
EAP and WorkLife Services



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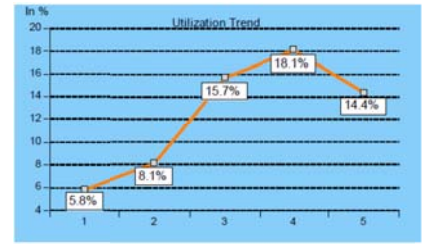
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Perspectives EAP: Driving utilization through high touch & high tech services

Perspectives is a national firm based in Chicago, established in 1981 and independently owned by our founders. EAP/WorkLife is our primary business, where our programs are not embedded in nor do we have any fiduciary ties with insurance or healthcare organizations. We focus all of our resources on highly visible EAP/WorkLife services committed to serving our customer organizations and their employees through both High Touch and High Tech services.



	HIGH TOUCH	HIGH TECH
Immediate Expertise (Unlimited)	24/7 Call Center + Masters/PhD EAP counselors 24/7 + WorkLife dependent care consultants + Attorneys (2/3 cases handled free via phone consult/legal documents) + Financial counselors for free consultations	+ Perspectives Online Career/Workplace Skill Builder Tutorials + Perspectives Online Audio Experts + LiveConnect instant messaging with dependent care counselors
Ongoing Expertise	+ In-person EAP Counseling throughout U.S. and globe (88% of cases handled w/in EAP w/out use of health benefit)	
Resources for Employees and their Families	+ 40,000 prescreened mental health/substance abuse providers for 14% of cases needing assistance beyond the EAP + Referral to local attorneys (first ½ hour in-person free, 25% fee discount) + 500,000 WorkLife, community, self-help and government resources	Perspectives Online + Self-Search child, elder, pet, education, camp, volunteer databases + CareSpace online social networking forum for caregivers and parents + 1000's of articles/tip sheets in Emotional Well Being + Lawyer Locators, Ready Legal Documents + Calculators, TaxAct, Savings Center + Wellness Assessments, webMD, Expert Audio clips
Employee Engagement	+ Onsite Employee Orientations + Onsite Health Fair participation + Onsite Visibility tables + EAP seminar attendance tied to wellness incentive	+ Webinar Employee Orientations + Customized Perspectives Online Features Page <ul style="list-style-type: none"> o 3 ½ minute EAP Orientation video (mobile friendly) o Skill Builder Tutorials (Certificates of Completion) o Customer HR/Benefit info/links/initiatives + 2x/mo. program promotion emailers + Quarterly Wellness Newsletter + Perspectives Online Scavenger Hunt
Resources for the Organization	+ Experienced workplace-savvy Account Managers + HR/Supervisory Consultation 24/7 + Onsite EAP Supervisory Training + Onsite Workplace Supervisory Training + Onsite Employee Seminars + Onsite Critical Incident Response	+ Webinar EAP Supervisory Training + Webinar Workplace Supervisory Training + Webinar Employee Seminars + Monthly WorkLife Webinar + Monthly HR Newsletter + Monthly Supervisory Emailer
Reporting	+ Individual & Organizational Utilization with Trend Graphing + EAP impact - % of cases handled without referral into the healthcare plan + Client Satisfaction + Perspectives Online Utilization	+ "Cloud based" case management system provides for highly customized reporting

For information on our Organizational Consulting, FMLA and Wellness services, please email Terry Cahill at thc@perspectivesltd.com

