



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.*

Four Steps to Resolving Conflict and Restoring Relationships

A practical approach to identifying the needs of each person, gaining understanding of the other person's position and goals, assessing the potential for compromise, and how to agree to disagree. In addition, the session will review key interpersonal communication approaches and skills crucial to maintaining, and, if necessary, restoring the relationship to ensure good teamwork in the future.

When:

Monday, June 24, 2019

10:00 AM - 11:00 AM ET

Register:

<https://attendee.gotowebinar.com/register/8749453235797399298>

Phone: 866-327-9133

Web: www.state.nj.us/csc

Email: EAS_help@csc.nj.gov

Resolving Conflict Constructively and Respectfully

Conflict is a natural part of life brought on by our different beliefs, experiences, and values. If not managed carefully, however, conflict can harm relationships. Small disputes and grievances that fester unresolved can build to a boiling point and result in severely damaged relationships or even violence.

Here are some steps that may be used to resolve conflicts. The most important thing to remember is that practice makes perfect. Use and re-use these skills to improve interpersonal skills over a lifetime. If conflict continues to escalate, seek professional help.

1. Define the conflict and confront it.

- Describe the conflict in clear, concrete terms. Be specific when answering the who, what, when, where, and why questions.
- Describe behaviors, feelings, consequences, and desired changes. Be specific and start sentences with I, not you.
- Focus on behaviors or problems, not people.
- Define the conflict as a problem for both of you to solve together, not a battle to be won.

2. Brainstorm alternative solutions.

- Take turns offering alternative solutions. List them all.
- Be nonjudgmental of others' ideas.

3. Explore advantages and disadvantages of possible solutions.

- Examine the consequences of each solution.
- Think and talk positively.

4. Agree on the most workable solution.

- Agree to a solution you both understand and can live with.
- Work to find a win-win solution.

5. Use the solution.

- Be committed to resolving the conflict.
- Follow through with the actions agreed upon.

6. Evaluate after time.

- Work out a way to check on how well the solution is working. Adjust the resolution when necessary.

When using the above steps, remember to also incorporate the following skills into your problem solving:

Treat the other person with respect. Find a time and place to discuss the conflict with the other person. Choose a time when you aren't arguing or angry. The place should be comfortable for both of you—away from either party's turf. Although respecting the other person during a conflict is challenging, you'll be more successful when you do so. Words of disrespect block communication and may create wounds that may never heal. Use your will power to treat the other person as a person of worth and as an equal.

Communicate understanding. Listen attentively and try to understand the other person's feelings, needs, and so forth. Seek first to understand, then to be understood. Step back and try to imagine how the other person sees things. By focusing on the golden rule and treating others as we would like to be treated, many conflicts can be resolved in less time with happier, healthier results.

Sources

Davidson, J., & Wood, C. *A Conflict Resolution Model. Theory into Practice*, 43(1), 6-13. doi:10.1353/tip.2004.0005.

Fittro, J. *Resolving conflict constructively and respectfully (HYG-5196)*. Retrieved September 20, 2018, from Ohio State University Extension, Family and Consumer Sciences: <https://ohioline.osu.edu>

June is Men's Health Month! The purpose of Men's Health Month is to heighten the awareness of preventable health problems and encourage early detection and treatment of disease among men and boys. Essential health screenings for men include Abdominal Aortic Aneurysm, Blood Cholesterol, Blood Pressure, Colon Cancer, Depression, Diabetes, Hepatitis C Virus, HIV, Obesity, and Prostate Cancer. Talk to your doctor about which screenings would be appropriate for you.

Men & Depression

Are you tired and irritable all the time? Have you lost interest in your work, family, or hobbies? Are you having trouble sleeping and feeling angry, aggressive, sad, or worthless? Have you been feeling like this for weeks or months? If so, you may have depression.

What is depression?

Everyone feels sad or irritable sometimes, or has trouble sleeping occasionally, but these feelings and troubles usually pass after a couple of days. When a man has depression, he has trouble with daily life and loses interest in anything for weeks at a time.

