



# The Safety Zone

The Newsletter of the AHA Workers' Compensation Self-Insured Trust

## Positive Communication

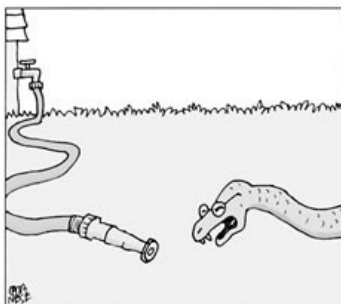
*How you say it is as important as what you say*

Ever since cave people uttered the first meaningful sounds, communication has been a key ingredient in all human interaction. In the workplace, effective communication is vital. Whether it's face-to-face, on the phone, or in writing, the way you communicate with co-workers, customers, and others has a lot to do with how successful you are on the job. Those with the most positive communication styles are the most likely to get ahead and win the respect of their co-workers.

Here's a little quiz that will help you create your own communication style. On the line to the right of each statement, **write 4 if the statement is always true; 3 if it is usually true; 2 if it is sometimes true; 1 if it is rarely true. 0 if it is never true.** Then add up your score and find out how you rate.

1. I know what I want my communications to achieve. \_\_\_\_\_
2. I think before I speak and organize my thoughts. \_\_\_\_\_
3. I keep my communications brief, clear, and to the point. \_\_\_\_\_
4. I limit topics in each communication to avoid information overload. \_\_\_\_\_
5. I use conversational language in speech and writing and avoid jargon. \_\_\_\_\_
6. I encourage questions and feedback. \_\_\_\_\_
7. I phrase things positively ("Do") rather than negatively ("Don't"). \_\_\_\_\_
8. I focus on what others are saying when they speak. \_\_\_\_\_
9. I am conscious of my body language while speaking face-to-face. \_\_\_\_\_
10. I speak clearly and keep my tone pleasant and my volume at a moderate level. \_\_\_\_\_

**TOTAL SCORE:** \_\_\_\_\_



"Hello? Hello? Have you listened to one word I've said??"

### How do you rate?

If you scored 40 (perfect score), you have an effective communication style, and your success on the job no doubt reflects that. A score of 30 to 40 also reflects a mostly positive communication style that works in your favor. A score under 30 means you need to work on your presentation. You may not be coming across as effectively as you think..

### news & notes

#### SURVEY SHOWS IMPORTANCE OF POSITIVE COMMUNICATION

According to a survey conducted by the Canadian staffing service firm Office Team, good communication skills are the key to building a positive image at work. When asked what has the greatest impact on a person's reputation on the job, 49 percent of those polled said communication style.

"Skilled communicators are able to build rapport with co-workers and business associates, which can help move projects along more efficiently," said Liz Hughes, executive director of Office Team.

Hughes offers the following tips for more effective communication:

- **Keep it short.** Whether it's an email, voice mail, or face-to-face meeting, keep your comments brief and to the point.
- **Play nice.** Don't forget to say "please" and "thank you" and to do what you can to help co-workers. If you go out of your way for people, they're apt to return the favor.
- **Be a wordsmith.** Choose your words carefully, especially when emailing, since written messages often appear more severe than intended. If you request action, be clear about what you need.
- **Listen up.** Give those with whom you speak your full attention. Resist the temptation to finish others' sentences or to formulate your own responses while they are talking.



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# Reduce Negative Stress

December is **National Stress-Free Holidays Month** so try these tips to help you have a happy holiday:

- **Treat problems as situations to be corrected**, not as threats to your future
- **Put things in perspective.** Every problem isn't a crisis
- **Don't take things personally.** Changes, criticisms, or difficulties often reflect what's happening on the job or at home, not a negative response to you as an individual
- **Don't try to control everything** and everyone. It's impossible, and it just adds to stress
- **Accept that nobody is perfect.** Everyone makes mistakes so be forgiving of yourself and others

### MAKING GOOD DECISIONS

Ask these questions:

- **What's the best thing** that could come of making this decision?
- **What's the worst** thing?
- **What do you wish** would happen?
- **What's likely to happen** based on your experience?
- **Have you made this decision or a similar one in the past?** How did it turn out?
- **What would happen if you made no decision** at this time?
- Pick someone you respect. **What would this person decide to do?**

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### Got News?

**Do you have news that needs to be circulated or have a subject you would like for us to address? Let us know by emailing the newsletter editor at [tcreel@arkhospitals.org](mailto:tcreel@arkhospitals.org).**

AHA Workers' Compensation Self-Insured Trust Program is administered by Risk Management Resources (RMR), a division of BancorpSouth Insurance Services, Inc. [www.bxsi.com](http://www.bxsi.com). In March 2003 the AHA Workers' Compensation Self-Insured Trust was established. The program provides workers' compensation coverage to AHA members.

Risk Management Resources, the administrator for the program, assists members in the areas of claims management, safety and loss control. Tina Creel, of AHA Services, Inc., is the Group Manager of the Trust and provides oversight of the day-to-day operation of the Trust.

The Board of Trustees provides oversight of the overall operation of the Group Trust.

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