EAP/WorkLife Program Issues Covered

Family Relations	Emotional	Substances	Work	Additional Issues
<ul style="list-style-type: none"> + ADD/ADHD + Adoption + Blended/Step Family + Child/Adolescent + Child Custody/Guardian + Domestic Partners + Dual Career Issues + Elder Caregiving + Effective Communication + Marital/Couple Conflict + Parenting + Relationships + Separation/Divorce + Single Parenting 	<ul style="list-style-type: none"> + Adjustment Issues + Anger + Anxiety/Phobias + Coping with Change + Depression + Eating Issues + Grief/Loss + Mood Swings + Obsessions + PTSD Stress 	<ul style="list-style-type: none"> + Alcohol Abuse + Drug Abuse + Prescription Drug Abuse + Affected Family Members + Other Addictions -- Sex, Gambling, Food 	<ul style="list-style-type: none"> + Burnout + Career/Vocational Issues + Civility + Coworker Conflict + Job Performance + Interpersonal Issues + Organizational Change + Sexual Harassment + Supervisory Coaching 	<ul style="list-style-type: none"> + Chronic Illness + Domestic Violence + Gay/Lesbian Issues + Men's/Women's Issues + Sexual Abuse/Incest + Sexual Dysfunction
Childcare	Eldercare	Legal	Financial	*Convenience
<ul style="list-style-type: none"> + Adoption + Before/After School Programs + Center Day Care + Family Day Care + In-home Care + Sick/Back Care + Summer Camps + Tutoring 	<ul style="list-style-type: none"> + Day/Nursing/Respite/ + Hospice Care + Homemaker/Home Health + Leisure Pursuits + Volunteer/Education/ + Travel + Nutrition/Housing Services + Transportation/Recreation + Retirement Facilities + Retirement Planning 	<ul style="list-style-type: none"> + Automobile Issues + Child Custody/Guardian + Consumer Issues + Domestic Violence + Family Mediation + Housing/Real Estate + Separation/Divorce + Small Claims Court Procedures + Wills and Probate 	<ul style="list-style-type: none"> + Bankruptcy/Foreclosure Prevention + Budgeting + College Planning + Consumer Credit Counseling + Debt Counseling + Financial Planning + Housing Education and Purchasing + ID Theft Recovery + Retirement Planning + Tax Consultation 	<ul style="list-style-type: none"> + Apartment Locators + Chores/House Cleaners + Consumer Comparisons + Entertainment + Home Repair + Moving/Relocation + Pet Obedience Training + Pet-sitters/Kennels + Transportation/Travel + Veterinarians + Volunteer Opportunities

***Convenience Services available if WorkLife Enhancement purchased.**

EAP Seminars

Perspectives Advanced Supervisory Trainings include:

- + Are You Prepared? Responding to Crisis in the Workplace
- + Coaching for Managers
- + Communicating with the Difficult Employee
- + Conflict Management
- + EAP Supervisor Training
- + Harassment in the Workplace
- + Identifying the Substance Abusing Employee
- + Managing the Multigenerational Workforce
- + Managing the Workplace Bully
- + Navigating Organizational Change

Perspectives Employee Seminars Include:

Workplace Productivity

- + Achieving Your Goals
- + Collaboration
- + Conflict Management
- + Effective Customer Service
- + Emotional Intelligence
- + Enhancing Vitality in the Workplace
- + Navigating Organizational Change
- + Personal Productivity
- + Responsible Communication

WorkLife Balance

- + Beating Holiday Stress
- + Dual Career Couples
- + Eldercare – Caring for Aging and Dependent Parents
- + Embracing Change
- + Financial Fitness
- + Financial Planning
- + Making Healthy Food Choices
- + Making the Most of Your 24/7
- + Moving Toward Retirement
- + Obtaining Balance: Strategies for a Healthy Lifestyle
- + Resilience
- + Strategies for Effective Parenting
- + Stress Management

Workplace Culture

- + Appreciating Diversity
- + Bullying and Respect in the Workplace
- + Civility in the Workplace
- + Count to Four Before you Roar
- + Harassment in the Workplace
- + Substance Abuse Awareness
- + Succeeding in the Multigenerational Workforce
- + Suicide Awareness: How Can I Help?
- + What Is Domestic Violence?
- + Workplace Violence

WorkLife Online Overview

Parenting	Aging	Balancing	Thriving
<ul style="list-style-type: none"> + Parenting + Adoption + Child Care + Developmental Stages + Kid's Well-Being + Education + Children's Self-Esteem + Communication + Foster Care 	<ul style="list-style-type: none"> + Adults with Disabilities + Aging Well + Planning the Future + U.S. Systems for the Elderly + Housing Options + Home Care + Health + Caregivers + Grief & Loss 	<ul style="list-style-type: none"> + Personal Growth + Communication + Families + Relationships + Grief & Loss + Mental Health + Addiction & Recovery 	<ul style="list-style-type: none"> + Health Tools + Live Healthy + Healthy Eating + Medical Care + Infant & Toddler Health + Child Health + Adolescent Health + Women's Health + Men's Health + Senior Health + Health Challenges
Working	Living	International	Interactive Tools
<ul style="list-style-type: none"> + Accomplished Employee + Effective Manager + Career Development + Training & Development + Workplace Diversity + Workplace Productivity + Workplace Safety 	<ul style="list-style-type: none"> + Consumer Tips + Home Improvement + Home Buying or Selling + Moving + Financial + Legal + Legal Ready Docs + Safety + Pets + Travel and Leisure Time + Fraud & Theft 	<ul style="list-style-type: none"> + Immigration to the U.S. + International Immigration + Relocating Abroad + Living Abroad + Working Abroad + Families Abroad + Repatriation 	<ul style="list-style-type: none"> + Thousands of Articles, Resources + Child, Elder, Pet & Education Databases + Career Skill-Builder Classes + Audio Expert Lessons + Online Seminars + Links to numerous sites, including WebMD, Medline + Health & Wellness Assessments + Ready Legal Documents + Saving Center + Financial Calculators

