

## Test your EAP I.Q.

Take the following quiz to test your knowledge of the BOCES Employee Assistance Program (EAP) services available to you. The answer key is on the back of this newsletter.

- The following people are eligible to use the BOCES EAP services:**
  - Employees and retired employees of participating settings
  - Employees' immediate and extended family members
  - Friends and neighbors
  - a & b
- Services provided by the BOCES EAP include:**
  - Brief counseling, assessments and referrals
  - Workshop presentations for professional development and personal growth
  - Crisis response
  - All of the above
- EAP counselors are available:**
  - 12 months a year, 7 days a week, 24 hours a day
  - During the school year only
  - Monday – Friday between 9am-5pm only
  - A few evenings a week
- The EAP offices are located at:**
  - Commack
  - Medford
  - Westhampton Beach
  - All of the above
- Referrals to the following medical professionals are NOT provided by the EAP:**
  - Dentist
  - Neurologist
  - Psychiatrist
  - a & b
- EAP services are:**
  - Confidential
  - Neutral
  - Voluntary
  - All of the above
- If I am unsure if EAP can assist with my problem, I should:**
  - Pick up the phone
  - Call EAP
  - Speak to an EAP counselor
  - All of the above

**If you or your family member needs help, the EAP IS HERE FOR YOU.**



## ACTIVE LISTENING – A key to becoming a better communicator

*“Many people listen with the intent to respond, rather than to understand.”*

Steven Covey

The basis of active listening is to make a conscious effort to hear not only the words that another person is saying, but more importantly, to try to understand the total message being sent. How well one listens has a major impact on job effectiveness, and on the quality of relationships with others.

Active listening is a model for respect and understanding. The goal is to truly hear what the other person is saying by concentrating on the message being sent, asking clarifying questions, reflecting and paraphrasing what you heard and responding appropriately. This type of listening is empowering because the speaker’s thoughts and feelings are reflected and reaffirmed, providing a safe and supportive interaction.

### Tips for Improving Listening Skills:

- **SLOW DOWN:** make listening to others a priority. Give the person who is talking your undivided attention. Not only will this save you time but it can help you avoid a lot of misunderstandings.
- **AVOID OUTSIDE DISTRACTIONS:** turn off the T.V., radio, cell phone, computer, etc. or close the door in your office. Do whatever it takes to be focused on the conversation.
- **PAY ATTENTION TO YOUR BODY LANGUAGE:** look interested! Make eye contact, nod your head and keep your arms and legs uncrossed. These postures will increase the likelihood that others will share their true feelings with you.

- **FOCUS ON WHAT IS BEING SAID:** sometimes we can be preoccupied with our own thoughts and concerns making it difficult to really listen. Becoming aware of what is happening in your own mind can help you to redirect your thoughts to the conversation immediately at hand.

- **LISTEN WITHOUT AN AGENDA:** thinking of a rebuttal can detour effective communication causing you to lose the real content of what is being said. Try not to make assumptions about what the speaker is thinking. Listen for key themes – ideas not just words.

- **BE HONEST:** sometimes you can’t just stop what you are doing to be an active listener. Express your concern and desire to hear what they have to say letting them know that now is not a good time. Then schedule a time to talk that works for the both of you.

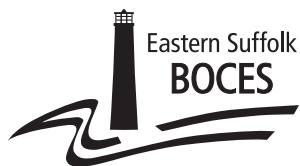
- **LIMIT YOUR OWN TALKING:** talking is not listening. Do not speak until the other person is finished talking, then ask for clarification or ask questions to gain more information.

- **DO NOT INTERRUPT OR CHANGE THE SUBJECT:** this can convey the message that what you have to say is more important or that you are not interested in what the other person has to say.

EAP has a workshop entitled *Active Listening*. For more information, please contact (631) 289-0480



**Answer Key for Test Your EAP I.Q. -**  
1) d, 2) d, 3) a, 4) d, 5) d, 6), d 7) d



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