



THE ART OF LISTENING

According to the International Listening Association, we remember about half of what someone says immediately after hearing it, and we only recall about 20% of what we hear over the long term. The key to learning and retaining more of what you hear and having more productive workplace conversations is listening.

- **Seek to understand.** View workplace interactions as opportunities to understand your colleagues' opinions instead of getting our own point across or trying to be right.
- **Observe.** Check body language, vocal tone and facial expression as well as words spoken.
- **Listen.** Maintain eye contact and give the speaker your full attention.



Join state employees on the Healthier U Connections wellness platform for year-round access to wellness articles, healthy recipes, a fitness library, and more! Log in to [Healthier U Connections](#) to access new resources on this month's topic: **Heart Health**. Register at www.calhrwellness.com using your work email address (*Registration Code: StateofCA*).

5 Keys to Relationship Harmony

According to relationship experts at the Gottman Institute, successful relationships that stand the test of time have several qualities in common. You can develop a healthy relationship with these five rules for harmony:

1. **Express appreciation.** Tell your partner how much you appreciate them and treat them with affection and respect.
2. **Manage conflict.** See problems and conflicts as challenges you can solve together and use to make your relationship more resilient.
3. **Be positive.** Work to fix small problems in your relationship before they become bigger.
4. **Share your history.** Enjoy reminiscing about the happiness you have shared and create rituals together that mark these private celebrations.
5. **Trust.** Act in the best interests of your partner and always have their back. Talk about what trust means to both of you.

Best Tips for Solving Workplace Conflicts

The workplace brings all types of personalities together, so it's no wonder conflicts arise from time to time. You can't avoid conflicts completely, but you can learn to manage them well. Here's how:

- **Focus on resolution rather than avoidance.** Accept conflict as a natural part of working together, and deal with it proactively.
- **Solve conflicts with communication.** A respectful, face-to-face conversation is often the best way to reach common ground.
- **Give a little to get a lot.** Be willing to compromise and come to a resolution that works for everyone.
- **Stay professional.** Avoid emotional outbursts and other negative behavior. If you or the other party has difficulty resolving the conflict professionally, seek help from a supervisor.

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Employee Assistance Program (EAP)

As a State of California employee, you and your eligible dependents have access to an Employee Assistance program (EAP). This program is provided by the State of California as part of the state's commitment to promoting employee health and well-being. For more information visit www.eap.calhr.ca.gov.