



HOW DO I ACCESS EAP?

To arrange a confidential in-person, telephone, video or e-counselling appointment anytime, scan the QR code, telephone our number or visit our website.

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From stress to success:

Mentally tough people maintain a healthy mindset. They master their thoughts and emotions in ways that set them up for success in life. Check out these tips that successful people avoid so that you too can reach peak performance.



- 1 They avoid feeling sorry for themselves**
Mentally tough folks don't sit around feeling sorry for what's happened to them or how others have treated them. Instead, they take responsibility for what shows up in their world and they get that life isn't always fair.
- 2 They avoid giving their power away**
They avoid the trap of giving people power over them by saying things like, "They made me feel angry, sad, bad etc," because they get that they are in control over how they feel and have a choice in how they respond to what happened.
- 3 They avoid trying to please everyone**
The mental warriors get that they don't need to please everyone all the time. They speak their truth and say no when necessary. While being generous and kind they accept others may get upset when they don't get their way.
- 4 They avoid dwelling on yesterday**
"Yesterday, was such an easy game to play" ... sang The Beatles. Yet the mentally tough think dwelling on the past and wishing things could be different is a waste of time. Rather, they acknowledge the past, accept it and respond with what they've learned from it. Enjoying each moment they create a powerful future that guides them in the present.
- 5 They avoid resisting what's happening**
Mentally tough people avoid trying to resist what's currently happening. They understand that what's happening is real, and instead welcome change and respond with flexibility and look to adapt.
- 6 They avoid wasting energy on stuff they can't control**
Blaming the weather, traffic or people is not something mentally tough people do. Rather, they shift focus to what they can control and what is meaningful for them. They understand they can control their mindset.
- 7 They avoid making the same old mistakes**
They accept responsibility for their actions and learn from their past mistakes. They move on, develop and find strategies and seek out mentors to make better decisions in the future.
- 8 They avoid being afraid of being on their own**
Strong people enjoy being alone and welcome silence. They have developed a strong inner world and don't need to rely on stimulation but instead can be at peace, alone.
- 9 They don't expect quick results**
Whether they are getting a new project off the ground, working on their fitness or health, mentally tough people don't expect immediate results. Instead, they diligently work over time, to the best of their ability and understand that sustainable change takes time.



How
wonderful
it is that
nobody
need wait
a single
moment
before
starting to
improve
the world.

- Anne Frank



Solutions that can save a relationship

It's the rare couple that doesn't run into a few bumps in the road. If you recognise ahead of time, though, what those relationship problems might be, you'll have a much better chance of getting past them. Relationships can experience problems without healthy communication. In our busy schedules, it can be challenging to actively listen and fully focus on the messages we are giving and receiving.

Problem-solving strategies:

- Make an actual appointment with each other. If you live together, put the cell phones on silent, the kids to bed, and let voicemail pick up your calls.
- If you can't "communicate" without raising your voices, go to a public place such as a park or restaurant where the temptation to shout is more likely to be censored.
- Set up some rules. Try not to interrupt until your partner is through speaking and use "I statements" rather than "blame-statements" such as "You always ..." or "You never ..."
- Use body language to show you're listening. Don't doodle, look at your watch, or pick at your nails. Nod so the other person knows you're getting the message, and rephrase if you need to. For instance, say, "What I hear you saying is that you feel as though you have more chores at home, even though we're both working." The other person can confirm if you have interpreted their meaning correctly, or clarify if you haven't.

Choose your attitude

We've all had those moments of losing our cool

We've all been there. And yes there are times and places when we lose our cool in the car, at the restaurant, supermarket or on the phone. Some situations tend to bring out the particular worst in all of us. Ask yourself, what is to be gained?

Our attitude is a choice. We have no control over the attitudes and behaviour of others despite what we might think. Slamming the door or storming out isn't necessarily going to make the situation better. Nor is yelling at someone going to improve the situation or give you better service.

If we choose to see the world as out to get us, then that is how we will experience it. If you choose to see the world with a positive outlook and as a supportive place, this helps the way we will experience it.

Sometimes people may let you down which leads to having consequences on our ability to do our jobs. Some people don't treat us the way we would like to be treated and this can have an effect on you as well. Remember you have zero ability to "fix" them, to change their behaviour or their attitudes. But you can choose how you will react. In these situations before you lash out at someone, take a deep breath and think about it, or count to ten slowly.

- **What's causing these feelings?** You may find that you often get the most irritated when you are in the car running late, which is not the fault of all the people around you. Is the root cause of the irritation the other person's actions or your own?
- **What do I not know about this situation?** Is there a reason that this other person is behaving in this way? Are there some questions that I can ask to find out more?
- **What will my reaction get me?** Is yelling at another person worth the potential long-term impacts on your relationship? Ask yourself – will it get me the results that I am looking for?
- **Who's watching me?** Who is going to learn from this moment, and what will they learn about appropriate behaviour and about me?

How do I access EAP Services?

Appointments are available 7:30am – 7:30pm, Monday to Friday. In addition, a number of EAP Services locations offer extended hours, including weekend support.

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