



# Key Solutions

Employee Assistance Program

Summer 2018



## Addressing Prejudicial Barriers

- **Admit that prejudice exists.** Acknowledge that because we live in a society in which prejudice exists – we must counteract it – or we support it through our silence. Even if prejudices are not present in a specific work setting, that doesn't mean that they don't exist. Like it or not, we can't sweep these unfortunate truths under the rug.
- **Really listen.** Taking the time to listen with genuine concern and compassion is an important step. Seeking understanding is a close second. Approaching communication with curiosity about other points of view helps individuals to feel valued, even if you don't agree with them.
- **Practice sensitivity.** Regardless of what you learn about another person, the point is that exposing yourself to different opinions and values will go a long way toward overcoming and prejudices or misunderstandings that you may have. Put another way, learn – don't assume!
- **It cannot be overstated: Don't Assume.** Because prejudice is often the result of a lack of information, it's crucial to not assume. Take the time to learn the beliefs, values, and practices of a race, culture, sexual orientation or other minority group.
- **Don't tolerate prejudicial behavior.** Employees need to stand up to peers who use racial or other put downs, even if they don't mean anything by them. For example, an employee might respond to his or her use of a sexual joke by saying something like "Awe, you know I didn't mean anything by it!" Is this in fact the case, or is it possible that this person secretly harbors some sort of prejudice even if he or she doesn't realize it? Employees must admit to their own misgivings, find a good listener (not a person in that particular minority group) and determine the real reasons behind the behavior.
- **Recognize and appreciate each other's differences.** While it's important for managers and supervisors to treat their employees fairly – they needn't take this so far that they, in essence, "pretend" that racial, cultural, sexual orientation and other differences don't exist. Acknowledge that people are, in fact, different. The EA professional can play a pivotal role in addressing the barriers that may be preventing an employee of a given minority from seeking employee services.
- **Summary.** Addressing prejudicial barriers – regardless of the minority group – demands an approach in which knowledge, not assumptions, becomes the norm.

Source: "Achieving Cultural Competence" by the Administration on Aging

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# Ten Characteristics Anyone – Employee or Manager – Needs in Order to Excel at Work

- 1. People who excel work with enthusiasm.** Regardless of whether the job is big or small, everyone needs to give it their best. Great actors, for example, give their best effort regardless of the size of the audience.
- 2. People who excel sharpen their skills.** Such employees and managers never stop developing, growing, learning and improving. It takes more than desire to excel; it takes skill! Remember: You're never wasting time when you're sharpening your "ax."
- 3. People who excel keep their word.** They are reliable. They can be counted on to do what they say they'll do. They excel because people of integrity are rare in our society. Everyone talks about how loyal or faithful he is, but try to find someone who really is!
- 4. People who excel maintain a positive attitude.** Even under pressure, change, or unrealistic demands, they don't allow themselves to become negative. Remember: It's not so much the problem that causes stress; it's how the person reacts to it.
- 5. People who excel do more than is expected.** Anyone can do the bare minimum. Going the "extra mile" is a secret that every successful person has discovered.
- 6. People who excel are patient.** In today's fast-paced, "gotta have it now" society, people make the mistake of thinking that results should be instantaneous. Nothing could be further from the truth. It's understandable to feel frustrated with the seemingly slow progress you're making on the job. But people who excel understand that results take time.
- 7. People who excel work hard even when other people aren't looking.** Employees who lack integrity will work hard at a task when they know their boss is looking, but then slack off when their manager or supervisor is away. People who excel at work are diligent about their tasks and responsibilities even when no one is nearby to watch.
- 8. People who excel work well with others.** They recognize the importance of teamwork in order to complete a given task. They don't have petty attitudes or differences that get in the way of workplace success.

## 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.

**9. People who excel are problem solvers.** They aren't afraid to resolve difficult tasks in order to get the job done correctly, and on time.

**10. People who excel listen and follow directions.** They do a job correctly and the way their superiors want to see the task done, not the way they might prefer to do it.

*Food for thought: The Broadway Lyricist Oscar Hammerstein once told the story of seeing the top of the Statue of Liberty from a helicopter. He was impressed because of the incredible detail the artist had sculpted on an area that no one was expected to see. In fact, the Statue of Liberty was completed with no idea that man would someday be able to fly over the statue!*

*Source: Purpose-Driven Life ([www.purposedrivenlife.com](http://www.purposedrivenlife.com))*

## 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](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.