You have anxiety over facing the demands of each new day.
- Your coping methods have become destructive—overeating, using drugs or alcohol, or even shopping compulsively.

If dealing with role overload is giving you problems, call **Performance EAP** at 337-436-9533 and schedule an appointment.

The Other Side

Q

One of my coworkers is impulsive, disorganized and forgetful. I think he's suffering from Attention Deficit/Hyperactivity Disorder (ADHD). Should I educate the others about it so they will be more tolerant of him?

A

Although you might be right about the ADHD, it is inappropriate to share this information with your coworkers. If someone's habits are getting in the way of your work, or putting others at risk, discuss it with your supervisor. *Family & Youth* offers a program the first Tuesday of every other month called **Brainworks** that focuses on living with ADHD. People who work with someone with ADHD are invited to attend. Call 337-436-9533 for more information.

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 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 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.

