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Arrives Early!
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FRONTLINE EMPLOYEE

Since 2001 - America's Only Editable and Peer
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Inspire healthy behaviors and productivity, build
better relationships, and encourage
self-referral for personal problems and concerns.

WorkExcel.com

Happy, Healthy & Productive Employees

WHAT SUBSCRIBERS ARE SAYING...

"By the way, emailing these newsletters is GREAT. So easy to edit, turn around, and send. Thanks for your help. Happy Thanksgiving."

Sue Kerner, EAP

Southern New Hampshire Medical Center, Nashua, New Hampshire

"We enjoy your articles each month and I thank you. I can't say enough about the two FrontLine publications we subscribe to. We are a small company who is a provider of EAP services to small and medium companies."

Marylee Nunley, V.P. of Operations

Resource Management Services, Peoria. Illinois

"Perfect!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!"

James D. Platt, MA, LCMHC, CEAP, Director

Dartmouth College Faculty Staff Employee Assistance Program

"After years of struggling with the newsletter arena -- a fantastic solution!"

Marylee Nunley

RMS, Inc., Peoria. Illinois

"The FrontLine Employee makes me look like a genius!! All of our client companies love the publication, so please don't ever stop publishing it. I could never do it on my own."

Bill Hoey, LCSW, CEAP

Family Services Woodfield, Bridgeport. CT

"We value our relationship with you and really like the newsletters."

Debra Ontiveros.

Director WellConnect, El Paso, TX

"Frontline Employee has been a huge hit and has opened more doors with HR people. I'm developing relationships all over the state. Drive on and keep up the great work! Heck yes! Of course you can use my 'testimonial' and my name. In fact, I'd be very glad if you did!"

Stan Meloy, Ph.D.

State of Ohio, Employee Assistance Program

FRONTLINE EMPLOYEE TOPICS INCLUDE...

- ✓ Improving workplace communication and relationships with coworkers
- ✓ Worker productivity tips
- ✓ Family and parent communication and effectiveness
- ✓ Personal fitness and emotional wellness
- ✓ Personal effectiveness and goal achievement
- ✓ Team-building and productivity
- ✓ Improving relationships with supervisors
- ✓ Hot productivity and health news tips
- ✓ Stress management and building resilience
- ✓ Making use of the employee assistance program
- ✓ Workplace safety, injury prevention, and supporting injured coworkers
- ✓ Improving customer service and reducing related stress



Upload FrontLine Employee to your Web site for easy anywhere, anytime viewing.



THE PERFECT “NO-PAIN” NEWSLETTER SOLUTION

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Arrives monthly--a week early! Request a PDF, MS Publisher, MS Word (with graphics), Text-only, or all four options.

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For any small, medium, or large business organization, or for distribution to all official EAP corporate customers.*

Authored by licensed mental health and workforce professionals

Articles encourage self-referral and tackle common problems of every type.

Subscriber Hot Line!

Exclusive subscriber hot line allows you to make suggestions for content in future issues.

Flexibility and Advanced Capabilities!

E-mail the text, create a PDF file, or use just the text in existing in-house publications. Place on your Web site (with password protection). Your imagination is the limit!

*FrontLine Employee is not available to managed care companies.



Remove, edit, insert any articles you want. It's your newsletter!

No copyright marks to distract readers!

Articles come ready to edit, or you can insert your own articles using MS Publisher or MS Word. Also available with graphics or as text only.

Look Who Is Using FrontLine Employee:

U.S. Congress • Employee Assistance Service Providers • Hospitals - Public School Systems
Small Businesses • Social Security Administration • State Governments • Towns & Municipalities
Canadian Businesses and Health Organizations • Credit Unions • Colleges and Universities
Caribbean Businesses • U.S. ARMY Installations • Community Mental Health Centers
Family & Child Service Agencies • Nursing Facilities



As Close as You Can Come to having Your Own Newsletter with **NONE** of the Work!

- ✓ Ready to use or edit. PDF, MS Word, customized PDF, or MS Publisher. Distribute upon arrival or make changes by adding your own content.
- ✓ Short, informative, punchy articles keep readers engaged so they get maximum benefit.
- ✓ Low price — unlimited use. You control everything.
- ✓ Two pages monthly. No long-winded articles or lengthy features that cause your newsletter to be put down and forgotten.
- ✓ Licensed mental health professionals write, produce, and approve content you can trust.
- ✓ Effective articles empower employees with new information and topics that delve deeper. Not the same old health and wellness articles.
- ✓ Flexible. Create your own name. Use articles in your existing newsletter and avoid mad searches for content.
- ✓ Never late! Arrives early.



