

LIFESTYLE



Lifestyle TIPS® is a service of your EAP Provider:

Resource Management Services, Inc.

1-800-333-2095

Your Employee Assistance Provider

Timely Information for Personal Success

Becoming Self-ful Learning Assertiveness in the Workplace

By Mimi Donaldson

Do you find it difficult to express what you want and need to the boss? Are you frustrated by your powerlessness in certain situations? You're not alone. Few of us learned the art of assertive communication from our families. As a result, most of us are ill-prepared to meet workplace challenges, where people need to get results through other people. As a result, priorities compete for attention and the "squeaky wheel" (often an overly aggressive person) gets the grease, especially in ego-driven environments. Consider these tips:

Selfish: This concept has been tough for most of us ever since we were kids and whined, "*I want!*" and mom called us "selfish." As adults, we've gotten this word confused with "aggressive," "pushy," etc.

Selfless: This is the non-assertive person who avoids conflict at all costs. This person is not confident of his/her rights as an employee or as a human being. Selflessness makes one vulnerable to aggressors. People who ask, "*Got a minute?*" end up taking 30 minutes or more of your day because selfless workers wimp out of saying "no."

Self-ful: This is a word I created, but

it doesn't mean "full of yourself." A self-ful person is confident enough of his/her rights to be assertive — to be treated with respect, to be listened to and taken seriously, and to express feelings and opinions, and ask for what you want.

Admittedly, being assertive takes skill and practice. It's the art of saying "no" to people and having them thank you for it. Assertive, "self-ful" people use a three-step action method. Let's take the example of "Tom," who knocks on your cubicle, obviously upset, his eyes filling with tears — but you still have a report to finish. Take these steps:

1. **Acknowledge:** Use "six-second empathy" to tell Tom you understand how he feels and what he wants. "*Tom, you look upset — it looks like you need to talk.*" This calms him, because now he doesn't have to work to make you understand. You've said, in essence, "*I understand your priority, and it's important.*"

2. **Advise:** Let Tom know your priority calmly, "self-fully." Explain, "*Tom's here's the thing — I have a report to finish for the boss, and it's due in half an hour.*" You've understood his need, and now you're asking Tom to understand yours. Many

continued on Page 2

Live Better on the Money You Make!

With the current economy, who *doesn't* need some dollar-stretching tips? The following are some ideas:

➤ **Now's the time** — Postal rates are going up again in May. If you didn't stock up on "Forever" stamps, now is the time to do it. They will be accepted at the price you pay now regardless of future price hikes.

➤ **Technology meets the envelope system** — When setting a budget, some people don't like to carry cash even though that's the easiest way to keep track of what you spend. *My suggestion is to get reloadable gift cards.* At the beginning of the month, put your spending money on the card (i.e. money you've budgeted for fun, morning coffee, etc). Pay for these extras with the gift card, and when it's used up, this money is gone until the next time you're scheduled to reload it. Get a gift card that doesn't have fees!

Using a gift card for non-essential purchases is a convenient way to see what you spend money on and where you go overboard. In fact, you could have a separate gift card for each account in your budget. That way, you couldn't overspend any of them!

continued on Page 2



CLIP-N-SAVE!

www.foodfit.com

Healthy Recipe: Simply Grilled Portobello Mushrooms

INGREDIENTS:

- 1-1/2 tablespoons olive oil
- 1-1/2 cloves garlic, finely chopped
- 1 teaspoon chopped fresh basil
- 4 portobello mushrooms
- freshly ground pepper
- salt to taste

NUTRITIONAL INFORMATION:

- Calories per serving: 39
- Protein: 2 g.
- Carbohydrates: 4 g.
- Sodium: 89 mg.
- Saturated fat: 0 g.
- Fat: 2 g.
- Fiber: 2 g.

DIRECTIONS:

① Preheat grill. ② Mix olive oil, garlic, basil, salt and pepper together. Remove stems from mushrooms and brush both sides of caps with olive oil mixture. Set aside. ③ Grill mushrooms until soft in the center, about 3 to 4 minutes on each side. ④ Transfer to a cutting board and slice into 1-inch strips.

