

POSITIVE WAYS TO ACCEPT CRITICISM

Do you hate being criticized even when you know you've made a mistake? If so, it's no wonder -- criticism can make people feel incompetent, angry and just plain awful. How do you, personally, respond to criticism? Do you make excuses or lash back with criticism?

"This fight-or-flight response is natural and common, but it isn't very productive. It cuts off communication, often just when it's needed most," says Jean Lebedun, Ph.D., author of the video program "The Art of Criticism -- Giving and Taking."

Many supervisors don't give criticism in a tactful manner. Nevertheless, you should accept criticism so you can learn from your mistakes. But don't fret; it'll be easier when you use Dr. Lebedun's "4-A Formula -- Anticipate, Ask questions, Agree with something and Analyze."

Anticipate

Accept the fact that everyone makes mistakes and that you'll probably be criticized for yours. That way, criticism won't come as a surprise.

"You anticipate criticism by asking yourself, 'What can I learn from this criticism?' Then, whenever you feel yourself growing defensive or getting angry, you repeat the question 'What can I learn?'" advises Dr. Lebedun.

Here's another way to anticipate: Take the wind out of the sails of criticism by admitting your mistake first, before your supervisor has an opportunity to say anything to you. This makes your supervisor's job easier and makes you appear more professional.

Ask questions

Many times, people who criticize are letting off steam and may be exaggerating the problem. This is especially true when the criticism contains the words "always" and "never." Therefore, it's important to pinpoint the criticism by asking questions like these: "What part of the report didn't you like?" "What aspect of my attitude makes life at work difficult for you? Could you give me an example?"

Asking questions accomplishes two things: It gives you specific information on how you can improve, and it teaches people they'll have to be specific when they criticize you.

Agree with something

When faced with criticism, most people focus on the part of the negative feedback that may not be true and ignore the rest. This doesn't solve any problems, and you don't learn anything.

When you agree with one part of the criticism, you become open to learning. An easy way to agree is to say something like this: "You might be right; my report doesn't have all the details."

"You don't have to agree with everything; even agreeing with one small aspect of the criticism will create an atmosphere of teamwork," says Dr. Lebedun. "The focus then can become how you'll work together to solve a problem, which will lessen your feeling of being attacked."

Analyze

Finally, take a break and evaluate what you've heard.

You need time to process the information, determine if it's a valid criticism and decide what you'll do to solve the problem or correct the mistake. If this is a complaint you've heard repeatedly, you should think about what you can learn from the situation so it doesn't happen again.

The benefits of the 4-A Formula are that you'll look for solutions rather than excuses and you'll be in control of your emotions, Dr. Lebedun says. "You'll also appear more professional."



SUN SAFETY FOR THE ENTIRE FAMILY

Everybody needs some sun exposure to produce vitamin D (which helps calcium absorption for stronger and healthier bones). But unprotected exposure to the sun's ultraviolet (UV) rays can cause damage to the skin, eyes, and immune system. It can also cause cancer. There are other contributing factors such as heredity and environment. But sunburn and excessive UV light exposure do damage the skin. This damage can lead to skin cancer or premature skin aging (photoaging).

What does tanning do to the skin?

Tanning is the skin's response to UV light. When UV rays reach the skin, the skin makes more melanin. Melanin is the color (pigment) that causes tanning. Tanning does not prevent skin cancer.

What is ultraviolet radiation?

Energy from the sun reaches the earth as visible, infrared, and ultraviolet (UV) rays.

- Ultraviolet A (UVA) is made up of wavelengths 320 to 400 nm (nanometers) in length.
- Ultraviolet B (UVB) wavelengths are 280 to 320 nm.
- Ultraviolet C (UVC) wavelengths are 100 to 280 nm.

Only UVA and UVB ultraviolet rays reach the earth's surface. The earth's atmosphere absorbs UVC wavelengths.

- UVB rays cause a much greater risk of skin cancer than UVA.
- But UVA rays cause aging, wrinkling, and loss of elasticity.
- UVA also increases the damaging effects of UVB, including skin cancer and cataracts.

In most cases, ultraviolet rays react with melanin. This is the first defense against the sun. That's because melanin absorbs the dangerous UV rays that can do serious skin damage. A sunburn develops when the amount of UV damage exceeds the protection that the skin's melanin can provide. A suntan represents the skin's response to injury from the sun. A small amount of sun exposure is healthy and pleasurable. But too much can be dangerous. Measures should be taken to prevent overexposure to sunlight. These preventive measures can reduce the risks of cancers, premature aging of the skin, the development of cataracts, and other harmful effects.