"After years of struggling with the newsletter arena - a fantastic solution!"

Marylee Nunley - RMS, Inc.
Peoria, Illinois



"Everyone will love FrontLine Employee or we will refund 100% of the price you paid for your subscription."

Daniel A. Feerst

Daniel A. Feerst, LISW-CP
Founding Publisher

- ☒ **YES!** I want to help my employees stay happy, healthy, and productive! Start my free three-month trial subscription to FrontLine Employee and bill me later for a full 12 months, I am under no obligation to continue past the trial period.
- ☐ **YES!** I am paying now! Send 14 issues! ☐ **BONUS!** Two years! (50% off second year)
- ☐ Contact me about a free customized masthead.

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- ☐ **\$695:** One company with more than 100 but less than 1,000 employees (Spanish: add \$395)
- ☐ **\$995:** One employer with more than 1,000 employees (Spanish: add \$595)
- ☐ **\$1095:** EAP Provider (Fewer than 25,000 lives) (Spanish: add \$595)
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New Physical Activity Guidelines

The U.S. Office of Disease Prevention has released its updated "Physical Activity Guidelines for Americans." Only 26% of men, 19% of women, and 20% of adolescents meet these recommendations. For adults, that's 150 minutes per week of vigorous-intensity aerobic physical activity *and* two days of muscle-strengthening activity. Will you have a New Year's resolution focused on wellness? If so, use a coach, gym resource, motivational videos, or even your EAP to keep yourself on track if motivation slips. Fact: Half of all American adults have one or more preventable chronic diseases, and 10% of all premature mortality is associated with failure to meet recommended levels of aerobic physical activity.

Source: www.health.gov (search "physical activity guidelines").



Pee Dee Area EAP Contact:

(843) 317- 4949 or 1-877-317-4949

Location: McLeod Medical Park West
101 S. Ravenel Street, Suite 140
Florence, SC 29506

Coastal Area EAP Contact:

Pat Zahniser, LISW, CEAP
(843) 655-9438

Location: 2208 Hwy 17 South
North Myrtle Beach, SC 29582

The Center for Counseling and Wellness

(843) 663-0770

Location: 110 Ye Old Kings Highway
North Myrtle Beach, SC 29582

Research ... Social Media Causes Depression

There has been quite a bit of research on the adverse impacts of social media on well-being. The most recent research focused on Facebook, Instagram, and Snapchat. With more social media use, symptoms of depression are likely to occur. And those who are already depressed can expect the condition to worsen with more social media use. Researchers don't advocate giving up social media, but they do strongly suggest limiting screen time to improve mental health. This free time should be used to reduce loneliness by socializing and interacting with friends offline.

Source: upenn.edu (search "social media depression").



Avoid Drugged and Drunk Driving

During December 2016, 3,077 people died in vehicle traffic crashes in the U.S.

One-fourth were related to drunk driving. The stretch between Christmas and New Year's is particularly dangerous, with 300 people dying in drunk-driving crashes each year—80% occurring at night! Be especially cautious at this time. What about marijuana? In states where marijuana has been commercialized or decriminalized, drugged-driving crashes have risen dramatically. It's a myth that cannabis use while driving is less risky. Cannabis-related fatal driving crashes in Colorado have risen nearly 300% since 2013.

Source: (Colorado Impact Report on Cannabis 2018 at www.rmhidta.org (search "reports").



Hard-Won Secrets of Outstanding Workers

Some outstanding work habits take decades and hard knocks to learn. Practice these work habits and watch your indispensability grow. 1) Do more than what's asked. *How to do it:* When given an assignment, put yourself in the boss' shoes. Use empathy. For example, ask, "What will management above my boss additionally want in this report that was not requested?" 2) Avoid more mistakes. *How to do it:* Don't ignore the small voice of warning in your head that says, "I better get clarification on...", "Better check on...", "I should inform my boss about..." 3) Take action to solve problems others ignore. *How to do it:* When you spot a problem that needs to be fixed, claim the high ground and create a solution or initiate the process if others are needed to participate. 4) Practice positivity. *How to do it:* No one feels happy all the time, but make a positive attitude your calling card. It will be remembered more easily than your name will. 5) Systematize and organize. *How to do it:* Create systems to save time and reduce repeating time-consuming tasks. This frees you for greater productivity, improved energy, and less fatigue. 6) Maintain a neat and orderly work area or office that greets you with a "smile" when you arrive at work. You'll feel more energetic as you start your day.



