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| S:\All Staff Info\Logos\CHS Logo notype.jpg  | Catholic Human Services Employee Assistance Program Newsletter |
| March Quarterly Newsletter |  |
| In This IssueEnding the Toxic 2-StepHow to Succeed in the World by Really TryingSit..Wait..Think..And Act When CorrectLearning from CrayonsZ:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HQ46ZFZ1\kindness[2].jpgWe are committed to Employees, Building a Collaborative Environment, Promoting Dialogue & Implementing SolutionsContact UsCatholic Human Services EAP Program(231) 947-8387We welcome your inquiries.Keep my words positive.For words become my behaviors.Keep my behaviors positive.For behaviors become my habits.Keep my habits positive.For habits become my values.Keep my values positive. For values become my destiny. ----Ghandi |

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| **ENDING THE TOXIC 2-STEP**If you don’t engage in dysfunctional one-on-ones, you might have coworkers who do. You know fromexperience how they can drag down the collectivemood of the workplace. What can you do?* Z:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0GT3C8BO\bv-cartoon[1].jpg**Hear what you’re saying:** Try to become aware of your comments. If you’re dwelling on the negative, who are you helping?
* **Press for specifics:** If someone keeps saying that a process isn’t working…for years…ask them to pinpoint exactly where and why. They will either come up with an answer, or they’ll offer to find an answer, or they’ll evade an answer. If they do the latter, walk away.
* **Encourage solutions:** Instead of agreeing, change the focus of their thinking by asking, *“What can you or we do about it?* If they respond with a string of generalities, ask them to be specific.
* **Invite them in:** Say what you will about those naysayer’s, they care enough to complain. You might be able to channel it in a positive way. Look for ways to involve them in well-organized efforts aimed at analyzing problems, finding solutions, and developing action ideas.
* **Add a little knowledge:** Sometimes the situation calls for spontaneous teaching. For example, if someone is complaining about those “lazy kid employees who just don’t have our work ethic.” You might be able to reframe their thinking with a few facts about generational differences.
* **Refocus on the present:** Chronically negative people like to live in the past. The stories are told so many times that they become generalized and end up shaping people’s perception of the current workplace culture. Whenever you hear these kinds of long-ago references, fast-forward the conversation to the present. Get people talking in specifics about what’s happening now.
* **View people as capable:** Some people pair up and talk about the deficiencies of staff. They end up sounding like disappointed parents commenting on their wayward kids. Instead try viewing yourself as a coach, and make the team’s results everyone’s responsibility.
* **Showcase the positive:** Every workplace is filled with accomplishments, discuss stories, great practices and meaningful results. Make a point of talking about these positives. What we talk about often becomes our future, so don’t take it lightly.
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**HOW TO SUCCEED IN THE WORLD BY REALLY TRYING**One of the secrets to success is to develop personal skills. It’s a skill set to which anyone at any age can aspire:* Learn to learn.
* Learn to think critically.
* Learn to listen carefully.
* Learn to solve problems.
* Learn to set goals.
* Learn to manage time effectively.
* Learn to calmly, effectively state your point of view.
* Learn to help others overcome problems.
* Learn to work with people from all backgrounds.
* Learn to demonstrate initiative and to make decisions.
* Learn to accept responsibility.
* Learn to deal with change.
* Learn to write and speak effectively.

Z:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZNF0SGIM\premiere-journee-en-classe-comprehension-bdf-19[1].jpg**SIT……WAIT…..THINK…..AND ACT WHEN CORRECT**Z:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZNF0SGIM\reclining-reader[1].pngWhenever you have issues in the workplace, you’re better off thinking through your words before voicing complaints, thoughts or suggestions. The workplace can sometimes become a tinderbox for conflict.Z:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0JBTPELQ\207730,1312994004,2[1].jpg**We could learn a lot from crayons,****Some are sharp, some are pretty and some are dull.****Some have weird names and all are different colors.****But they all have to live in the same box.****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Z:\Users\crogers\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HQ46ZFZ1\rak8[1].jpeg |