



# eap\*update

2015 - Vol 1

No one is happy all the time at work. After all, it's called work for a reason.

## 7 Reasons Why You Might Be Suffering From Workplace Anger

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Healthy Work-  
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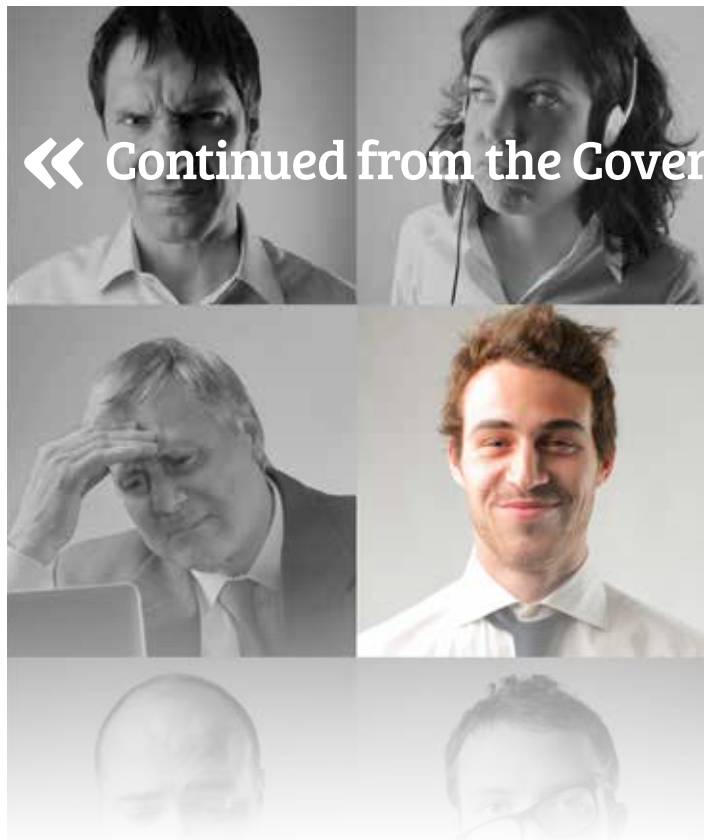
# 7 Reasons Why You Might Be Suffering From Workplace Anger

No one is happy all the time at work. After all, it's called work for a reason.

According to a recent Britain-based study, more than half of Britons experience regular "desk rage." What's more, a recent Gallup poll shows more than 70% of American employees are either "not engaged" or "actively disengaged" from their jobs, so it's not a far leap to assume we have some workplace indignation as well.

If you find yourself regularly frustrated or impatient at work, you could be suffering from office anger. On the surface, it might seem like normal day-to-day nonsense that can be brushed off, and that your colleagues don't even notice your displeasure. But you're wrong. Chances are they do notice, and if you don't address and work to fix the situation, you could soon find yourself unemployed.

Here are seven possible reasons for your office anger and easy ways to address them to stay employed:



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**70% of American employees are either "not engaged" or "actively disengaged" from their jobs**

**Reason #1:** You're over-worked and underpaid. It's no secret that the economy is improving tentatively, forcing many companies to ask more from their employees without increasing wages. The demands often leave employees feeling powerless, unappreciated and unmotivated.

**The solution:** It's time to stop feeling like a victim and start taking charge of your own work life. This does not mean you have to quit your job or become self-employed, however, it's vital in today's job market that employees take ownership of their careers and act as if they're running their own business. The truth is, your career is your business.

**Reason #2:** You're in the wrong job. You may have taken your current job to pay the bills or entered

# 7 Reasons Why You Might Be Suffering From Workplace Anger

the industry right out of college and your interests have since change. Either way, not being interested or stimulated by your work can lead to frustration and anger.

**The solution:** Ask yourself what you're really good at and what you feel that you're meant to do and will make you happy. Considering these things and then assessing your skills set (both hard skills and soft skills) will allow you to decide if it's time to make a change. When you're in a job that just feels like it fits, you will see how much easier it is to realize true success.

**Reason #3:** You're in a dead-end job. If it's been years since you've had a raise or promotion, chances are you are at a dead end with the employer. When employees are not regularly challenged at work, complacency and boredom set in and this eventually leads to anger.

**The solution:** Start by having a conversation with your boss to explore other opportunities within the organizations. Ask for more responsibilities and challenges, and convey that you want to grow with the company. If this is not possible or if the conversation doesn't go well, it might be time to start networking to find a new opportunity.

**Reason #4:** Your boss, colleagues or customers are annoying you. It's not easy working with people you don't like for eight hours a day, five days a week.

**The solution:** Avoid becoming involved or fueling workplace drama—it will get you nowhere fast. You can't wait around for others to make peace, but you can make small inroads to improve your relationships. Remember, you're there to do a job and to provide a service.