Healing Relationships with Honest Conversations

When family and couple communication problems are left unaddressed, they get worse. Habits of impatience, interrupting, refusing to listen, and poor empathy—they can all create resentment. Think of resentment as museum pieces of unaddressed dysfunctions in relationships. Got any? Stop the day-in-and-day-out anguish. Talk to a professional counselor or your EAP for a referral to a resource that can help. You'll learn to practice "honest conversations." These are communication tools to produce more satisfying relationships and help overcome resentment. They're not easy; however, they will help you get back what you want—positive relationships with authentic connections minus all the tension you suffer with now. Honest conversations have a positive "I-thou" feel to them, not an edgy "you-me" approach. They use values of honesty, listening unconditionally, and discovery to find new ways to bring you both closer.



Free the Clutter that Binds You

Everyone reacts to workspace clutter differently. Some employees even report working more effectively around a bit of it. But if that is not you, realize that research exists to explain clutter's effect on productivity, and it's not good. Clutter distracts. All that stuff around you—mail, sticky notes, scattered supplies, food, gadgets, personal items, files—they all compete for your attention even if you aren't engaged with them. They contribute to distraction, cause defocus, make it harder to get back on task, create irritation, and increase your stress. To declutter your space, end your day with a five-minute decluttering ritual. Over ensuing days, notice the impact of how you feel arriving at your workspace. Do you have more energy? Do you feel more in control? Has your ability to concentrate increased? Do you feel less depressed, more engaged, and/or more positive about your job?

Source: www.paw.princeton.edu [Search: "clutter research"]



Avoiding Overspending on Holiday Gifts

To prevent overspending during the holidays, first decide how much you want to spend. Take time early in the season to create a list of those for whom you will buy gifts. Think of the gifts, research ideas, and assign a gift to each person and an amount that you will spend. Don't wait until the last minute to shop. Doing so will add pressure to get the shopping done at all costs. Likewise, avoid walking around in stores looking for gift ideas to match your budget. Doing so will risk impulse spending—buying on emotion or out of frustration. To maximize control over your budget limit, use only cash. You'll reduce impulse buys because once the cash is gone, it's gone. Want an endless list of creative no-cost gift ideas? Log in to pinterest.com and search "no-cost gift ideas."



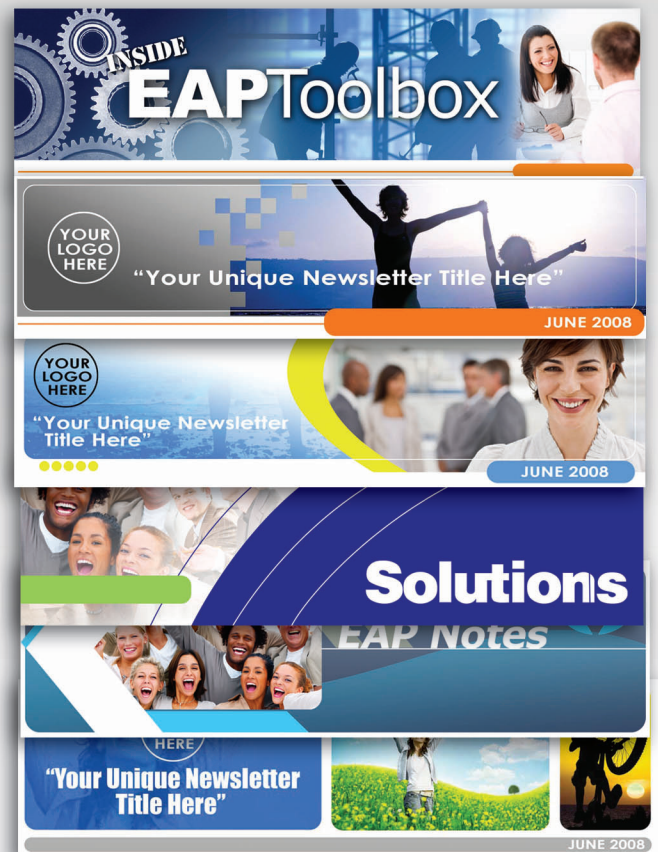
Custom Nameplates

FREE for all subscribers!
Give us your name, logo
and Web Site! We'll take it
from there!



