



rEAP the Benefits

Your Employee Assistance Program 1-800-308-4934

Behind the Scenes at the EAP



As we continue our series of introducing you to the folks behind the scenes at the EAP, we want you to meet Seannalyn Brandmeir. Editing this newsletter is only one of the many roles Seannalyn plays as a member of the Benefits Administration communications team. Her

talents of being attentive to details in addition to her creative spirit lend themselves well to her role.

Seannalyn is the youngest of five children. She has many hobbies and interests including cooking. She was actually voted “Best Baker” in the annual Superlative Awards this year by coworkers. Her other main interest is photography. She took her first class after graduating from high school and continues to take classes on various photography topics and subjects. Her particular personal interest is photographing fountains. In addition to photography, Seannalyn enjoys traveling. Her most recent journey abroad took her to Bonn, Germany where she enjoyed spending time with her Dad who now lives overseas.

Seannalyn graduated from the University of Tennessee and of course loves UT football – in fact, she enjoys watching most any football game! She majored in Public Relations while attending UT but secretly would not mind being the White House Social Secretary someday. “Just imagine being able to plan all of those social events, meet interesting people and of course the holiday season!” Until that dream comes true, you will find Seannalyn enjoying a good book, especially non-fiction and historical reads. We are all fortunate to have such a gifted individual giving her time and talent each day to not only the EAP team but in her role as the Outreach Coordinator for Constituent and Legislative Services for Benefits Administration.

Your Employee Assistance Program is available to you 24/7, simply call 1.800.308.4934 for confidential assistance provided at not cost to you.

? Did You Know About This? ?

The beginning of the year is a good time to make sure you have the various aspects of your life in order including financial and legal. EAP can assist you with financial and legal consultation, resources and tools. Do you have a will or power of attorney? These are just two examples of the tools offered to you with your EAP benefits. These are all important documents for you to have in order and this is a great time to get started!

To get started go to www.magellenassist.com and log in. Find the benefits menu in the left margin and select Legal & Financial consultation from the choices under work life. click the link for legal and Financial consultation services in the first paragraph. Once you are direct to the homepage, select legal tools from the options on the left. Create a new account and you can begin accessing free legal tools. Questions? Call 1-800-308-4934.

January 2011 Seminar Schedule

Many of us in the northern hemisphere do not look forward to the winter: it's cold and gray, it has longer days in darkness, and it forces us indoors. In fact, many of us are not only annoyed by winter, but downright 'blue' for several months. Fortunately, there are ways to lift your spirits and make the best of this unpleasant season. If you or someone you care about are prone to the winter blues, this workshop is for you.

Schedule:

January 11 Martin	January 19 Knoxville
January 12 Memphis	January 20 Nashville
January 13 Jackson	January 25 Chattanooga
January 14 Columbia	January 26 Nashville
January 18 Johnson City	January 27 Cookeville

Registering is easy. Just go to the EAP website at www.tn.gov/finance/ins/eap.html. But don't wait, the deadline to register is two days beforehand.

Communicating Effectively in the Workplace

The dean of Harvard's Business School is quoted as saying, "Communication is the real work of leadership." Anyone who manages employees knows how true this is. Through the Magellan program "Communicating Effectively in the Workplace" gives you information and tools to help you and your team communicate more effectively. Just log on to www.MagellanHealth.com/member to access this information on the Spotlight section. Topics include:

- Defining your communication style and helping you put it to best use with your employees.
- Learning how to develop effective communication skills. It's easier than you think!
- Getting back to basics with Communication 101.

Practice Your Non-Verbal Communication

Verbal communication accounts for less than 10 percent of how a message is interpreted by others. People communicate through body language, words and tone of voice. The clearest communication occurs when all three elements send the same message.

Tune into your body language as you speak with others:

- Friendly, open and relaxed body language makes employees feel comfortable and more receptive to your ideas.
- Crossed arms and a clenched jaw is unfriendly body language that puts employees on the defensive, making them less open to your suggestions.
- Even in the most trying of situations, keep an upbeat, positive tone in your voice.

Podcast: "Effective Communication in a Diverse Workplace"

Managers often face the challenge of building a harmonious and productive work environment among employees from various cultural and ethnic backgrounds. Communication is the key to success. This podcast is available on the website under Tools, On Demand Learning, Webinar Recordings and Podcasts.

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Log on to check it out online

Log on to www.MagellanHealth.com/member to access "Communicating Effectively in the Workplace" and other helpful resources in the Spotlight section.

We are all different in the way we perceive the world, and that extends to the workplace. By knowing this and learning how to communicate better with your employees, you will reap the benefits of a more satisfied workforce.

New in 2010: Webinars

Webinars are a great way to utilize your EAP benefits especially if you do not have time to attend a seminar. Throughout the year we will highlight various webinar topics along with information on how to participate.

This month's webinar focuses on what is offered by Magellan, our administrator of the EAP program, and is called "Getting to Know Your Magellan Program". It will be held on January 12 at 1 pm Central time. Join the Webinar and learn how your Magellan Program provides real solutions for real-life situations such as:

- Helping new moms and dads get ready for parenthood
- Starting a health and wellness plan that works for you
- Lowering your stress or anxiety
- Getting the most from your money
- Planning for to retirement
- Developing a personal improvement plan
- Improving relationships at home and work

Date: Wednesday, January 12

Time: 1 – 2 p.m. CT

You can register for this and other upcoming Webinars at www.MagellanHealth.com/member. Register an account and create your own user ID and password. After registering, go to Tools, On Demand Learning for a complete listing of live webinars, as well as webinar recordings and Podcasts. You will be able to register for individual Webinars. After registering you will receive an email confirmation.