

SPECIAL POINTS OF INTEREST:

- Employee Annual ASAP Training: 10/2/12, 0830-1030, Bldg 573
- Supervisor Annual ASAP Training: 10/16/12, 0830-1030, Bldg 573
- Monday October 8-Holiday, ASAP is Closed
- In accordance with AR 600-85, all civilians will have a minimum of 2 hours of alcohol and other drug awareness training per year.

INSIDE THIS ISSUE:

|                     |   |
|---------------------|---|
| Smart Phones        | 2 |
| Conflict Resolution | 2 |
| Healthy Snacks      | 2 |
| Conflict Resolution | 3 |
| This and That       | 3 |
| Healthy Snacks      | 3 |
| Smart Phones        | 4 |

# Ft Irwin EAP

VOLUME 1, ISSUE 12

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## Smart Phones Let Work Win Out

**(CNN)** -- Tonight, as my husband stands in our bedroom, fingers whirling across his smartphone and eyes glued to its tiny screen, I have no idea "where" he is. Is he checking the score of his beloved home team, or dealing with a rant from an indefatigable boss overseas? Is he working or home-ing, or both?

This melding of work and home, of course, is an old story. In 1999, I wrote an article about three generations of a Baltimore family and their work-life balance. Shattering my romantic views on what it was like to live a few easy steps from work -- literally over the store -- the family's elderly patriarch told me that his parents couldn't wait to move to the suburbs and put some distance between family and work. Their

hardware business had shadowed their evenings and weekends, stealing peace. Decades later, the patriarch's restless, cell phone-toting, entrepreneurial son blamed the portability of work for his recent divorce.



How smartphones make us superhuman

In the digital age, we blend home and work, not because we are

tied to a store or farm or job, but because the fetters of time and space seem shattered. We can physically circuit the globe in hours, and our thoughts can move across the planet in seconds. Time seems putty in our hands. Our lives are increasingly shorn of context.

My early days in the mobile revolution

Does it matter much whether it's night or day, spring or fall, home or the office? We are empowered, yet disturbed by this free-for-all. Two recent reports underscore the tensions within these shifts.

(cont'd on pg 2)

## Office Conflict Resolution: 11 Communication Tips for a Healthy Workplace

Misunderstandings and communication problems remain one of the most common sources of workplace strife, and interpersonal difficulties are magnified when conflicting work styles coexist in one setting. Generational differences (baby boomers vs. GenX-ers), personal management styles, educational background, and cultural diversity are all potential

sources of office misunderstandings. While conflict is inevitable, it need not ruin your workday or cause unbearable stress. Try these conflict resolution tips to make your work environment a less stressful, more productive place: **Be specific** in formulating your complaints. "I'm never invited to meetings" is not as effective as "I believe I would have been able to

contribute some ideas at last Thursday's marketing meeting."

**Resist the temptation to involve yourself** in conflicts that do not directly involve you or your responsibilities. Even if someone has clearly been wronged, allow him or her to resolve the situation as he/she chooses.

(cont'd on pg 2)



## Smart Phones, cont'd

While more companies are allowing employees to work when and where they want to, they increasingly are limiting people's ability to take a leave or work part-time, the Families and Work Institute found in its 2012 National Study of Employers. Flex-time is up, but career breaks have fallen steeply.

More than half of executives get business information at all hours, according to a survey released earlier this year by

Forbes Insights and an advertising firm. As many executives reported feeling enabled as irritated by an "@Work State of Mind." Nearly a third of those executives who feel "in control" of their always-on lives also describe themselves as resigned to the situation.

Is overwork the trouble? Yes and no. In a blended world, work does tend to win out over other parts of life.

Studies over the past decade show that people who work at

home or outside the office tend to work longer hours, contrary to employers' initial fears. According to a recent survey, 54% of American smartphone owners check their phones in bed -- sometimes in the middle of the night. And at a Chicago marketers' networking luncheon where I recently spoke on a panel, a majority of the crowd of 150 reported, in a show of hands, that they sleep with a smartphone within reach. (cont'd on pg 4)

*"Be open and listen to someone else's point of view and reflect back to the person as to what you think you heard".*

## Office Conflict Resolution: 11 Communication Tips for a Healthy Workplace, cont'd

**Try to depersonalize conflicts.** Instead of a "me versus you" mentality, visualize an "us versus the problem" scenario. This is not only a more professional attitude, but it will also improve productivity and is in the best interests of the company. **Be open and listen** to another's point of view and reflect back to the person as to what you think you heard. This important clarification skill leads

to less misunderstanding, with the other person feeling heard and understood. Before explaining your own position, try to paraphrase and condense what the other is saying into one or two sentences. Start with, "So you're saying that..." and see how much you really understand about your rival's position. You may find that you're on the same wavelength but having problems communicating your ideas.