With **FrontLine Employee**, you can choose your own name for the publication and also have us create an exciting newsletter nameplate that matches your organization's products, services, and work culture! Nothing says "YOU" better than your own newsletter. But we do all the work!

Nameplates are only \$75! Once completed, simply paste the nameplate to the top of your newsletter each month when it arrives in your email. MS Word or MS Publisher! To request a super, great looking and original nameplate, give us your chosen newsletter name, your web site URL, and email your logo. We will do the rest! Need changes? One change is free. Additional changes are only \$10.



What Subscribers Representing Thousands of Companies Say about FrontLine Employee!

"By the way, emailing these newsletters is GREAT. So easy to edit, turn around, and send. Thanks for your help. Happy Thanksgiving."

Sue Kerner,
Southern New Hampshire Medical Center
Nashua, New Hampshire

"We enjoy your articles each month and I thank you. I can't say enough about the two FrontLine publications we subscribe to. We are a small company who is a provider of EAP services to small and medium companies."

Marylee Nunley, V.P. of Operations
Resource Management Services
Peoria, Illinois

"The newsletter is a great hit with our EAP companies and their employees."

Sylvia Darlington
Network Services Centre
St. Michael, Barbados

"By the way, I am thrilled with the FrontLine newsletters. Excellent resource for both my supervisors and employees. Happy Thanksgiving."

Elizabeth Robinson
University of Connecticut
Farmington, CT

"After downsizing, right-sizing, or whatever, I now provide direct services to over 10,000 employees with no other EAP staff. FrontLine Employee (and FrontLine Supervisor) enable me to have some type of newsletter. It is a most valuable tool."

Ken Seaton, Civilian Employee Assistance Program Administrator
Puget Sound Naval Shipyard
Bremerton, Washington

"This month, October '01, your two newsletters were right on target. The FrontLine Supervisor addressed the specific issues I have been helping my customers and clients with the past month. A great reinforcement."

Keith Crochiere, Co-owner
EAP Network
Taunton, Massachusetts

"A great resource, especially when you need to work out a newsletter in a hurry!"

Bud Wassell, Solutions, Inc, Meriden, Connecticut

"The FrontLine Employee has been a big success for the promotion of the EAP. I have received several phone calls from employees to the EAP asking questions about the information. Keep up the good work!"

Employee Wellness Associates,
Green Bay, Wisconsin

"Our employees call me immediately if the FrontLine Employee is not in their office on the designated day of arrival. As a provider of both internal and external EAP services, this is our most valuable marketing and educational tool. We routinely get compliments on the timeliness and quality of content. We have won EAP contracts because of this newsletter."

Melvina MacDonald
Tallahassee Memorial Hospital
Tallahassee, Florida

"Our companies have thoroughly enjoyed receiving the FrontLine Employee. We have had several compliments and the requests for more copies."

**Carolyn Rohrig,
DIRECTIONS
Lincoln, Nebraska**

"After years of struggling with the newsletter arena -- a fantastic solution!"

Marylee Nunley , RMS, Inc., Peoria, Illinois

"A great way to keep in touch with employees and give them useful information. Money well spent!"

**Tom McMahon
U.S. Postal Service
Omaha, Nebraska**

"I am always one to share good products with other peoples in our Native communities and beyond. By doing so, it permits One Feather EAP as a nationwide EAP provider to serve our contracts in good ways. As an integrated piece of our programming, WorkExcel.com EAP products have been very useful to the employees, Tribes, Nations, and communities we work with and for."

**Rodney Haring, Ph.D., LMSW (enrolled Seneca)
One Feather Consulting, LLC
<http://www.onefeatherconsulting.com>**

"Thanks for your speedy reply. Your newsletters are of great value to us and our clients."

**Eileen Crochiere
EAP Network
Taunton, Massachusetts**

"I currently subscribe to both Frontline Newsletters and find them most beneficial."

**Ken Sipes, Director
United Family Services EAP
Charlotte, North Carolina**

"The FrontLine Employee makes me look like a genius!! All of our client companies love the publication, so please don't ever stop publishing it. I could never do it on my own."

