

## Co-Worker Conflict

Conflicts are unavoidable. They don't have to make your life miserable. Many conflicts are born out of misunderstandings that result from poor communication skills or develop when different personalities or behaviors collide. By improving your communication and problem solving skills, you can learn to create effective solutions out of stressful situations.

***Tension Can Make Us Feel loopy!***

***Seek Solutions  
to Ease the Pain.***

## Improve Communication - HALT

When agitated emotionally and physically volatile, we are usually **Hungry, Angry, Lonely or Tired**. **HALT** is an action and acronym easy to recall in order to take a time out and de-escalate conflict. The rule of thumb is when feeling hungry, angry, lonely or tired it's time to HALT.



It is difficult to stand by and struggle. You don't like to hurt or be hurt by words or actions. Being human means that mistakes are made; pain and disappointment are experienced.

Treating yourself and others with respect, affirms self-esteem and makes the journey through difficult times effective. Even when the awkwardness of a difficult situation is accompanied by self-doubt and worry, your love and respect will provide the ticket to help you and others towards a peaceful solution.

HALT gives you the recognition that a time out may be the necessary tactic to remove yourself for a moment to organize your thoughts, emotions and regain balance. Excuse yourself and let the person know that you will return to talk. (1)

(1) One of many techniques taught by Nancy Hazelton, LCSW and colleagues at Family and Children's Association's Anger Management and SAGE Programs, Hicksville, NY.

## After Timeout Communicate

### Listen

- Give the other person a chance to express their ideas and opinions.

### Ask Questions

- If you're not sure of what the person is saying or need to clarify, ask.

### Feedback

- Make eye contact and nod your head to acknowledge hearing the person.

### Summarize

- When the person is finished speaking, in your own words, repeat what you just heard to confirm the message has been received.

## Support Sporting Health

On Friday, May 20, 2011, National Bike to Work Day, government employees, including OPM, recognized that biking to work is a fun, healthy and environmentally friendly commuting option.

If biking is not your thing, find the exercise that you can enjoy and enjoy staying healthy. Remember, whatever your sport this season, stay hydrated. Enjoy your summer.

### **EAP Consultation Information**

**Robert Hazelton, LCSW 516-713-1952**

**Nancy Hazelton, LCSW 516-698-5639**

**By appointment: Levittown or Bluepoint, NY**

or

**EAP on site at Jamaica Office 718-557-5198**

Mon., Wed. and Thur. 7:30 a.m. – 3 p.m.

**24/7 Counseling Hotline: 800-452-4718**

Email: [newbridge@eaplif.net](mailto:newbridge@eaplif.net)

**Call for Confidential Counseling**



EAP helps organizations and individuals create bridges and brighter pathways.

## Lessons Learned - Impulse Control

Spring was in the air along with the headlines of celebrities and civil servants found distracted by sex or monetary schemes with the use of the internet or while working in the field.

Regrets? We all have regrets. Who lives a flawless life? All we can do is put our mistakes behind us and try not to repeat them. Learn from our mistakes and avoid dwelling on them.

The sentiments of forgiveness is healthy. We forgive ourselves as we forgive others.

We can all learn from mistakes. Yet, we witness repeated instances of betrayal of trust. Public servants whose responsibilities are answerable to the greater good were motivated by poor impulse control and defiantly used their position for personal gain.

The employee had acted on an impulse with an irrational behavior, gambled their career and lost.

If you or someone you know has an impulse control problem, contact your EAP counseling service. There is help.

There is no impulse greater than to save your career and life. Solutions include a thorough assessment along with consideration of treatment options.

*"It is one of the most beautiful compensations of life that no man can sincerely try to help another without helping himself."* Ralph Waldo Emerson (2)

(2) Behary, Wendy (2010) *Disarming the Narcissist: Surviving and Thriving with the Self-Absorbed*. New Harbinger Publications Inc.

## When To Consider Seeking Help

It can be difficult to determine if your problems are a natural part of resolving life's challenges or if professional help is needed. If you are experiencing any of these signs, consider seeking professional counseling:

- prolonged depression
- continued negative thoughts, sensations
- excessive anger or frustration
- thoughts of suicide
- physically or emotionally abusive or abused
- drastic changes in personality, appetite or other physical hygiene
- loss of interest in work, school or other regular activities

Your EAP, counselor or physician can recommend professional assistance. In some cases, the family is recommended to be a part of treatment.

When you see deterioration in your attitude, do not hesitate to receive assistance. Have friends, coworkers or family expressed caring concern about you? Specifically, have they verbally expressed what behaviors have changed? Have you been able to ask difficult questions to someone you are concerned about without judgment? If the person that you are concerned about continues destructive behaviors and resists seeking assistance, you can speak with a health service professional. A professional counselor can help determine the type of assistance that may help resolve problem(s).

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## Helpful Educational Highlights

MH Media Online

- Employee Assistance Free Consultation  
<http://www.eaplifeline.net/contact.html>
- Free NY Mental Health (MH) Education  
<http://noah-health.org/en/mental/stress/management.html>
- Mental Health America  
Coping with War & Natural Disaster  
<http://www.mentalhealthamerica.net/go/information/get-info/coping-with-disaster>