

# HelpNet *Works!*

Volume 11, No. 1

## *Your Employee Assistance Program Newsletter*

### **How to Cope With Critical People**

Do other people's put-downs cause you pain? These four insights will get you on a new road to happiness.

You're going to be hurt by other people in life - that's a fact. And those hurts leave scars that affect how you think, act and relate to others. The deepest wounds of all are caused by rejection. Undoubtedly you've experienced the pain of rejection in your life - from a parent, a spouse, a friend or even a stranger.

Sarcastic barbs, put-downs, belittling comments, criticism, gossip and ridicule are all potent weapons in the arsenal of rejection. For some of us, when we're hurt, the tendency is to strike back, to exact revenge. But the moment you retaliate, you give up control of your life to the person who angers and hurts you. "You make me so mad!" That is an admission of control. What you are really saying is "You have the power over me to determine how I feel."

Nursing a grudge never hurts the other person: It only hurts you. So what do you do when you are under attack? Withdraw into a shell, hide in a cave, or say, "I'll never let another person hurt me again!" Definitely not. You can make a different choice. You can choose whether painful circumstances will devastate you or direct you to a new path.

It's unavoidable: Dealing with other people effectively is one of the most important things you can learn in life. After you've mastered them, you're about 95% down the road to finding happiness.

So how do you handle the people who put you down?

**Remember, you can't please everyone.** Some people want summer to last forever and some people can't wait for the winter snow. It is foolish to attempt the impossible - to please everyone all the time.

**Realize that you don't need others' approval to be happy.** We live in a society where we don't get a whole lot of approval. People do all sorts of crazy things trying to win a smile from someone too cold or too nasty to ever give it. Remember, you are as happy as you choose to be. So refuse to play the game! Don't waste any energy trying to convince un-pleasable, disapproving people that you're a great person. The problem is not with you, but with their own insecurities.

**Refuse to retaliate.** Striking back only lowers you to the naysayer's level of immaturity. Be an actor not a reactor.

**Refocus on how you view yourself.** Remember to tell yourself you are a good person - lovable, capable, forgivable, acceptable and valuable.

Many successful women and men are plagued with gnawing insecurity. Why? Because they are still replaying hurtful statements that weren't true even then. How do you erase those tapes?

Remember to tell yourself you are a good person - lovable, capable, forgivable, acceptable and valuable. Tell yourself every day that you are a good person and deserve to be treated well by others.

To a large degree your self-image is influenced by what you believe the most important person in your life thinks about you. That's why choosing emotionally healthy friends is so important. Remember, if you love you, you don't need the approval of un-pleasable people.

**If you need information or assistance with any type of problem, please call HelpNet to set up an appointment. We are always here to assist you or your family members when needed. HelpNet phone numbers are listed on the reverse side of this page.**

***Life is a balancing act. Use  
a very good net - HelpNet!***



## SKIP BREAKFAST? SKIP NOT!

On the go? Trying to lose weight? Not enough time? If you're skipping breakfast because of reasons like these, skip not! Here's why:

- ◆ A good breakfast increases physical and mental performance and leads to higher late morning productivity.
- ◆ Eating breakfast is one of seven factors associated with good health.
- ◆ At least one study found children who skipped breakfast had decreased concentration and problem solving skills.

Your body needs breakfast; your blood sugar level drops after eight or more hours of sleep, making you lethargic and irritable. So do yourself a favor – next time you think about skipping breakfast, skip not.



## To Keep an Argument from ESCALATING

- ☛ Stay in the here and now. Don't argue about something that happened 2 or 20 years ago; stick to the present.
- ☛ Don't be hurtful. Getting personal or resorting to name-calling won't solve the problem.
- ☛ Don't feel that you have to win. Compromise works better than scorekeeping.
- ☛ If it begins to escalate, set another time when you can discuss the problem.
- ☛ If the argument turns abusive, leave. No one should have to endure abuse.



"Work consists of whatever a body is *obliged* to do. . . . Play consists of whatever a body is not obliged to do."

Mark Twain



Where to go for help...

### HelpNet

Employee Assistance Program

**Alpena/Kalkaska**  
1-800-334-6422

**Battle Creek Office**  
269-660-3900 or 800-969-6162

**Brighton/Howell**  
1-800-969-6162

**Coldwater**  
1-800-969-6162

**Flint**  
810-235-9550 or 800-230-0151

**Grand Rapids**  
616-774-2346 or 866-746-0873

**Greater Detroit Area**  
1-800-969-6162

**Greenville**  
616-754-2207 or 866-746-0873

**Hillsdale**  
517-796-2163 or 866-245-3815

**Jackson Office**  
517-796-2163 or 866-245-3815

**Kalamazoo Office**  
269-372-4500 or 800-523-0591

**Lansing Office**  
517-882-6071 or 1-800-852-6268

**Saginaw Office**  
989-754-5599 and 800-334-6422