**Bill Hoey, LCSW, CEAP
Family Services Woodfield
Bridgeport, CT**

"We value our relationship with you and really like the newsletters."

**Debra Ontiveros, Director
WellConnect
El Paso, TX**

"Aloha, Dan – I sent out the February Frontline Employee yesterday and got a call today thanking me for the excellent articles. She wanted to know more information on one of the stories – the Pennsylvania weight loss study – and I was able to Google the information and send her the links, but she was very thankful for the information!! Thanks for helping us look good once again!"

**David Mitchell
Child and Family Service - Hawaii
Honolulu, Hawaii**

"Dan has conscientiously developed software programs designed to assist EAP's with their clients. We have found that his programs which we use for our website trainings are of superior quality featuring color graphics, and relevant information. His programs are user friendly and address all of our training needs. Dan makes himself available and has skillfully assisted me when implementing his programs. I enjoy working with Dan and look forward to adding additional programs to our training website."

**David Hugo,
D. Hugo and Associates, Inc.
Broadalbin, New York**

"We have found the EAP Frontline Employee which we renamed, "REAP the Benefits" to be the greatest way to keep our Employee Assistance Program visible to our employees over the years. They look forward to receiving it and will contact us if we are late sending out to them. The articles wonderfully address timely issues in the workplace. "

Carol Boone, Ed.D. , CEAP
EAP Administrator
State of Tennessee Government
Nashville, Tennessee

"Frontline Employee" has been a huge hit – and has opened more doors with the HR people I'm developing relationships with (all over the state) than you know. Drive on and keep up the great work! Heck yes! Of course you can use my "testimonial" and my name. In fact, I'd be very glad if you did. Yes, yes, yes! "

Stan Meloy, Ph.D., State of Ohio EAP

"FrontLine Employee has solved the daunting task of providing my small team the benefit of a customized monthly newsletter in a cost-effective way. The practical tips on work/life wellness and training are so insightful, simple, and important. Our employees are able to take ideas from this wonderful newsletter and start utilizing them immediately!"

Meredith Rosenow
Quality Control & Training
The Continental Group
Property Management

"We at Arlington EAP have been using both the FrontLine Employee and FrontLine Supervisor newsletters for many years. Recently the Spanish newsletter was put into circulation here and has gotten excellent reviews. All are clearly written and brief enough for anyone to use. Thanks for your continued focus on key areas of help for employees and supervisors. "

Joe Chodkiewicz, Director,
Arlington Employee Assistance Programs
Arlington, VA

"We send Frontline out electronically and every month I get at least 2 or 3 individuals who e-mail me back and thank us for sending Frontline. It is a great way to keep EAP fresh in people's minds, and they really enjoy the quick-read articles. Thanks for the great product! "

Leah Szemborski
EAP Counselor
Ministry Health Care Wisconsin

"FrontLine Employee is very valuable and influential in my day to day tasks. I have received countless words of appreciation for the information that the newsletters provide. In addition, I often refer employees back to certain articles to assist them in providing information to others or help them to achieve a resolution to a situation that is before them. Keep up the great work. "

Urseline Liz Harris,
Employee Assistance Program
Department of the Army
Fort Leonard Wood, Missouri

"Simply put, we receive nothing but glowing praise for the content found in FrontLine Employee! "

Gregory Hale, Tobyhanna Army Depot
U.S. Army Garrison, Detroit Arsenal, Detroit, Michigan

"The FrontLine Employee in Spanish allows us to cost-effectively reach a growing population. We subscribe to all the FrontLine newsletters because they contain friendly and interesting articles that help educate readers about the numerous areas that our EAP can assist them with. It often leads them to using other services such as our web-site, telephone support, or face to face counseling. "

Luci Styles Payne, MA, CEAP, SAP
Director
IMPACT Solutions
Cleveland, OH

"Aspiria EAP uses FrontLine Employee and FrontLine Supervisor on a monthly basis. Our companies and their employees are thrilled with both publications as they are being used as learning tools for both the employee and the supervisor to address employee and organizational issues. "

Charles Benayon, Founder & CEO
Aspiria Corporation
Ontario, Canada

"Both FrontLine Supervisor and FrontLine Employee are highly useful tools for our customers (large and small businesses of all kinds) They always contain useful and reliable information that is appreciated by those we serve. I can't imagine not offering these newsletters to our business customers and companies. We know they help people to decide to use our services. "

