

Unwritten Manners Best

Polite Standards Expectations

Interaction
Civility

Decorum

THE
LOST
ART
OF

CIVILITY

Personal

Protocol Code Philosophy

Business Behavior

Class

Decorum Courtesy

Office

Conduct Effort Nice

Social

Attitude

Culture

Respect

Refinement Norms

Thoughtfulness Geniality



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It happens so often that we rarely think anything of it: the person who rushes in front of you at the checkout line at the grocery, the driver who has to cut in while talking on his phone so that you have to slam on your brakes, the fellow employee who ignores you or gives you the 'stink eye' when you say "good morning". Why has this become such common behavior that we almost expect it? And do those little slights really make a difference, especially in the workplace?

According to Christine Porath, a management researcher who studies the effects of incivility on people, they do. She found that incivility not only has negative effects on a person, but also on a person's performance at work and on the bottom line. Her company sent out a survey to business school alumni asking them to share a time when they were treated rudely, disrespectfully, or insensitively in the workplace and how they responded. What they found, Christine reported, was that incivility made people less motivated: 66% cut back work efforts, 80% lost work time worrying about what happened

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The Mindful Teen: Powerful Skills to Help you Handle Stress one Moment at a Time

by *Dzung X. Vo*
Book review by *Jamie Leslie*

Before I moved into my career as a counselor, I was a High School Drama teacher. I recall a strong theme of stress that was experienced by so many of my students. The rate of anxiety that I recall seeing was almost epidemic. According to an article written by Jeffrey Bernstein for the website *Psychology Today* titled "The Rising Epidemic of Anxiety in Children and Teens", there is a noted increase to anxiety in adolescents. He notes that at least 25% of pre-teens & adolescents experience mild to moderate anxiety.

In my current career as a counselor, anxiety tends to be the top presenting problem that I work on with adolescent clients. Often times it will present itself with behavior problems, such as increased irritability. Anxiety is also a common mental health problem that co-exists with depression. If you have a pre-teen or teenager who you think may be experiencing anxiety, here are some common symptoms to be aware of: muscle tension, stomach issues, constant worry, memory impairment, issues with concentration, irregular breathing, and notable irritability.

While working with a variety of pre-teens and adolescents, I have found the coping mechanism of mindfulness to reduce the severity of symptoms they experience. I recommend the book "The Mindful Teen: Powerful Skills to help you Handle Stress one Moment at a Time" as a great therapeutic tool adolescents can use.

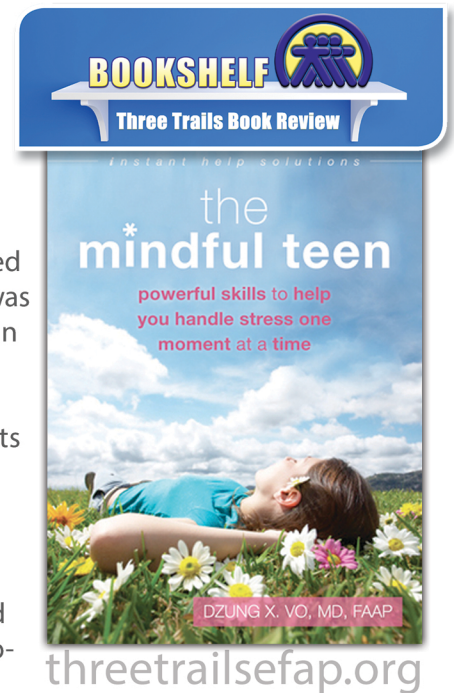
The author, Dzung X. Vo, describes mindfulness as an awakening tool that can help ground an individual during times of stress. Jon Kabat-Zinn, author of "Mindfulness for Beginners", describes mindfulness as a special way to pay attention to the present moment. He notes that the practice of mindfulness uses six senses (sight, sound, smell, taste, touch and emotional feelings) as a way to engage with the present moment in a non-judgmental way.

The book is written specifically for the education level of most adolescents. It uses metaphors and examples that adolescents in today's world would understand and connect with. Each chapter includes a mindful exercise for the reader to practice. Some of the "Try It" exercises include a website link that readers can use for practice. I believe this accentuates the use of the World Wide Web that adolescents are often engaged with. I also believe that adolescents will connect with the "Teen Voices" that are incorporated into the chapters of the book. These sections of the chapters help the reader connect to peers of their own age who are working on developing more mindful practices.

The book is split up into two general themes that I noticed. The start of the book has a general theme of creating and utilizing various aspects of mindfulness. The end of the book starts to tackle various external stressors that adolescents experience, such as school and romantic relationships. I believe the author intentionally did this to really advocate the need to develop mindfulness as a daily habit before shifting into how to use mindfulness with specific stressors.

There is one drawback that I perceive adolescent readers may not align with. Some of the quotes that the author uses are from references that adolescents may not be familiar with. But for the most part, the book is a wonderful tool to help adolescents incorporate a positive coping strategy to handle the stress that they experience.

If you are interested in checking out the book "The Mindful Teen: Powerful Skills to Help you Handle Stress one Moment at a Time", you can find it in the lending library at Three Trails EFAP. Please feel free to stop by anytime and browse or varied selection of books.



(continued from page 1 - *The Lost Art of Civility*)

and 12% left their job. It was determined that incivility had conservatively cost these companies \$12 million dollars per year.

And it was found that performance levels of those who simply saw or heard this behavior and did not experience it firsthand were also affected. Witnesses had 25% worse performance and 45% fewer ideas. As Ms. Porath states, "Incivility is a bug. It's contagious and we become carriers of it just by being around it."

It is often said that nice guys finish last. But the reality is that those who treat others with civility are not only looked at as being warm and friendly but also competent and smart. So what can we do to lift people up and make them feel respected? Christine reports that it doesn't require a huge shift in behavior. Thanking people, sharing credit, listening attentively, acknowledging others and smiling can have a big impact. It may seem like common sense, but when we have civil environments, we're more productive, creative, helpful, happy and healthy. And doesn't that sound like a wonderful way to start a new year?

We here at Three Trails are fortunate to have a staff, member organizations and clients who treat each other with civility. But there is always room for improvement. We ask our clients who have scheduled appointments to please call in advance to cancel if they cannot make it, rather than simply not show. This allows us to fill that time slot with another client and/or arrange our schedules accordingly. Thank you in advance and we look forward to working with you throughout 2019.



Quick Mental Health Tip

By Jamie Leslie

Did you know that exercise is not just beneficial to your physical health?

Studies show that exercise is also beneficial to your mental health. When you exercise you release endorphins. These chemicals help energize your spirits and can promote feelings of calm and well-being. In fact, exercise is shown to have similar impacts as depression prescription medication. So an easy way to improve on your mood is to sneak in at least 30 minutes of moderate exercise at least five times a week.

Start by trying to sneak in exercise at work or at home. During breaks at work, walk around the hallways or go up and down the stairs. Also consider stretching while sitting in your office chair. Sneaking in daily activity will help. If you get in at least 5-10 minutes in a day that is better than nothing. After you make this more of a daily habit, you will notice some increased energy along with improved concentration and mood.