Examine your entire skin on a regular basis. If you notice anything changing, growing, or bleeding on your skin, see a healthcare provider right away. Skin cancer is very treatable when caught early.



How can you protect yourself against the sun's harmful rays?

The best way to protect yourself against the damaging effects of the sun is to limit exposure and protect your skin.

The best way to prevent sunburn in children over 6 months old is to follow these tips from the American Academy of Dermatology:

- Generously apply a broad-spectrum water-resistant sunscreen with an SPF (Sun Protection Factor) of at least 30 to all exposed skin. Broad spectrum means the sunscreen protects you from both UVA and UVB rays. Re-apply about every 2 hours and after swimming or sweating.
- Wear protective clothing such as a long-sleeved shirt, pants, a wide-brimmed hat, and sunglasses, whenever possible. Look for clothing with a UV protection factor (UPF) or made of a tightly woven fabric.
- Seek shade when appropriate. Remember that the sun's rays are strongest between 10 a.m. and 4 p.m. If your shadow is shorter than you are, seek shade.
- Use extra caution near water, snow, and sand. They reflect the damaging rays of the sun. This can increase your chances of sunburn.
- Get vitamin D through a healthy diet that may include vitamin supplements.
- Do not use tanning beds. Ultraviolet light from the sun and tanning beds can cause skin cancer and wrinkling. If you want to look tan, try using a self-tanning product. But also use sunscreen with it.
- Protect your lips with lip balm with at least SPF 15.



Remember, sand and pavement reflect UV rays even while under an umbrella. Snow and water are also good reflectors of UV rays. Reflective surfaces can reflect most of the damaging sun rays.

Also take special care to buy protective eyewear for you and your children. Choose sunglasses with labels stating they provide UV protection.

Remember that many over-the-counter and prescription medicines increase the skin's sensitivity to UV rays. So it's possible to develop a severe sunburn in just minutes when taking certain medicines. Read medicine labels carefully and use extra sunscreen as needed.

What are sunscreens?

Sunscreens protect the skin against sunburns and play an important role in blocking the penetration of ultraviolet (UV) radiation. But no sunscreen product blocks UV radiation 100%.

Terms used on sunscreen labels can be confusing. The protection provided by a sunscreen is indicated by the sun protection factor (SPF) listed on the product label. A product with an SPF higher than 15 is recommended for daily use. Sunscreens contain ingredients that help absorb UV light. Sunblocks contain ingredients such as zinc oxide and titanium dioxide that physically scatter and reflect UVB light. Keep in mind that not all sunscreens protect against UVA rays. Look for products that have broad-spectrum coverage that includes protection from UVA rays.

How to use sunscreens

A sunscreen protects from sunburn and minimizes suntan by absorbing or reflecting UV rays. Using sunscreens correctly is important in protecting the skin. Consider the following recommendations:

- Choose a sunscreen for children and test it on your child's wrist before using. If your child develops skin or eye irritation, choose another brand. Apply the sunscreen very carefully around the eyes.
- Choose a broad-spectrum sunscreen that filters out both ultraviolet A (UVA) and ultraviolet B (UVB) rays.
- Apply sunscreens to all exposed areas of skin, including easily overlooked areas. This includes the rims of the ears, the lips, the back of the neck, and tops of the feet.
- Use sunscreens for all children over 6 months old. It doesn't matter what skin or complexion type the child has. All skin types need protection from UV rays. Even dark-skinned children can have painful sunburns.
- Apply sunscreens 30 minutes before going out into the sun to give it time to work. Use it liberally and reapply it every 2 hours after being in the water or after exercising or sweating. Sunscreens are not just for the beach. Use them when you are working in the yard or playing sports.
- Use a waterproof or water-resistant sunscreen and reapply it after swimming or sweating heavily.
- Using a sunscreen with SPF of 20 to 30 offers substantial protection from sunburn and prevents tanning. High SPF sunscreens protect from burning for longer periods of time than sunscreens with a lower SPF. SPF 15 blocks 93% of the UVB and SPF 30 blocks 97%. Talk with your older child or teen about using sunscreen and why it's important. Set a good example for them by using sunscreen yourself.
- Teach your teen to avoid tanning beds and salons. Most tanning beds and salons use ultraviolet-A bulbs. Research has shown that UVA rays may contribute to premature skin aging and skin cancer.