To access WorkLife Online, please visit www.perspectivesltd.com and in the “Log In” section enter “Guest” for username and “Perspectives” for password.

WorkLife Online Skill-Building Trainings

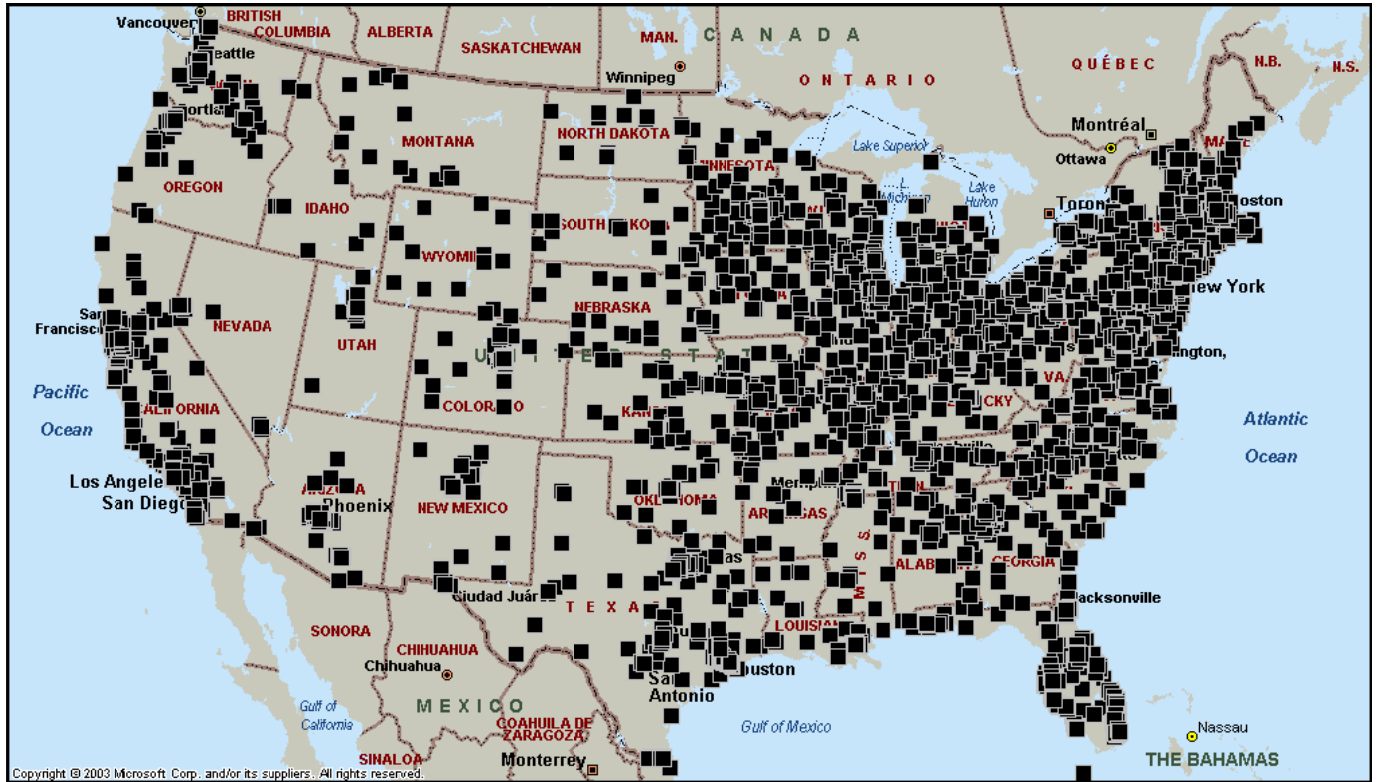
Achieving Personal Goals
Applying Emotional Intelligence in the Workplace
Applying Leadership Basics
Appreciating Personal Differences
Balancing Work and Family
Basics of Effective Communication
Basics of Effective Selling
Becoming an Effective Team Member
Building a Successful Team
Building Strong Customer Relationships
Business Writing Basics
Choosing a Childcare Provider
Closing the Sale
Coaching and Counseling
Conducting a Performance Review
Conflict Intervention
Creating a Strong Leadership Team
Creating an Effective Sales Team
Dealing with Difficult Customers
Dealing With Violence In The Workplace
Delegating
Developing Critical Thinking Skills in a Child
Developing a Strategic Plan
Discharging Employees
Disciplining and Redirecting Employees
Executive-to-employee Communication Strategies
Financial Basics for Non-financial Managers
Guardianship Decisions for Elderly Loved Ones
Intercultural Business Etiquette
Interviewing Job Candidates
Interviewing Skills for Job Candidates
Leading Effective Meetings
Leading Effective Teams
Managing a Virtual Office
Managing Change
Managing Disagreement
Managing Negative People
Managing Projects
Managing Stress
Managing Your 401(k)
Mastering Cold Calls
Motivating Employees
Moving from Trainer to Performance Consultant
Negotiating for the Sales Professional
Organizing Your Workspace
Overcoming the Loss of a Loved One
Presentation Skills
Preventing Sexual Harassment for Leaders (non-AB 1825 compliant)
Preventing Sexual Harassment for Employees (non-AB 1825 compliant)
Providing Effective Feedback
Qualifying Sales Prospects
Recognizing Employee Performance
Recognizing and Avoiding Burnout
Recognizing and Managing Anger
Recognizing and Responding to Signals of Violence
Setting Personal Goals and Expectations
Solving Problems as a Team
Succeeding as a Supervisor
Successful Negotiation
Telephone Skills for Quality Customer Service
Time Management
Understanding and Using Contracts
Valuing Diversity