**Don't always involve your superiors** in conflict resolution. You'll quickly make the impression that you are unable to resolve the smallest difficulties. If an extended discussion is necessary, **agree first** on a time and place to talk. Confronting a coworker who's with a client or working on a deadline is unfair and unprofessional. (cont'd on pg 3)

## Healthy Snacking On the Go

To keep your metabolism going strong and to prevent overeating, it's important to have a healthy snack around every three to four hours. If you are at home, it's fairly easy, but what about everywhere else? Here are some ideas for portable healthy snacks:

### In Your Car:

Almonds (unsalted preferably)  
Animal crackers  
Fruit snacks  
Graham crackers  
Mixed nuts  
Trail mix

### Your Desk Drawer at the

### Office:

Canned fruit  
Fruit (apples will store the best)  
Instant oatmeal  
Canned shakes (e.g. Carnation Instant Breakfast, Slim-Fast)  
(cont'd on pg 3)

## Office Conflict Resolution: 11 Communication Tips for a Healthy Workplace, cont'd

Pick a time when you're both free to concentrate on the problem and its resolution. **Take it outside** and away from the group of inquisitive coworkers if they're not involved in the problem. Don't try to hold negotiations when the office gossip can hear every word. **Limit your complaints** to those directly involved in the workplace conflict. Character assassination is unwarranted. Remember, you need to preserve a working relationship rather than a personal one, and your opinion of a coworker's character is generally irrelevant. "He missed last

week's deadline" is OK; "he's a total idiot" is not. **Know when conflict isn't just conflict.** If conflict arises due to sexual, racial, or ethnic issues, or if someone behaves inappropriately, that's not conflict, it's harassment. Take action and discuss the problem with your supervisor or human resources department. **Consider a mediator** if the problem gets out of control, or if the issue is too emotional to resolve in a mutual discussion. At this step, your supervisor should be involved. You can consider using a neutral third party mediator within your own company

(human resources if available) or hiring a professional counselor.

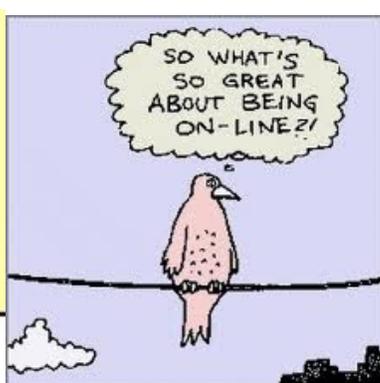
**Take home point: It's not all about you** - You may think it's a personal attack, but maybe your coworker is just having a bad day. Take time to think BEFORE you speak in response to an insensitive remark. It may be that saying nothing is the best response.

**Author: Melissa Conrad Stoppler, MD**

**MedicineNet.com**

**9.19.12**

## This and That

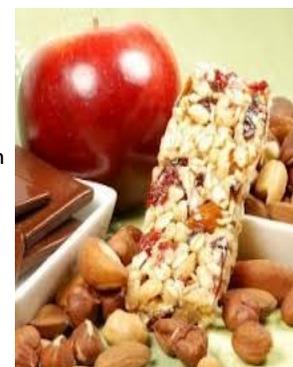


## Healthy Snacking On the Go

- Microwave soup cups (broth-based and low sodium preferably)
- Peanut butter and whole grain crackers
- Mini-Fridge at the Office:**
- Egg (hard-boiled ahead of time)
- Low-fat or non-fat yogurt
- Single serving orange juice bottles
- Single serving tomato juice cans

- Reduced-fat pudding packs
- Sliced veggies and reduced-fat salad dressing
- In Your Purse or Backpack:**
- Baked or reduced-fat potato chips in a zipper bag
- Baked tortilla chips in a zipper bag
- Cereal (low sugar preferably) in a zipper bag

- Cereal bar
- Granola bar
- Mixed nuts in a zipper bag
- Popcorn (preferably air-popped) in a zipper bag
- Pretzels in a zipper bag
- Raisin mini boxes
- From Jennifer R. Scott, former About.com Guide**





## Ft Irwin Employee Assistance Program (EAP)

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**Basic EAP services include free, voluntary, short term counseling and referral for various issues affecting employee mental and emotional well-being, such as alcohol and other substance abuse, stress, grief and family problems, and psychological disorders. EAP counselors also work in a consultative role with managers and supervisors to help address employee and organizational challenges and needs. EAP services are available to DA Civilians including NAF/AF and their family members, military dependents, military retirees and their family members. EAP consultations can be done in the EAP's office or another private location of your choice.**

***EAP— promoting productive employees***

## Smart Phones, cont'd

Even if work is our passion, as it is mine, we're pitching ourselves head-long and unthinkingly into a world without boundaries -- a world without rest.

But overwork is perhaps the least of the challenges when we blend work and home. The blending itself changes how we work, as well as how long we work. In frantically integrating work and home, we stray perilously close to diluting both. This is a matter of attention, intention, and depth.

In courting the always-on livelihood, we're turning our backs on rich moments of full focus and absorption, in favor of darting restlessly back and forth between two or more complex streams of life. The integrity of a moment is lost when we unthinkingly blend different parts of our life.

I'm writing this on a Sunday. My teen is sleeping in and my husband is away. The silence of the morning provides a perfect context for writing. But when my groggy teen wakes up, I'll put aside my work, and we'll share toast and tea and a plan of the day. Because if I tried to skate through breakfast with one eye on my daughter and one on the clock or smartphone, a fleeting moment of togetherness would be

diluted. The silken threads of mutual presence would be thinned to the point of fraying.

As much as we try to believe otherwise, it matters *where* we are.

**CNN Opinion**

***Maggie Jackson, Special to CNN***

**9.14.2012**