Serving size:
1 mushroom



LifestyleTIPS®

2009 Impact Publications, Inc.
1439 Churchill Street, Unit 302,
PO Box 322, Waupaca, WI 54981
Phone: 715-258-2448
Fax: 715-258-9048

Website: www.impact-publications.com
Email: info@impact-publications.com

Publisher: Jennifer Heisler
Health Consultant: Tim Lencki
Managing Editor: Mike Jacquart

LifestyleTIPS® is published as a monthly insert included with an EAR subscription. Contents are not intended as a substitute for actual medical advice. Editorial material should be used with discretion by the reader and is not endorsed by the owner, publisher, editors, or distributors.

To order a personalized, color version of **LifestyleTIPS®** with the name of your EAP, call 715-258-2448 or email us at info@impact-publications.com. Pricing will vary depending on the quantity ordered.

Watch What You Drink!

Q: I read that one-quarter of the calories we consume come from beverages, which made me curious — do we overlook what we drink when dieting, and what *should* we drink?

A: Yes, we often allow liquid calories to sneak into our diets. By simply making better beverage choices, you can boost health and lose weight. For starters, for 7 consecutive days, write down every drink you consume, how many ounces (approximately), and the calorie count. At the end of the week, calculate your grand total of liquid calories. You'll probably find it eye-opening! For instance, one latte a day can add up to over 1,000 calories a week! Ask yourself, "Is this drink feeding me? (with good nutrients) — or is it depleting me? (with sugar, salt, artificial sweeteners, caffeine, etc)" Mind-boggling as it may seem, the only beverages that don't deplete are water, caffeine-free herbal teas, fresh homemade fruit and vegetable juices, and raw, unpasteurized, store-bought juices. All other drinks deplete to some degree, even 100% commercial fruit and vegetable juices. ♦

Sources: Dr. Leslie Van Romer and Dr. Narinder Duggal. For more information, visit www.drieslievanromer.com or call Dr. Duggal at (360) 779-9911. **Editor's note:** This article is designed for educational purposes only, and should not be construed as a substitute for medical advice or as an endorsement of a specific diet.

Becoming Self-ful

continued from Page 1

people will now back off. But what if Tom doesn't? That's why there's a third step.

3. **Accept or Alter:** Accept an interruption like Tom's with a time limit — "I have 10 minutes I can talk to you now" — or suggest an alternative, such as, "I'll stop by your cubicle later today when I've finished my report and have more time to talk."

The "alter" option works better with co-workers — with a boss, the best choice is usually to accept. The

boss' priorities are your priorities — it's in the job description. However, don't leave out the "advise" step either. Always advise the boss of your activities and priorities. Some bosses will want you to do it all, but being self-ful will still allow you to speak up and say what's important to you. ♦

Mimi Donaldson is a renowned speaker, trainer, and co-author of "Bless Your Stress: It Means You're Still Alive." For more information, visit www.mimidonaldson.com.

Live Better on the Money You Make

continued from Page 1

➤ **The record keeper** — I have found an easy way to save on gas. I record my car's mileage on the first and last day of the month on a wall calendar. I subtract to find the miles traveled that month, and then record the miles I put on my car. I find I travel less to beat last month's record. I seem to automatically cut back because I am accountable.

➤ **Junior money management** — If you haven't, start your kids on an allowance, even as young as 5. They'll make mistakes, but they'll learn from them. My youngest, try-

ing to be cool, spent her whole month's allowance on one T-shirt. With no extra money for candy, movies, or toys, that was a rough month for her. It's better for children to learn about money and practice managing it before they have the real responsibility of making ends meet until payday. And it sure cuts down on whining and begging! ♦

Source: The Dollar Stretcher. Visit www.dollarstretcher.com to find hundreds of articles to help you stretch your day and your dollar! Copyright © 2009 Dollar Stretcher, Inc.