



EMPLOYEE ADVISORY SERVICE NEWSLETTER

Welcome to the NJ Civil Service Commission's Employee Advisory Service (EAS) Newsletter! EAS is committed to improving the quality of life for all New Jersey Civil Service employees by encouraging a good work-life balance. **The EAS Employee Newsletter** contains useful articles and information for managing various well-being and work-life issues in order to create a healthier, happier, and more productive workplace.

Effective Business Communication

This practical presentation will provide an overview of commonly accepted rules of thumb to consider for communication at work. Covered topics include the importance of timing, common courtesy, and maintaining professionalism.

When:

Tuesday, August 27th
10:00 AM - 11:00 AM ET

Register:

<https://attendee.gotowebinar.com/register/8851161362006622721>

Phone: 866-327-9133

Web: www.state.nj.us/csc

Email: EAS_help@csc.nj.gov

Learn to Communicate Assertively at Work

Healthy communication plays an important part in making your workplace not only effective but also a pleasant place to be. Being a good communicator can assist you in building trust, help you to manage differences, and create an environment of respect that promotes problem-solving and builds relationships. It's important to communicate in ways that clearly assert *your* needs and wants while still accounting for the needs and wants of *others*. Using assertive communication can help you to:

- Communicate your ideas, concerns and wishes
- Have more clarity about what is expected
- Take control of your workload
- Gain respect from others
- Have your needs and wants met
 - Ask for things you want
 - Say no when appropriate to things you do not want

What is assertive communication?

Being assertive means expressing your thoughts, opinions, feelings, attitudes, and rights in an open and honest way. When you're assertive, you stand up for yourself, while still respecting others. At work, assertiveness involves balancing getting what you need with being respectful of the needs and rights of your coworkers, subordinates, and supervisors.

There are three styles of communication that people use: passive, assertive, and aggressive.

Passive

Tends to give in to other people's wishes while forgetting their own needs and wants

Has a difficult time saying no to people

Has a hard time making decisions

Has a hard time maintaining eye contact

Avoids confrontation at all costs (e.g., not speaking up when a coworker pronounces their name wrong)

Aggressive

Tends to be concerned only for their needs at the expense of others' needs

Has a tendency to lose their temper

May make decisions for other people

May shout or use bullying techniques to get their way

May continue to argue long after someone has had enough

When angry, may call others names or even use obscenities

May openly criticize or find fault with others' ideas, opinions, or behaviors

Uses confrontation to get what they want

Assertive

Concerned with both their needs and other people's needs

Able to express themselves with other people

Able to respond in a respectful manner when there is a disagreement

Able to ask for help

Confident and able to make decisions

Able to appropriately say no to people/places/things they do not want

Responsible for their own feelings/behaviors/thoughts

Here's a chart that demonstrates these styles and shows who "wins" in each interaction with others at work:"

Communication style	Do I win?	Do others win?	Example
Passive	No	Yes	"I'll take on all these projects, even though I'm already overwhelmed."
Aggressive	Yes	No	"No way I'm taking on all these projects. Can't you see I'm overwhelmed? Do it yourself!"
Assertive	Yes	Yes	"I've evaluated that my workload is close to full. Do you think we could split these projects up or change their due dates?"

Keys to Assertive Communication

- Be aware of your body language.
- Make direct eye contact, but soften your eyes so you're not challenging.
- Speak clearly and calmly.
- Keep your tone of voice even and normal while also being sure not to raise the volume of your voice.
- Keep your physical stance open; uncross arms and legs.
- Use "I statements" to address the issue so that the focus is on your need, "I can't meet that deadline but would like to help you reach your goal."
- Be specific and direct in making your point, such as "I will need more hours to finish that task. Can you approve this?"
- Make your request direct instead of non-direct, such as, "Will you please have that finished by today?" instead of "Do you think it will be done by today?"
- Sum up the main point and your agreement. This helps everyone to be clear about the plan and outcome expected.

You may notice that assertive communication in the civilian workplace may be a bit different in comparison to communication in military settings. You may want to pay attention to your tone of voice, posture, and volume. It might be helpful to notice how you communicate compared to others in your workplace and see if you want to adjust to match your workplace norms. If you are meeting with EAS, you could discuss your communication style with him or her and ask for feedback.

Source: U.S. Department of Veterans Affairs (VA). Learn to communicate assertively at work. Retrieved October 2, 2018, from <https://www.va.gov/>

National Health Center Week

August 4-10, 2019

National Health Center Week (NHCW) is August 4-10, 2019. This annual celebration seeks to raise awareness about the mission and accomplishments of America's health centers, which serve 28 million patients nationwide.

According to the National Health Center Week's website (<https://healthcenterweek.org/>), each day is dedicated to a particular focus area:

Sunday, 8/4: Social Determinants Day (Creating Nutrient-Rich Soil)

Monday, 8/5: Healthcare for the Homeless Day

Tuesday, 8/6: Agricultural Worker Health Day

Wednesday, 8/7: Patient Appreciation Day

Thursday, 8/8: Stakeholder Appreciation Day

Friday, 8/9: Health Center Staff Appreciation Day

Saturday, 8/10: Children's Health Day

A host of NHCW events that celebrate the ways that health centers are "Rooted in Communities" are scheduled across the country, including health fairs, visits by Members of Congress and state officials to local health centers, press conferences, back-to-school drives, community breakfasts, patient appreciation events, free health screenings and much more.

To learn more and view a listing of events please visit: www.healthcenterweek.org.

© Randy Glasbergen
glasbergen.com



"I do weights for muscle health, cardio for heart health and chocolate for mental health."