



# EMPLOYEE NEWSLETTER

## EMBRACE

### SABRE88 CORE VALUES

- ✓ **TEAMWORK**
- ✓ **CUSTOMER SERVICE**
- ✓ **ACCOUNTABILITY**
- ✓ **COMMUNITY SERVICE**
- ✓ **COMMUNICATION**
- ✓ **TECHNOLOGY**



## OFFICE EXERCISES TO ADD TO YOUR WORKDAY

### By Mayo Clinic Staff

Finding time to exercise can be a challenge. Why not work out while you work? Consider 10 ways to add physical activity to your workday routine.

1. **Start with your commute** - Walk or bike to work. If you ride the bus or the subway, get off a few blocks early or at an earlier stop than usual and walk the rest of the way. If you drive to work, park at the far end of the parking lot — or park in a nearby lot. In your building, take the stairs rather than the elevator.
2. **Stand up and work** - Look for ways to get out of your chair. Stand and walk while talking on the phone. Or try a standing desk — or improvise with a high table or counter. Eat lunch standing up. If possible, skip instant messaging and email, and instead walk to a colleague's desk for a face-to-face chat.
3. **Take fitness breaks** - Rather than hanging out in the lounge with coffee or a snack, take a brisk walk, hike a few flights of stairs or do some gentle stretching. For example, face straight ahead, then lower your chin to your chest. Or, while standing, grab the back of one of your ankles — or your pant leg — and bring it up toward your buttock. Hold each stretch for 15 to 30 seconds.
4. **Bring a fitness ball to work** - Consider trading your desk chair for a firmly inflated fitness or stability ball, as long as you're able to safely balance on the ball. You'll improve your balance and tone your core muscles while sitting at your desk. Use the fitness ball for wall squats or other exercises during the day. Keep in mind that in some cases, an office chair may be more appropriate.
5. **Keep fitness gear at work** - Store resistance bands — stretchy cords or tubes that offer weight-like resistance when you pull on them — or small hand weights in a desk drawer or cabinet. Do arm curls between meetings or tasks.
6. **Join forces** - Organize a lunchtime walking group. Enjoy the camaraderie of others who are ready to lace up their walking shoes. You can hold each other accountable for regular exercise — and offer encouragement to one another when the going gets tough.
7. **Conduct meetings on the go** - When it's practical, schedule walking meetings or walking brainstorming sessions. Do laps inside your building, or if the weather cooperates, take your walking meetings outdoors.
8. **Pick up the pace** - If your job involves walking or biking, do it faster. The more you walk and bike, and the quicker your pace, the greater the benefits.

9. **If you travel for work, plan ahead** - If you're stuck in an airport waiting for a plane, grab your bags and take a brisk walk. Choose a hotel that has fitness facilities — such as treadmills, weight machines or a pool — or bring your equipment with you. Jump-ropes and resistance bands are easy to fit into a suitcase. Of course, you can do jumping jacks, planks, crunches and other simple exercises without any equipment at all.
10. **Try a treadmill desk** - Consider a more focused walk-and-work approach. If you can safely and comfortably position your work surface above a treadmill — with a computer screen on a stand, a keyboard on a table or a specialized treadmill-ready vertical desk — you might be able to walk while you work.

***"Life isn't about finding yourself. Life is about creating yourself."***

*George Bernard Shaw*

## **6 Tips for Responding to Rude E-Mails**

***Rude e-mails are annoying and can bring the workplace down***

By **Kathy Gurchiek** February 12, 2019

The message in ALL CAPS sets your teeth on edge. A colleague's attempt at wit comes across as snarky and sarcastic. A hastily written note sounds brusque and abrupt. Rude e-mails are the bane of the workplace and can have major consequences. In a nanosecond, that e-mail can raise blood pressures, be misconstrued, leave too much room for misunderstanding and cause offense. And while e-mail is an important and effective communication tool, e-mails that "push our hot buttons" are often e-mails that should have never been sent.

**Gracefully Handling E-Mail** -Here are some tips for handling e-mail—from co-workers or customers—with grace and professionalism:

- 1. Consider the time of day.** Be mindful of how late or early you are contacting the people you work with. "A simple question could be perceived as really rude if it's sent at 6 a.m.
- 2. Be conscious of your message's tone.** Words have to be chosen carefully and thoughtfully to help avoid erroneous inferences and **prevent miscommunication**. Always reread an e-mail before sending. Strive for a tone that is positive and reflects well on you as the sender and on your organization. So often, people respond to e-mails too quickly, too carelessly and with a poor tone.
- 3. Practice restraint.** Communicate what you need to communicate and only what you need to communicate. Think before you write and make sure that sarcasm and jokes are left for verbal communications. You should always think that any e-mail you write could be published on page 1 [of a newspaper] for all to read.
- 4. Don't respond to an e-mail when upset.** Remember that e-mail is forever and can be copied and distributed. Always make a conscious effort to be polite and diplomatic, no matter how angry or offended you may be. If need be, cool-down before responding.
- 5. Consider templates for customer e-mails.** Today, there are online resume builders and reviewers that provide employees with a range of templates they can tailor to meet their needs when dealing with customers.
- 6. Consider using other forms of communication.** Many topics are better communicated via a phone call or face-to-face conversation. Subjects that are sensitive or negative in nature or that require a lengthy discussion or brainstorming are better handled verbally.



