



A MONTHLY NEWSLETTER TO INFORM AND ENTERTAIN OUR CUSTOMERS

WINNING PEOPLE OVER TO WELCOME CHANGE

You've got a great proposal to make your workplace more efficient and effective. But getting your co-workers' support is going to be tough.

Here are a few rules that'll smooth the way:

- Know the sticking points. Never walk into a presentation without considering which issues will come up. Try to anticipate others' concerns and reactions, and draw up a game plan to handle them.
- Focus on the issues. Don't take objections personally. Stick to the issues and your goals.
- Gain understanding. Listen carefully to get to the bottom of objections and differences of opinion so you can move toward resolving the issues.
- Ask for help. Seek the advice of mentors and people you respect. You'll need the backup when you face resistance from colleagues.
- Choose your battles. Remember that not all issues carry the same weight or importance. Select your battles, so you put your energies into the ones that count.



CONTRARY TO POPULAR OPINION: COFFEE DOES NOT INCREASE THE RISK OF HIGH BLOOD PRESSURE

The Journal of the American Medical Association recently reported that drinking large quantities of soda that contains caffeine might increase the risk for heart attacks and strokes in women as compared to women who drink coffee with caffeine.

The study found that women who drank six or more cups of coffee per day still did not have a higher risk for elevated blood pressure. Drinking soda however was associated with a higher risk for elevated blood pressure.

The study ran for 12 years, and more than 150,000 women participated.

Hello!

I am pleased to send you this monthly issue of my newsletter. It is my way of saying that you are important to me and that I truly value your business. Please feel free to pass this newsletter on to friends and neighbors. Enjoy!

MONTHLY JOKE



A man is walking down the road alone and meets up with God. He proceeded to ask God if he could do something for him.

God asks, "what is this thing you want me to do for you?" "I want to know if you can build a real bridge between here and heaven" says the man.

God replied, "It is more complicated than that, my son. Is there something else that I can do for you?"

The man looks him straight in the eye and says, "I want to understand what women want and why they behave the way they do" to which God replied, "How many lanes do you want on that bridge, 2 or 4?"

Monthly Quote

"Never continue in a job you don't enjoy. If you're happy in what you're doing, you'll like yourself, you'll have inner peace. And if you have that, along with physical health, you will have had more success than you could possibly have imagined"

Johnny Carson

HOW TO RESPOND WHEN A FEVER STRIKES

“Fever in the morning . . . fever all through the night . . .” The hit Peggy Lee song turns love into a fever with a catchy tune. But if you or a loved one is suffering from an actual fever, how much should you worry?

Chances are you’ll be fine. A fever is defined as a body temperature above the so-called “normal” 98.6 degrees. But your temperature can fluctuate by a degree through the typical day. Physicians don’t consider a fever medically significant until it reaches 100.4 degrees. However, a fever of 104 or higher calls for immediate treatment or medical attention.

Fever is most often caused by an infection. Diseases like the flu, the common cold, strep throat, gastroenteritis, and others can produce a fever, as can such medical conditions as lupus, arthritis, and some cancers. In addition, antibiotics and other drugs (including narcotics and antihistamines) can cause fevers due to adverse reactions or withdrawal.

Most fevers can be treated with acetaminophen, ibuprofen, or aspirin (though children and teens shouldn’t take aspirin due to the risk of Reye syndrome). Fluids are important to prevent dehydration, because a fever can increase perspiration and lead to excessive loss of fluid. Fevers are more dangerous in children.

Children below the age of three months should be seen by a physician if they have a temperature of 100.4 or higher. Anyone with a history of heart disease, diabetes, asthma or any serious medical condition should promptly seek care from a medical provider should a fever strike.

COOK UP A RECIPE FOR WORKPLACE SUCCESS

Being good at your job is only part of the recipe for success at work. To heat up your career, remember to add these 3 key ingredients:



- **Positive attitude.** Managers and co-workers alike appreciate the support of someone with an upbeat outlook. Show some enthusiasm about your job and the organization you work for. Look for opportunities, not problems, and find the bright side of the challenge you face.
- **Integrity.** Be honest with people. When you don’t have an answer, say so. Admit your mistakes (and concentrate on not repeating them). Keep your promises, and meet your deadlines. All this shows your respect for other people and demonstrates your reliability.
- **Willingness to try.** Don’t be afraid to stretch out of your comfort zone. Volunteer for new tasks and extra responsibility. Take risks—be realistic about what you can and can’t do, of course, but don’t back away from a challenge because of the possibility of failure. Ask the right questions so you know what’s really going on, regardless of whether you’ll appear “ignorant.”

HOW TO REMEMBER A NAME

Do you have trouble remembering names after you meet people? If you do, you might want to try the following technique to aid your memory.



