



Real solutions for real business

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# Supervisor Wire

Winter  
2011

Published by CARE's WorkLife Solutions to help supervisors in their goal of maintaining a productive workforce

## Defusing Anger and Strong Emotions

Over and over again we hear from supervisors that one of the toughest parts of their job is dealing with angry and volatile employees. This becomes particularly challenging when faced with having to discipline an employee due to a productivity concern. A recent survey cites the number of working adults who experience workplace bullying is as high as 37%. That's close to 54 million people. Almost three-quarters of these individuals define the bully as their boss.

If left unaddressed, this volatile behavior can easily turn into harassment. Employees may claim that they are working in a "hostile environment". Often times, the behavior does not stop until the victim is no longer employed by the company. Research shows that of those who say they are victims of harassing and intimidate behavior, 40% will quit, 24% will be terminated, and 13% will be transferred out of the department. Only 23% reported that there were any consequences for the harasser.

Due to many factors, it is hard to say for sure how accurate these statistics are. What we can say is that there is a definite risk factor and cost to the business that tolerates bullying behavior. These costs include lower team morale, decreased productivity, increased turnover and retraining, and, of course, litigation, a cost any business would choose to forgo. There are also other associated costs that are a bit more difficult to define, such as: workplace stress related illness, disability and workers compensation, and possible customer dissatisfaction, which may damage the business reputation and impact profitability.

CARE's WorkLife Solutions is often consulted by supervisors after incidents of unacceptable behavior, such as the inappropriate expression of anger or physical act of violence. We have found that this coaching, along with an intervention, can be a very efficient and effective way of helping to manage that behavior and prevent further occurrence. Overall, the chance of success is increased dramatically when the employer, and CARE's WorkLife Solutions, work together right from the start. The expectations by all must be made very clear. When considering making an employer referral to CARE's WorkLife Solutions, it is helpful to first and foremost, fully prepare for the meeting with the employee. This is where prior coaching can be a benefit. It helps with developing a plan to help you stick to the facts and focus on the inappropriate behavior that has been reported or observed. It is not the job of the supervisor to diagnose the problem or suggest what the employee may need, such as an anger management class. CARE's WorkLife Solutions professional staff will make the recommendation. The supervisor can advise the employee that we will assist them with the tools they need to help them resolve their workplace issue. The supervisor can make it clear that they expect the employee to follow the recommendation and outline the consequences for failure to meet those requirements.

### Anger Management Classes

Did you know CARE offers Adult Anger Management at a discounted price to WorkLife Solutions clients?

Winter classes will begin February 7, 2011 and will be held at our main office located at 31900 Utica Road in Fraser.

Call 586.541.0033 for more information or to have a packet mailed out to you.

A Certificate of Completion is provided

**We Can Help - Family Problems - Child Care - Personal/Job Stress - Alcohol/Drug Abuse - Marital Tension  
Elder Care - Emotional Problems - Legal and Financial Referral - And Much More!**

**CARE's WorkLife Solutions - Services are FREE and confidential to employees, their spouses and dependents. Call Toll Free 866.888.1555 or [www.caresworklivesolutions.com](http://www.caresworklivesolutions.com)**

## Managing Your Stress: Tips for Survivors of a Traumatic Event

When you are exposed to traumatic events, such as, violence in the workplace, suicide or homicide of those you know, unexpected death of coworker or loved one, natural disaster or terrorism, you will most likely be affected personally. Most people show signs of stress after such an event. These signs are completely normal. Over time, as life continues on, these signs should decrease. After a stressful event, monitor your own physical, emotional and spiritual health. Know the signs of stress in yourself and your loved ones, how to relieve them and when to get help. Stress indicators include:

- An increase or decrease in energy & activity levels
- An increase in alcohol, tobacco or other drug use
- An increase in irritability or outburst of anger
- Having trouble relaxing or sleeping
- Crying or worrying excessively
- Wanting to be alone most of the time
- Blaming other people for everything
- Having difficulty communicating or listening
- Having difficulty giving or accepting help
- An inability to feel pleasure or have fun
- Losing your appetite or eating too much
- Sweating or having chills
- Experiencing tremors or muscle twitches
- Being easily startled or feeling confused
- Feeling anxious, fearful, depressed, guilty, or angry
- Feeling heroic, euphoric, or invulnerable
- Not caring about much or feeling overwhelmed by sadness
- Having trouble remembering things or making decisions
- Having trouble thinking clearly and concentrating
- Having stomach aches, diarrhea, headaches or other pain

**You can manage and alleviate your stress by taking extra good care of yourself. Some ways to keep yourself healthy include:**

- Eating healthy foods and drinking water
- Avoiding excessive amounts of caffeine and alcohol
- Avoiding use of tobacco or illegal drugs
- Getting enough sleep and rest
- Getting physical exercise
- Relaxing your body through by taking deep breaths, stretching, meditating or engaging in pleasurable hobbies
- Pace yourself between stressful activities. Do a fun thing after a hard task
- Use time off to relax—eat a good meal, read, listen to music, take a bath, or talk to family
- Talk about your feelings to loved ones and friends often

**Pay attention to your body, feelings, and spirit:**

- Recognize and heed early warning signs of stress.
- Recognize how your own past experiences affect your way of handling this event and think of how you handled past events.
- Know that feeling stressed, depressed, guilty, or angry is common after a traumatic event.
- Connect with other survivors of traumatic events or violent crime, many of whom may experience similar difficulties.
- Take time to renew your spirit through meditation, prayer, or helping others in need

Sometimes things become so overwhelming that help from a mental health or substance abuse professional is needed. If you or someone you know threatens to hurt or kill themselves or another person; talks or writes about death, dying, or suicide; feels rage or uncontrolled anger; desires revenge; or shows signs of stress for several days or weeks; get help by calling CARE's *WorkLife Solutions* at 866.888.1555 or the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).

## Please join us for our quarterly Leadership Link & Learn Managing Difficult Employees and Workplace Challenges



Strategically setting the stage for creating effective responses to difficult employees and workplace challenges helps create a positive working environment. Leaders who understand underlying emotions of frustration and respond with empathy and compassion find themselves better positioned to manage negative behaviors constructively and assertively. A variety of de-escalation techniques and assertive strategies will be explored.

**Date:** Tuesday, January 25, 2011

**Location:** CARE's *WorkLife Solutions*  
Lower Level Conference Room  
31900 Utica Road  
Fraser, MI 48026

**Time:** 8:00 a.m. - 10:00 a.m.

**Cost: FREE.** Continental breakfast is provided. Space is limited so please register in advance by calling 866.888.1555 extension 218

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