

## Be the Civility You Wish to See

If you've felt like people seem angrier in recent years, you're not necessarily wrong! Since the pandemic, it feels as if everyone has a hair-trigger temper. Plus, it doesn't help that we are currently in a heated election year. If you are fed up with all the rage and long for more civility, the change starts with you. Here are "9 Civility & Respect" tips you can practice when facing disagreements or potential conflict at work and at home.

- 1. Keep respect in the forefront.** It might sound simplistic, but practicing the Golden Rule should be your baseline behavior.
- 2. Give people the benefit of the doubt.** People who think differently than you are not bad or evil. Plus, you don't know what life burdens they may be carrying. Avoid judgmental thinking.
- 3. Focus on areas of agreement and common ground rather than divisions.** Learn to separate the action/issue from the person. Focus on shared goals and professionalism.
- 4. Aim to resolve, not to win.** In any disagreement, your goal shouldn't be to win an argument but to find alignment and mutual goals.
- 5. Learn to really listen.** Don't assume or jump to conclusions. Clarify what you've heard by using a feedback loop and rephrasing what you hear. Avoid interrupting.
- 6. Don't hit below the belt.** Don't accuse or exploit weaknesses or sensitivities. Don't try to score points. Offer reassurance of continued regard. Try practicing the Grandmother rule: Would you be comfortable saying this in front of your Grammy? If not, think twice!
- 7. It's not just about you.** Try not to personalize what you hear and to listen for the other person's thoughts, feelings, and needs.
- 8. Don't sweat the small stuff.** Shrug off petty annoyances. Don't nurture grudges. Forgive and forget.
- 9. Stay in control.** Use words to express your feelings, not actions. If you feel your anger or emotions rising, lower the temperature by taking a break. If you know you are quick to anger or "rise to the bait" take an EAP anger management course or call a counselor/coach at 800-252-4555 24/7/365 for help.

## Summer Nutrition Tips

Increase your [water intake](#). In hot weather, we all sweat more and need to replenish fluids. Carry a water bottle with you when outdoors. • Downsize your portions and eat lightly. Here's a "handy" [guide to portion control](#). • Eat fresh and local. Fill half your plate with fruits and vegetables and reduce processed foods in your diet. • Visit your Self-Help Resource Center to search for "summer recipes."

## Featured Webinar for July



### Household and Individual Budgeting

Get better control of your money! This webinar will review key principles of money management, the value of a budget, creating a safety & security account, and ways to manage and improve cash on hand.

Simply log in to [HigherEdEAP.com](https://HigherEdEAP.com) during July to take the webinar at your convenience and explore related resources.



# July Training Suggestions

Trainings from ESI are so convenient; you can even take them online while you lounge at the beach this summer. Here are 3 self-improvement suggestions. Simply click on “**Member Login**” at [www.HigherEdEAP.com](http://www.HigherEdEAP.com), sign in, and click on the comprehensive training library in the “**Training Center**.”

- **NEW! Critical Thinking 101: Developing Yourself as a Critical Thinker** | Course ID: SVL\_1022453  
Learn to develop critical thinking skills such as eliminating biases, being a team player, and other skills you can use on and off the job in this 5-minute video.
- **Thomas-Kilmann Conflict Mode Model** | Course ID: SVL\_1021300  
Learn strategies for productively dealing with conflicts, including avoidance, accommodation, competition, collaboration, and compromise in this 7-minute course.
- **9 Easy Ways to Be Smarter Every Day** | Course ID: SVL\_102403  
Want to improve your “mental horsepower”? This 10-minute lesson explores actions and habits to improve your mental capacities and readiness.

## Tools and Tips for Safe Summer Fun

- [Lightning Safety and Outdoor Sports Activities](#)
- [Heat Cramps, Exhaustion, Stroke](#)
- [Ultraviolet \(UV\) Rays Protection](#)
- [Pool Safely: Simple Steps to Save Lives](#)
- [National Drowning Prevention Alliance](#)
- [Boating Safety](#)
- [Bicycle Safety for Parents & Kids](#)
- [The Biting and Stinging Insects of Summer](#)

## Key July Dates

- [National Parks and Recreation Month](#)
- [Juvenile Arthritis Awareness Month](#)
- [UV Safety Month](#)
- [National Minority Mental Health Awareness Month](#)
- [Sarcoma and Bone Cancer Awareness Month](#)
- 7/4 - [Independence Day](#)
- 7/21 - [Zero HIV Stigma Day](#)
- 7/26 - [Americans with Disabilities Act Anniversary](#)
- 7/28 - [World Hepatitis Day](#)

## Learn More!



Scan the QR code with your device or smart phone to explore more of your employee benefits!



### How to Scan a QR Code

1. Open the camera app.
2. Select the rear-facing camera in Photo mode.
3. Center the QR code you want to scan on the screen and hold your phone steady for a couple of seconds.
4. Tap the notification that pops up to open the link. (You will need to be connected to the internet to do this.)

### Accessing Your EAP Training Center

1. Go to [www.HigherEdEAP.com](http://www.HigherEdEAP.com) and click the **Member Login** button.
2. If you've already created an account, log in with your Username/Password.
3. If it's your first time, click **REGISTER** to create your Username and Password. **You only need to register once.**
4. Click the **Training Center** and then choose **Comprehensive Training Library**.
5. In the Search bar at the top of the screen, type the course code or search for a topic.
6. Click the course icon and click the **Play** or **Start** button to begin.

**To get a certificate:** View the course and take the quiz. Not all courses require a quiz, but if so, you must score at least **80%** for a certificate. To download your certificate to your computer, click the ribbon icon below the right corner of the video.



98% Employee Satisfaction Rate

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