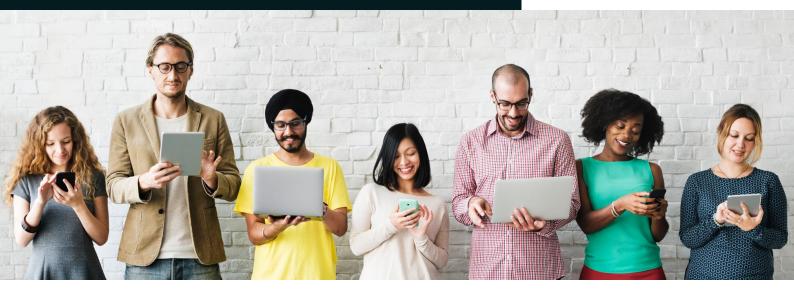


# FRONTLINE EMPLOYEE

SEPTEMBER • 2020





#### BENEFITS OF BRISK WALKING

"Walk faster and live longer" is a popular health tip. Now, research seems to support it. A three-year study of 92,000 people found that those who walked briskly for seven minutes daily within a 12-minute walk had a 30% lower likelihood of death. A two-minute brisk walk within a 35-minute stroll lowered risk of early death by 21%! If you don't have an easy exercise program, it's likely not a problem of capability. Instead, it is a problem of motivation. Overpower your resistance by identifying something you truly enjoy, and combine it with the exercise routine—music, books on tape, or mind-blowing

educational content you've always wanted to hear or study. Let your doctor approve any exercise program, but find one that makes an impact like this one!

Source: Research: www.nature.com]

### WHEN TRAGEDY STRIKES AT WORK

There are best practices for coping with tragedy in the workplace, and communication is crucial for all of them. 1) Share all appropriate information. It facilitates healing discussions among workers. 2) Don't judge others' reactions. There is no "correct" way of reacting to tragedy. Each person is unique, and the reasons why are complex. 3) Use EAP/MAP counseling resources and self-help groups. They can speed your way to a healthful return to your pre-tragedy emotional state. 4) Even if you feel no support is needed, consider a "check-in" that can 'help keep you from overlooking a reaction that later interferes with social or job functioning. 5) Because tragic events can adversely affect focus and performance, give it time, and be patient with people.

### TABLE OF CONTENTS

Benefits of Brisk Walking • P. 1

When Tragedy Strikes At Work
• P. 1

Use "Distancing" To Think
Calmly Under Pressure • P. 2

Gems For Making Better Impressions At Work • P. 2

Kid Solutions To Coping With COVID This Back To School Season: Reframing • P. 2

## USE "DISTANCING" TO THINK CALMLY UNDER PRESSURE

There is another kind of distancing worth knowing about: "distancing" as a job skill, and a means of functioning well under pressure. Distancing is the mental task of separating oneself emotionally from severe interactional stress (e.g., a verbally irate customer) so you maintain focus on a task. (Navy Seals learn this skill.) To develop the distancing skill, take a deep breath when under pressure; acknowledge the situation ("Okay, the pressure's on. I can do this."); challenge yourself to be calm and visualize calmness; and focus on positives and the temporary nature of the event. Employers value workers who can perform well under pressure. Now you know how to do it.



### GEMS FOR MAKING BETTER IMPRESSIONS AT WORK

Embrace these overlooked work habits to impress company leadership: 1) Put away the smartphone before the meeting begins. You might be producing good work as you're tapping away, but phones are also fun, leisurely browsing devices. Many managers who have to compete with your phone might assume you're indifferent, but they may not remark on it. 2) Bring more solutions to the table along with problems you identify. This solution-oriented mindset will elevate your reputation. 3) Focus on quality in your work, rather than quantity. Make it a part of who you are, but resist the temptation to direct others in noticing it. They do. 4) Showing excitement for the job, focus on the positive, be willing to tackle tough assignments, and see opportunities in disappointment.





#### KID SOLUTIONS TO COPING WITH COVID THIS BACK-TO-SCHOOL SEASON: REFRAMING

"Back-to-school" means something dramatically different this fall, but coping well with changes requires discussing them together as a family. After school, ask the kids how things are going, but expect the usual "hmm ... fine." To identify hidden worries, like bullying or social skills gaps that are causing distress, use open-ended questions that can't be answered with yes, no, or fine. Work on solutions together. Try brainstorming as a family or a group, or one on one with your child. You'll be surprised at the solutions kids imagine for solving their problems, ones that fit perfectly with their circumstances.