



Employee Assistance of the Pacific

Fall 2013

EAP Newsletter

Online Web Counseling Introduced at EAP !

Have you heard about the latest way to use your EAP benefit? You can now choose to communicate with an EAP counselor by using the internet ! Web counseling provides a totally confidential experience where you and your counselor can connect through a secure and encrypted web-board. The online counseling sessions are similar to writing emails back and forth and are not “chat” sessions. You will work with the online therapist for an amount of time equivalent to your face to face counseling benefit.

Online Web Counseling is not for everyone, but if you enjoy reading and communicating through writing you can gain insights and deep reflections from this unique and creative format for counseling. Here are some additional reasons why you might want to use web counseling...

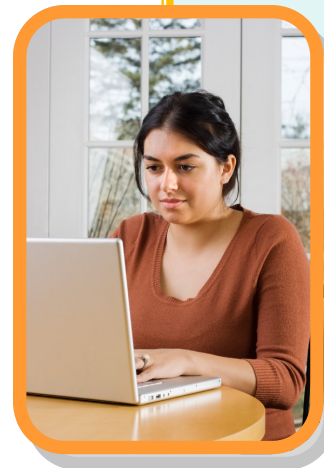
- Maybe you don't have access to an EAP counselor nearby.
- Maybe you are nervous or embarrassed about face to face counseling. Many people are.
- Maybe your schedule is keeping you from getting help in person.

Mimi Yano M.Ed. in Psychology, our online counselor, has long standing ties to Hawaii and extensive experience in working with clients via the internet. The comments she has received about her work include:

- * "The online counseling option was great. Easy to use and worked with my hectic life style. I would use it again in a heart beat!"
- * "Mimi gave quick, concise email responses that zeroed in on my problems. I often got teary-eyed when I read her words because they were so relevant and often poetic."
- * "[Mimi's] feedback was very thorough and non-judgmental. I could tell that she took time to research and provide me with the best possible feedback she could. This service is also very convenient when it's hard to get away to meet live one on one."

"Words do two major things: They provide food for the mind and create light for understanding and awareness."

-John Rohn



How do you start? You begin the process of web counseling in the same way as face to face counseling—by phoning the EAP Honolulu office (808 597-8222 or toll free at 877 597-8222) and answering a few questions about yourself. Once you have called EAP and it is determined that web counseling is right for you, you will be sent an intake interview to begin sessions from the comfort of your own home or any location that you wish.

..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.





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Ideas for Managing your Gift Budget

Do you tend to go on a spending spree every special occasion only to feel remorse when the bills arrive? Here are some great ideas for taking control, lowering your stress and truly enjoying yourself:

Set a firm spending limit.

Remember that it's OK to say "no" to yourself and your kids. And stick to cash! On average, it takes six months to pay off holiday bills.

Make long-lasting memories.

Studies show that spending money on life experiences makes people happier than buying possessions. For example, this holiday season plan a special outing or maybe play tourist for a day. Or buy a family membership to a science museum or zoo—many of them have special events and exhibits. Try an online search for "Family outings Hawaii" for more great ideas.



Give the gift of time.

Tutu may enjoy going to a local play or concert with you and stopping for a snack rather than receiving a fancy new coffee maker.

Words To Help Solve Workplace Problems

Conflicts are an inevitable part of the workplace. In fact, effectively resolving conflicts within your workgroup can actually build a strong and diverse team that will keep fresh ideas and creativity flowing. But too much conflict isn't desirable either. Here are 10 phrases that can be used to help solve many of the problems you might be having in your workplace:



incorporated in any action you take in the future. At the same time, it doesn't commit you to actually take any particular action.

- ◆ **"So tell me more about what's going on."**
Begin to listen and stop talking! This will project an empathy that every angry person wants to hear. Remember, this empathy does not have to be confused with agreement.
- ◆ **"I want to listen to your point of view, but I can't do it when you are yelling at me."** This sets the ground rules and helps to prevent the situation from getting out of control.
- ◆ **"I understand your point of view, but I see it differently."**
After listening to their viewpoint, it is acceptable now to firmly disagree and outline reasons for your opinion.
- ◆ **"I'll keep your thoughts in mind going forward."** This leaves open the possibility that their point of view will be incorporated in any action you take in the future. At the same time, it doesn't commit you to actually take any particular action.
- ◆ **"Both of us need to put more effort into this if it's going to work out."** By including yourself, you take responsibility for resolving the conflict with the other person. It becomes something you can work on together and can start to foster teamwork.
- ◆ **"Since we can't seem to agree, can we continue talking about it another day so we can think of more solutions?"**
This unlocks the stalemate and encourages a new perspective. Many times a conflict can't be resolved in the initial discussion. Pushing to resolve a conflict in one meeting can be counterproductive.
- ◆ **"Let's see what we can do to make sure it doesn't happen again."** You accept that the initial outcome was not satisfactory and shift the discussion to explore how this won't happen again.
- ◆ **"What can I do next time to make this less difficult for you?"** This is a very smart tactic, where you do not change your point of view or outcome, but ask what can be done to make it less painful for the other person.