Both men and women get depression, but men can experience it differently than women. Men are more likely to feel very tired and irritable, and lose interest in their work, family, or hobbies. They may be more likely to have difficulty sleeping than women who have depression, and although women with depression are more likely to attempt suicide, men are more likely to die by suicide.

Many men do not recognize, acknowledge, or seek help for their depression. They may be reluctant to talk about how they are feeling, but depression is a real and treatable illness. It can affect any man at any age. With the right treatment, most men with depression can get better and gain back their interest in work, family, and hobbies.

What are the different forms of depression?

Major depression—severe symptoms that interfere with a man's ability to work, sleep, study, eat, and enjoy most aspects of life. An episode of major depression may occur only once in a person's lifetime, but more often, a person can have several episodes.

Dysthymic disorder, or dysthymia—depressive symptoms that last a long time (2 years or longer), but are less severe than those of major depression

Minor depression—similar to major depression and dysthymia, but symptoms are less severe and may not last as long

What are the signs and symptoms of depression in men?

Different people have different symptoms. Some symptoms of depression include:

- Feeling sad or empty
- Feeling hopeless, irritable, anxious, or angry
- Loss of interest in work, family, or once pleasurable activities, including sex
- Feeling very tired
- Not being able to concentrate or remember details
- Not being able to sleep, or sleeping too much
- Overeating, or not wanting to eat at all
- Thoughts of suicide or suicide attempts
- Aches or pains, headaches, cramps, or digestive problems
- Inability to meet the responsibilities of work, caring for family, or other important activities

What causes depression in men?

Several factors may contribute to depression in men. Most of the time, it is likely a combination of these factors.

Genes—Men with a family history of depression may be more likely to develop it than those whose family members do not have the illness.

Brain chemistry and hormones—The brains of people with depression look different on scans than those of people without the illness. Also, the hormones that control emotions and mood can affect brain chemistry.

Stress—Loss of a loved one, a difficult relationship, or any stressful situation may trigger depression in some men.

If you or a loved one is experiencing any of these symptoms of depression, talk to your doctor and/or call EAS to schedule an appointment with a counselor to assist you with finding help.

Source: U.S. National Institutes of Health, National Institute of Mental Health. Men and depression. Retrieved from <http://www.nimh.nih.gov>

Did You Know?

Employees are raving about the NJ EAS Webinars. Last month there were over 330 employees who registered for both Employee and Manager/ Supervisor EAS webinars.

“...Everything about the presentation (Speaker, PowerPoint, Timeliness, Goto meeting, Q&A) were on-point and precise. I know you’re not asking for feedback, but still would just like to say it was perfectly organized (I’d give it 5 stars out of 5).”

“I want to thank you for the webinar. There were key points addressed: prioritize, refrain from and minimizing worry, have positive self-talk, be persistent and manage stress levels by exercising. The webinar encouraged me to be resilient and say, I got this! Plus, Mr. Brannan also presented my question towards the end of the webinar with positive feedback for me to apply to what I am currently going through. This too shall pass and it’s not the end of the world.”

Have you registered for June’s webinar? Register today!

June Employee Webinar Registration Link:
<https://attendee.gotowebinar.com/register/8749453235797399298>

June Supervisor Webinar Registration Link:
<https://attendee.gotowebinar.com/register/7432139349675567362>

Word Search Activity

L F E B Q V N Z O Z B Y K V P I O P B Y
E S U B A E C N A T S B U S A G Z N Y J
L N B N C A N G E R M A N A G E M E N T
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ADDICTION

FAMILY
ISSUES

GRIEF
COUNSELING

STRESS

GAMBLING

ANXIETY

DEPRESSION

DOMESTIC
VIOLENCE

ANGER
MANAGEMENT

SUBSTANCE
ABUSE

Find the words in the word search above that reveals the kinds of issues with which EAS can assist employees and dependents.