EAP Presents a New Event

**Stress Less Week**

Trying to eat healthy. Staying on top of your finances. Making time to relax and de-stress from your busy life and responsibilities. Managing time and being organized. These and a myriad of other “to dos” that appear in our personal and professional lives can cause major stress for us. UAlbany EAP would like to help!

During the first week of November, faculty and staff are invited to attend a variety of EAP-sponsored events designed to provide information and opportunities to address some of life’s stressors. Programs will take place in the Campus Center throughout the week with each day covering a different topic to “stress less” about!

- **Monday**—Building a Healthy Lunch
- **Tuesday**—Financial Fitness
- **Wednesday**—Stress Management Techniques (therapy dogs, chair yoga, and meditation)
- **Thursday**—Time Management
- **Friday**—Essential Oils for Health and Wellness

EAP hopes that one or two of these offerings will be of interest and will help you gain information and ideas that will support your efforts to “stress less.” Special EAP giveaways and door prizes will be available, too! TIAA-CREF and VOYA are contributing sponsors to this event. We hope to see you in November!

For more information, contact EAP Coordinator, Brenda Seckerson: bseckerson@albany.edu or call 518-442-5483.

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EAP Wellness Calendars Are Now Available!

A new year is fast approaching. That means it’s time to start handing out the annual EAP wellness calendars! This colorful calendar offers an array of tips for your health and well-being that will help you throughout 2016 and beyond. To request a copy be sent to you via campus mail, call the EAP Office at 442-5483 or click on the “Special Promotions” icon on the EAP website’s home page. http://www.albany.edu/eap

One per employee while the supply lasts.
Be Internal Customer Service Savvy

You may be an external-customer-service pro, but are you internal-customer-service savvy? Internal customer service means taking care of those persons or departments in your organization and their needs with high-quality service and assistance. Knowing the key elements of internal customer service will help you deliver the “wow!” factor inside as well as outside your organization.

- Promptness—think responsiveness, speediness, and moving obstacles to “deliver the goods.”
- Competency—think showing your professionalism, skills, and completeness.
- Positivity—think optimistic, affirming, polite, and energetic.
- Exclusivity—show a your-needs-are-my-sole-concern-right-now attitude.

Does it sound like good internal customer service is a prescription for burnout? Just the opposite. These mostly attitude- and belief-driven behaviors can help insulate you, because they produce a reciprocal response from others toward you!

Are You a Morning or Evening Person?

All of us are affected by our sleep-wake cycle and an internal circadian biological clock. When are you most creative—morning or evening? Not sure? The Ostberg Morningness–Eveningness Questionnaire may help you find out. Although not consistently validated by research, it may yield insights to help you decide when to do creative work, achieve better sleep, exercise, and establish work habits that fit your biological situation. Check out this fun, automated scoring questionnaire at www.cet.org/self-assessment. Choose the circadian rhythm assessment and get a detailed, personalized report at the end.

All in the Family...

Living With Someone in Chronic Pain

All chronic health issues have ripple effects for loved ones, but chronic pain is especially potent. The reflex to back off and avoid the spouse, partner, or family member can be a natural one. Don’t do it. Instead, view communication as key to preserving the quality of your relationship. There are mental health professionals who specialize in chronic pain and family dynamics. Don’t allow pain to be a force that makes family closeness, couple intimacy, and cooperation disintegrate. Talk to a mental health professional. Contact UAlbany EAP to find these referrals in our community.

Learn more at the American Psychological Association website at apa.org and search “chronic pain.”

Resource for Articles: Frontline—Employee Wellness, Productivity & You! Frontline newsletter is courtesy of the New York State Employee Assistance Program.

“How hope sees the invisible, feels the intangible and achieves the impossible.”

~ Unknown
Stress Management Technique: Reframing

Proper diet, sleep, exercise, and pursuing work-life balance are important for managing stress. Less often considered is how to think differently about stressful incidents in order to reduce their emotional impact. Your perception is reality, so intervening here is a smart move.