**Reason #5:** You're not feeling well. Often when people work crazy hours, they neglect their physical health and don't even realize they don't feel well.

**The solution:** Find a quiet place where you can sit still for a few minutes per day and relax and get away from it all and re-focus. If anything doesn't feel well, address the issue or contact your doctor immediately.

**Reason #6:** You have troubles in your personal life. If you're arguing with your significant other, troubled by something going on with your kids or angry at a friend, it's possible that you're taking that baggage with you to work.

**The solution:** You're only human and sometimes it's hard to leave the laundry at home; however, you're not being paid to deal with your personal troubles in the office. By doing so, you could be jeopardizing your career, so do the best you can to separate the two before you have professional troubles as well.

**Reason #7:** It's been more than a year since you've taken a vacation. Need I say more?

**The solution:** You don't have to travel overseas or even stay in a hotel to have a vacation. Haven't you heard that staycations are in vogue? The problem with the idea of staycations is that people forget to use the time to vacate their lives, and instead spend the time working through their home to-do lists. If you're going to stay home on your week off, make sure you actively plan activities away from your day-to-day routine that will re-energize and refresh you



# Management Skills: Three Ways to Build Empathy

## One of the key management skills: **Empathy?**

Many years ago I worked in an organisation that was very task focused (to say the least). Whenever we tried to introduce some training or new processes that weren't task related (e.g. interpersonal skills or management skills training, communication strategies) they would be dismissed by the majority of the workforce with the mantra 'it's too pink and fluffy'

I guess, at first glance, empathy as a management skill could be seen as a little bit 'pink and fluffy'. After all, isn't empathy what therapists, psychotherapists and counsellors use? Isn't it a step too far so say it's one of the key management skills?

I'd say no – based on this definition of 'empathy' within a management skills context: The ability to understand someone else's point of view, thoughts, preferences and feelings

My view of empathy is that it's not just about feelings – about being able to 'feel your pain'. It's about having a real understanding and insight into your employee's mindset. It's about getting to know your employees in some depth in order to understand what 'makes them tick'

## Management Skills: **Empathy – What's the point?**

The simple principle is the better we know an employee the more effectively we can manage them. We know that very few people respond well to the 'sheep dip' approach to management. What most employees respond very well to is a manager who takes the time to get to know them as an individual. A manager who can see the world – at least some of the time – from their point of view

So, how do we develop the management skills of empathy? Here are three ideas

### Empathy Management Skills #1:

#### **Recognise, accept and appreciate differences**

It's difficult to be empathetic unless we recognise, accept and appreciate that people in the workplace are different. For example, many of us have very different ways of

- Organising ourselves and our work – from people with a high preference for structure to those who prefer a high level of flexibility
- Relating to others – from people who are highly extroverted to those who highly introverted
- Gathering and using information – from people who prefer a practical approach to those who prefer the more creative approach
- Making decisions – from people who like to use an analytical approach to those who prefer to base decisions on personal beliefs

# WELCOME



**GREGORY A. MILLER**  
Counsellor

**G**regory A. Miller is a Masters level Psychologist, who graduated from Abilene Christian University in 2009. He started his professional career working for The Department of Counselling Services, but joined the Employee Assistance Programme in January 2015. The proud Husband, and father of 2 boys enjoys spending his down time watching sports; especially his beloved Tampa Bay Buccaneers and spending time with his family. In his professional life, he aims to act as an agent of change, to facilitate the achievement or movement towards a clients identified treatment goal. In his personal life, he aims to inspire through the way he chooses to live his life.



## Speak to a counsellor

no issue is too small  
for the EAP

EAP offers personal counselling as well as seminars to help with issues of stress, anger, managing time and change. EAP offers supervisory training to help improve management styles and to help management know how to effectively intervene in the lives of those they supervise.

Give us a call at 949-9559 to discuss how we can work with you to reduce absenteeism.

# Management Skills: Three Ways to Build Empathy

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The reality is we find it much easier to empathise with people who have similar preferences to us. More of a challenge is when there are real differences. Let's take a quick example;

Manager A likes to use a flexible, extroverted, practical and analytical approach to work

Employee B likes a structured, introverted, creative and belief driven approach

Can you see the challenge for Manager A? Can you see the frustrations that might arise if this manager doesn't make some attempt to understand, recognise and accept their employee's point of view, thoughts, preferences and feelings – to empathise?

Here are two questions the manager could use as a start point to building empathy;

- 1 What would it be like to have a preference for a structured, introverted, creative and belief driven approach?
- 2 What might it be like for this employee to work for a manager like me –with all my (different) preferences?

These questions are simply about developing a curiosity about our employees (because curiosity is fundamental to empathy).

