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MANAGER
SUPPLEMENT

IMPACT

July - September 2012

Planning Ahead for Travel Emergencies

**PLAN
ahead**

Whether you're headed for the beach, the outback or the big city for your summer vacation, you should add a few more items to your to-do list.

Taking time before your departure to plan ahead for possible medical emergencies and everyday health and medication needs is just as important as making plane and hotel reservations.

The following suggestions can help ensure you and your family have a healthy and happy vacation.

A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance. A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . . An EAP referral can make a difference.

For confidential help, call:

800-834-3773

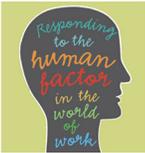
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Road tips

- Pack smart. Pack an adequate supply of medicines and be sure to store them properly. Heat and humidity, for example, can affect many medications, so avoid keeping them in a beach bag, car trunk or glove compartment.
- Keep medications in your carry-on bags, not in checked luggage, if you're flying to your destination.
- At all times, carry your health-insurance card, doctor's phone numbers and a list of medications you take.
- Keep medicines in their original containers. Doing so will ensure you have all the information you might need -- medicine name, dosage, warnings, interactions -- with you. If you take more than one medication and use a pill dispenser, wait until you reach your destination to fill the dispenser.
- Check labels for warnings about how medications may increase your body's sensitivity to the sun, heat or cold. If you are pregnant or have a chronic health condition, check with your doctor about the potential effect of conditions you may encounter while traveling.
- Wear an identification bracelet with detailed medical information if you have a chronic or life-threatening condition.
- If you suffer from respiratory or food allergies, ask your doctor for advice about how to manage them while traveling.
- Pack a small first-aid kit that includes bandages, antiseptic and antibiotic ointments, anti-itch cream, antihistamines, upset-stomach remedies, antidiarrhea medicine, tweezers and pain relievers.
- Ask your doctor or pharmacist for advice about when to take your regular scheduled medications if you'll cross more than one time zone.
- If traveling with children, make sure all medication containers have child-resistant caps.

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Great Ways to Motivate Your Team

Being a facilitator -- making it easier for your team members to do a better job -- will make you a more competent team leader.

“Rather than telling people what to do, effective leaders help bring out the best in their team members,” says Andrew J. DuBrin, Ph.D., a management professor at the Rochester Institute of Technology in Rochester, New York, and author of *The Breakthrough Team Player*. “One way to succeed is to perfect your coaching style. As a coach, you can make on-the-spot suggestions and offer team members encouragement.”

Supporting Your Team

Following these tips will help you improve your effectiveness as a team leader:

- Provide specific feedback - pinpointing behaviors, attitudes and/or skills that need improvement will help you coach a team member to perform at a higher level.
- Help your team devise a mission statement.
- Creating such a statement can help team members focus more clearly.
- Be supportive - providing emotional support and encouragement can help a leader improve the work of team members who aren't performing at their best. Just being helpful may be enough.

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Overseas agenda

Also follow these suggestions if you're traveling outside the United States:

- Keep all medications in their original packaging or labeled bottles; otherwise, they could be confiscated at Customs.
- Pack any nonprescription medications you normally take -- it can be difficult to find American formulations in many countries.
- Take care when buying medications overseas. Ask the pharmacist for help, especially if the label is in another language. Carefully examine the packaging for signs of tampering.
- Be sure you have the right immunizations. To double-check, visit the Centers for Disease Control and Prevention Travelers' Web site at www.cdc.gov/travel/. Be aware that some vaccinations require multiple doses and must be started weeks before your departure.
- Check with your health-insurance company to determine your coverage abroad. If you're not covered adequately, you may be able to buy more through your insurer or a major credit-card company.

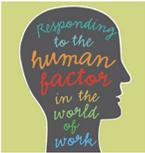
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- Be a model of what you expect - an effective leader spurs others to act appropriately by setting an example. For instance: Cooperating with people from other organizational units will encourage team members to do the same.
- Foster teamwork - promote the attitude that working together effectively leads to success for everyone. Refer to those in the group as team members or teammates instead of subordinates or employees. Make frequent use of the words “we” and “us.” For example: “We achieved the new sales goal.”
- Encourage team members to treat one another as customers - most people treat customers with more respect and concern than they do fellow employees at or below their levels. Encouraging team members to treat each other as customers fosters cooperative behavior and politeness.
- Bring team members together for meetings, meals and occasional parties.
- Schedule most get-togethers during regular office hours so you don’t intrude on people’s personal time - emphasize that yours is a winning team. Frequently remind team members that their work is important. Help them identify tasks they’re particularly good at and promote them as key members of the group. Build the commitment and confidence of each team member. “For the group to develop a strong team spirit, individuals must feel a sense of mutual accountability,” DuBrin says. “Frequently reminding team members of what they’re doing right is one way to build commitment and self-confidence.”
- Emphasize group recognition - giving rewards for group accomplishments promotes team spirit by enabling team members to take pride in the entire team’s contributions and progress. “Consider creating a display wall for postings of team activities, certificates of accomplishment and upcoming events,” says DuBrin. “If you have room in your budget, you might want to order T-shirts, athletic caps, mugs or key rings imprinted with your team name or logo.”
- Don’t keep the best assignments for yourself - doing this dampens team spirit and hampers performance. “Look for opportunities that will allow other team members to perform at a high level,” DuBrin says.
- Welcome all input - team spirit increases when everyone contributes. DuBrin says, “It’s especially important that the leader not allow one or two people on their team to do most of the work.”

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