One such intervention tool is “reframing.” When you practice reframing, you decide against being overwhelmed. You aggressively view your distressful circumstances differently—reducing their perceived importance, meaning, urgency, possible harm, long-term impact, or significance. The goal is detachment. A friend who says to you, “Hey, look on the bright side …” is suggesting that you use reframing.

Getting a $150 speeding ticket going 38 mph in a 25 mph zone is stressful. Deciding on the spot that the event is now out of your control can instantly free you from panic and anguish. Reframing takes practice, but you will reap extraordinary returns from it. Practice reframing more reactively and you will manage stress more effectively. You will retain more energy for bigger problems.

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Defensive Driving Class

This 6-hour class can help to reduce your insurance fees or deduct points from your license. NYS requires attendance for the full 6 hours to receive credit. Registration deadline: Oct. 15

October 19 and October 21
5:30 - 8:30 pm
Standish Board Room, Science Library
Course fee: $22.00
Check made out to NTSI
Contact the EAP Office to register.
bseckerson@albany.edu
518-442-5483

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October is Domestic Violence Awareness Month. Every day, week, and month throughout the year it’s important to stay aware of this type of violence and remember that there is help and support available. For information on domestic violence, contact UAlbany EAP and/or access the New York State Office for the Prevention of Domestic Violence website: http://www.opdv.ny.gov/

Or, call the NYS Hotline: 1-800-942-6906, for English & Español/Multi-language Accessibility.

Deaf or Hard of Hearing: Dial 7-1-1

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Suicide Prevention Lifeline
1-800-273-TALK (8255)
suicidepreventionlifeline.org

Shine the Light!
Domestic Violence Awareness Month

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Article Resource: Frontline—Employee Wellness, Productivity & You! Frontline newsletter is courtesy of the New York State Employee Assistance Program.
EAP’s mission is to help support and maintain a healthy and productive workforce. With that mission in mind, this year we’re embarking on what we hope will be a worthwhile, fun endeavor to highlight our connection to the University and our pride in all that we as employees contribute to make UAlbany a unique place to work.

There are some basic elements of what makes a workplace a “healthy and productive” environment. Employees need to feel valued, find meaning and purpose in their work, feel a sense of pride in what they do and who they work for, and have positive social connections with their co-workers and supervisors/managers. We all play a role in creating a healthy workplace and in feeling engaged as University employees.

How will this project work?

♦ Each month in the EAP ENews we’ll ask a question or invite you to reflect on some aspect of your connection to UAlbany, your workplace. We’ll use the e-newsletter as a means of sharing some of the comments (and even photos!) that are submitted.

♦ If you’d like to participate by sharing your comments, you’ll go to the EAP website and click on the “Questions and Comments” icon. Be sure to note whether you’d like to include your name on your comment or if you would prefer not to include it.

♦ If you wish to send a photograph along with your comment, follow the directions on the Questions and Comments page about how to submit the photo.

♦ By providing your submissions, you are giving EAP permission to publish your answers, including provided pictures. Please note that all responses may not be published in the EAP ENews due to space considerations. Additional comments/photos may be posted to the EAP website for viewing.

♦ Here’s the first “EngageYOUAlbany” question for you! What’s one of your favorite places on campus?

To submit your response, go to the EAP website and click on the “Questions and Comments” icon. Then be sure to read the November edition of the EAP ENews to learn what spots on campus have a special draw for UAlbany faculty and staff!

To get the project rolling, some of the EAP Committee members are contributing first!

“My favorite place on campus is Indian Pond. My son and I like to take walks there after school.” ~ Merissa Mabee, M/C Representative

“One of my favorite spots is on the podium under a white birch tree near the Campus Center. It provides shade and a nice opportunity to say ‘hello’ to people as they pass by.”
~ Linda Gallagher, EAP Committee, Co-Chair, UUP Representative

“My favorite place on campus is the entry plaza, especially during commencement weekend.”
~ Brendon Phillips, UAS Representative

(Photograph provided)

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EAP-sponsored events and services are open to UAlbany & Research Foundation faculty, staff, family members, UAS employees, retirees and GSEU members.