



HOW DO I ACCESS EAP?

To make a confidential appointment via Telephone, Face to Face, Video or WEB e-counselling

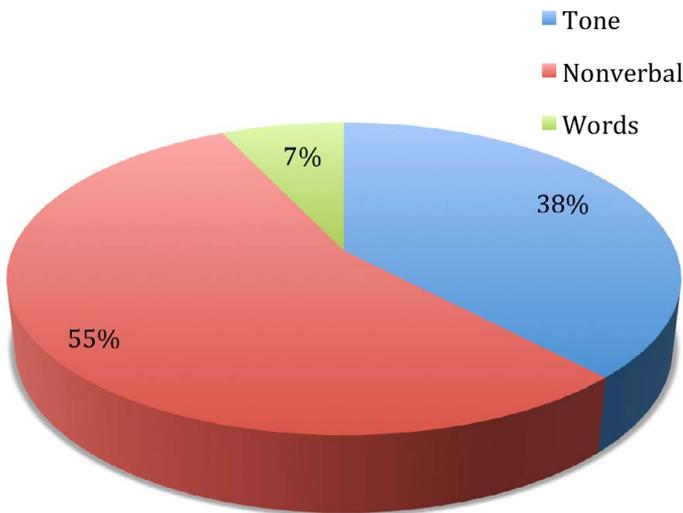
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COMMUNICATION BREAKDOWN



Tips for Understanding Nonverbal Communication

Recognise that people communicate on many levels. Watch their facial expressions, eye contact, posture, hand and feet movements, body movement and placement, and appearance and passage as they walk toward you.

Every gesture is communicating something if you listen with your eyes. Become accustomed to watching nonverbal communication and your ability to read nonverbal communication will grow with practice.

Body Language: The way a person sits, stands, moves their hands, arms and feet etc.

Facial expression: Human faces are incredibly expressive including the eyes, eyebrows, mouth, and any other movement. Emotions such as anger, happiness, hurt, and boredom are all easily expressed with facial movements.

Eye contact: People often attribute trustworthiness to people who speak while maintaining good eye contact and vice versa. Eye contact is also used to convey interest and emotions, and to promote rapport with the receiver of the message.

If a person's words say one thing and their nonverbal communication says another, you need to listen to the nonverbal communication – and that is usually the correct decision.

When leading a meeting or speaking to a group, recognise that nonverbal clues can tell you: when you've talked long enough, when someone else wants to speak, and the mood of the crowd and their reaction to your remarks.

Understanding nonverbal communication improves with practice. The first step in practice is to recognise the power of nonverbal communication. I'm sure you've experienced your own instincts, feeling that what a person said to you was untrue. Listen to your instincts.

NONVERBAL COMMUNICATION

Did you know that what we say, or the language we use with one another is only 7% of what is actually being communicated?

The remaining is divided up into the tone of your voice 38% and your body language, or the nonverbal component, is a large 55%.

Have you ever had any doubt in your mind about the mood of a friend or colleague?

Nonverbal communication is a very powerful form of communication. Nonverbal communication ranges from facial expression to body language.

Gestures, signs, and use of space are also important in nonverbal communication. Multicultural differences in body language, facial expression, use of space, and especially, gestures, are enormous and enormously open to misinterpretation.

Myths about Addiction, Drugs and Alcohol recovery

Drug and alcohol abuse is serious. It can affect our relationships, family, finances, work performance and more.

Addicts are bad people

Addicts aren't "bad" people trying to get "good," they're sick people trying to get well. They don't belong to a particular race or exist only in certain parts of the country. They are lawyers, farmers, soldiers, mothers and grandfathers who struggle with drug dependence on a daily basis. They are proof that addiction doesn't discriminate - but, thankfully, neither does recovery.

If you have a stable job and family life, you're not addicted

You may still have a job or career, a loving spouse and kids, and still have a drug or alcohol problem. Just ask any physician in recovery - many of them practiced for years without anyone recognising their drug addiction. Holding down a job doesn't mean you're not addicted - it could mean that you have a tolerant spouse or boss, or you are in a career that puts up with excessive drug or alcohol use. Although you may still be treading water, you are risking everything, and rock bottom may not be far away.

