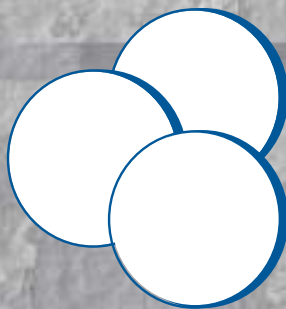


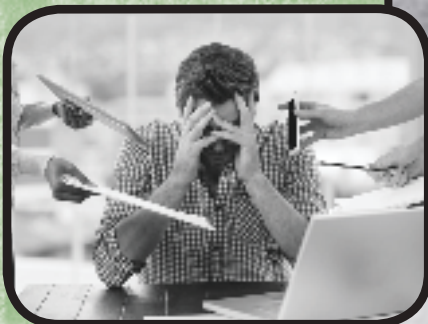


Spring 2018



# Key Solutions

Employee Assistance Program



## Saying 'No' Now to Avoid Resentment Later

By Jenny Mueller

We have all over-committed at one time or another. It can happen by accident, of course. However, if you notice your automatic answer is generally “yes”, it might be time to reevaluate your resources before taking on any further commitments. Accurately assessing what you are able to give can allow you to do so generously and with your whole heart. However, giving too much can lead to burnout and resentment.

If you find yourself in situations where you are saying “yes” through clenched teeth and a forced smile, here are some strategies for setting limits with others:

### 1. Buy Time:

When someone directly asks for your commitment, buy some time to make a decision, do not respond immediately. Say something like “I need some time to consider that, can I get back to you on that by \_\_\_\_?”

### 2. Evaluate:

- Do I have this \_\_\_\_ (time, energy, money, etc.) available to give?
- How will this impact \_\_\_\_ (me, my family, other commitments I've made, etc.) if I agree to this?
- Is this in alignment with any personal goals/values that I have identified (i.e. setting aside time to exercise, meditations, study, sleep, family time, saving money, important projects/goals, etc.)?
- Why would I say “yes” to this request?
- How will I feel about this decision tomorrow, in a week, a month or a year?
- Am I being honest with myself and others?
- Is there something else that I could offer that would be a better fit for me?

### 3. Craft the Response:

Be honest, considerate and concise. Avoiding the issue/person or making up a reason that you think would be acceptable is likely to cause more stress and anxiety down the road. If you are straightforward, you won't have to worry about keeping your story straight in the future. If you are dealing with someone that historically does not accept “no” for an answer, be prepared to stand your ground by rehearsing a phrase that summarizes what you have already stated and an exit strategy or a change of topic.

### 4. Reflect and Celebrate:

Setting limits can be hard (I know this firsthand as a recovering people-pleaser), but doing so can be one of the greatest gifts you learn to give yourself. I found a great deal of wisdom regarding this topic in the book, *The Gifts of Imperfection: Let Go of Who You Think You're Supposed to Be and Embrace Who You Are*, by Brené Brown. Brown talks about limit setting as it relates to authenticity, vulnerability and what she coins “Wholehearted Living”. It really is a great read. You may also be familiar with her well-known TED Talk: [https://www.ted.com/talks/brene\\_brown\\_on\\_vulnerability](https://www.ted.com/talks/brene_brown_on_vulnerability).

After you have responded to the request, reflect on how you have reaffirmed your commitment to any personal goals or values. If you are able to manage your resources (time, energy, money, etc.), you will be better able to enjoy the activities/commitments that you have thoughtfully selected. You are in control rather than feeling controlled and with all the time you have left over, maybe you can do something nice for yourself or with someone you love!

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

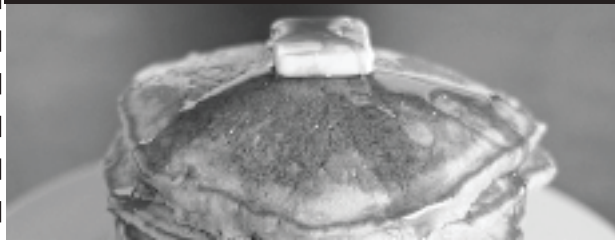




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## Healthy Recipe: Buttermilk Griddle Cakes



### INGREDIENTS:

- 1 cup all-purpose flour
- 1/2 teaspoon baking soda
- 1/2 teaspoon salt
- 2/3 cup buttermilk
- 1 large egg
- 2 tablespoons melted butter
- 2 tablespoons honey

### DIRECTIONS:

- Mix flour, baking soda and salt in a bowl.
- Lightly beat the buttermilk, egg, butter and honey together.
- Add the liquid ingredients all at once to the flour mixture. Stir with wooden spoon until moist. Do not overmix. A few lumps are fine.
- Warm lightly-greased griddle pan over medium heat.
- Pour batter onto griddle – 1/8 cup for small or 1/4 cup for large.

### NUTRITIONAL VALUE:

Calories Per Serving: 185      Sodium: 508 mg.  
 Carbohydrates: 28 g.      Saturated Fat: 3 g.  
 Fat: 6 g.

## Volunteering Linked to Better Health

Three-quarters of volunteers say volunteering has made them feel physically healthier and lowered their stress levels, according to a new study released by United Health Group and the Optum Institute.

The study also illustrates that employers benefit from employees who volunteer in terms of better employee health and in professional skills development that employees use in the workplace.

Among those who've volunteered in the past 12 months, 78% say it has lowered their stress levels. Moreover, volunteers are more likely that U.S. adults overall, to report that they felt calm and peaceful most of the time, and that they had a lot of energy most of the time, over the past four weeks. In addition to physical and mental health benefits, employees who volunteer say doing so has helped them learn valuable business skills. 64% of employees who currently volunteer said that volunteering with work colleagues has strengthened their relationships.

"We know the lone wolf isn't the kind of person that makes it in today's world," says Kate Rubin, Vice President of Social Responsibility with United Health Group. "Working on a volunteer project helps build stronger relationships with colleagues and helps build that collaboration muscle."

*Additional sources: Employee Benefit News and EAP NewsBrief, a service of the Employee Assistance Professionals Association.*

## Suggestions for Reducing Stress

- Identify EAP resources for financial counseling, eldercare issues or other concerns that may impact your life before something happens.
- Find an outside activity that involves positive, healthy interaction with others.
- Acknowledge the reality of the situation. Rather than hope for a "miracle solution", start with accepting things as they are and strive for workable strategies.
- Seek advice from an employee assistance professional or trusted peer on how to manage work and life demands.
- Good nutrition and exercise are paramount. Find time to exercise – even ten minutes a day can improve your health and reduce stress.
- Establish family mealtimes for better interaction. Families are also great reinforcements for better health, wellness and self-care.
- Develop healthy sleep habits in order to avoid physical and mental exhaustion.
- When you feel close to "reaching your limit" determine what you can do to minimize stress. For instance, taking a break, avoiding a difficult conversation or shifting your focus.

### 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 at [www.keysolutionseap.com](http://www.keysolutionseap.com), or email us at [info@keysolutionseap.com](mailto:info@keysolutionseap.com).

Call us at 605-334-5850 or toll-free at 888-450-7844.

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