Balance
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Prevent Medical Identity Theft

After using your health benefits, don’t casually dismiss the statement that arrives marked “This is not a bill.” This statement is your Explanation of Benefits (EOB). Check it for mistakes and to prevent medical identity theft, a crime involving the theft of personal information (SSN, etc.) to obtain medical care, buy drugs, or submit fake billings in your name. This crime can disrupt your life, damage your credit rating, and waste taxpayer dollars. Report errors, and review past records for inaccuracies.

Don’t Fool Around with Flu

Influenza can lead to hospitalization, even death. Each year, on average 35,000 people die from flu in the U.S. The majority are over 65. Being healthy as an ox won’t make you resistant to it. So the U.S. Centers for Disease Control and Prevention recommends getting vaccinated. Concerned about the vaccine’s risk, safety, makeup, and side effects? Learn more at www.cdc.gov/flu/protect/vaccine/general.htm.

Let Go of Money Mismanagement Denial

Using denial to cope with money troubles is a common roadblock to help. Denial is about hoping that a solution will appear even without a plan to make it happen. If this sounds like you, avoid drifting where this torrent of stress may lead. Your first step may not be financial counseling, but rather short-term mental health counseling to deal with fear of change, fear of living on a no-frills budget, and fear of conflict as you petition your spouse to join the cause (and the lack of communication skills to do it). After this prep work, allow the mental health counselor to guide you to suitable resources for financial counseling. Mental health counseling often makes sense when a personal problem has lingered for a lengthy period and has been managed by denial and avoidance. Counseling also helps increase the likelihood that you will stick with the plan later if gets tough.

Master the Teachable Moment

A teachable moment is an opportunity in which circumstances make teaching easiest. This is a powerful tool in parenting and therefore deserves strong consideration. Since teenagers are typically the most resistant to parental advice, parents value teachable moments. However, they can seem few and far between. The good news is that you can facilitate their appearance. The key is increasing the number of activities that put you in close quarters with your teen. Cook together with your teen, talk with your spouse in front of your teen about something important like finances, ask what your teen thinks about an emotional or shocking news story, or tell a story about yourself and a hard lesson you learned. Think periodically about teachable moments whenever you are together, and you will spot more of them as they present themselves.
Cost of Incivility at Work

Incivility at work is tit-for-tat exchanges, slights, verbal jabs, condescension, and discourteous interactions many employees give and get. Different from bullying, which is a form of workplace aggression and mistreatment, incivility is lower key. It’s more ambiguous, but it’s still harmful. Many researchers have shown that employees spend hours after an uncivil act thinking about it, processing it with a friend, and planning how to avoid the next incident. All this eats into productivity and has an economic cost. Incivility can be a factor in burnout, too, prompting workers to do less and call in sick more and continuing a cycle of morale problems.

Use Effective Eye Contact in Public Speaking

Acceptance and believability are the foundation of success in public speaking, and they begin with eye contact. Begin making eye contact with members of your audience before you present and you will reduce anxiety dramatically, appear less mysterious, and build trust faster to have them engage with you more. Crowd behavior is contagious, so positive interactions resulting from this warm-up step can rub off on others. When speaking, don’t speak to “the masses.” Instead, continue making eye contact with individuals to enhance your authenticity. And here’s a tip: When speaking, “smile with your eyes.” This practice engages your whole face and makes it light up. You will appear more inviting from the podium and draw your audience emotionally toward you. The technique of smiling with your eyes is easier than “remembering to smile,” which can create an off-putting forced grin. Test this notion this with a friend and you’ll adopt it as a personal secret to a great presentation.

Helping Children Learn “Giving Back”

Your community is sure to have many opportunities, but even a simple craft gift made by a child can brighten the day of someone in need. Tip: Try discussing with the youngster the positive feelings of doing something beneficial for others. This small exercise in self-awareness will reinforce the experience, help the child understand the concept of gratitude, and create feelings of positive self-esteem in a way that only sharing one’s resources or personal efforts to help others can produce.

APS Healthcare’s Employee Assistance Program (EAP)

The EAP program through APS Healthcare assists organizations and their workforce in managing the personal challenges that impact employee well-being, performance and effectiveness. APS’ life management consultants employ a comprehensive approach that identifies issues impacting the employee and assists them in developing meaningful solutions.

Please call the phone number below for more information about your Employee Assistance Program and the services available to you.

1-866-598-3978

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