2017 WorkLife Monthly Webinars

Month	Monthly Theme	Date Available On-demand	Description
Jan	Mind Your Money: Ensuring your financial well-being.	Jan 18	<i>Maintaining Personal and Fiscal Resiliency During Tough Economic Times</i> Learn how to develop a “stress plan” to visualize a more positive financial future. Understand the process of prioritizing your needs and exploring the full extent of your assets.
Feb	Ignite a Spark: Expand your life through creativity.	Feb 22	<i>Creativity 101</i> “Creativity is putting your imagination to work, and it’s produced the most extraordinary results in human culture.” ~Ken Robinson. Learn to tap into your creativity and apply it in all areas of your life.
Mar	Accentuate the Positive: Taking a more mindful approach.	Mar 22	<i>Disrupting Negative Thoughts</i> It’s not negative thoughts themselves that are the issue; rather, it’s when we believe those negative thoughts. Learn how to gain control over negative thoughts and turn them into positive ones.
Apr	Staying Power: Resiliency skills for caregivers	Apr 19	<i>Compassion Fatigue: Increasing Resiliency</i> Caregivers often take on the emotions of those they help or rescue. After understanding how compassion fatigue can develop, you’ll learn specific strategies to reduce stress and to develop resilience.
May	#happiness Creating support environments for children.	May 17	<i>Raising Well-Adjusted Kids</i> Review the current research and science behind raising well-adjusted kids. Learn tips to foster positive mental health in the children and teens in your life.
June	Going the Distance: The path to total well-being.	Jun 21	<i>Emotional Support: Staying Balanced in a Changing World</i> Change impacts all aspects of life. Every change brings a chance to self-improve or self-destruct. This session explores how people who know how to manage change have more successful lives.
July	Mixology: Celebrating the multi-generational workplace.	Jul 19	<i>Managing in a Multi-Generational Workplace</i> Identify the characteristics and key motivational factors of each generation. Explore commonalities and discuss differences to build strong teams while bridging the generational gap.
Aug	Saying Goodbye: Honoring the process of grief and loss.	Aug 16	<i>Bereavement: Coping with Loss</i> Grief and loss trigger conflicting emotions. Explore your own reactions to loss, from a death to divorce. Learn why some people are stuck in a “grief rut” as you discuss more healthy ways to grieve.
Sep	TMI: Find your way to the right resources.	Sep 20	<i>Effective Communication with Children</i> Managing the enormous amount of information that is thrown at us is difficult. Understand what contributes to information overload and apply tips and tools for effectively managing information.
Oct	Energy Boost: An active approach to well-being.	Oct 18	<i>Improve Your Health with Ergonomics and Frequent Movement</i> Sedentary behavior is the 4th leading risk factor of death for people all over the world. Learn to incorporate frequent desk exercises and movement into your day. Additionally, learn proper ergonomic tips to help ease job stress and reduce chronic injury.
Nov	Gratitude Adjustment: Appreciating all that is good.	Nov 22	<i>The Mind-Body Connection</i> Keeping the body relatively calm is crucial to well-being and optimal health. Becoming aware of how your body feels when it is under stress is important to maintain a relaxed and calm state.
Dec	Fusion Forward: Embracing a multi-cultural workplace.	Dec 20	<i>Diversity in the Workplace: Maintaining an Inclusive Environment</i> Each member of the workforce brings unique skills, background, and experience vital to the successful organizations. A diverse workforce is a rich source of creativity and problem-solving.