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PLAYING IT SAFE THIS SUMMER

Planning on driving your family to a vacation spot this summer? Your chances for arriving safely increase with a healthy respect for the realities of highway travel.

For instance, at 55 miles per hour on a rural stretch of interstate highway, you have less than a 1 percent chance of involvement in a fatal crash. Increase your speed just 5 miles an hour, according to Federal Highway Administration (FHWA) statistics, and your chances shoot up to 7 percent.



And did you know that almost three out of four of the nearly 5,400 highway fatalities involving trucks, as reported by the FHWA for 1999, were caused by automobile drivers?

Or that even though the leading cause of death for Americans ages 1 to 34 is a highway accident, your chances of surviving increase by almost half if you're wearing a seat belt?

Follow a few commonsense safety rules to prepare for summer travel.

Let's start with the driver

"Don't spend all night packing and then jump in the car at 6 a.m.," cautions Myra Wieman of the American Automobile Association's Mid-Atlantic Division. "It's just as important to prepare your body as your car." Pack the day before you travel and get a full night's sleep.

Sleep deprivation leads to "micro-sleeps" of four to five seconds. In that time, at 55 mph, you travel 100 feet, notes the FHWA. Some warning signs of sleepiness: You can't stop yawning or you don't remember driving the last few miles.

Only sleep will compensate. Pull over and take a 20-minute nap followed by a brief walk, says Ms. Wieman.

Don't forget to check the family car

Prepare the car by checking hoses, belts and especially tires.

Pack an emergency kit, including a flashlight, batteries, candle, jumper cables and reflective devices.

You also should have a first-aid kit. The American Red Cross suggests bandages, antiseptic towels, adhesive tape, sterile pads, disposable gloves, scissors, a thermometer, analgesics and pertinent medications.



Now let's hit the road

Don't take highway signs and road markings for granted. Be alert for left exits because this is the passing lane. Beware of vehicles exiting ahead of you.

Another potentially dangerous situation is when traffic both enters and exits at the same interchange. Through traffic and exiting traffic have right-of-way over entering traffic.

Road construction areas also require caution. A person holding a red flag has the same authority in a construction zone as an official stop sign.

And while you should look over your shoulder when changing lanes, don't linger in another vehicle's blind spot, especially trucks and buses, whose blind spots are much larger.

Finally, never back up on a ramp. If you find yourself exiting at the wrong spot, exit anyway and get back on the highway rather than risk lives by stopping.

You can avoid road rage

"You never want to incite anger in another motorist," says Ms. Wieman. "If someone gets on your bumper and flashes lights, don't say, 'I'm not going to move.' Get out of the way."

The FHWA agrees. "Don't compete on the road," it advises. "Don't take another's actions personally and don't react to another's uncivil behavior." The bottom line, says the U.S. Department of Transportation, "is fairness and cooperation among drivers sharing the road together."

Keeping the kids happy

- Pack healthy snacks and beverages.
- Bring small toys, books, games and cassettes.
- Mark your trip's starting point and destination on a map and point out landmarks along the way so they can follow your progress.
- Ask the kids to see how many different states' license plates they can spot.

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The Wellness News

Tips and resources for living well
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Water and Well-Being

Water is needed for overall good health. Drinking enough water can help your body stay healthy and function at its best. Water is involved in every bodily function from circulation, digestion, controlling of body temperature and the excretion of waste products.



The importance of water in the body:

1. Main component of saliva which is essential for breaking down solid foods and for a healthy mouth.
2. Regulate your body temperature-your body loses water through sweat in hot temperatures and with physical activity. Your temperature will rise if you don't replenish the water you lose.
3. Lubricates and cushions your tissues, spinal cord and joints.
4. Keeps you regular-more water means less constipation.
5. Helps to prevent kidney stones, urinary tract infections and helps your kidneys filter waste.
6. Water carries oxygen and nutrients to your body by improving circulation.
7. Proper hydration can reduce fatigue and improve endurance for exercise.
8. Can lessen or relieve a headache.

Remember, water is important to nearly every part of your body. Aim to take in optimum amounts every day to stay healthy and hydrated!

