

# The Continuum Edge

RESOURCES FOR EVERYONE

3401 Village Dr, Ste 210, Lincoln, NE 68516 • 402.476.0186 / 800.755.7636 • 4continuum.com • easpecialist@4continuum.com



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## STAY CALM UNDER PRESSURE

Staying calm under pressure is an acquired skill, but it is unlikely you were taught how to do it. Work deadlines, facing irate customers, family emergencies and public speaking are all examples of where staying calm under pressure counts. Remain calm under pressure by replacing negative thoughts with positive affirmations.

*Say to yourself, "I've done this before and will do it again this time."*

Focus on action steps to solve the problem or situation. Don't dwell on the magnitude of what you face. This practice reduces panic and emotional stress, and it reinforces a feeling of empowerment to help you feel in control. While solving the problem, practice deep breathing to reduce anxiety.

### HOW-TO HINT ...

Regularly practicing mindfulness and meditation can help you more quickly switch from panic to calm mode when under pressure because it conditions the part of your brain associated with awareness and attention.



## ENHANCING YOUR RELATIONSHIP WITH THE BOSS SHARE PERSONAL INTERESTS

These days, most bosses are aware of the risks associated with asking employees personal questions. Your boss may wonder about your personal interests outside of work but be understandably reluctant to probe. This is an opportunity for you. **Tip: Consider sharing personal interests and hobbies with your boss in casual conversations.** It sounds too simple, but it has a profound rapport-building effect because it helps your boss see you more as a whole person and builds a more personable relationship beyond just work-related interactions.



## UNDERSTANDING CYBERSTALKING

Cyberstalking typically involves repeated, unwanted and threatening behavior over a period of time, but a single intimidating message can be serious and should not be ignored. While cyberstalking can affect individuals of any gender, statistics consistently show that women are disproportionately targeted and experience higher rates of harassment and intimidation online. Digital communication and social media have increased everyone's vulnerability to cyberstalking. Stalkers can use fake profiles, invade privacy and even threaten your safety.

## AND STEPS TO HELP PROTECT YOURSELF

- Don't respond to or otherwise engage with the harasser. Doing so can prompt continued harassment.
- Block the number or online account.
- Take screenshots of the message as evidence for potentially legal purposes.
- Although technically cyberstalking is repeated unwanted behavior, if you are concerned, contact the police for guidance and the next steps regarding prevention and safety.
- Review your social media account privacy settings to determine if your personal info is too easily available.
- Don't keep your experience a secret. Tell someone like a family member or friend. A single incident of cyberstalking can frighten you and cause you to lose sleep. Sharing your experience with a trusted friend can reduce the distress of the event.

Source: [www.safehome.org](http://www.safehome.org) (search "cyberstalking statistics")

## HOW TO BE A BETTER LISTENER AT WORK

At work, you will build stronger relationships, solve more problems, and help customers feel valued if you practice "active listening." Active listening is a communication technique that demonstrates you are fully and effectively listening to another person. While listening, they know you understand what they are saying because you are reflecting their message and recognizing their verbal and nonverbal cues. Finally, you give feedback that reassures the speaker you have a mutual understanding of the discussion.



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- Demonstrate attention.
- Actively show understanding of what is being communicated.
- Respond to nonverbal cues.
- Validate the speaker's feelings by expressing empathy.
- Paraphrase what you heard.