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FRONTLINE EMPLOYEE

Since 2001 - America's Only Editable and Peer Authored EAP/Wellness Newsletter

Inspire healthy behaviors and productivity, build better relationships, and encourage self-referral for personal problems and concerns.

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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.



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Authored by licensed mental health and workforce professionals

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

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

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*FrontLine Employee is not available to managed care companies.



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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



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- ✓ 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, 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.
- \$495:** One company with 100 or fewer employees (Spanish: add \$295)
- \$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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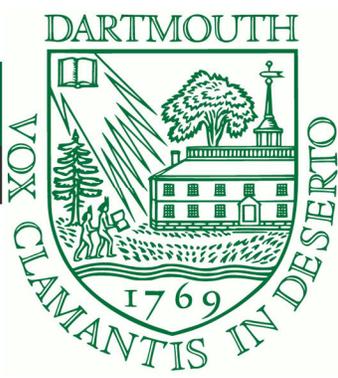

 
 

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Can't Make It to the Gym? Plant Petunias!

Spending just a few hours a week in moderate physical activity after age 65 may cut your risk of early death by over 50%. A study examined the health habits of 2,456 citizens in Finland over a 12-year period. Physical activity can be almost anything involving physical exertion—activities such as gardening, fishing, walking, and playing shuffleboard can all engage your body aerobically. If you find it difficult to commit to exercising, seek an activity that you love. The intrinsic reward of enjoyment is key, and offers the greatest certainty that you will continue with it. It is never too late to start increasing your vitality, improving your mood, and possibly gaining a 50% or better chance of living longer.

<http://www.telegraph.co.uk/news/2016/08/27/garden-for-half-hour-to-slash-heart-risk/>



Maintaining Wellness Under High-Stress

Fifteen to 20 percent of adults report high job stress, but these same employees are less likely to participate in wellness programs. It appears that the more stress you face, the more at-risk you might be to neglect healthy countermeasures. High stress affects physical health, mental health, eating habits, and how you perceive your overall health. Avoid the downward spiral to ill health. Seek inspiration to become proactive in wellness. Experiencing high job stress? Don't wait to "feel like it" before engaging in a wellness program—go now!

Source: <http://newsnetwork.mayoclinic.org> [Search: "negative health behaviors"]



2016 Political Talk at Work

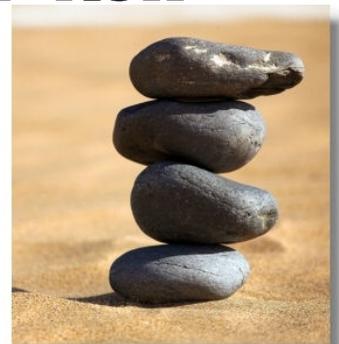
Political discussions on the job cause many employees to feel stressed, argumentative, and less productive, according to a survey released by the American Psychological Association. More than one in four younger employees reported feeling stressed out because of political discussions at work, and more than twice as many men as women said political talk is making them less productive. Potential negative outcomes include feeling more isolated from colleagues, avoidance of others with a different view, and an increase in workplace hostility. You may want to reduce political discussions if these complaints match your experience.



Source: apa.org [search "political talk"]

Stress Management: Discover Your "Flow"

One important stress management technique is detachment, which helps build resilience. An example is taking a vacation. One powerful and healthy way to detach that you may not have heard of is "flow activity." A flow activity is any activity such as gardening, painting, reading for pleasure, needlework, or dancing that can absorb your complete attention in a meaningful, goal-directed, pleasurable, and completely distracting way. When you are busy and under stress, it's easy to fall into an "eat-sleep-work-repeat" cycle. Interrupting this course of stress with two to three hours a week of flow activities that help you completely detach will significantly elevate your happiness. You will experience more balance and engagement with your job.



