

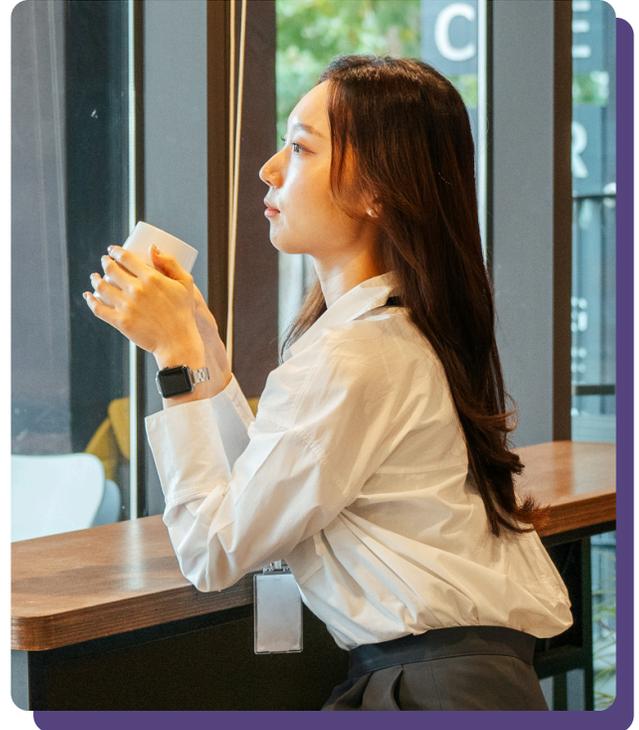


## Micro-breaks—Stress Management in 30 Seconds

Micro-breaks are short, intentional pauses in your work lasting 30 seconds to 5 minutes. They interrupt the buildup of physical and mental stress. Take them throughout the day to reset focus, lower tension, and improve performance.

Stretch, stand, walk, breathe deeply, or sip water. It sounds simple, but many skip micro-breaks because they are caught up in the intensity of their work. Being in “go mode” reduces awareness of your need to recharge. Mini-breaks help prevent burnout and boost productivity.

Set a phone timer if needed, or take a break when you notice mental fog, forgetfulness, irritability, impatience, eyestrain, body tension, slumping, or dozing off.



## Personal Wellness Matters in Customer Service

There's a connection between personal wellness and your ability to deliver great customer service. In turn, a positive customer service experience helps you feel more excited and motivated to do your job. Taking care of your mental health and well-being is key to job satisfaction, and it makes you more resilient when coping with difficult customers.

Here's the point: See personal wellness as a professional responsibility with big payoffs—not just for giving you more energy, but also for handling workplace challenges. Much lip service is given to wellness, but it influences how well you focus, respond emotionally, stay patient, listen better, avoid burnout, and act professionally in tense situations. This includes not just external customers, but also coworkers and the teams you support—your internal customers. Ready to be more intentional about wellness?

Focus on these five areas:

- Mental and emotional wellness—managing stress and nurturing a positive mindset;
- Physical wellness—getting enough sleep, ensuring hydration, and eating well;
- Social wellness—building support and positive relationships;
- Work-life balance—creating boundaries between energy spent on your job and personal time; and
- Values alignment—clarifying goals and direction based on where you are now and where you want to go.



## Resilience Tip: Optimize Your Energy

Being productive isn't just about goals, organization, motivation, and time management. It's also about managing the energy you have to accomplish tasks. Physical, emotional, and mental energy are your three "energy spheres." Nurture them, replenish them, and be aware of their peak periods. This is the art of energy optimization. The goal is to align tasks with the times of day when energy spheres are strongest so you can work efficiently and keep your momentum. When energy is low in one area—say, mental clarity—it's smarter to shift to a task requiring physical movement. For example, postpone a project until tomorrow morning if this is usually when your mental energy peaks. For now, with 30 minutes left in your day, straighten your desk to prepare for tomorrow when physical energy is more available. Paying attention to energy optimization can help prevent overexertion, reduce mistakes, and boost productivity. Try this: During the day, log and rate your energy using a scale ranging from 1 to 10—physical, mental, and emotional. Patterns will reveal your peaks. Once you know them, you'll likely use them to accomplish more.

## The Power of Decisiveness

Being decisive means you can make a decision, but also be timely and confident about it. Decisiveness is a soft skill that can be honed, and the more decisiveness you practice, the less wavering you will experience. Effective leaders are noted for their decisiveness. Decisive employees reduce delays, take action, model positive behaviors for peers, and tend to excel at seeking clarity, which means better decisions. It's easier to be more decisive if you intervene when there are roadblocks like fear of failure, overthinking, perfectionism, and fear of not getting recognition. Self-awareness is key. Simply examining these roadblocks weakens their grip. Naming these culprits puts you in control. Remember, no decision is without risk and uncertainty—you may not know or guess what will happen. Learning to tolerate this is part of the journey, even for the greatest leaders. Need help? Talk to your EAP.

## Support for Your Teens and Young Adults

This International Youth Day, we're encouraging parents and caregivers to take a moment to consider the challenges young people face—and to remember that your EAP is here to support your dependents, too. Whether your teen or young adult is in high school, starting college, or figuring out their next steps, they have access to a range of confidential, professional supports designed just for them.

From mental health counselling and therapist-guided iCBT to help with managing stress, depression, or anxiety, to coaching programs that can support healthy habits and peak performance, the EAP offers meaningful, practical help. If your child is vaping, they can connect with trained specialists to build a personalized plan and stay motivated to quit. Nutrition and health coaching is also available to help them fuel their bodies and minds through busy academic or athletic schedules.

And for those who feel uncertain about life after high school, the EAP offers career coaching to explore post-secondary pathways, set goals, and build confidence for the future. All these services are free, confidential, and easy to access.

