Cost of Incivility at Work

Incivility at work is tit-for-tat exchanges, slights, verbal jabs, condescension, and discourteous interactions many employees give and get. Different from bullying, which is a form of workplace aggression and mistreatment, incivility is lower key. It’s more ambiguous, but it’s still harmful. Many researchers have shown that employees spend hours after an uncivil act thinking about it, processing it with a friend, and planning how to avoid the next incident. All this eats into productivity and has an economic cost. Incivility can be a factor in burnout, too, prompting workers to do less and call in sick more and continuing a cycle of morale problems.

Cook and Eat Healthier at Home

It’s easy to skip cooking at home when you face long work days, aggravating commutes, day-care drops, and errands. Unfortunately, you’re likely to be consuming more calories from carbohydrates, sugar, frozen meals, and instant foods when you’re on the go. To get healthier, gain less weight, and reduce the hassle of cooking at home, think pasta, casseroles, stews, curries, soups, risottos, stir-fries, and salads. With planning, you can easily stock up for two weeks with fresh, frozen, canned, and dried goods to cook fast and fresh meals. Research shows those who cook at home also eat less when they do eat out. Consider this book with the best reviews: “Cooking Light’s Fresh Food Fast: Over 280 Incredibly Flavorful 5-Ingredient 15-Minute Recipes.” Buy it gently used online for one cent (Amazon.com) plus shipping.

Don’t Fool Around with Flu

Influenza can lead to hospitalization, even death. Each year, on average 35,000 people die from flu in the U.S. The majority are over 65. Being healthy as an ox won’t make you resistant to it. So the U.S. Centers for Disease Control and Prevention recommends getting vaccinated. Concerned about the vaccine’s risk, safety, what’s in it, and side effects? Learn more at www.cdc.gov/flu/protect/vaccine/general.htm.
Holiday Drinking and Driving Don’t Mix

Holiday drinking and driving don’t mix. On average, a drunk driver will drive 80 times under the influence before his or her first arrest. One person in the U.S. is killed in a drunk-driving incident approximately every 35 minutes—about 40 people a day. Ninety percent of all drunk drivers had someone sober nearby who could have intervened to help prevent their getting behind the wheel. Fifty to seventy-five percent of people who have their license suspended due to drunken driving drive anyway. (Source: National Council on Alcohol and Drug Dependence)

Use Effective Eye Contact in Public Speaking

Acceptance and believability are the foundation of success in public speaking, and they begin with eye contact. Begin making eye contact with members of your audience before you present and you will reduce anxiety dramatically, appear less mysterious, and build trust faster to have them engage with you more. Crowd behavior is contagious, so positive interactions resulting from this warm-up step can rub off on others. When speaking, don’t speak to “the masses.” Instead, continue making eye contact with individuals to enhance your authenticity. And here’s a tip: When speaking, “smile with your eyes.” This practice engages your whole face and makes it light up. You will appear more inviting from the podium and draw your audience emotionally toward you. The technique of smiling with your eyes is easier than “remembering to smile,” which can create an off-putting forced grin. Test this notion this with a friend and you’ll adopt it as a personal secret to a great presentation.

IMPACT Solutions—We Are Here For You!

Remember—your IMPACT Solutions Employee Assistance & Work/Life Program is available to you, your household members, dependents, parents and parents-in-law 24 hours a day, every day of the year in over 140 languages! Qualified mental health professionals are always ready to help you with everyday life issues like stress, problems with teens, conflicts with co-workers, marital strife and so much more. Whenever you need assistance, all you need to do is call 800-227-6007 and we’ll be here to help.

Helping Children Learn “Giving Back”

Will you be using the holiday season to help a child learn about charity or volunteerism? The goal, of course, is helping a child grow into an adult who values the importance of helping others who are less fortunate. Your community is sure to have many opportunities, but even a simple craft gift made by a child can brighten the day of someone in need. Tip: Try discussing with the youngster the positive feelings of doing something beneficial for others. This small exercise in self-awareness will reinforce the experience, help the child understand the concept of gratitude, and create feelings of positive self-esteem in a way that only sharing one’s resources or personal efforts to help others can produce.

Information in IMPACT on Wellness is for general information purposes only and is not intended to replace the counsel or advice of a qualified health professional.

You can contact IMPACT Solutions for professional counseling and guidance 24 hours a day at 1-800-227-6007.

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Did You Know...

**IMPACT has a work/life website?**

Did you know that IMPACT Solutions offers you access to thousands of documents, hundreds of interactive calculators and assessments, videos and online seminars on topics such as parenting, aging, health, legal, financial, identity theft, child/eldercare, work, balancing and much, much more? Visit IMPACT on the Web at [www.myimpactsolution.com](http://www.myimpactsolution.com), and click on Go To Member Login.

You will be redirected to a login page where you will enter your organization's username.

Once you click “Submit” you will have access to thousands of resources prescreened by professionals.

There is information available on:

- Parenting/Childcare
- Caregivers
- Adoption
- Grief & Loss
- Education
- Work
- Aging
- Relationships
- Disabilities
- Pets
- Planning the future
- Health & Wellness
- Travel
- Home Improvement
- Mental Health
- Safety
- Government programs
- Communication
- Housing
- Immigration
- Career Development
- Living abroad
- Consumer Tips
- Substantial Abuse & Other Addictions

There are centers including the:

- Relocation Center to help ease the stress of moving, the
- Quit Center to assist you with your tobacco cessation goals, the
- Legal & Financial Center including free identity monitoring and theft resolution services and everyone’s favorite, the
- Savings Center where you can save on name brand, every day and luxury items and services.

You will find health assessments, financial calculators, legal documents, child, adult and pet care locators and other helpful tools to assist you in your everyday living. You will want to visit often because every month we have a new feature, additional resources and a new webinar.

**Forgot your username? Having trouble logging in?**

No problem, give us a call at 800-227-6007.
Resilience describes the process of coping with stressful situations and problems and then moving on from them. You can’t always avoid stress, but you can develop tools to handle it. Strong relationships, good communication and problem solving skills, the ability to make plans, and a positive outlook are all traits of resilient people.

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

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

WEBINAR
Self-Care: Remaining Resilient
Dec 16 — 12 pm, 2 pm ET

We’ve all heard the basics on how to deal with stress, but have we fully committed to implementing these in our lives? Learn the benefits of self-care to become resilient to stress.