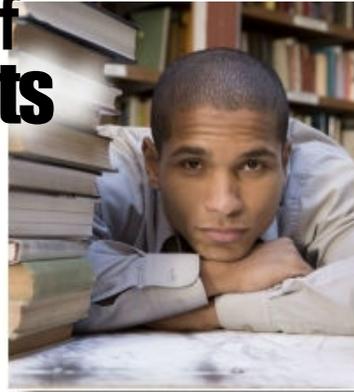
Learn more at <http://www.ted.com> [Search: "mihaly"]

Meth User in the Family



Methamphetamine (meth) is a powerful central nervous system stimulant. It is highly addictive, illegally manufactured, and sold on the street as a powder or in crystal form called “ice.” It can be swallowed, snorted, injected, or smoked. Meth destroys lives—both the addicts’ and their loved ones’. If your life is affected by a loved one’s addiction to meth: (1) learn about meth and seek guidance and support from an addiction expert, and (2) join a self-help group to give you the strength and hope needed to make the assertive and healthy decisions to protect your family’s well-being. These steps will prompt change likely to lead to a crisis of opportunity to motivate the meth user to accept treatment. Tools of intervention are “influence” and “leverage.” Influence is the value of the relationship the addict has with you or others that can sway him or her to accept treatment. Leverage is the capacity for you or others to potentially take away something the addict fears losing—a job, an opportunity, freedom, money, a relationship, support, a roof overhead, visitation privileges, etc.—as a motivator to accept help. Intervention tools work in tandem to bring about success, and almost all family-referred admissions for treatment, whether for meth or other substance abuse, follow this path.

Mental Health of College Students



Mental health problems of college students get more media attention in the fall months when grade pressures, anxiety, depression, and relationship issues pile up. How to cope with stress can be learned, but not all students learn adequate coping skills from parents, caregivers, and siblings. If you have a college student plowing away, be sure to inquire about campus support resources when you hear “how awful everything is going.” Discourage isolation and counsel your student to strive for balance. Discourage substance abuse and never supply medications that have not been prescribed to your student as a way of helping him or her study or cope. Learn about signs and symptoms of depression and anxiety to increase your awareness of these problems. Do not hesitate to ask your student about suicidal thoughts if you see high levels of burdensomeness, the uttering of statements like, “People would be better off without me,” a sense of disconnection (“I don’t belong here”) or commenting about killing oneself, even in jest.

Source: <http://boston.cbslocal.com> [Search: “mental health college”]

Soft Skills to Know . . .

Conflict Resolution

Productivity suffers when conflicts drag on.

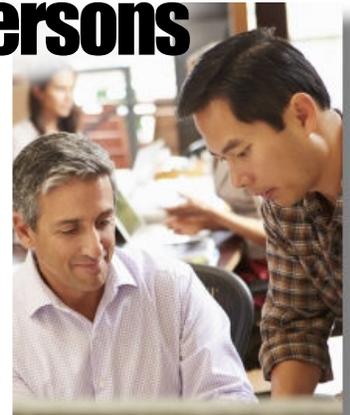
This is why using conflict resolution skills makes you a valuable employee. Easy tips:

- (1) Communicate often, and check differences quickly with coworkers. You’ll zap most conflicts this way.
- (2) When differences linger, carve out time for focused discussion. Share your concerns by describing what you experience—what, where, and when. (“Tom, you are not coming to Monday meetings prepared.”) And share the impact: (“This makes meetings take longer.”)
- (3) Omit theories about motives (e.g., “I think you don’t want to be part of this team.”)
- (4) Ask, “Am I doing something or not doing something that contributes to this issue?”
- (5) Join the solution. (“How can we solve this problem and create a better situation?”)
- (6) Agree to follow up, and you will reinforce changes and the better relationship you both now possess.



Interacting with Autistic Persons

Could you communicate effectively with an autistic coworker? Autism is a neurological variation in how brain connectivity works for about 1%-2% of the population. Autistic persons think, interact, and sense their



environment differently. Brain activity is more intense and dynamic, and not as orderly. These differences are visible in social interactions, so be patient in your communication. Autistic persons may ask more questions, restate what you said, or talk more to ensure understanding. Be prepared for unfiltered or literal responses so you do not misinterpret something said as being intentionally rude. Also, anticipate less eye contact, which can be distracting and make it more difficult for an autistic person to process information. Remember to treat all employees with the dignity and respect they deserve.

What Subscribers Representing Thousands of Companies are Saying 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! We can now promote our EAP services as state-of-the-art."