****Topics and/or schedule may be subject to change***

EAP Coverage Map



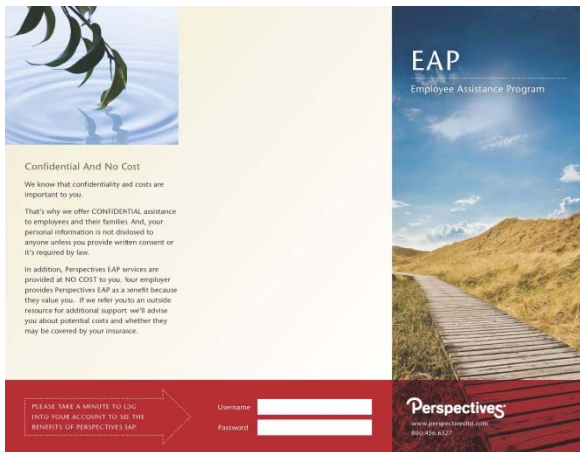
Proactive Program Promotion

In addition to all of the on-site/online trainings and workplace services included in our EAP, Perspectives also provides proactive program promotion through:

- + EAP Orientation Video (mobile-friendly) at Perspectives Online
- + Brochures, Wallet Resource Cards, Posters and Giveaways (unlimited)
- + Monthly Employee WorkLife Webinar Emailer
- + Monthly Employee EAP Emailer
- + Monthly Frontline Supervisor
- + Monthly HR Newsletter
- + Quarterly Employee Lifelines Wellness Newsletter

Examples of each are provided below and on the following pages.

Brochures -- Unlimited brochures will be provided.



EAP
Employee Assistance Program

Confidential And No Cost
We know that confidentiality and costs are important to you.
That's why we offer CONFIDENTIAL assistance to employees and their families. And, your personal information is not disclosed to anyone unless you provide written consent or it's required by law.
In addition, Perspectives EAP services are provided at NO COST to you. Your employer provides Perspectives EAP as a benefit because they value you. If we refer you to an outside resource for additional support we'll advise you about potential costs and whether they may be covered by your insurance.

PLEASE TAKE A MINUTE TO LOG INTO YOUR ACCOUNT TO SEE THE BENEFITS OF PERSPECTIVES EAP

Username: _____
Password: _____

Perspectives
www.perspectivesltd.com
800.456.6327



FREE Help. Who Doesn't Like That?

We want you to think of Perspectives as the "Everyday Assistance People." Our employee assistance program (EAP) provides support, counseling and resources for life issues that can take a toll on your emotional well-being or take time away from the things you value most, like work and family. And, our services are confidential, no cost to you and available when you need them!

We Help With Issues That Impact Life
We can help you resolve stressful personal and family issues, or direct you to legal, financial or child care resources when you need them most.

CURRENTLY ISSUES WE HELP PEOPLE WITH EVERYDAY INCLUDE:

- + Alcohol and Drug Abuse
- + Attention Deficit Disorder (ADD)
- + Attention Deficit Hyperactivity Disorder (ADHD)
- + Addictions
- + Anger Issues
- + Anxiety
- + Bullying
- + Child Care Resources
- + College Planning
- + Communication Issues
- + Coping with Change
- + Depression
- + Divorce
- + Domestic Violence
- + Eating Disorders
- + Effective Communication
- + Elder Care Resources
- + Emotional Issues
- + Family Issues
- + Financial Resources
- + Grief
- + Legal Resources
- + Leave Travel Time
- + Marital and Couples Counseling
- + Mental Health
- + Parenting
- + Pet Care Resources
- + Post-Traumatic Stress Disorder
- + Relationship Issues
- + Stress

We're Available When You Need Us
Perspectives EAP is available 24/7 and can be accessed three ways:

OVER THE PHONE
Masters and Doctorate level EAP counselors are available 24/7 to answer your questions, provide counseling or assist you with useful appropriate resources. Call 800.456.6327 anytime!

