



PERS

What is the EAP?

The Employee Assistance Program's (EAP) mission is to ensure the well-being of employees by assisting them in resolving issues that may be adversely impacting work or home. The EAP provides one-on-one problem assessment, short-term counseling, referrals to community resources and crisis intervention.

In addition to working with you on an individual basis, we conduct a variety of educational workshops and classes. We are frequently asked to speak at employee orientation sessions and offer monthly supervisor training classes.

Visit the EAP website:

<http://dilorenzo.narmc.amedd.army.mil/Pages/eappers.aspx>

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PERSPECTIVES

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Resilience: More than the Ability to Bounce Back From Adversity

By: Jane A.Shea, PhD

Tornados, hurricanes, earthquakes, tsunamis... There is always some natural disaster or other tragedy going on in the world somewhere. Even in the case of smaller scale personal adversity, like job loss, death of a loved one and physical illness, we notice that some people seem better equipped to cope.

Al Siebert, PhD, the author of *The Resiliency Advantage* says, "It is important to understand when you are hit with life disrupting events, you will never be the same again. You either cope or you crumble; you either become better or bitter; you emerge stronger or weaker." Some of us are just more resilient. What is resilience? Is it an innate quality or something that is learned?

Resilience is the ability to bounce back from setbacks and events that seem overwhelming at first. More specifically, resilience can be defined as a pattern of positive adaption in the context of past or present adversity. Resilient people experience strong emotions, like grief, fear and anger, which emerge in the aftermath of adversity, but they don't get stuck there. They choose to handle these feelings in a healthier manner, learning from their experience and moving forward. In our day-to-day lives, resilience is also the ability to cope well with ongoing or high levels of stress and change.

What makes one person more resilient than another? Many factors contribute to resilience, but a solid personal support system is one of the most important factors. People who have strong and healthy family relationships, as well as relationships outside of the family, tend to be more resilient. Resilient people also have good communication and problem solving skills. Other important factors include a positive self view and the capacity to manage strong emotions.

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“It is important to understand when you are hit with life disrupting events, you will never be the same again. You either cope or you crumble; you either become better or bitter; you emerge stronger or weaker.”

**Al Siebert, PhD,
*The Resiliency Advantage***

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We most often think of resilience as the ability to cope with disaster or large scale adversity, but nurturing resilience can benefit us in our ordinary lives as well. Fortunately, resilience is not just something you have, but rather something you do and something you can cultivate.

What are some ways to build resilience?

- Work on your attitude. An optimistic attitude makes it possible to believe in positive outcomes. If you believe you have the capacity to cope, you probably will.
- Strengthen your relationships. People with strong supportive relationships with family and friends tend to be more resilient. Reach out for help and support when you need it.
- Avoid feeling like a victim. The tendency to blame others may prevent you from bouncing back.
- Cultivate flexibility: Learn to adjust your behavior on the basis of the perceived requirements of the current situation.
- Be curious. Try to learn something new from each situation.
- Practice good self-care. Taking care of your mind and your body will leave you better prepared to deal with difficult situations as they arise.

If you would like more information on increasing your own resilience, consider signing up for a new workshop being offered by the Pentagon Employee Referral Service, “Psychological Resilience: Stacking the Odds in Your Favor.” on April 19, 2012. Call 703-692- 8917 for more information or to register. Participants in the workshop will learn:

- The concept of resilience
- Key characteristics of a resilient person
- The importance of a resilient mindset
- Basic skills to build resiliency
- How healthy relationships contribute to resilience

You may also want to attend the Resiliency Health Fair being sponsored by Fit To Win on April 12th, 1100-1300, at the Apex of Corridors 9 & 10 on the second floor.

Upcoming Workshops - PERS

April 2012		
5 Supervisory Training (for Supervisors and Managers of Civilian Personnel) 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon	18 Dealing with Difficult People 10:00 - 12:00 pm Upton Conference Rm. (#219) DTHC, Pentagon	19 Psychological Resilience 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon
	26 Self -Sabotage 10:00-11:00 am Upton Conference Rm. (#219) DTHC, Pentagon	
May 2012		
3 Supervisory Training (for Supervisors and Managers of Civilian Personnel) 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon	10 Time Management 9:30 - 11:00 am Upton Conference Rm. (#219) DTHC, Pentagon	17 Retirement in Mind 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon
23 Gender and Communication 9:30 -11:30 am Upton Conference Rm. (#219) DTHC, Pentagon	24 Adult ADD 9:30 -11:30 am Upton Conference Rm. (#219) DTHC, Pentagon	30 Energy Management: Being Your Best at Work and at Home 9:00-11:00 am Upton Conference Rm. (#219) DTHC, Pentagon
June 2012		
7 Supervisory Training (for Supervisors and Managers of Civilian Personnel) 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon		14 Preventing Burnout 9:30 - 11:30 am Upton Conference Rm. (#219) DTHC, Pentagon
20 Supervisory Communication: Foundations for Personal Conversation 9:30 -11:30 am Upton Conference Rm. (#219) DTHC, Pentagon		21 Positive Thinking 9:30 -11:30 am Upton Conference Rm. (#219) DTHC, Pentagon

For Additional information or to register, call 703-692-8917 or email PERS@amedd.army.mil

Welcome!! What Happens During a First Employee Assistance Visit?

By: Kathleen Haas, L.C.S.W, C.A.C

W Welcome!! If you visit us at our Pentagon location; you will first stop at Room #224 of the DiLorenzo TRICARE Health Clinic on Corridor 8. You will be greeted with a warm welcome and asked to review our Notice of Privacy Practices form. This form provides you with detailed information about our use of confidentiality and how it will be enacted to safeguard any information you may share with the EAP staff. If your first visit is at our Mark Center location, come directly to the EAP office on the B-1 Level/ Room B1E02 (East Tower).