1. **Focus.** You want to send a positive message to the person you’re meeting. Pay attention to your pose. Are you leaning in, are you telling the person that this moment is important to you and that he or she has your undivided attention?
2. **Ask.** Repeat the name back to the person you’re meeting. Ask if you’ve got it right. This makes you an active participant in the meeting and shows that you are paying attention.
3. **Make sure you know how the person’s name is spelled.** It will help cement it in your mind. And once you have repeated the name and the spelling in your mind, cross reference it with something else- possibly a celebrity’s name that you are already familiar with.
4. **Employ.** Once you have everything clarified, it is very helpful to introduce your new acquaintance to someone else. This makes you say the name out loud and fixes it in your memory.
5. **Make a habit of asking people their name and use it!**

BRIDGE BURNING IS A BAD IDEA WHEN QUITTING

If you're planning to leave your job, mind that you don't burn any bridges on the way out the door. It's never good to leave a job in a bad way and without proper notice. It will take the manager time to fill your spot, and even if you haven't been treated exactly the way you should have been, you should take the high road when leaving. It's always a bad idea to quit in a huff or to become overwhelmed and leave immediately.

Here is a list of do's and don'ts for quitting:

- Inform your boss in person, never via an email. Never let your boss find out through the grapevine that you're leaving.
- Give decent notice.
- Resist the impulse to say nasty things before you go.
- Finish all your work or projects & endorse them appropriately.
- Leave as graciously as possible.



FEELING ON EDGE? MAYBE A CLEANING SESSION WILL HELP

If for some reason or other, you feel that you are at your wit's end, it might be helpful to throw yourself into a therapeutic cleaning session.

Whatever's bothering you, it's likely that getting your home life in order will help you feel better on a basic level. The key is not to fall into the dark side of inactivity, which can lead to non-productive ruminating.

Thinking about things is often helpful and raises awareness, but that's only if you are participating in productive thinking. Unproductive thinking can be a trap wherein your energy travels round and round (usually inside your head) and accomplishes absolutely nothing. In this case, it's better to follow the age-old advice of countless mothers and get busy.

Tackle that closet that gets on your nerves every time you open it because you're always meaning to get around to organizing it. If you have hardwood floors, do a thorough cleaning of them. Get rid of any little piles of clutter that are starting to build up. Getting rid of clutter and setting things to order can be the first step in making yourself feel better. As you realize the value of un-cluttering your environment and ridding yourself of the little things that bug you on a daily basis, you'll find yourself feeling more relaxed.

SAVING MONEY: A SMART HABIT

Saving money, especially these days, can seem impossible. The secret is starting small and staying the course. Don't try to save too much all at once. Set a goal of saving just 5 percent of your income every month. Give yourself a regular reminder, perhaps by sending yourself an e-mail every payday; studies suggest people save more consistently if they're reminded on a regular basis. As time goes on, increase the amount you save. If you're careful and committed, you can probably get up to 10–15 percent, which can add up to quite a lot of money over time.

MANAGEMENT TIP

GET A HANDLE ON ABSENTEEISM

Today's economic landscape doesn't permit a lot of leeway when it comes to productivity, and that makes employee absenteeism a huge issue. Although there are plenty of legitimate reasons for not coming to work, some employees take liberties a company simply can't afford. To stop absenteeism before it gets rampant, try these suggestions:

- Be a good example. Show up for work on a regular basis. When you're out of the office, let employees know how they can reach you by phone or pager.
- Practice common courtesy. Make the workplace a pleasant place to be. Practice common courtesy by greeting all your employees every morning and letting them know you appreciate their work and dedication. Every now and then, provide breakfast for everyone—doughnuts, bagels, or coffee cake, for instance—to show you appreciate their coming to work every day.
- Reward people for good or perfect attendance.



CARMEN STINE
Legal Nurse Consultant
885 Sheffield Road
Teaneck NJ 07666
Phone: 201.920.6781
Fax: 201. 833.1619
www.carmenstineLNC.com
email: cstineLNC@aol.com

IT'S ALL ABOUT CUSTOMER SERVICE

A woman approached the manager of a large department store. "Excuse me, are you planning on hiring any extra help?" she asked. "I'm sorry, we're not," the manager replied politely. "We already have all the staff we need." "Good," said the woman. "Then would you mind finding someone to wait on me?"



From the desk of

Carmen Stine RN CLNC

Dear Client:

I hope you have enjoyed this monthly newsletter. Along with some valuable health care-related information to keep you up-to-date, I hope you have gleaned a few tid-bits of cocktail party conversational facts and have had a few chuckles along the way.

Have a wonder-FULL month!

Get a \$250 gift certificate to your favorite restaurant or a SPA DAY at THE FOUNTAIN for every referral that becomes my client

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ENHANCING YOUR CHILD'S LITERACY

There are a few easy things parents and other adults can do to enhance the literacy of the children in their lives. One is to make sure that babies have books around them from the very beginning of their lives. Books make great toys—and that will allow the baby to bond with them. Make sure that when you buy a book for a baby that it has lots of contrasting colors, buy books that can be propped up, and make sure you have one or two made of cardboard or cloth that can make it through a few rounds of chewing.

Toddlers and preschoolers can often sit and listen to a whole story. Make sure you choose books that have repeating text and familiar items being depicted. These stories should focus on things that relate to the child's experiences, such as toilet training, or that teach things such as counting and color identification. Interactive books, such as lift-the-flap and pop-up books are usually well-received by children in this age group.

Reading to your child will also help to increase his vocabulary and love of books and reading.