

The Continuum Edge

RESOURCES FOR EVERYONE

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STOP INTERRUPTING!






What aspect of workplace communication do you find most annoying? If it's being interrupted, you're not alone.

Nearly 30 percent of employees agree that being interrupted is the most common and frustrating issue in conversations. If interrupting conversations is a habit for you, try applying the principles of "active listening." (Key in active listening is understanding that it is more about behaviors than it is about "hearing." Also critical is avoiding preparing a counter argument or rejection while listening.) Here's what you should do:

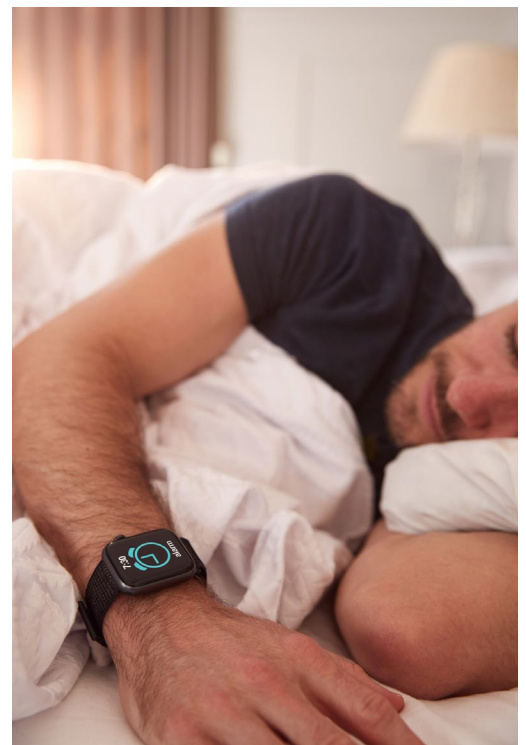
First, give your full attention, remove distractions, and make eye contact with the speaker. **Next**, show engagement by periodically nodding or verbally demonstrating (e.g., "hmmm...") that you are "tuned in" to what's being said. This proof of reflection and thinking causes the speaker to feel validated. **Then**, give feedback by way of asking questions, paraphrasing, or making other comments during a pause (i.e., "Did you say the other driver ran the red light?"). **Finally**, respond back.

WAKE UP FEELING REFRESHED

If you suffer sleep issues, you should see a medical doctor specializing in sleep disorders. However, if you sleep well — or think you do — but don't wake with that "refreshed" feeling, experiment with these sleep hacks:

-  Go to bed at the same time every night to prompt your circadian rhythm and produce better sleep.
-  Make your room cool, dark, quiet and without pets. (Subtle movements may not awaken you but may disturb deep sleep.)
-  Establish a nighttime routine (without technology) to signal your body to prepare for sleep.
-  Don't check the clock in the middle of night; it can trigger stressful concerns that may delay a return to sleep.
-  Skip the "nightcap." Alcohol sedates and can produce a rebound effect that interferes with deeper sleep.

To learn more, visit www.cdc.gov (search "sleep").



OVERCOME THE EMOTIONAL AFTERMATH OF CONFLICT

You had a heated exchange with a co-worker and have been stewing over it all day, feeling angry and distracted.



This lingering stress and negativity are known as emotional reverberation = *the emotional aftermath of conflict*. If a workplace conflict is weighing on you, consider reaching out to Continuum EAP. Chances are you are experiencing reverberation, replaying the conflict in your mind with intrusive thoughts. This can decrease your motivation and productivity and possibly lead to a work-related stress disorder. The professionals at Continuum EAP can help you process these feelings and discuss conflict resolution, and with their support you can regain your focus and productivity.



TIPS FOR A HEALTHY HEART



Keeping your heart healthy isn't just about intentional exercise and a healthy diet. Consider the following clinically demonstrated and researched tips and practices that have positive effects on heart health; they're all easy and some may surprise you:

Think stairs and short walks. Chances are that healthy heart opportunities arise for you daily. Snatch them up. Even a 10-minute walk will add to heart health.

Wash your hands. The flu, colds, pneumonia, and other illnesses are hard on your heart, but washing your hands several times a day will reduce your risk of contracting a viral infection by 20%, according to the CDC — 50% if you work in a healthcare setting.

Eat more fruit. Add one extra piece of fruit to your diet daily.

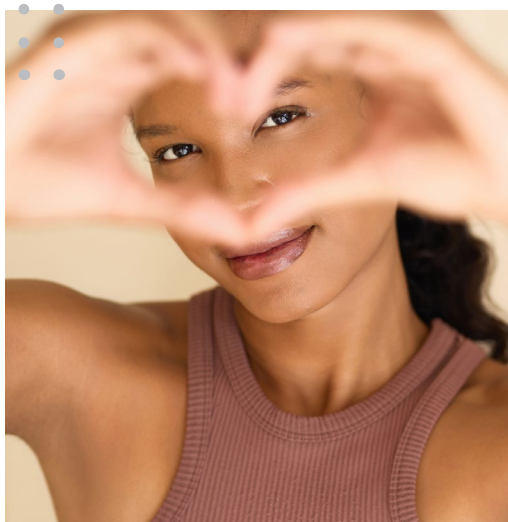
Drink more water. Stay hydrated to help maintain proper cardiovascular function.

Limit screen time. All your screen time is probably not work-related. Slice off an hour and you'll improve heart health by sitting less. (*Hint: See the first above.*)

Use your ears. Listen to more calming music and relax with it.

Practice deep breathing exercises a few times a day to help lower blood pressure.

Reflect on positive aspects of your life. Yes, this is linked to improved heart health.



Learn more: www.health.harvard.edu/healthbeat/10-small-steps-for-better-heart-health