

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 19 #5

A Message from Matt

When feedback is unexpectedly harsh, these four steps can help you stay focused and react in a productive way:

1. **Collect yourself.**

Silently labeling your emotions (“I’m feeling hurt and ashamed”) can help you get some distance from them in the moment.

2. **Understand.**

Ask for details or examples and listen calmly.

3. **Recover.**

Avoid reacting, thank them for the feedback and let them know you need time to process.

4. **Reflect.**

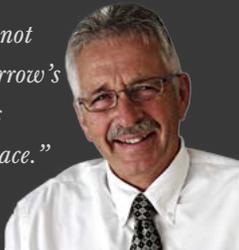
Look for kernels of truth, then, if necessary, follow up.

*This tip is adapted from “How to Be Resilient in the Face of Harsh Criticism,” by Joseph Grenny

“Worrying does not take away tomorrow’s troubles, it takes away today’s peace.”



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The Five Behaviors of a Cohesive Team

“Trust is the foundation of real teamwork. . . And if that sounds touchy-feely, let me explain, because there is nothing soft about it. It is an absolutely critical part of building a team. In fact, it’s probably the most critical.” ~ Patrick Lencioni

Over the years, Connections’ services have evolved based on the needs of our customers. The most common requests for service surround teambuilding and communication. In response to these requests, Connections has become an authorized partner for the “5 Behaviors of a Cohesive Team”. This program is built on Patrick Lencioni’s best-seller “The Five Dysfunctions of a Team” where Lencioni identifies 5 key areas for team success: Trust, Conflict, Commitment, Accountability and Results.

High performing teams

1. **TRUST** one another because they are willing to own personal error as well as success
2. **ENGAGE** in productive conflict around ideas, not persons
3. **COMMIT** to the team’s decisions and plans of action
4. Hold one another **ACCOUNTABLE** for delivering on those plans
5. Focus on the achievement of collective **RESULTS**

Connections affirms Lencioni’s work. We know the transformation that occurs when leaders trust, engage, commit, embrace accountability and focus on shared results. We welcome the opportunity to support your team. The process begins with an online team assessment, designed to highlight the strengths and opportunities of your team. Individual responses are confidential, and the cumulative results are shared with the team during an interactive onsite workshop facilitated by Connections.

This program is the catalysis for dynamic team dialogue in the building of competent and confident leadership. If you are interested in learning more, please contact Matt at 800-779-6125 or matt@connectionseap.com.



“The Five Behaviors of a Cohesive Team” is a registered trademark of John Wiley & Sons, Inc., or its affiliated companies

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

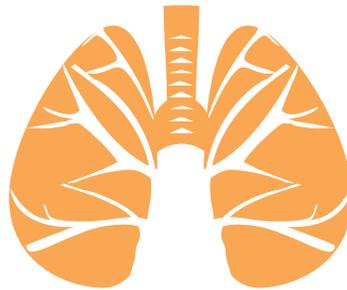
NOTEWORTHY:

VAPING appears to be making hundreds of people sick. Doctors have no idea why. The mysterious spike in respiratory illnesses has sickened 380 people and killed six since August 1, 2019. As of Sep 13, 2019, the CDC is advising people to avoid using e-cigarette products altogether...



“It’s not typical [to see a young person] go to the ICU in that much distress without an obvious infection,” Utah pulmonologist Dr. Dixie Harris noted. Within days, several more cases surfaced — and Harris and her colleagues at the Intermountain Healthcare hospital group started to suspect the cause may be vaping, or THC oils, since that’s the only thing the patients had in common.

In all, 28 cases of the vaping-related respiratory illness have been reported in Utah, part of a wave of 380 reported by **36 states and the US Virgin Islands** since April.



The number of high school seniors who say they vaped nicotine in the past 30 days has doubled since 2017 — from 11 percent to nearly 21 percent ...it means a quarter of 12th-grade students are now using, at least occasionally, a nicotine device that’s so new, we have no idea what the long-term health impact of using it will be.

<https://www.vox.com/science-and-health/2019/9/3/20847219/vaping-health-risks-2019-lung-damage-death>

Maynard’s Corner

We at Connections Inc. are often asked “Where are you located?”. The question I reply with is “Where do you need us to be?”. At a recent conference this question came up. The person asking was pleasantly surprised by my response.



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We at Connections offer a true “Nationwide Network”.

When there is a need for service by an employee or dependent, our Nationwide Network is efficient and seamless. Our services are available throughout the US and Canada. Thank you for allowing us to service you where needed.

NEXT ISSUE: Chatbot’s and real human CONNECTION

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