

# Hidalgo Health Associates



Your Employee Assistance Program (EAP)

225.927.0160 or 1.800.448.4470 – Toll Free

[www.hidalgohealthassociates.com](http://www.hidalgohealthassociates.com)

## Don't Just "Fix and Forget" Customer Complaints

Go further when resolving customer complaints by discovering root causes. Start by understanding the customer's experience. Ask, "Can you tell me more about what led to this issue?" or "What were your expectations before this problem occurred?" Think about why—and keep asking to discover the root causes. Once confirmed, brainstorm and develop potential solutions. Implement, monitor, and evaluate a solution. Taking these steps will lead to fewer complaints, happier customers, and more love for your job. This is called root cause analysis. Increase your value by learning more about it at [www.tableau.com/learn/articles/root-cause-analysis](http://www.tableau.com/learn/articles/root-cause-analysis).



## Have a Better Mood All Day

Have a more positive day at work by experimenting with these positivity strategies, and see if they don't become a habit for having a more productive day. 1) Be intentional about making your day positive by reminding yourself of the things you appreciate about your job. 2) Have achievable goals each day. Don't just "let things happen." 3) Prioritize tasks associated with these goals. 4) Practice time management during the day. 5) Initiate positive interactions with others and nurture these relationships to maintain a positive and enjoyable workplace. 6) Consciously practice gratitude for a minute or two during the day to reflect on what you like about your job. Doing so cultivates a positive mindset and builds resilience for when the going gets tough. Incorporating these strategies into your daily routine will empower you to navigate challenges that may arise, ensuring a fulfilling and resilient journey in your professional life.



## Create a Transition Ritual for Your Stressful Job

Emotional and mental exhaustion is common among public safety professionals and first responders at the end of their shifts. If that's you, do you have a "transition routine" for when you go home so you are more emotionally available to family members? This might include structured relaxation exercises, listening to calming music, or engaging in a mindfulness exercise. When you do these routinely, you can develop a habit signal that helps you shift your focus more quickly. You'll then be more naturally responsive with less effort, both in conversation, active listening, empathy, and eye contact with your partner. Talk to your EAP, and don't rule out some couples counseling to help make it happen. Be cautious about alcohol use. It can relax you but can lead to larger problems and strained relationships, or it can interfere with a truly beneficial transition routine.



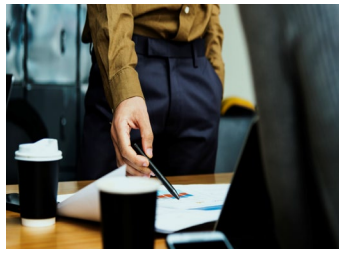
## Planning a Staycation in Grand Style

If vacation money is tight, try a staycation—a vacation spent at home and within one's local area. Here's how to make it exciting and refreshing: 1) Set a budget so you know what's possible. 2) Brainstorm ideas—museums, new hikes found on [www.alltrails.com](http://www.alltrails.com), new restaurants, movie nights, exhibits, or special events. 3) Create the itinerary and schedule with detail. 4) Disconnect from social media and smartphones, and don't check email if possible. Limit television viewing. 5) Relax and have fun. With real planning, you will have a great staycation.



## Stop Being Micromanaged

No one likes a boss who excessively scrutinizes work and constantly checks in. Not only is this micromanaging behavior annoying, it can stunt your



professional growth. If you have a controlling boss, you don't have to suffer. By assuaging a micromanager's stress, you may be able to secure the autonomy you need to get your work done and advance your career. Experts say micromanagers abound in today's organizations but typically, it has nothing to do with performance. "It's more about your bosses' level of internal anxiety and need to control situations than anything about you," says Jenny Chatman, a professor of management at Haas School of Business at UC Berkeley. The bad news is fighting back won't work. "If you rebel against it, you will just get more of it," says Jean-François Manzoni, a professor of management at INSEAD and co-author of *The Set-Up-to-Fail Syndrome: How Good Managers Cause Great People to Fail*. So you can't change the way your boss leads, but you can change the way you follow using the these tactics – 1) Don't fight it. Try to understand what is causing your boss's behavior. By recognizing the underlying reasons, you can figure out how to respond. 2) Increase trust. Make a conscious and honest effort to earn your manager's trust by succeeding in the dimensions that he cares about. In fact, identify things that reduce your boss's stress. 3) Give feedback, only if appropriate. Telling a micromanager that you don't appreciate his controlling behavior may only trigger more of it. But some well-meaning managers may be open to hearing your input.

Remember –

Do:

- Do everything you can to gain the micromanager's trust.
- Know what motivates and worries your boss and try to assuage her concerns.
- Provide regular and detailed updates so your boss is apprised of your progress.

Don't:

- Label anyone who exercises a degree of control as a micromanager.
- Defy the micromanager — that often triggers the behavior you are trying to avoid.
- Try to tell a boss that he is overly controlling unless you know he may be open to hearing it.

Source: <https://hbr.org/2011/09/stop-being-micromanaged>

## Parent Alert: Use of Non-LSD Hallucinogens Surging Among Young Adults



Consumption of non-LSD

hallucinogens is rising among young American adults—mescaline, peyote, psilocybin ("magic mushrooms"), and PCP. In 2018, 3.4% of 18-to-30-year-olds had used one of these drugs within the past 30 days, but by 2021, the number nearly doubled to 6.6%. These drugs can have dangerous psychological effects along with physical risks, impaired judgment, and risk of accidents. They may also trigger long-term psychological effects like schizophrenia if a biogenic risk is present in the user. Legal consequences can ensue where these substances are illegal. Signs of possible non-LSD drug use may include changes in behavior and mood, withdrawal, secretiveness, and uncharacteristic mood swings; a high/low demeanor; neglect of schoolwork, chores, and activities; and the loss of interest in school. Sleep problems, nightmares, and appetite issues may also occur without apparent explanation.

Learn more: [Getsmartaboutdrugs.gov](https://getsmartaboutdrugs.gov) [search "non-LSD hallucinogens is rising."]



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