Garry Cook, Director EACP Services
Alamance Regional Medical Center
Burlington, North Carolina

"The FrontLine Employee newsletter is an invaluable tool for our EAP. We send it monthly to all employees via email and receive positive feedback each month. We particularly like being able to modify and personalize the articles in each newsletter to speak to the specific needs of our employees. "

Catherine Erickson, EAP Manager
Seattle Public Schools, Seattle, Washington

"Our employees and employers in the Portland, Oregon area enjoy reading the FrontLine Employee newsletter. The FrontLine Employee is a great resource to help supervisors and managers address workplace issues, too. "

Margi Koninendyke, EAP Office Coordinator
Providence EAP
Portland, Oregon

"This EFAP newsletter has been so well received by our employees. It has also brought EFAP to the desk of every employee as we now send out an email to remind them of the service when they receive the monthly newsletter. It is just a gentle reminder that the service is available to them. Thanks so much for the great job you do with this newsletter. "

Barb Bast, Administrative Assistant
EFAP, Saskatchewan, Canada

ORDER FRONTLINE EMPLOYEE – PHONE 1-800-626-4327

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**Creating a Newsletter for Your Company to Improve
Communication, Wellness, and Productivity Is Now Easy**

Newsletters are the missing link to better communication.
That's the chief reason to produce an in-house newsletter.
However ...

It is virtually impossible to produce a newsletter yourself.
Eventually they flop. Peter out. Dwindle. And Stop.

That's because they are too tedious and relentless as a chore.

My name is Daniel Feerst. I am a licensed mental health
professional and founding publisher of *FrontLine Employee*,
a customizable productivity and wellness newsletter.

FrontLine Employee is a turnkey solution. It allows you to
have the newsletter you want with none of the work. After 18
years, it is still the only solution of its kind.

Improving Employee Wellness and Internal Communication

Many employees have personal problems that interfere with
job performance. And all organizations suffer with internal
communication issues at one time or another. *FrontLine Employee*
tackles these problems and many more.

How It Works and What You Get

FrontLine Employee is e-mailed to you each month. It is
never late. It is fun to read with two pages of colorful
graphics. The entire newsletter is editable in MS Word or MS
Publisher. A PDF or plain text format are also available.

It's ready to use but you can edit, add content, insert
photos, or just send it out. Keep the name *FrontLine Employee* or
create your own. We can create a unique masthead with any title
you'd you like. Just give us your logo, name, and web colors.

Place *FrontLine Employee* on your company's protected web page,
email it internally, or print it and distribute.

3,000,000+ Employees Read *FrontLine Employee*

Three million employees in thousands of big and small companies read *FrontLine Employee*.

All employees of Ohio and Washington states get *FrontLine Employee*. Dozens of federal government agencies and private institutions get *FrontLine Employee*, too.

U.S. Army installations, the U.S. Small Business Administration headquarters, universities, nursing homes, hospitals, and many more also get *FrontLine Employee*.

The FBI and the U.S. Air Force Academy use content from *FrontLine Employee*. And the list goes on.

Here's Another Unique Feature

My decades of "in the trenches" with workplace counseling and crisis makes *FrontLine Employee* unique. *FrontLine Employee* content delivers tips, "how-to's", do's and don'ts, and step-by-step approaches to solving nagging problems at home and work.

FrontLine Employee includes punchy titles and tight copy. Every word counts with me, so articles delve deeper so they give employees more insight that they can use immediately.

FrontLine Employee always finds its way home to family members. So I author topics that solve many problems families face: Communication, teenager problems, conflict, having more fun, stress management, finding balance, and more.

Energize Employees. Reduce Stress. Spark Creativity.

Employees want to be positive. So I write *FrontLine Employee* to make it upbeat. Topics focus on 12 areas I have determined as most crucial to wellness and productivity.

Stress, gossip, poor communication, team infighting, abusive behavior between staff, attendance issues, financial troubles, anger issues, family worries, and undefined problems at home. . . *FrontLine Employee* tackles them all.

The 12 Topics of *FrontLine Employee*

Workplace Communication: handling conflict, personality and control issues; dealing with difficult people and attitude

problems; negotiating and increasing cooperation; getting a point across, being assertive; improving listening skills; etc.

