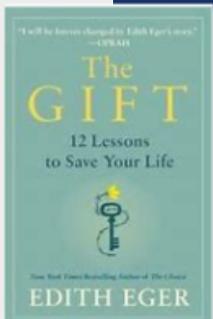


# National EAP NEWSLETTER

August 2023

## NEAP BOOK CLUB RECOMMENDATION



### The Gift

by Dr. Edith Eger

The book club recommendation this month is "The Gift" by Dr. Edith Eger

In "The Gift," Dr. Eger takes us on a deeply personal and reflective exploration of her harrowing past in Nazi-occupied Hungary. Through her remarkable story, she imparts invaluable lessons about the power of choice, the strength of the human mind, and the capacity for healing and growth, even in the face of unimaginable adversity.

If you are seeking a book that will challenge your perspectives, ignite your resilience, and remind you of the extraordinary strength that resides within each of us, "The Gift" is an essential addition to your reading list. Dr. Edith Eger's compelling story and profound wisdom will leave an indelible mark on your heart and soul, inspiring you to embrace the gift of life and all its possibilities.

For More Information:  
[CLICK HERE](#)



## THRIVE with National EAP



### WEBINAR EVENT

### Customer Service: Communication Skills for Success

Customer Service Representatives are an integral part of any business. In today's competitive business landscape, excellent customer service has become a key differentiator. The ability to effectively communicate with customers is paramount in building strong relationships, fostering customer loyalty, and ensuring business success.

Join National EAP on **August 16 at 12 pm EDT** for our THRIVE webinar to learn the basics of customer service and identify verbal de-escalation skills that can help you keep your composure when dealing with difficult situations. We will review how to listen with empathy, manage your tone and body language, and deliver excellent customer service

To Register  
[CLICK HERE](#)





## COMMUNICATE MINDFULLY & IMPROVE YOUR RELATIONSHIPS WITH **EM LIFE**

How many times have you half-listened to a co-worker during a meeting or experienced the frustration of miscommunicating something at work? When we speak without clear intention, or don't fully listen, there can be a negative impact on both our productivity and relationships. Learning how to have meaningful interpersonal relationships through the way we talk, write and listen takes practice—and mindfulness helps.

Strengthen your relationships and become more effective with mindful communication skills. [Sign up for eM Life to get started.](#)

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When you sign up for eM Life you get 24/7 access on any device to:

- Live 14-minute mindfulness programs led by experts multiple times a day
- Live programs covering everything from managing anxiety to chronic conditions
- Hundreds of hours of on-demand content you can watch on your own time
- Access to expert-led communities to gain support and connect to your purpose



Check out these on-demand programs for more self-love in your life:

- [Mindful Communication](#)
- [Mindful Leadership](#)
- [1-3-5 Minute Mindful Meeting Moment](#)



# EAP FOR ALL ASPECTS OF LIFE

**Life Happens.  
We Understand.  
You Are Not Alone.**

Even when we have our day planned out life can sometimes take us by surprise. No matter what it's always good to know you have support to help you move forward.

## **YOUR EMPLOYEE ASSISTANCE PROGRAM**

24/7/365 access to free, confidential counseling and referral services for you and your immediate household members.

National EAP also offers self-service tools online via our Member Portal and our mindfulness platform – eM life.

### **Member Portal:**

- Online database of articles, tips, and tools on mental health, health and wellness, aging, living, working, and much more
- Free will-maker through NOLO Quicken Wills
- Provider Locator – search for childcare, eldercare, pet sitters, and more via our self-service Provider Locator

### **eM Life:**

- Mindfulness and meditation platform with hundreds of hours of content on mindfulness and meditation practices
- Accessible from your smartphone or by computer



**Did you know your Employee Assistance Program offers short-term counseling via EAP sessions as well as referrals to more ongoing support?**

### **We can help you with..**

- Mental Health and Addiction Services
- Childcare and Eldercare Referrals and Resources
- Work Stress and Professional Development
- Grief and Bereavement
- Referrals to providers such as therapists, treatment programs, and psychiatrists within your insurance network
- Legal and Financial Needs – Free, 30-minute consultation with a qualified attorney or financial counselor

[CLICK HERE TO  
CONNECT WITH MY  
EAP CLINICAL  
TEAM](#)



# MEMBER PORTAL PARENTING RESOURCES



Juggling the responsibilities of work and home can be stressful. To help you manage the delicate balance of being a parent and working, your employee assistance program provides online access to a wide range of resources to you and your family—all available on one website.

Just log on with your company's username and password, and navigate through articles, links, interactive content, self searches, self assessments, and more.

## WHAT YOU CAN FIND ON YOUR MEMBER PORTAL

- Regularly updated information and links
- Downloadable articles and tip sheets on every aspect of raising children.
- Article: ["Bring Your Work and Life Into Balance"](#)
- Article: ["Self-Care Strategies for Today's Busy Employees"](#)
- Spanish-language content available
- Designated tabs for "parenting" and "working"



### Check Out Your Member Portal!

[CLICK HERE](#) To log into your member portal using your Company Name as the Username and Password.