**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
Employee Assistance Program
Columbus, Ohio**

“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**

“We at Arlington Public Schools have been using FrontLine Employee newsletter for many years. Recently the Spanish edition was put into circulation her and has gotten excellent reviews. It is always clearly written and brief enough for anyone to use. Thank you for your continued focus on key areas of help for employees. ”

**Joe Chodkiewicz, Director
Arlington EAP
Arlington, Virginia**

“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 website, 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**

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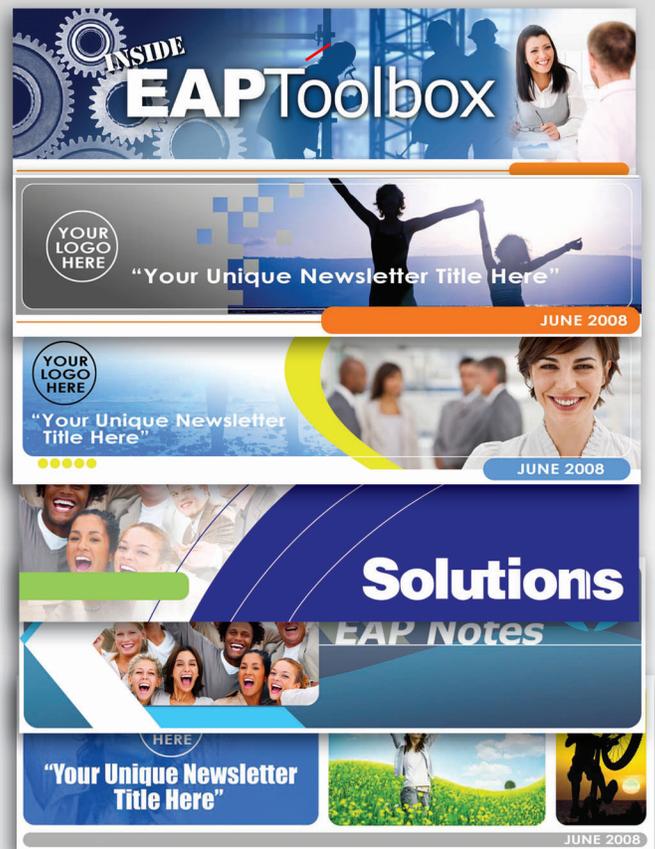
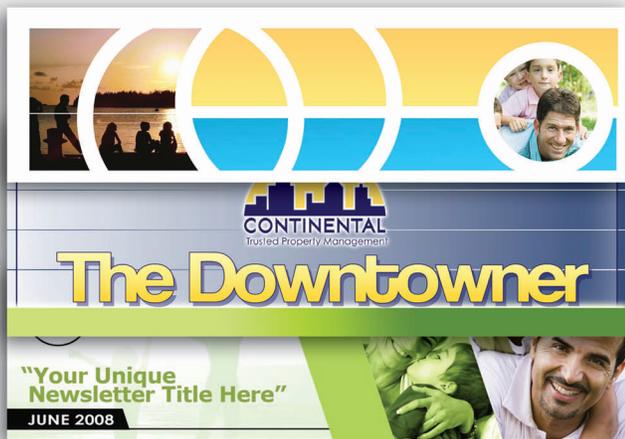
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With **FrontLine Employee**, you can choose your own name for the publication and also have us create an exciting newsletter nameplate that matches your organization's products, services, and work culture! Nothing says "YOU" better than your own newsletter.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





FrontLine

Wellness, Productivity, and You!

Employee

How to Say “No” without Saying “No”



Every resource on time management and productivity discusses having the ability to say no. This assertiveness helps prevent distractions, saves personal energy, reduces stress, and reduces the risk of feeling overwhelmed. If saying no is a struggle for you, here are four other ways to do it: 1) Let others know in advance that you will be busy during a certain time or defined period. 2) Ask whether a certain task can be postponed. 3) Recommend another source of help or person with better capability, more desire, or the ability to produce the preferred outcome for your requestor. 4) Postpone your commitment to saying yes or no to a future date.

How to Prevent a Decline in Well-Being in Later Years



Personal well-being naturally declines in the senior years, but new research demonstrates that you can beat it back and slow it down. The key is remaining socially oriented and involved by leading a socially active life and prioritizing social goals. These behaviors are directly associated with better late-life well-being, less pronounced late-life decline, and a later onset of terminal decline. Research shows the opposite is also true (good research tries to show the inverse relationship): avoiding social prioritizing and not placing a high value on social engagement means a steeper and rapid decline in well-being.

