



# Employee Assistance of the Pacific

## Make the Most of Tough Conversations

**A**ccording to a poll, conducted by the authors of the best-selling book, *Crucial Conversations*, more than 70% of employees fear having a conversation with their boss. For them the thought of discussions with the boss is not only scary but avoiding important discussions can also be damaging to their work experience. People who aren't confident in their ability to address their superiors about workplace matters are 59% less productive – and an overwhelming 96% are more likely to have poor morale.



**The bullhorn approach will seldom get the results you are seeking !**

“The select few who speak up candidly and respectfully – no matter the topic – are viewed as the top performers in their organization,” explains co-author Joseph Grenny. He offers the following tips for conquering jitters and approaching leaders about workplace issues.

**Talk face to face and in private.** Don't chicken out by reverting to email or phone.

**Assume the best in others.** Perhaps the boss is not aware, for example, of what a colleague is doing. Approach the conversation as a curious person wanting to help, rather than an angry co-worker.

**Share facts, not conclusions.** Reading too much into workplace issues when you may not have all the facts is risky and likely to put people, including the boss, on the defensive. Instead of “Jim shows up later everyday, and people see him at bars after work. I think he has a drinking problem.” Try: “Jim has been late to work a lot. He's a good worker when he's here, but we've had to pick up some of his work load, and we don't think it's fair.”

**Ask for your business leader's opinion.** After stating what's on your mind, ask your boss if he/she sees the problem differently. You're now poised to have a healthy conversation regardless of who or what it is about.

These strategies are valuable in settings other than the workplace. Discussions with partners, teens and friends also take a more successful turn when honesty and respect are the foundation of the exchange.

A little coaching and role play practice can go a long way in giving you the confidence to apply the tips to your own situation. A session with an EAP counselor can be easily arranged by phoning Employee Assistance of the Pacific at the numbers on the back page. Why not give it a try? It's free AND confidential.

**“The majority of people meet with failure because of their lack of persistence in creating new plans to take the place of those which fail.”** Napoleon Hill author of “Think and Grow Rich”, 1937.

## GREEN AND THRIFTY

Making choices that are good for our environment can be very expensive. You can spend your entire weekly grocery budget on a few packages of organic meat at Whole Foods, and that eco-friendly bamboo t-shirt you ordered last week didn't come cheap, either. While you'd love to save the planet, you'd also like to keep your kitchen pantry stocked with something more than saimin.

Here are some of our favorite ways to help the earth when you're on a budget.

**Recycle.** Simple, free, easy. Plus, here in Hawaii you get money back for recycling beverage cans and bottles – and what's more budget-friendly than that?

**Don't buy new stuff.** By buying second-hand goods through craigslist.org or using a free trading service like Freecycle you might get items you need for cheap or free, without supporting industries that draw on the Earth's precious resources.

**Use Refillable Water Bottles.** Make a point of carrying a re-usable water bottle instead of buying and throwing away plastic bottles. Bottled water produces up to 1.5 million tons of plastic waste per year. Even though the plastic in water bottles can be re-cycled, over 80% of the bottles are simply thrown away.

**Green your commute.** If you can't afford to buy a pricey hybrid, don't worry—there are much better ways to reduce your carbon footprint. If you live near the office, try biking there instead of driving whenever the weather's nice enough (also a great way to work out for

free). If not, buy a monthly bus pass, or try carpooling with a neighbor.

**Grow your own food.** Hawaii's year round sunshine makes it easy to grow herbs, fruits, and vegetables, which can supplement our daily diet while reducing our carbon footprint. If you don't have a garden plot to call your own, you can still get in on the game. Oahu has a number of community gardens where you'll be welcome to plant your own crops. And container gardening can yield great results with many plants on even a small lanai.

**Flip the switch.** Whenever you leave a room, make a point of turning off the lights, TV, computer, and any other appliances or electronics if you know you won't be back within the next few minutes. And, as each light bulb burns out, make the switch to energy-saving CFL bulbs to stay green even while you're using power.



### Ask the EAP Counselor

*I've heard that EAP counseling is supposed to be confidential but how can that be if my employer is paying for the sessions? Don't you have to bill for your services like an insurance company?*

This is a common confusion about EAP services and many people ask this

question. In most cases your employer contracts with us on an annual basis to provide a set number of sessions to any eligible person who wants to use the EAP program. In a few situations the employer pays for EAP services by the hour. In either case no identifying information is provided to them.

We take the issue of confidentiality very seriously at EAP and without your written consent we will not confirm or deny to anyone that you have used EAP services.

There are a very few, extremely limited exceptions to this policy and we will explain them to you at your first EAP session.

### Employee Assistance of the Pacific

1221 Kapiolani Blvd, Suite 730  
Honolulu, HI 96814

Phone: 808.597-8222  
Toll Free: 877.597-8222  
Fax: 808-597-8230

Email: [Info@EAPacific.com](mailto:Info@EAPacific.com)  
Website: [www.EAPacific.com](http://www.EAPacific.com)

### Employee Assistance of the Pacific

...is a short term confidential counseling service, provided to you by your employer, that can assist in identifying and resolving issues that may be interfering with your job or personal life.

Our experienced counselors are available across the Islands and can be contacted by phoning or emailing our Honolulu office.