## Empathy Management Skills #2. Ask questions:

So here's a pretty obvious idea. If you want to better understand your employees – their point of view, thoughts, preferences and feelings – why not ask them some focused questions. You could use the work preferences I've outlined above. For example "How do you prefer to organise your work? Do you prefer a structured or more flexible approach? Can you think of any ways we could improve this for you – to more closely fit your preferences?

Or, as a simpler approach, you could ask what I call the 'golden question'

Is there anything I could do; more of, less of or differently to improve your job satisfaction?

Can you see how this question could get you some real insights into your employee's preferences particularly around how they prefer to be managed? Can you see how effective this question could be in building empathy?

## Empathy Management Skills #3. Listening:

One of the key management skills, in any context, is the ability to listen. When seeking to demonstrate empathy it's vital. However many of us don't find it easy to listen well – particularly when we're listening to someone with very different views, thoughts, preferences and feelings! I've written about listening before – for a listening skill technique that really works take a look at 'Management Skills: Are you listening?'

## Summary

Developing empathy with our employees is a great way of building relationships. It demonstrates that we are interested and respect the individualism and diversity of people and that's why it's such a key management skill.

# 10 Important Reasons why your Company needs an Employee Assistance Program.

- 1 IMPROVED PRODUCTIVITY:** helping your employees deal with all of life's little ups and downs, and we all know these are unavoidable, you are also ensuring effective company growth and development.
- 2 REDUCED COMPANY COSTS:** When an employee is suffering personally, it is likely their work will suffer too.
- 3 THIRD PARTY ASSISTANCE:** EAPs are third party agencies that specialize in connecting employees with appropriate services according to their needs.
- 4 INCREASED MORALE AND WORKPLACE HARMONY:** A happy and healthy employee is a productive and effective one.
- 5 REDUCED ABSENTEEISM:** Absenteeism costs the company money.
- 6 REDUCED TURNOVER:** EAPs improve the working environment in terms of morale and company support ensuring employees are well looked after, and less likely to leave their jobs.
- 7 REDUCED ACCIDENTS AT WORK:** It is easy to see how accidents can happen at work when you're stressed. A person suffering from stress-related symptoms will often experience difficulty with concentration, mental focus and physical function. This can be a dangerous combination in any environment. An EAP is equipped to prevent this from occurring or at least prevent it from reoccurring. EAPs look after the mental health and ability of your employees ensuring that they are able to function at the required level.
- 8 RESOLUTION OF WORK RELATED PROBLEMS:** External stress often results in a reduction in workplace performance. Problems within the working environment lead to absenteeism, high turnover and low morale. EAPs look after the physiological health of employees developing strategies for coping with external stress as well as work related stress. An EAP will help employees develop the skills they need to cope with all types of work related stress. In turn, this reduces the impact of work related stress as there is a quick resolution.
- 9 PROFESSIONAL SERVICES:** EAPs connect troubled employees to professional services. One of the great things about an EAP is they are able to connect employees directly with these services and the first appointment will usually occur within a few days. This means that your employees are getting the help they need quickly, dealing with and averting crisis situations.
- 10 IMPROVED WORK PERFORMANCE:**





DISCOVERING YOUR  
**WORK » LIFE BALANCE**  
Established 1993



**Find Us**

Call **949.9559**

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# EAP Training Seminars

## New Topics Available

Communication - Treat People the Way They Want to be Treated

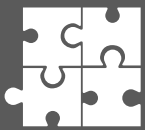
Healthy Self Care and Combatting Compassion Fatigue

Women in Leadership - Assertiveness Training

Anger Management for Women

Managers are People Too!

Tackling the Inner Critic



# EAP in the Media

## “Inner Peace” – Cayman 27

March 4th 2015 – Showing Empathy

21 January 2015 – Adjusting expectations

December 31st 2014 – Keeping the spirit of the  
holidays alive all year



# Anger Management for Women

The group runs for 4 consecutive weeks, Lunch & Learn (75 min) format. Cost includes lunch and all materials - \$100 employees of member company, \$125 non-member.

Space is limited - email [eapci@candw.ky](mailto:eapci@candw.ky) to register

**W**hen men get angry nobody bats an eyelid, but when a woman's temper gets the better of her, it becomes headline news. Women have increasing amounts of pressure and responsibility piled on them today. This program is for women who want to feel more in control of their anger and to find healthier ways to communicate. It provides an opportunity to explore the nature and meaning of anger and offers practical strategies and tips on how to recognize the triggers, manage your responses and improve your communication and emotional wellbeing.

## Participants will:

- examine the nature and meaning of anger
- learn how to recognize the triggers for anger
- explore ways to link thoughts, feelings and actions
- look at the relationship between anger, stress and self-care
- learn opportunities to improve communication using assertiveness techniques
- explore different ways of managing conflict
- focus on building a sense of self-esteem, self-worth and support



[www.eapcayman.org](http://www.eapcayman.org)