

# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 17 #5

## A Message from Matt

### Workplace Tragedies

#### Workplace

Tragedies can leave employees feeling alone, helpless and confused. At times like this, a Critical Incident Site Debriefing (CISD) can be extremely helpful. I want to remind our customers that

Connections offers up to three hours of on-site critical incident response for emergency crisis in the workplace. Emergency crises include things like an employee's sudden death on the premises, suicide or accidents resulting in serious injury or loss. If you experience a workplace tragedy, please give us a call to schedule an on-site Critical Incident Site Debriefing.



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*"The measure of a life, after all, is not its duration, but its donation."*

- Corrie Ten Boom



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## THE 15 FACES OF EMOTIONAL INTELLIGENCE (EI)

A recent issue of Connections addressed liking the boss in the mirror. Emotional Intelligence (EI) attributes can make the manager in the mirror more appealing while nurturing team engagement and productivity.

"You don't care what I or anyone else has to say – you **never** listen!" Such manager feedback is propagated by frustration and fatigue and too often reaps a harvest rich with **resentment**. The alternative? A well planned emotionally intelligent response to this pattern of counter-productive behavior:

*"Please stop a moment! You are blurting. When you fail to control your impulse to talk you are disruptive. It takes away from others being able to contribute and engage in the conversation. More importantly for you it takes away from any powerful message that you want to deliver. You need to be aware of how you're coming across so when you really need to be heard, you are heard."*

Hard to hear? Yes! However, the emotionally intelligent (EI) response sets up opportunities for growth and trust building. A specific reactive pattern 'giving in to the urge to blurt out statements at meetings' reveals low levels of self-awareness and is labeled as a barrier to healthy dialogue. 'Blurting out' is a team skill deficit. The EI feedback helps risk manage this employee's future interactions (1).

Enhancing EI characteristics such as **Emotional Self-Awareness** (see side bar) equips leaders to individualize responses and provide feedback designed to grow employee engagement. This sample is one of 15 helpful competencies in 5 categories developed by researcher Dr. Reuven Baron's in the EQ-I Bar-On Inventory (2).

### EMOTIONAL SELF

**AWARENESS:** *Our ability to be aware of, identify and understand our emotions. ...to know when we are angry and when we are scared and the difference between the two.*

(1) <http://www.leadership-consulting.ca/lynn-bennett/the-15-competencies-that-underpin-emotional-intelligence/>

(2) <http://www.reuvenbaron.org/wp/the-5-meta-factors-and-15-sub-factors-of-the-bar-on-model/>

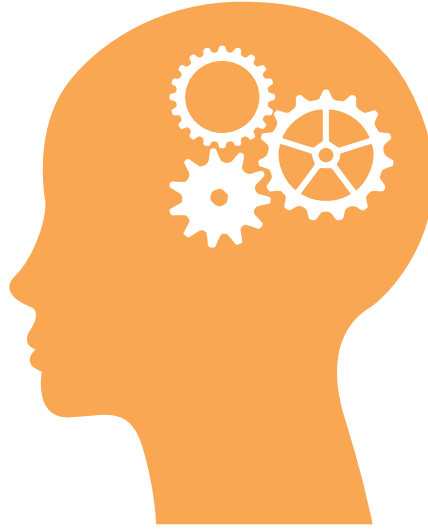
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**Connections Inc. Employee Assistance Program's** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

## EMOTIONAL INTELLIGENCE (EI): (from previous page)

- **Intrapersonal:** Assertiveness. Self-regard. Self-actualization. Independence. Emotional self-awareness.
- **Interpersonal:** Interpersonal relationships. Social Responsibility. Empathy.
- **Adaptability:** Problem-solving. Reality testing. Flexibility.
- **Stress Management:** Impulse Control. Stress Tolerance.
- **General Mood:** Happiness. Optimism.



## NOTEWORTHY

**A PUBLIC HEALTH CRISIS RELATED TO DRUGS AND ALCOHOL** exists according to former Surgeon General Vivek Murthy's groundbreaking report on addiction last year. ...addiction, as a chronic brain illness, is highly treatable – but fewer than 10 percent of people with substance problems actually seek treatment. Caring supervisors, providing timely performance feedback and intervention in response to patterns of counter-productive behavior such as attendance issues are a key to increasing the treatment seeking numbers!

**HIGH-FUNCTIONING ALCOHOLICS (HFAs)** are commonly middle-aged, intelligent, well-educated and hardworking, with stable jobs and families. They can drink large amounts and maintain an outward appearance of normality. Of the estimated 17.6 million U.S. adults with alcohol use disorder, about 19% to 25% are classified as highly functioning or functionally dependent. <http://drugabuse.com/5-lies-were-told-about-high-functioning-alcoholics/>

## Maynard's Corner

Recently we have attended several conferences and have met with many current and future clients. We have found a common issue among them: Retaining qualified and productive employees.

Connections Inc. can help with employee retention. How? Employers that provide a visible, comprehensive and proactive EAP have resources that make retention a better possibility.



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Sometimes those overwhelming life issues lead them to consider other employment opportunities. That's where the proactive EAP service steps in and helps focus on a resolution and better possibility of retention.

We can help! Let's talk.

**NEXT ISSUE:** Pain Killers, Blame-shifting & Big Government

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