



EAP: In Focus

Volume 11, Issue 3
Newsletter of your Employee
Assistance Program

Summer, 2011

**SOUTHWEST FLORIDA
EMPLOYEE
ASSISTANCE
PROGRAMS**



What can the EAP do for you?

- Confidential assistance to help you solve personal problems
- Free to all employees and their families
- Links to local agencies for other assistance
- 24/7 phone access to a professional counselor
- Help you resolve issues such as:
 - Marital
 - Family
 - Stress
 - Financial
 - Legal
 - Anxiety
 - Depression
 - Etc...
- Just call

1-800-226-7930

The art of understanding

Active listening, or showing others that you understand them, is the most important step in the dance of communication. Generally, during an emotional moment, two people are desperately trying to get their points across to each other and neither is actually listening. True listening is a form of meditation in which you clear your mind of your own thoughts and put your attention entirely on another person.

The following steps help build the concentration necessary for active listening:

Make eye contact, nods of understanding, and listening noises: "Uh huh. . . . hmm. . . ."

When you appear disinterested, people shut down or talk on and on, desperately trying to gain your attention.

Rephrase: "Are you saying . . . ?" It is better to restate in other words what has been said than to simply repeat. This helps clarify the other person's point. Ask questions if you don't fully understand what has been said: "What do you mean by . . . ?" Keep rephrasing until the other person feels completely understood. This is often signified by a nod.

When you most want someone to hear you, it helps to listen first!

Label feelings: "Do you feel . . . ? You seem to feel. . . ." Until emotions are recognized, people tend to hang on to them. Once feelings are identified, people can let them go. Highly accurate responses can draw out tears. Releasing such emotions deepens the connection between two people and takes communication to an intimate level (especially when accompanied by a touch, pat, or hug). When people are mad, identify any hurt their anger may be masking. It is

generally better to overstate distress than to minimize it.

Validate feelings: "It makes sense that you feel . . . because. . . ." Validating the factors that contribute to a feeling requires curiosity. The more irrational an emotion seems, the more

fascinating it is to discover the cause. When you understand the "emotional logic" behind a feeling, it starts to make sense: "I can see why you are disappointed in me, since you don't approve of women wearing short skirts." Feelings are not right or wrong, but are the result of helpful or harmful beliefs. Validating shows that you are not making judgments and helps others be less defensive or attacking.

Back to school

With the school year fast approaching it is important to begin getting ready. With the current economy it is crucial to give considerable forethought to purchases. Set a realistic budget for school supplies and clothing for each child. Explore

your home to see if you have any items from previous years your child could use. Research your area for events where school supplies are being provided, and shop the weekly specials as needed. Plan ahead and save!

"QUOTATION" CORNER

Treat people as if they were what they ought to be, and you help them to become what they are capable of being.

Goethe

SOUTHWEST FLORIDA EMPLOYEE ASSISTANCE PROGRAMS

Phone: 239-278-7435
Toll Free: 800-226-7930
E-mail: swfeap@swfeap.com

- *Just a phone call away*
- *Free, includes family*
- *Available 24/7*
- *Confidential assistance*



CHECK THESE OUT!!

WWW = WEB PAGES

WORTH

WATCHING



Resources regarding substance use

Website run by the National Center for Addiction and Substance Abuse

<http://www.casacolumbia.org/templates/Resources.aspx?articleid=484&zoneid=11>

Website for parents regarding teens and substance use

<http://www.theantidrug.com/>

Adolescent Substance Use Information

The National Center on Addiction and Substance Abuse (CASA) at Columbia University recently released their new national study on adolescent substance use. In addition the Center for the Study and Prevention of Substance Abuse at Nova University headed by Jim Hall also recently released their drug abuse trends for Broward County. What follows are the highlights from these reports:

- 90 percent of Americans who meet the medical criteria for addiction started smoking, drinking, or using other drugs before the age of 18.
- 1 in 4 Americans who began using any addictive substance

before age 18 developed an addiction, compared to 1 in 25 Americans who started using age 21 or older.

- 75 percent of all high school students have used addictive substances including tobacco, alcohol, marijuana or cocaine; 1 in 5 of them meets the medical criteria for addiction.
- 46 percent of all high school students currently use addictive substances; 1 in 3 of them meets the medical criteria for addiction.
- Marijuana use is increasing among adolescents and ranks #1 in treatment admissions statewide in Florida.
- There is a softening of attitudes

regarding marijuana use among youth. There is a decrease in the perceived harmfulness and an increase in seeing marijuana use as cool.

- There is a significant difference in delinquent behavior between those who use marijuana and those who don't.