### **EMPLOYEE REMINDER**

**WorkLifeMatters Employee Assistance Program** offers services to help promote well-being and enhance the quality of life for you and your family.

- **HEALTH:** Healthy living, Stress Management, Mental Health, Diet and Exercise
- **FAMILY:** Parenting Support, Child and Elder Care, Learning Programs, and Special Needs Help
- **FINANCIAL:** Legal Issues, Will Preparation, Taxes, Debt, Financial Planning Tools & Assistance



**Phone:** 1-800-386-7055 (available 24 hours a day, 7 days a week)

**Email:** eapcounselor@ibhcorp.com or **Web:** www.ibhworklife.com – **User Name:** Matters/**Password:** wlm70101

## The Art of Workplace Diplomacy Distinguishes Successful Careerists



by LiveCareer Staff Writer, Alexandra Levit

The hallmark of the diplomatic person is assertiveness, or readily expressing your views while respecting the opinions and dignity of others. Diplomatic people recognize that they are most likely to get their own needs met if they can communicate their goals without evoking hostility in the other party. They are tactful, which means they have the ability to get across potentially hurtful information to another person without offending him or her. Here's how they do it:

- **They approach negotiations from a win/win perspective:** In his book, *The 7 Habits of Highly Effective People*, Stephen Covey says that if you want another person to cooperate with you, first analyze what he wants and then communicate how working with you can help him get it (i.e., you win, and they win).
- **They problem-solve rather than spar:** Diplomatic individuals lay out the scenario calmly and solicit the other person's help in finding the best solution. They listen carefully to the other person's feedback without interrupting and ask questions for clarification.
- **They are tolerant of opposing points of view:** Diplomatic employees respect that they may not always see eye-to-eye with other people, so they don't waste time and energy forming judgments about their co-workers. In conversations in which a fundamental difference of opinion is at play, they use facts to support their ideas and use non-accusatory language such as "I think that..." or "it seems that..." rather than "you think that..." or "you always..."
- **They use positive body language:** Diplomatic people maintain an even, audible tone when they speak. They relax their body and keep an appropriate distance away from the people with whom they're conversing. They always make eye contact.

### **Final Thoughts on Workplace Diplomacy**

Diplomatic workers are the individuals who can come out of necessary and frank conversations with their reputation intact. Following the suggestions in this article can help you become one of those individuals.

## **SABRE88 NEWS**



### 1<sup>st</sup> Quarter Birthdays

#### January

Michele Hammond  
Ernestine Turner  
Jerome Gummin  
Howard Johnston  
Kris Megno  
Derick Starkey  
Larry Pan  
Annette Suarez-Benitez

#### February

Robert Lightfoot  
Angel Veloz  
Kimberly Hawkins  
Leslie Albee  
Lauren Sandrik

#### March

Michael Proper  
James Hansel  
Nelson Cardone  
Vicki Knight  
Anthony McLetchie  
Bruce Conte  
Kathleen Hull  
Nancy Marter  
Karimah Edens



### Employee Anniversary 's

#### January

Carolyn Glover-Erves

#### February

Bruce Conte

Lucille Balite

Tahira West

Gail Young-Davis

#### March

Christopher McCoy

Hannah Sprague

Michael Proper



**2<sup>nd</sup> Quarter Birthdays**

**April**

Ronald Oliver  
Maria Franco  
Bob Cottingham

**May**

Craig Hilliard  
Bruce Holiday  
LaTanya Clemons  
Gail Young Davis  
Kathleen Calvey  
Carilla Fritz  
Vicky Lewis

**June**

Urecker Watts  
Laurie McCulley  
Sahbria McLetchie  
Vidhi Paynda  
Tahira West  
Ben Bratton



**Employee Anniversary 's**

**April**

Leslie Albee  
Carilla Fritz  
Kathleen Hull  
Chris Megno  
Charles Sawyer  
Jaclyn Stuart  
Angela Backman  
Taehoon Song  
Terry Harris  
Yokasta Jones  
Nelson Cardone  
Brenda Montoya

**May**

Laurie McCulley



**Graduates**

**Jenan Abu-Hakmeh**

Bachelor of Science – Business  
NJIT

**Jacob Callahan**

Bachelor of Science - Public  
Policy & Political Science-Rutgers

**Sahbria McLetchie**

Bachelor of Science – Pubic  
Health & African Studies-Rutgers  
University

**Nakira Whitehead**

MBA – Finance & Business &  
Analytics Certification

**Aria Xu**

Master's Degree – Business  
Analytics – Supply Chain  
Analytics – Rutgers University

**UPCOMING EVENTS**

**Look for Sabre88 Training in your email the week of July 29<sup>th</sup> -**

**3 Training Courses including Preventing Sexual Harassment**

**due by September 1st**



## JULY IS

NATIONAL ANTI BOREDOM MONTH



This Photo by Unknown

NATIONAL BAKED BEAN MONTH



NATIONAL ICE CREAM MONTH

NATIONAL CELL PHONE COURTESY MONTH



This Photo by Unknown Author is