Signs You Are Not Drinking Enough

You've mostly likely heard, "make sure you drink enough water" from your health coach. Water is important, as it makes up about 2/3 of your body weight and nearly all the major body functions depend on water. Drinking enough water daily is good for overall health. As plain drinking water has zero calories, it can help with reducing caloric intake when substituted for drinks with calories, like regular soda. It can also help with managing body weight and can prevent dehydration. The major functions of water in the body:



- **Regulates body temperature**
- **Moistens tissues in the body**
- **Lubricates joints**
- **Protects organs and tissues**
- **Aids in flushing out waste**
- **Helps prevent constipation**
- **Helps dissolve nutrients making them available in the body**
- **Carries nutrients and oxygen to the cells**

Every day you lose water through perspiration, your breath, urine and bowel movements. It is important to replenish your body's water supply, in order to maintain proper bodily function. General water intake recommendations include drinking eight 8-ounce glasses of water a day, but all fluids count toward that daily total, and fluids come from other drink and food sources as well as water. Know that your water needs may vary depending on your activity level and your environment. Keep the signs of dehydration in mind and if needed, increase your fluid intake.

Signs of Dehydration

Your body lets you know when it's not getting enough water:

Mild to Moderate Dehydration

- Dry, sticky mouth
- Sleepiness or tiredness
- Thirst
- Decreased urine output
- Dry skin
- Headache
- Constipation
- Dizziness or light-headedness

Severe Dehydration

- Extreme thirst
- Very dry mouth, skin and mucous membranes
- Little or no urination — any urine that is produced will be darker than normal
- Sunken eyes
- Shriveled and dry skin that lacks elasticity and doesn't "bounce back" when pinched into a fold
- Low blood pressure
- Rapid heartbeat
- Rapid breathing
- No tears when crying
- Fever
- In the most serious cases, delirium or unconsciousness

Strawberry Mint Flavored Water

Ingredients

- 1 cup fruit strawberries
- 2 sprigs fresh mint
- 8 cups water

Directions

Combine all ingredients together in a pitcher. Muddle to release the juices or leave the fruit to float.



H2...OH REALLY?!

Have you been struggling to increase your daily water consumption?

Try following the hydration equation:

DRINK HALF OF YOUR BODY WEIGHT IN OUNCES OF WATER

For example: if you weigh 185 pounds, divide that by 2

$$185 \div 2 = 92.5 \text{ ounces of water per day}$$



BROUGHT TO YOU BY ORTHUS HEALTH

Hydrating for Exercise and Sport

Hydration is not only important for your overall health but also for your performance in exercise and sport. According to the American College of Sports Medicine (ACSM), thirst is not the best indicator of how athletes and avid exercisers should replace fluid and sodium losses. Fluids before, during and after exercise are an important part of regulating body temperature and replacing body fluids lost through sweat.



It's very important to start exercise well hydrated. According to ACSM, pre-hydrating with beverages, in addition to normal meals and fluid intake, should be initiated when needed at least several hours before the activity to enable fluid absorption and allow urine output to return to normal levels.

Drinking during your exercise or sporting event is also very important. It is suggested to follow a drinking schedule, drinking every 15 to 20 minutes during your exercise or event. During exercise, consuming beverages containing electrolytes and carbohydrates can provide benefits over water alone under certain circumstances, especially if exercising at a high intensity for 60-90 minutes or more. Most exercisers are unlikely to deplete these minerals during regular training.

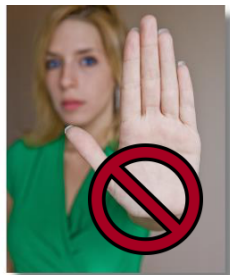
After exercise, the goal is to replace any fluid electrolyte deficit. The amount of sodium you need to replace varies depending on how much sweat you lose and how concentrated your sweat is with sodium. In general, replacing 1 gram of sodium an hour from salty foods and beverages is adequate. Be sure to monitor your urine color to determine when you have successfully rehydrated.

We know it is not always easy to juggle everything & realize simple tips can help provide a different approach. Your EAP is here to help with family, work, health, well-being & legal issues.

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Saying No at Work— with Style



Saying “no” is a strategy for reducing stress, but keeping workplace relationships positive and your reputation as a team player intact are important considerations in your response. Always avoid the terse “no.” Attempt to

join forces with your requester to find an alternative for the help they need, avoid text or email rejections (go in person to say you aren't available, if possible), and communicate openly that your refusal is not signifying your unwillingness to help in the future. In many instances, we say no to requests because we simply don't want to do what's being requested. In such cases, try to avoid the “let me get back to you after checking my calendar...” This avoidance technique keeps hope alive that you will accept the task, and can make for a bigger let down later when you say no.

