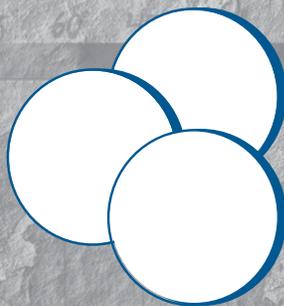




Spring 2015



Key Solutions

Employee Assistance Program

How to Answer the Dreaded 'Got a Minute?'

By Edward G. Brown

Got a minute? The fact is, unless you are a great rarity today, you not only don't have a minute, you have a yawning deficit of minutes. There is unfinished work on your desk, and you have personal aspirations and obligations you barely find time for. You're already stretched for time, so no, you don't have a minute! Yet when almost anybody asks, "Got a minute?" you automatically answer, "Sure, how can I help?" How do you stop doing that?

- **Name the Problem.** As they say in all the therapy circles, if you can't name it, you can't fix it. Here's the name: It's not a minute – it's an *interruption*. A minute freely chosen and freely given in innocuous, but interruptions are thieving little intrusions. There's the interruption that throws you off task. There's loss of momentum due to the work stoppage. There's also the time wasted reassembling your thoughts and resources.

- **Recognize the Cause.** Why do you say yes when inside you're thinking, "God grant me patience, how will I get everything done?" Because you're afraid –not shaking in your boots afraid, but you have fears. If it's your boss, you're afraid he or she will think you're not responsive to any needs but your own or can't handle your work-load. If it's a customer, you're afraid they'll take their business elsewhere. If it's your colleagues, you're afraid you won't sound like a team player.

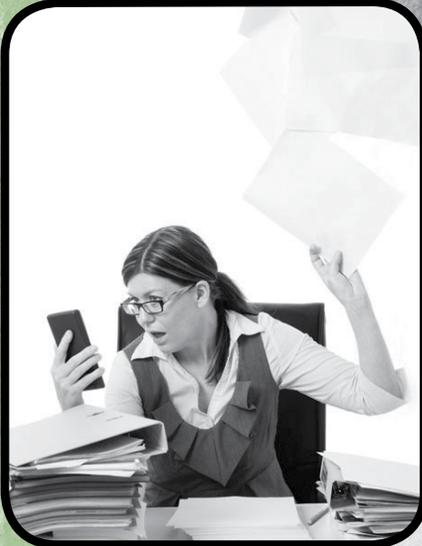
- **Know your Facts.** Facts are mother's milk to good decisions. If you have a budget with X dollars, there's no agonizing over a decision. The dollars tell you yes or no; no argument, no drama. You need the same facts about your time. *You need to have a solid complete awareness of those tasks that are so important that leaving them undone will cause serious problems.* This means separating them from that long list of things that distract us from critical jobs and responsibilities.

- **Don't say "No."** The opposite of "yes" doesn't have to be "no." "I would like to give you my full attention. May I let you know when I can do that?" Some version of those words needs to be custom-tailored to every got-a-minute interrupter, or "Time Bandit" on your list. They let your interrupter know that his or her best interests aren't served any better than yours by this interruption. Most of all, they keep you from sounding like that selfish jerk you dread. Scripting your negotiation and rehearsing its delivery, tailored for each of your main "Time Bandits," will banish any remaining fear.

- **Make Time a Gift.** In this day and age, when it seems like everyone is distracted, it's no small thing to offer your would-be Time Bandit your full attention to his or her needs. When you say, "I want to take care of that for you, and when I do, I want to be focused so that the outcome will have the quality both of us expect," the Time Bandit will not only be mollified about your current unavailability – he or she will be gratified, which is what you want. And you get to keep your "minute," too.

Source: Edward G. Brown is the author of "The Time Bandit Solution Recovering Stolen Time You Never Knew You Had" and cofounder of the Cohen Brown Management Group. For more information, visit www.timebanditsolution.com.

Call us at 605-334-5850 or 888-450-7844



CLIP-N-SAVE! www.fitnessmagazine.com

Healthy Recipe: Egg Sandwich



INGREDIENTS:

2 strips of turkey bacon
1-1/4 cups egg whites
4 slices whole-grain bread, toasted
1/2 cup shredded, nonfat cheddar cheese
1-1/4 cups diced, seeded tomatoes
Cracked black pepper and salt to taste
Cooking oil spray

DIRECTIONS:

- Microwave turkey bacon strips for 3 minutes or until crisp. Set aside.
- Whisk together the egg whites, salt and pepper. Coat a no-stick skillet with cooking spray and heat the skillet.
- Add the egg white mixture. Cook and stir about 1-1/2 minutes or until egg whites are set.
- To serve: Spoon the egg whites onto the toast. Top with cheese, turkey bacon and diced tomatoes.

NUTRITIONAL VALUE:

Calories Per Serving: 338 Saturated Fat: 1 g.
Carbohydrates: 47 g. Fiber: 7 g.
Protein: 34 g.
Fat: 5 g.

Maintaining Balance Amidst Chaos

By Lindsey Patrick, EAP Counselor Intern (www.perspectivesltd.com)

Mindfulness and work/life balance are popular topics these days. Mindfulness can be difficult to achieve and balance is often elusive. I have personally experienced this balancing act as, over the past 1.5 years, I have had to balance working full-time and maintaining a household. Here are some things I have learned in my quest to maintain balance.

- **Schedule Your Time and Write It Down.** Writing down your daily schedule will help you visualize how you parcel out your time. Blocking out space for your daily tasks will help ensure you don't pack too much into one day. Writing down your schedule will free up mental energy otherwise spent on remembering your tasks. Don't forget to schedule time to organize your schedule!
- **Create Routines Within Your Busy Schedule.** Wake up and go to bed at the same time every day. Have a bedtime routine.
- **Focus on One Task at a Time.** This is a core concept of mindfulness. When you're at work, don't think about how you're going to make time for dinner. When you're at home, don't think about work. When you're exercising, focus only on muscle movements and breathing.
- **Prioritize Tasks.** Know which must be completed and which can wait.
- **Listen to Your Body.** Busy schedules cause stress; stress can cause health issues. Know your limits and do not ignore the emergence of a cough, fever, etc. Your body can serve as a signal for when you're overextending yourself.
- **Know When to Cut Back, Say "No" or Ask for Help.** Know your limits and acknowledge when you have to cut back on workloads, course loads, etc. Your priority list will help you identify something you can put off or delegate to somebody else.
- **Prioritize "Me" Time.** You cannot take care of others or your tasks if you don't take care of yourself. Self-care will help build resilience and combat burnout.

Maintaining balance can help make you a better employee, student, partner or friend. Maintaining balance will also help maintain your mental and physical health.

ATTENTION ALL EMPLOYEES:

KeySolutions EAP is available to *all employees* and dependent family members. You *do not* need to be enrolled in your employers insurance to utilize this benefit.

How KeySolutions Works for You...

Counseling Services: KeySolutions is here to **help you** and your family with any of **life's challenges**. During your appointment, you will meet with one of our experienced professionals and together decide on a **plan of action**.

Free and Confidential: Employee Assistance Program services are at **no charge** to you or your immediate family. All services will remain **confidential**.

Employees and Family: KeySolutions is available to all **employees** and **dependent family members**.

Anywhere You Live: The Employee Assistance Program is available to you wherever you live. We have a network of counselors ready to serve you. Please call KeySolutions first and we will inform you of those counselors.

Contact Us: You can visit us on the World Wide Web at www.keysolutionseap.com, or email us at keysolutionseap@crchealth.com. Call us at 605-334-5850 or toll-free at 888-450-7844.

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