Source: www.apa.org [search: active social life]

How Attitude and Exercise Connect



Notice how your mood improves and personal energy increases after exercise. Also notice how proactive you feel in making decisions. Lack of exercise and sluggishness can inhibit motivation to take action on projects important to you. They can inhibit creativity, reduce productivity, and lessen your desire to resolve work problems. Once you see and feel this “exercise—attitude” connection, and observe yourself getting more done, your desire to exercise regularly may dramatically increase. Getting fit takes time, but the emotional effects of exercise can often be spotted almost immediately. Discover them today.

Protect Your Eyes at Work

If you have both eyes, you may not give much thought to the risk of losing your eyesight from an accident. Loss of vision is more likely to come from an accident at home or work.



Sixty percent of eye injuries at work would be eliminated if eye protection were used properly. If your job puts your eyesight at risk, be sure you're not using faulty or improperly fitted safety glasses with missing straps, scratched-up lenses, and broken parts. Ignoring faulty equipment can lead to its not being used at all. These associated problems also account for a significant percentage of eye injuries.

www.osha.gov [search “eye protection”]

Writing Your Life Plan

Any business will have a better chance of success with a business plan. Should you have a “life plan” for the same reason? A life plan can help you achieve clarity about what you want and make it more likely you’ll achieve the things you desire. And as with a business plan, you can change a life plan at any time. The real value in writing a life plan is taking time to focus and discover. This brings you to what you value most—the “non-negotiable” things you want in your life, such as living near family, owning a home, being near the ocean or mountains, having a spiritual life, or being a parent. These values represent your most precious core beliefs. Next come planning goals and objectives that sync with your values. These may include education, occupational pursuits, leisure, travel, recreational desires, marital plans, children, finance, and retirement goals. Grab a book on creating a life plan from the hundreds of choices you will find either online or offline in a nearby store. Taking the time to create the life you want will lead you to at least one goal almost everyone seeks—peace of mind.



How to Survive Admitting a Mistake

Nothing creates a feeling of vulnerability more than admitting to a big mistake at work. In one moment it can feel as though your integrity, job status, reputation, and self-esteem are hanging in the balance. Conquering this fear is not easy, but the payoffs can be significant in elevating your reputation for two reasons. The first is that everyone makes mistakes, and the second is that admitting a mistake creates anxiety and trepidation. Everyone fears admitting to a mistake, so those who do so are often elevated among their peers because they show confidence, strength, and fearlessness. Secondary benefits of admitting a mistake may include relief, empathy from others, closer relationships, forgiveness, and perhaps increased status as the go-to person because of your experience. So admitting a mistake can pay off well, but there is a time erosion factor for which you must be aware. The longer it takes to admit the mistake, and the more defensive you become, the less the payoff. Eventually being forced to admit to a mistake carries the least payoff.



Stay Safe with Situational Awareness

“Situational awareness” is a skill learned in professions in law enforcement and the military, or in activities like riding a bike. When you are “situation aware,” you consciously pay attention to what is happening in your immediate vicinity in order to more quickly spot threats to your safety. This helps you respond sooner. Situational awareness can protect you from becoming a victim of a crime. Leaving your workplace alone at night or walking in an isolated parking lot are examples of where situational awareness may protect you from an attack or circumstances that may place you at greater risk. You can practice situational awareness almost anywhere. When walking down a sidewalk, take a few moments to notice details, colors, people, small objects, and changes in the environment. Periodically practicing this exercise may prompt you to use situational awareness when it will be most beneficial.



Alcohol Awareness Month Spring Break

This year, over 100 college students on spring break were arrested in Daytona Beach, Florida, in the first two weeks of March. Alcohol abuse figured prominently. One drunken student died after falling from the top of a parking garage in Panama City, Florida.



Over 1,800 college students ages 18 to 24 die each year from alcohol-related injuries. Many young people are unaware of the symptoms of alcohol poisoning that can lead to death. What many college partiers don’t know is that alcohol poisoning is a medical emergency worthy of a 911 call. Death can follow a stupor, coma, slow and irregular breathing, or the inability to arouse the drinker. Never put a person to bed to sleep off these conditions, because death may occur from asphyxiation following vomiting or the complete failure of nervous system due to alcohol toxicity.