Feeling Bullied, But Not Sure



If you're bullied at work but unsure about how to respond, questioning your reaction, or wondering whether you should do anything about it, talk with a counselor or visit your EAP. This intermediary step can help you get clarity so

you can follow the procedures your organization wants you to take. The U.S. Centers for Disease Control reports that bullied employees have mental health costs twice that of non-bullied employees. That's a strong business case for employers, who are now taking a stronger stance on workplace bullying and interventions. Don't suffer in silence. Use resources that can help you get the positive workplace you deserve. Source: <https://journals.lww.com/joem> [search “mental health bullying”]

World Health Organization: Workplace Burn-out Recognized



The World Health Organization (WHO) now recognizes “burn-out” as a genuine health condition in its International Classification of Diseases. Its definition: “A syndrome conceptualized as

resulting from chronic workplace stress that has not been successfully managed.” The syndrome is characterized by three dimensions: “1) feelings of energy depletion or exhaustion; 2) increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and 3) reduced professional efficacy.” Sound familiar? If so, talk with your organization's employee assistance program or a professional counselor.

Dare to Feel Good All Day



Start the morning by completing an important task that you would normally procrastinate about doing—while it weighs on your mind all day. This approach to work management takes practice because it does

not conform to the way your mind likes to work, which is to postpone the pain. It is a success secret used by many productivity pros to reduce burnout and accomplish more. The technique allows you to escape the gnawing sensation of what you know you eventually must do. You will enjoy your job more, and it could make the rest of the day feel like a breeze.

Helping a Friend Who Has an Eating Disorder



Like those with other health conditions, eating disorder sufferers often seek treatment with the encouragement of loved ones. Are you concerned about someone's relationship with food, their

body image, or behaviors that indicate the likelihood of an eating disorder? There are tips recommended by the National Eating Disorders Association for helping a person you care about. You'll find them at www.nationaleatingdisorders.org. The first and most important recommendation is to learn as much as possible about eating disorders. Skipping this step is why many interventions and discussions focused on convincing someone to get help—for any behavioral/health problem—end in disappointment. Why? When you have accurate information, your responses to any naturally defensive statements are more effective, educational, and helpful. This facilitates your loved one's ability to self-diagnose. Shame and stigma reduce quickly. Less defensiveness is observed, emotions may be calmer, your loved one is likely to listen more readily, and the acceptance of help is more likely. Beyond this key step, rehearse what you want to say. Set a private time and place to talk. Be honest, direct, and use "I" statements, not accusations (i.e., "I have noticed..." vs. "You must/need to..."). Learn more about the steps to helping a loved one or a friend at www.nationaleatingdisorders.org.

Can't Out-Train a Bad Diet



Awesome, you've decided to get healthier by exercising more and training for improved fitness, but wait, are you changing your diet? A common misconception is that exercise can out-train a bad diet. If you are still eating

high-calorie foods, fats, and prepared foods, and hitting restaurant buffets, you are fighting a losing battle. You might feel a bit less guilt about your diet, but even a daily two-mile jog can't put a dent in a bad diet. The opposite is also true. A diet without enough carbs or calories can cause you to lose muscle rather than burn fat for the energy needed in your exercise program. So what's the solution? Talk to your doctor about exercise. Get a referral for nutritional guidance. Your health provider may only recommend a great book. Perhaps an experienced nutritionist is better. Either way, overlooking diet as you seek improved health will place you at risk for giving up on the new life habit of building a better you.

Journaling for Maximum Impact



If you keep a daily personal journal, you already know that it helps you focus on goals and directs your thoughts and intentions toward dreams and desires. The positive outcomes that appear in your life are the result of focus. If you don't keep a journal now, try a journaling experiment to see if this exercise has payoffs for you. Journal in the morning or after taking a 30-minute break from work. Don't journal while watching television or alongside other distractions. You can also journal after taking a walk, a drive, or perhaps after working out. This time gap puts you in a more creative mindset. Journal four things—and try to do this daily—your ideas and sudden insights; positive statements that you will achieve your goals, plans, and strategies; and thanks and acknowledgements for positive outcomes you are experiencing.

Mismanaging Your Anger



Do you struggle to keep your anger under control by attempting to suppress your thoughts at temper-triggering events? Suppression—consciously attempting to tamp down or block troubling thoughts is a natural defense mechanism, but it is not very efficient when solely used as an anger management strategy. In fact, it could contribute to a more explosive response of anger. You're missing two additional parts—learning healthy expression (talking about your feelings) and intervention skills—exercises that when practiced regularly retrain how you respond to anger cues. Talk to your EAP or a professional counselor, get a referral to the help you need, and experience the relief and satisfaction that come with feeling in control of how you respond to common life stressors and events.

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