



The Chronicle

No Excuses By Joseph P. Cowley, Ph.D., President/CEO

How much of your success would you say is up to you—your choices, your actions, your behaviors—versus outside conditions?

If your mind-set is that you're at least 85% responsible for your success—and that just 15% depends on the way the wind blows—you'll likely be successful. If you blame your problems and failures—big or small, personal or professional—on other people, circumstances beyond your control, or just plain bad luck, you may be doomed to fail. Accountability is not just a mindset. It's also a skill-set that everyone can learn. It may not be as easy as one-two-three, but it is a multi-step process:

Responsibility — Responsibility is not something you do—it's a way of thinking and being. When you're truly responsible, you believe that success or failure is up to you, even if you work within a team or are blind-sided by unforeseen circumstances. You own your commitment to a result before the fact, before you even take action. **Be responsible "either way."** - It's easy to claim responsibility when things go well, but it's hard when they don't. A truly responsible person, however, accepts responsibility either way. So next time you take on a project, be 100% responsible for the outcome. Not a little. Not somewhat. Not pretty much. Own it 100%—good or bad—with no wiggle room.

Recognize your power. - You already have the ability to be 100% responsible; everybody does. Yet most of us don't realize—or at least don't admit—that we alone have the power to manage our lives and careers. Sure, you can give that power away, but that is a conscious choice; it doesn't happen without your permission.

Deal with what is. - Think about it: when was the last time you were able to change the past? It doesn't matter what should have happened—it matters what is. That saves you the trouble of figuring out who's to blame or worrying about how things "coulda woulda shoulda" been if only something had gone differently. It didn't—and that makes your choice a cinch: "How do I want to react to the situation that is?"

Self-empowerment—There is only one kind of empowerment and that is self-empowerment. Unlike granting authority, empowerment comes from within. By empowering yourself, you take the actions—and the risks—to achieve a result and get what you want. Rather than waiting for someone to declare you empowered or give you that one lucky break, you step outside your comfort zone, make things happen, and answer for the outcomes. Getting started:

Manage expectations. - The most direct route to self-empowerment is to be clear about expectations—not only what you expect, but also what's expected of you. To do that, you need to ask questions, make agreements, and clarify everything in writing. Otherwise, you risk suffering the source of all upset: missed expectations.

Take back your time. - "No" is an empowering word. So every time you utter, "I can't say no," ask yourself if you can't—or if you're unwilling to. Take back your time in other ways, too: get rid of your to-do list (track projects and deadlines on a calendar instead); resist over-scheduling (you can't cram 12 hours of work into eight hours, so stop trying); and estimate times realistically (let's face it, most tasks take longer than we think they will).

Sing your own praises. - It's an all-too-common workplace mantra: "One day they'll notice how much I do around here and give me the recognition I deserve." NOT! Take stock of your personal talents and triumphs and let the higher-ups know who you are and how you contribute.

Personal accountability.—Unlike responsibility (the "before") and self-empowerment (the "during"), personal accountability is the "after". It's a willingness to answer for the outcomes of your choices, actions, and behaviors. When you're personally accountable, you stop assigning blame, "should-ing" on people, and making excuses. Instead, you take the fall when your choices cause problems.

Getting started:

Tell the truth. - Everybody messes up sometimes. Lying about it or trying to cover it up always makes it worse—no exceptions. (Just ask former President Bill Clinton, who paid a steep price—impeachment—for lying to a grand jury.) Save yourself some time: Don't tell untruths. Nobody believes them anyway—not even you.

Police yourself. - Are you accountable for your actions even if nobody holds you accountable—or nobody catches you? You bet you are. So be your own "accountability cop" and police yourself. On the long and winding road of life, choose accountability at every turn.

Look to yourself—first. - When trouble arises, look first to yourself. Ask four specific questions: "What is the problem?" "What am I doing—or not doing—to contribute to the problem?" "What will I do differently to help solve the problem?" and "How will I be accountable for the result?" Personal accountability is sorely lacking—and urgently needed—in business and across society as a whole. Wait no longer—do it now. Choose accountability and own your success at work and in life.

Birthdays

- Heather Hogbin 4/4
- Kershanna Harris 4/14
- Nik Kerr 4/14
- Raynikka Adams 4/14
- Ariana Pickett 4/17
- Ralph Hall 4/23
- Tayea Foulks 4/25
- Becky Mueller 4/26

Anniversaries

- Annalyse Gratzek 1yr



Prevention News from Zandra Rodriguez



“Collaborative Efforts within the Community”

In the month of March, we have been busy utilizing two components of the 5 I's: Inclusion and Information Sharing. There were many collaborative efforts among the Gambling Treatment Dept. and Prevention Dept. to bring information about our services to the community at large. Prevention and Gambling held a booth at the Women's Health Fair, which took place at the River Center in Downtown Davenport. In addition prevention staff held another booth at the Family Caregiver Conference at the Waterfront Convention Center in Bettendorf. Finally, Staff from both departments gave a presentation on Paula Sands Live. These events gave staff the opportunity to not only share with the public the CENTER's new services, but also convey the CENTER's mission. The outpour of feedback from the community was positive and complimentary. Many expressed their gratitude and appreciation for the CENTER's continued efforts and services that are available for the community as a whole.