Drugs relieve stress. They help deal with problems

Drugs only make people forget and not care about their troubles. When the drug wears off, the problem is still there.

If it's a prescription, it must be safe. You can't get addicted to something your doctor prescribes

Although many medications are perfectly safe if taken in the prescribed dosage for a short period of time, prolonged use can be dangerous - and, yes, addictive. Some prescription drugs are especially hazardous if the user exceeds the prescribed dosage or takes a combination of drugs.

If you get drunk, coffee will sober you up

Once alcohol is in the bloodstream, only time will make a person sober.

“Natural” drugs are safer than synthetic ones

Marijuana, mushrooms and other “natural” highs still alter brain chemistry and produce dangerous side effects. They aren’t harmless just because they grow in the ground.

The heroin era (or the crack crisis, or the age of ecstasy) is over

Drugs don’t just go away. Although certain drug trends become more popular and available and then seem to diminish in popularity over time, a drug doesn’t pose a lesser threat to you - or your kids - simply because it is associated with the culture of a previous decade.

If you have a high alcohol tolerance, you don’t have a drinking problem

If you feel nothing after several drinks, you DO have a problem. A casual drinker wouldn’t be able to finish a couple of six-packs - and if they did, they’d feel very sick. If you’re drinking this much and feeling fine, you should seek support and help.

Drug addiction is a choice

Drug use is a choice, and prolonged use changes your body and brain chemistry. When that happens, the user no longer appears to have a choice - this is when use and misuse become addiction.

Detox is all you need. You aren’t addicted after you finish detox. They can just knock you out so you can detox while you sleep

Detox is difficult and it’s just the beginning. The new “ultra rapid detox” programs can be dangerous and even deadly. Finally, detox is the first step towards recovery, but addiction is a chronic illness - like diabetes, asthma or hypertension, it needs to be managed throughout the lifespan. There is no cure.

If someone in recovery uses drugs or alcohol again, they’ll be right back where they were when they first quit

This can be a self-fulfilling prophecy. If you believe that one drink will throw you back to “square one,” then it will. However, it is entirely possible to relapse, realise your mistake, and get right back in recovery.

Marijuana isn’t as bad for you as cigarettes

Marijuana smoke has more cancer causing chemicals than tobacco.

You have to use drugs for a long time before they can really hurt you

Drugs can cause the brain to send the wrong signals to the body. This can make a person stop breathing, have a heart attack or go into a coma. This can happen the first time the drug is used.



If you’re pregnant and use drugs, your body protects the baby

Even unborn children can get addicted because of their mother’s drug use. Drugs affect an unborn child as much or more than the mother. Drug use during pregnancy can cause the baby to die or be born too early. It can damage the baby’s mind and body.

As soon as a person feels normal, all the drug is out of the body

Long after the effects of the drug stop being felt, the drug can still be in the body. For example, cocaine can be found in the body up to one week and marijuana up to 3 months after a single use.

Snuff and chewing tobacco are safe because there’s no smoke

Smokeless tobacco can cause mouth and throat cancer, high blood pressure and dental problems. It can also lessen the senses of taste and smell and can cause bad breath.

Sniffing glue gives an instant rush. There isn’t time for it to hurt you

Inhalants enter the blood and go through the body in seconds. Sniffing larger amounts can cause a heart attack or death from suffocation because inhalants replace oxygen in the lungs.

If you smoked Marijuana during the weekend, you’d be fine by Monday

The effects of Marijuana can last for up to 3 days. It impairs memory, reflexes and coordination.

You can stop using drugs anytime

Withdrawal sickness, believing you must have drugs, and being around people who use can make stopping drug use difficult. But there are people and programs that can help.



If you would like to have further information around our Drug and Alcohol Intervention Programme please contact EAP Services.

HOW DO I ACCESS EAP SERVICES?

Appointments are available 7:30am - 7:30pm, Monday to Friday. In addition a number of EAP Services locations offer extended hours, including weekend support. Appointments can be Telephone, Face to Face, Video or e-Counselling.

For times when individual circumstances require an immediate response, a telephone service operates providing 24/7/365 support. On-call Professionals are available to respond as the situation requires. To arrange support at a convenient time and location you can contact EAP Services anytime.

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