IN PERSON
Counselors will listen to your concerns, assess the situation and help you develop an action plan best suited to your needs. When appropriate, this plan may include further in-person sessions with Perspectives or a referral to another qualified professional. Call 800.456.6327, 8 a.m.-6 p.m., weekdays to schedule an appointment.

ONLINE
Have you ever spent hours "Googling" for good information about parenting, diet, relationships or hundreds of other issues that impact your life? We do our homework so you don't have to!
Perspectives Online is a special website for everyone with Perspectives EAP. It provides information, resources and tools for a vast number of issues, ranging from parenting and child care to health and wellness, career development, workplace training and more. Just visit www.perspectivesltd.com and log in with your username and password!

Wallet Resource Cards & Giveaways – Perspectives will provide wallet resource cards to all employees annually as well as giveaways for home mailings and company events.



Perspectives

Employee Assistance Program (EAP)
Support, Counseling and Resources for Life Issues


800.456.6327 | www.perspectivesltd.com
available 24/7



- + Relationships
- + Parenting
- + Children/Adolescents
- + Domestic Violence
- + Alcohol/Drug Abuse
- + Grief
- + Anger
- + Anxiety/Depression
- + Stress
- + Legal/Financial
- + Child/Elder Care
- + Convenience


EAP Emailer

Feeling like you've



lost your marbles?

For information, call:
800.456.6327
www.perspectivesltd.com




Monthly Employee WorkLife Online Emailer

DECEMBER 2010

FRIENDS AND FAMILY:
Are you naughty or nice at holiday gatherings?

LIVING IN REAL TIME LIVING IN REAL TIME
TIEMPO REAL VIDA EN TIEMPO REAL VIDA **WEBINAR**



Say What You Mean the Right Way: Healthy Forms of Communication

Tuesday, December 21st at 12pm, 2pm and 4pm EST


The holidays are a time to come together, but when one of us takes something the wrong way, the festive spirit quickly fades. Keep the cheer in the holidays by learning strategies and guidelines for successful communication.

To register, log in to *Perspectives Online* and click on the link under "Upcoming Online Seminars".

* Please note: Webinars are available only in English.


"It's the most wonderful time of the year..." Maybe for Andy Williams, but for a lot of us, the overload of holiday gatherings with friends and family can create stressful situations. And sometimes that stress comes out the wrong way. Avoid holiday hostility with tips and resources to help you keep the conversation cheerful.

Your work-life service is always available to provide real-time support for real living. Call or log on to get started.




Call toll-free 800-456-6327 or log on to www.perspectivesltd.com

Monthly Employee WorkLife Online Emailer



Online Employee Flyer

Make the Holidays Your Own



So it's that time of year again. You take one look at the calendar and you're hit with pressure to make the traditional holiday images come to life, or else! But what about those people who don't fit the traditional mold?

[Click here to log-in and read more...](#)

For the rest of this article and more information on "*Make the Holidays Your Own*" please visit www.perspectivesltd.com (800) 456-6327


Monthly Employee EAP Emailer




"There are two paths you can go on, but in the long run, there's still time to change the road you're on."
- Robert Plant

Everyone needs help to get on the right path from time to time.
Your EAP can help.
800-456-6327
www.perspectivesltd.com

Monthly Frontline Supervisor



1-800-456-6327

THE FRONTLINE SUPERVISOR

2010 Issue XII

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Q. I haven't made a supervisor referral to the EAP before. I recall during employee orientations that there isn't a lot mentioned about supervisor referrals and how they work. Won't employees resist, thinking that I am biasing the referral as a personal problem?

A. Your employee may initially believe your referral is based in part on a personal problem you think exists, so it is appropriate to clarify that it is not. Explain how the EAP policy establishes a supervisor referral process based on performance problems. The rationale is that a personal problem may play a contributing role, but that you can't diagnose and are prohibited from discussing such matters. Say that a discussion of any personal issues would be between the employee and the EAP. You're interested in performance improvement and that is your sole focus. Of course, some employees will refuse a referral. You should always remind the employee about your remaining options for consulting the performance problems, and if appropriate, do not hesitate to mention possible disciplinary steps.