TIC

TIC (Trauma Informed Care) TIP of the month

When a child experiences a traumatic event, short-term distress is almost universal. Typical reactions mental health care providers see include: the development of new fears, separation anxiety, sleep disturbances, sadness, loss of interest in normal activities, reduced concentration, decline in school, anger, somatic complaints, and irritability. If these symptoms are observed, further discussion with a counselor or prevention specialist regarding a possible referral to address the exposure to trauma could be helpful.

Based on this knowledge, how does this relate to your position at CADS. What changes can you make?

TIP

Administrative Directive of the Month
4250
Referral to Outside Resources
Please review with staff.

April Trainings



4/7/2017	Responding to Angry Clients and Customers (Generic)	Genesis EAP-Sheila Funk	10am-11am	FRMT
4/21/2017	Understanding Steps 10-12 (Alcohol & Drug Specific)	Al Stouffer	930am-1230pm; 15 minute break	FRMT
4/28/2017 (please note date change)	INSERVICE: Diversity (Racial/Ethnic)	Daniella Harris	11AM-12PM	FRMT
04/19&20/2017 (see supervisor if interested)	Training on Behavioral Interventions for children impacted by substance exposure	Dr. Chasnoff	10am-11am	Bettendorf

Healthy Recipe from Krystle Krauss

Apple Chips

2 Golden Delicious apples, cored and thinly sliced

1 1/2 teaspoons white sugar

1/2 teaspoon ground cinnamon

Preheat oven to 225 degrees F (110 degrees C).

Arrange apples slices on a metal baking sheet.

Mix sugar and cinnamon together in a bowl; sprinkle over apple slices.

Bake in the preheated until apples are dried and edges curl up, 45 minutes to 1 hour. Transfer apple chips, using a metal spatula, to a wire rack until cooled and crispy.



Spirit Wear Days



Wednesday, April 05

BASEBALL TIME

Wear your baseball team shirt or colors (any school or professional)

Thursday, April 06

BLUEOUT DAY (donations from this day will go to Child Abuse Council)

Join us & wear blue to support safe, healthy, happy childhoods.

Blueout Day unites our community during Child Abuse Prevention Month to keep all children safe from abuse and neglect.

Thursday, April 20

CHILD ABUSE PREVENTION

Wear your favorite kid friendly character or school shirt

Personnel Policy of the Month

3330

Personal Appearance

Please review with staff.

CADS is going Tobacco Free!

The CENTER is very excited to announce that as of July 1, 2017, our agency will be tobacco free. This will apply to staff, clients and all CENTER property. This falls inline with our mission and vision. As a reminder, the CENTER offers many ways for clients and staff to go tobacco free.

Now is the time to ensure clients are being referred to our smoking cessation program. Staff should be reminded our medical plan offers a free cessation program for staff who smoke.

Below are some resources:

1-800-QUIT-NOW is a free telephone support service that can help individuals who want to stop smoking. Callers have access to several types of cessation information and services. Or visit them online at <https://www.quitnow.net/iowa/>.

<http://www.tobaccofreeqc.org/quitting/quitline-iowa/>

http://www.livewelliowa.org/wellness_topics/smoking_cessation/

1-866-QUIT-YES



LEGAL REFERRAL SOURCE

Free phone consultation to assist with personal legal matters such as:

- Family Law
- Housing and Real Estate
- Creditor Concerns
- Consumer Rights
- Criminal
- Contracts

How it works:

- Quad City employees call 563-386-4004; all others please call 800-475-1641.
- This call to the Genesis EAP will determine that legal needs are your only concern; financial and emotional needs may be involved.
- If needed, you will receive a free call from an attorney via telephone who can offer guidance and answer questions.
- If desired, you will be referred to local participating attorneys, and the first 30 minutes of your face-to-face meeting with the attorney are free.
- Participating network attorneys offer a 25% discount from standard billing rate.

Some issues may require more in-depth counseling from an attorney.

This service excludes any labor law or employer/employee issues.

Authorization is required.

**Call us at
563.386.1641
or 800.475.1641
for more information.**

Use of all Genesis EAP services are held in complete confidence. Your privacy is assured.

www.genesishealth.com/AtWork