Success with New Year’s Resolutions

Keep New Year’s resolutions with these proven steps:

1) Break your goal into many very achievable steps.
2) Create accountability by telling those you admire and look up to what you will accomplish.
3) Remind yourself daily of the benefits of achieving the goal. Use a reminder system so you don’t forget.
4) Give yourself a small reward for every step achieved.
5) Track daily progress in a visual form—spreadsheet, refrigerator calendar, etc.—another reminder so you do not forget to do it.
6) Expect setbacks along the way. Don’t get angry about them—get even!

Soft Skills . . . The Ability to Listen

Listening well isn’t just about hearing information. Listening well builds relationships. Remember this crucial role of communication and you may be motivated to do away with some of these common annoyances that sabotage relationships:

1) Distracting yourself—texting, picking up, straightening things—when someone is speaking.
2) Interrupting because you are suddenly reminded of something “more important” to say.
3) Showing impatience by responding to the speaker before information has been completely conveyed.
4) Listening only enough to grasp the nature of a problem and ignoring the speaker’s need to tell the story.
5) Asking the speaker to hurry up and finish.
6) Ceasing to listen when you hear something with which you disagree, and instead starting to think of how to respond.
Dealing with a Holiday Debt Hangover

There's no pill for a holiday debt hangover, but you can make it disappear faster. Here are the key steps in every approach:

1) Stop borrowing.
2) Begin immediately to spend less than you earn.
3) Use the balance to pay off the debt.
4) Track your spending, and create a budget.
5) Begin saving immediately, and create a fund for emergencies.
6) Pay off your highest credit card first—in most cases this is best.

Call IMPACT Solutions at 800-227-6007 and ask to speak with a financial counselor who can work with you on creating a budget, managing debt, reviewing your credit score and much more. Consultations with financial counselors are unlimited, confidential and complimentary.

Parents Do Have Influence After All

Contrary to what you might have heard, parents—not friends—are the number one influencer of teens' behavioral choices. Monitoring teen behavior (e.g., “Where are you going, and with whom? Here's what time you need to be back.”) reduces behavioral risk among teens. Over 75% of teen pregnancies are unplanned, and the highest rate of new HIV infections occurs among young people aged 20 to 24. Research shows that when parents set rules for their kids and monitor them, sexual intercourse occurs later in life, and if teens happen to be sexually active, better parent communication influences behavior to reduce unwanted pregnancy into the future. Model good behavior, communicate, and keep an eye on what your teens do.

Easily Manage Difficult Customers

Difficult customers are easier to manage if you use simple typologies to understand them. Consider these five types of customers and tips on how to manage them:
It is best to manage aggressive customers by remaining calm and politely offering solutions. This extinguishes their volatility. Uncommunicative customers expect you to read their minds. Know your product and ask questions to determine their needs. Entitled customers want you to see them as special. Respond to them as an attentive agent and you'll earn their admiration. Know-it-all customers enjoy thinking they are smarter than you, don’t fight them. Instead, ask permission to show them what they may not know. They stay in control this way and they’ll praise you as a professional. Complaining customers have a simpler model; win them over by apologizing first, then fixing the problem, and lastly explaining what happened. Your role in handling these five typologies is the key to successful outcomes with each of them. Responding effectively takes practice, but it will allow you to work under stress, feel more in control and enjoy your job more.

Source: www.nlm.nih.gov/medlineplus/ [search: 155968]
Source: www.nyu.edu/research/research-news.html [Search “sexuality-and-relationships”]
IMPACT Solutions is pleased to announce a NEW WORK/LIFE WEBSITE JANUARY 1, 2016

FEATURES INCLUDE

- Comprehensive library of support topics including parenting, wellness, career development, consumer tips, and more
- Personalized login capability
- Online forums to connect with co-workers and peers on many topics
- Access to informative live or archived webinars
- Access to over 4,000 continually updated content items
- Helpful Centers including Tobacco Cessation, Depression & Suicide Prevention, Relocation and the very popular Savings Center
- Same web address: MyIMPACTSolution.com
- Same user name/login as before

New ways to connect through your IMPACT Solutions Employee Assistance & Work/Life Program

Resources and support are right at your fingertips with your new IMPACT Solutions Work/Life Engagement Engine. More than a website, this online portal allows you the option to connect with peers and co-workers in forums on work-life topics that are of interest to you. Our full library of informative articles, handy assessments, and valuable resource links, can all be accessed through this one, mobile friendly, convenient location. Log on and see what the Engagement Engine can do for you.

TOLL-FREE: 800-227-6007
WEBSITE: www.MyIMPACTSolution.com
Why Weight?

LOOK BEYOND YOUR SCALE

Losing weight is the most popular of all New Year’s resolutions. But when people say they want to lose weight, they usually mean they want to feel better about themselves, be healthier, or feel more confident. These things aren’t measured by the scale alone. This year, resolve to make health and wellness a goal. Your IMPACT Solutions Employee Assistance & Work/Life Program can help you with information and resources on nutrition, active lifestyles, stress reduction, and even weight loss.

ONLINE SEMINAR

Available on demand starting January 19th

A Healthier You

Making resolutions? This year resolve to create a personal plan to improve your overall health in the areas of nutrition, physical fitness, and mental health.

Online seminars can be found on your home page, or you can search for them by title.

TOLL-FREE: 800-227-6007
WEBSITE: www.MyIMPACTSolution.com

Available anytime, any day, IMPACT Solutions is a free, confidential program to help you balance your work, family, and personal life.