Q. Two of my employees do not get along, so we created a strategy to avoid conflict by creating work flow around them. Projects are set up to avoid them crossing paths with each other. The conflict stopped, so was this an acceptable solution?

A. On first glance, this arrangement may appear like an effective solution, but it probably has a significant downside that creates other problems. Enabling these two employees likely requires others picking up the slack, doing more work, making schedule changes, and communicating in different ways, all to accommodate such an arrangement. If employees are taking on more responsibilities than they should, that is a lot of accommodating. Ensuring that these employees don't cross paths means you are setting for something less than the ideal work flow that would benefit your company. There is bound to be unspoken resentment about the unwillingness of management to assert authority and insist these employees change their ways. There is a solution. Talk with your EAP. You will gain insight on the value of handling this situation differently with better results for the whole work unit and organization.

Q. I glanced at my employee's wrist and noticed multiple cut marks. I fear this is evidence of purposely cutting the wrist. I didn't ask any questions, because maybe this is related to past issues. The employee has no job problems. Should I ignore it?

A. You may be looking at evidence of self-injurious behavior that your employee inflicted, possibly in the past, but you can't know for sure. Self-injury is a secretive behavior. Research studies vary about how common this behavior is practiced, but it is seen more frequently among troubled teens and young adults. Most eventually stop it, but employees with scars may be extremely self-conscious about it. Cutting is a mechanism to cope with stress, gain "control," relieve bad feelings, and gain attention. It may also be associated with an array of mental health issues and other personal problems. Scared employees seek to protect coworkers or supervisors from concern or shock if the scars are seen, or they might worry about the implications for their job or promotional opportunities. It is appropriate to mention that you noticed the scars because they are plainly visible and could only be self-inflicted. There are also other risks associated with self-harm behavior. They include a higher risk of suicide. Let the employee know that the EAP is available as a confidential resource should the employee choose to use it.

800.888.7556 | www.perspectivesltd.com

Monthly HR Newsletter



January 2010

JANUARY HR NEWSLETTER

IN THIS ISSUE:

Workplace Violence Roundtable
January 20, 1-2 p.m. CT

Customers and others are invited to join Perspectives Ltd's CEO, Bernie Dyme, tomorrow and take part in the discussion with HR and legal experts that will investigate the growing problem of workplace violence. Check out the full story here or register for the webinar!

Finding Friends, Family and Co-Workers in Haiti: Resources That Can Help

Our friends and partners at Workplace Options (WFO) have put together a list of resources to help friends, family and co-workers reach loved ones. Visit [Working World Cafe](#) to find out more.

"Employers must comply with Parity law next month"

See what Perspectives' Terry Cahill had to say about the Mental Health Parity and Addiction Equity Act legislation in this article by the [Northwest Pennsylvania Business Journal](#).

Check out our [Working World Cafe](#) blog for additional insights on current issues, trends and events.

Click the  button to receive new stories as they publish!

Rise Above the Fray: Options for Dealing With Difficult People at Work

Difficult people do exist at work. Difficult people come in every variety and no workplace is without them. How difficult a person is for you to deal with depends on your self-esteem, your self-confidence and your professional courage. These are productive ways to deal with your difficult coworker.

Start out by examining yourself
Are you sure that the other person is really the problem and that you're not overreacting? Always start with self-examination to determine that the object of your attention really is a difficult person's actions.

Explore what you are experiencing
Brainstorm ways to address the situation. When you are the object of an attack, or your boss appears to support the dysfunctional actions of a coworker, it is often difficult to objectively assess your options.

Approach the person with whom you are having the problem for a private discussion
Talk to them about what you are experiencing. You can also explain to your coworker the impact of their actions on you.

Follow up after the initial discussion
Has the behavior changed? Determine whether a follow-up discussion is needed. Decide if you

want to continue to confront the difficult person by yourself.

If you have done what you can do and employed the recommended approaches with little or no success, it's time to involve others
Prepare to talk with your boss. Take notes and address the issues, not as interpersonal problems, but as issues affecting your productivity, the work and your progress on projects.

Rally the other employees who might have an issue with the difficult person, too - carefully
Sometimes, a group approach convinces the boss that the impact of the behavior is wider and deeper than she had originally determined. You want to solve your problem, not make it look as if you are rattle-brained and ganging up on another employee.

