EAP help for relationships with supervisors

Keeping a positive and open relationship with your supervisor is important. Like most relationships, difficulties with supervisors are temporary. This can depend, however, on your ability to be proactive, meet with your supervisor, discuss the issues, and work toward a better relationship. The EAP can help. We can talk with you about the issues, objectively help you identify important personal changes to consider, and prepare you for a successful meeting with your supervisor. Disagreements about performance expectations, conflicting work habits, and communication differences between you and your supervisor can interfere with your happiness and productivity. The EAP will help you so it doesn’t reach that point.

Protecting children online

Children gaining access to web sites with objectionable content concerns many parents. Millions of web pages market sexual material, promote drug abuse, advertise hate groups, and more. Seventy percent of children doing homework online have stumbled onto sexually explicit web sites, according to cyber watchdog ProtectKids.com. Even the best Internet filter software tested by Consumer Reports (AOL’s Parental Controls) was only moderately successful at blocking objectionable sites. Off-the-shelf software, Cyber Patrol, Cybersitter, and Cyber Snoop were also effective. A variety of useful features among filter software include the ability to track sites visited, monitor downloads, control time-of-day access, and more. View almost every filter program available at www.GetNetWise.org.

Say “yes” to supervisor referrals

If your supervisor referred you to the EAP but you decided not to go, we would like to remind you of important principles that govern EAPs. EAPs are strictly confidential. They are governed by the organization’s EAP policy, but laws that pertain to confidentiality and privacy also safeguard your identity and the information you share with the EAP. When you visit the EAP, you will be treated with respect, not pressured or “analyzed.” Our most important goal is to listen to what you have to say, and help you get your needs met in the most effective way possible.

Avoid left-hand turns?

One out of every three accidents occurs at an intersection. The primary cause is failure to yield the right-of-way. Left-hand turns at intersections expose a vehicle and its passengers at the weakest point on the vehicle, the side doors. That’s why many insurance companies are encouraging employers to educate employees about intersections and avoiding left-hand turns, if possible. Sound impractical? Most accidents occur within 25 miles of home, so an intersection frequently used might be the one to avoid with an alternative route.

Source: Universal Underwriters Group
Customers: More right than ever

You have undoubtedly experienced examples of modern-day customer service: on-the-spot discounts, more free stuff, and faster refunds, especially when a business goofs. Today, the customer is more right than ever.

Does your view of customers match the “always right” philosophy supported by your company? It will if you start by acknowledging that the customer’s feelings are his or her reality, and that feelings are always right, even if the beliefs are questionable. You will calm customers quicker, reduce your stress, solve their problems faster, and enjoy your job more by seeing them as “always right.”

Can you see complaints as gifts? The book, *A Complaint Is a Gift: Using Customer Feedback as a Strategic Tool*, centers on this idea. A complaint is an expectation that has not been met. Paying close attention to complaints can produce insights on customers’ desires that rival the most expensive research.

Touch items only once

Whether you are reading e-mails, listening to voice mail, unloading groceries, taking off your socks, or using a tool, you will save more time and be more productive if you touch things only once. Become a believer in this enduring time-management principle by spending a day experimenting with it. Barnes and Noble book company is such a believer in this time-saving tip that when a new store is opened, the goal of touching a book only once in order to shelve it is a corporate decree.

Making ready for your review

Worry less about your annual review this year. Instead, make it easier for your evaluator to give you the best rating possible by providing a list of your accomplishments, both big and small. To create the most comprehensive list, jog your memory by examining “in” and “out” correspondence files, work logs, word processing files, and appointment calendars. Keep a copy, and you’ll eventually have a record of every important accomplishment of your career.

EAP recognizes participants for March awareness month

Awards were given to the agencies, departments and schools who demonstrated outstanding efforts in helping employees learn of the EAP services. The awards were presented at the EAP March Awareness Awards Ceremony on April 29, 2004, in the Cumberland Room, Cordell Hull State Office Building. The award winners were:

**Most Outstanding Creativity and Participation**
- Dept. of Correction

**Most Continuous Outstanding Participation**
- Dept. of Health

**Most Creativity**
- Dept. of Children’s Services

**Outstanding Participation**
- East TN State University
- Franklin Special Schools
- Southwest Community Services Agency
- Dept. of Environment and Conservation
- Dept. of Labor & Workforce Development
- Dept. of Mental Health & Developmental Disabilities
- Dept. of Transportation
- TN Technology Center at Crump
- TN Wildlife Resources Agency

**Rising Star Award**
- Division of Mental Retardation Services
- Hamilton County Community Services Agency
- Dept. of Agriculture
- TRICOR

Mr. Bob Corney, special assistant to the governor and director of communications presented the EAP “Tell Your Story” contest award to Ms. Maxine Goodman of UT Health Science Center in Memphis. The group of around one hundred attendees were entertained with various March EAP activities from Riverbend Maximum Security Facility and Upper Cumberland Department of Children’s Services. According to Dr. Carol Boone, each year’s promotional month surpasses the previous year. “It is wonderful to have such great cooperation.”