E Enter the EAP counselor's office where one of our knowledgeable and friendly clinical staff will introduce themselves and provide you with a brief orientation on how the EAP operates. You will also be informed about the services we offer. Our counselors are licensed professionals and have extensive training at the Master's level or above. Each counselor is skilled on the subject matters of human behavior and life phases. Our EAP counselors are able to provide clinical assessments, counseling interventions and information and referrals for needed community resources. Several questions may be asked by the counselor in an attempt to fully understand your situation and needs.

L Learn about the confidential assessment process. Many EAP clients visit us once or twice to discuss their current situation or need whether it is related to work stress, balancing work and home lifestyles, parenting, medical needs, etc.... The EAP counselor assisting you will share their assessment in response to your concerns and suggest possible next steps for problem solving and use of recommended referrals.

C Communication during your visit will be given the highest priority. You will be carefully listened to and always treated with respect. The counselor will communicate with you about possible resources to aid in the helping process. The EAP counselor may also suggest that a follow-up appointment be scheduled if additional time is required to offer emotional support, complete the assessment and/or consider recommendations. Clinical assessment is a process and can take several sessions.

O Open appointments for assessments and short term counseling are available for you. If you wish to schedule an appointment, it is often possible to be seen the same or next day.

M Meetings and consultations are available by telephone and in our office for supervisors and managers who have work team issues or employee concerns.

E Engage with your Employee Assistance Program today! Feel free to contact us at anytime you think we could be of assistance. We look forward to meeting you!!

Sincerely,

Your Employee Assistance Team located at the Pentagon and Mark Center!!

Energy Management: A New Paradigm for Managing the Stress in our Lives

By: Eileen Long-Farias, LPC, CTS

According to two world renowned sports psychologists, “Stress Management” is an outdated framework for understanding the tension many of us live with every day. Jim Loehr and Tony Schwartz, authors of **The Power of Full Engagement** believe this old paradigm of managing stress involved managing time, avoiding stress, seeing life as a marathon and believing that “downtime” was wasted time. In this new paradigm they are offering, a fully engaged person is one who manages energy, seeks stress, sees life as a series of sprints and engages in restorative “rituals” or habits. They recommend the following four principles for living a “Fully Engaged Life”.

Principle One: Full engagement requires drawing on four separate but related sources of energy:

- Physical
- Emotional
- Mental
- Spiritual

Principle Two: Because energy capacity diminishes both with overuse and with underuse, we must balance energy expenditure with intermittent energy renewal.

Principle Three: To build capacity, we must push beyond our normal limits, training in the same systematic way that elite athletes do. We build emotional, mental and spiritual capacity in precisely the same way that we build physical capacity.

Principle Four: Positive energy rituals-highly specific routines for managing energy- are the key to full engagement and sustained high performance.

Regularly filling up our various energy tanks means that when we need to use energy from the tank, it's full. This means that walk you take at lunchtime with your coworker is not just trimming your waistband; it's filling your physical energy tank, emotional tank (by tapping into a supportive relationship) and potentially your mental and spiritual tanks, depending on what you talk about. If you pop in a book on tape or listen to a stimulating radio talk show on your commute home, you're filling up your mental and/or spiritual tanks. This means you're more likely to have something to offer your family and friends when you get home. You're more able to feel resourceful and less “triggered” when your teenager poses you with a challenge. You're less likely to feel exhausted at home and burnt out at work when you can be deliberate about filling these tanks.



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We need to build healthier rhythms into our days. Everywhere we look in nature we see these rhythms: seasons changing, birds migrating, bears hibernating, sunrises and sunsets. Somehow we get into habits in which we constantly fuel our days with caffeine and sugar and then crash with exhaustion at the end of our day. Researchers have found that between every 90 to 120 minutes, the human body craves rest and recovery. Have you ever noticed that you start losing focus while sitting in a staff meeting or lose motivation working on a project after about an hour and a half? According to these researchers, that's a human being's natural rhythm. It's also the perfect time to take a fifteen minute break and:

- Eat something
- Hydrate
- Move physically
- Change channels mentally
- Change channels emotionally

They call this oscillation. Full engagement requires cultivating a dynamic balance between the expenditure of energy (stress) and the renewal of energy (recovery) in all dimensions. It cultivates resiliency, creativity and patience in us. It allows us to be able to be like rubber bands, stretching with tension when we need to and then deliberately returning to rest to recharge our energy levels.

Incorporating some of these principles will allow us to be more physically energized, emotionally connected, mentally focused and spiritually aligned.

To learn more, check out their book **The Power of Full Engagement** or their article "The Making of a Corporate Athlete" Harvard Business Review January 2001.

Also plan on attending one of our upcoming workshops, "Energy Management: Being Your Best At Work And Home. For employees at the Pentagon, the class will be May 30, 2012 from 9:00 to 11:00 in the Upton Conference Room (219) in the DiLorenzo Tri-Care Health Clinic. For employees at the Mark Center, the class will be on April 17, 2012 from 9:00 to 11:00, Conference Room 20, Mark Center, Level B-1.

Call 703-692-8917 for more information or to register. Participants in the workshop will learn:

- Energy, not time, is the fundamental currency of high performance.
- Performance, health and happiness are grounded in the skillful management of energy.
- To maintain a powerful pulse in our lives, we must learn how to rhythmically spend and renew energy.
- Stress is not the enemy; it is the key to growth.