Worker Productivity Tips: managing time, organizing work, setting priorities, stopping procrastination, remembering things, stopping interruptions, completing work, etc.

Family, Home, and Community: thinking "green"; knowing about consumer product safety; parenting children and teenagers, safety at home, eldercare issues, family stress, budgeting tips, increasing marital harmony, work-life balance, etc.

Personal Fitness and Emotional Wellness: exercising, getting more energy, improving nutrition, understanding mental illness, self-diagnosing conditions, seeking professional help.

Personal Effectiveness and Goal Achievement: getting more done, improving self-awareness, motivation and using inspirational thinking, planning ahead, sticking to New Year resolutions, managing money, developing mediation skills, staying positive, etc.

Team Building: holding better meetings, reducing conflicts, improving communication, staying cohesive, being a team player, getting more done, sharing the work, etc. Stopping lateral or horizontal violence.

Improving Relationships with Your Supervisor: communicating better, knowing what the supervisor wants, completing assignments, making an impression, knowing how to "read between the lines," planning for better performance reviews, etc.

Hot Productivity and Health Topics: learning about health issues in the national news, preventive health tips, alcoholism and drug abuse, where to get more information about specific conditions; giving and getting support; practicing self-help; finding unique resources, etc.

Stress Management: using stress management tips, avoiding burnout, making self-assessments, recognizing signs and symptoms, etc.

Getting Help for Personal Problems: How to find help, learning to use the company EAP, and when its time to seek help.

Workplace Safety, Injury Prevention, and Recovery: avoiding risky shortcuts, preventing injury, thinking safety, building a culture of safety, thinking about safety, getting back to work sooner, recovery at home issues, etc.

Customer Service and Customer Stress: proper attitudes, dealing with difficult customers, patients, and consumers; staying positive, keeping customers happy, reducing related stress.

Tell Me What You Need 24/7 with the Hotline

As a *FrontLine Employee* subscriber, you can use my "Hotline" to suggest topics for consideration in future issues. This feature is powerful and subscribers love it.

Extra Issues and a \$255 Free Gift

Start a free, three-month trial by faxing or mailing page 4 of the enclosed brochure by the date shown below. You will get two extra months free AND A FREE GIFT if you send payment now.

Surprise Bonus: With payment, you also receive my 15 "Most Loved" Reproducible Wellness Tip Sheets. These are editable, too. Priced at \$17, they are FREE for you. That's \$255 worth!

100% Money Back Guarantee—No Questions Asked.

Here's my promise: Many subscribers to *FrontLine Employee* have kept their subscriptions active since the first year we published. Still, if for any reason or at any time, you believe that *FrontLine Employee* is not for you, I will refund your payment in full, no questions asked.

Yours truly,



Daniel A. Feerst, MSW, LISW-CP (My phone number: 843-884-3632.)
Publisher and Editor-in-Chief

P.S. Remember! Pay nothing to start a FREE trial subscription or send payment now and get 14 issues, instead of 12. You will also get my 15 "Most Loved Wellness Tip Sheets" e-mailed to you!

Subscriber FrontLine Employee Newsletter

SAMPLE LICENSE AND AGREEMENT

Welcome! This is just a sample license so you can consider the publication. Thanks for requesting free information! We hope you subscribe to FrontLine Employee! FrontLine Employee is the most innovative workplace newsletter program ever created for EAPs. Three million employees now read it! This license explains easy use of the newsletter. Imagine it — all employees in New York state government receive it. Ditto the U.S. Senate of the United States.

FrontLine Employee is a professionally authored, editable, reproducible, easy to use, and inexpensive. It's for EAPs, human resource managers, wellness programs —any employer size.

FrontLine Employee articles may be edited or used as content in your existing internal publication or template. The newsletter may be re-titled or branded with your logo/information/etc. FrontLine Employee articles are copyrighted by DFA Publishing and Consulting, LLC. However, we do not require copyright market on our subscriber's copies of FrontLine Employee.

Each subscription serves one customer with different rates depending on the type of subscriber. See the brochure for the proper price for your circumstances.

1. You are scheduled to receive an electronic copy of the newsletter in the format(s) you requested. Your electronic copy will arrive before the first day of the month of issue, but usually no later than the 26th of the preceding the month. Phone/email us if you do not receive your copy by this date so it can be re-sent.

2. Frontline Employee is produced in Spanish at a discount.

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