If these approaches fail to work, try to limit the difficult person's access to you
Protect the needs of your business, but avoid working with the person when possible. Don't hurt your own career or your business, but avoidance is an option.

To read this article in full, click here or visit [humanresources.about.com](#).

Quarterly Employee Lifelines Wellness Newsletter



LifeLines

information for your life

THE BENEFITS OF Weight Training

Weight training is an important part of overall fitness. But recent studies show that it does far more than build muscle and bone. While cardio exercise helps your heart to function more efficiently, weight training can actually strengthen the heart. Muscles get bigger because the force needed to lift weight actually makes small tears in muscle tissue. As your body repairs these tears, the muscle grows. This, it seems, is also true for the heart which works hard to force out blood as you weight train.

Strength training also appears to increase certain proteins that reduce glucose levels in the blood stream. This can significantly reduce the risk of diabetes and the complications that come with it. Having more muscle may also help dialysis patients. Dialysis appears to be more effective for those who

continued on page 3

GO GREEN WITH SPRING CLEANING

Ah spring! Warmer weather, flowers beginning to bloom, and the desire to clean the house from top to bottom. Spring is a great time to get rid of the clutter accumulated over the winter months and to do a proper cleaning, but the chemicals and solvents used in cleaning supplies can be toxic to the environment and to us. There are a lot of green alternatives on the market, but why not try making your own cleaning supplies out of ingredients you probably already have around the house? You can make as little or as much of these supplies needed for just pennies, and have the comfort of knowing they won't harm the planet. Remember, even though these formulas are non-toxic, they can be very effective. It is best to test the solution on a hidden part of the surface to make sure that it won't be harmed.

LET'S START IN THE LIVING ROOM

When it comes to basic cleaning around the house, natural ingredients do an excellent job. Baking soda sprinkled into carpets before vacuuming works well as a carpet freshening agent. For floors and walls, try this simple preparation:

- ¼ cup washing soda (also known as sodium carbonate—available on the detergent aisle of super-markets)
- 1 tablespoon vegetable-oil based liquid soap
- ½ cup vinegar (plain white is best)
- 2 gallons hot water

Mix the ingredients in a pail. Apply with a mop or cloth and wipe clean.

IN THE BATHROOM

Bathroom cleaners are some of the most toxic and can be replaced with much greener alternatives. Simple baking soda sprinkled into the toilet bowl and left to sit for a few minutes before scrubbing works well.

To clean the tub and bathroom tile, this scouring powder solution is a green alternative:

- ½ teaspoon washing soda
- ¼ to ½ teaspoon vegetable oil-based liquid soap
- 3 tablespoons vinegar
- 2 cups hot water

Mix the ingredients in a spray bottle or pail. Apply with a cloth and wipe clean.

continued on page 2



Contact Us
www.perspectivesltd.com
800.456.6327

Additional Organizational, Benefit, Wellness & WorkLife Product Offerings

Additional Organizational Services

Perspectives Organizational Consulting Group

Perspectives Organizational Consulting Group focuses on providing customized solutions for systemic challenges that impact organizational performance and overall productivity. Services include Coaching, Assessments/Surveys, Customized Training/Consultation (Organizational Change, Management Skills, Team Building, Position Benchmarking, HR Compliance).

Additional Benefit Products

FMLA Administration

A tailored, easy to install and use product that works with your payroll system to manage all FMLA claims, saving HR time and keeping your organization in compliance.

Behavioral Healthcare

Through Perspectives' partnership with InSpera Health, we can help your organization reduce healthcare costs and increase positive outcomes by helping those living with chronic conditions transform their health.

Additional Wellness Product Offerings

Online Health Risk Assessment

Online individual risk assessment enables members to identify behaviors that increase risk for accident or illness and organizations to target specific disease/wellness concerns.

Wellness Coaching

Pairs the client with a college degreed health professional coach for unlimited telephonic and/or online consultation.

Additional WorkLife Product Offerings

Compliance Line

Provides 24-hour toll-free telephonic answering, reporting and tracking of compliance concerns to assist in the identification of possible unethical, illegal or questionable behavior.

Nanny Find

Support and coordination of the recruitment and hiring of nannies, au pairs, and other in-home care providers. (Perspectives Nanny Find expands on our WorkLife Enhancement in this area by actually coordinating the recruitment and interviewing of candidates in addition to finding potential candidates).

Nurseline

24/7 telephonic connection with a registered nurse.

Nursing Mother

Pre-natal, post natal and follow-up consultation with an experienced Lactation consultant.