

# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

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## A Message from Matt

According to the Gallup Organization, engaged organizations have 3.9 times the earnings per share compared to organizations with lower engagement in the same industry.



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Building TRUST is a key ingredient to engagement and is driven by CONSISTENCY and COMMUNICATION.

Are you consistently honest with your colleagues? Do you follow through on your commitments? The kind of communication that builds trust requires listening to people in a 1 on 1 setting. So put the emails on hold, hit the floor and spend some time listening to your people, following through on your commitments, and building trust!

*"...just one person saying to me, 'You've made my day!' makes my day."*

- Andy Rooney



ANDY VISSER  
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## MOBILE LEARNING to UP-SKILL FRONTLINE EMPLOYEES

The Cell-Ed App tackles one of the world's most intractable problems - teaching adults the basic skills they need to better their lives. Skills such as reading a child's homework, communicating with confidence, dividing numbers and learning English language. One in four US adults don't have these skills, leaving them unemployed or underemployed.

Cell-Ed, launched in 2014, uses an approach where learners listen to lessons on their flip phone or smartphone anywhere and anytime — no internet connection or data plan needed. They text to demonstrate an understanding of the lesson and can talk and text with automated and live coaches on demand.



Cell-Ed claims that tens of thousands of adults use Cell-Ed's platform, courses, and content today. Founder Jessica Rothenberg-Aalami makes the point that more than 89 percent of adults in need of basic academic and job skills will never gain the skills they want and need with traditional classrooms and approaches. However, 95 percent have mobile phones. Mobile learning just makes sense for these learners, if for no other reason than providing access.\*

In a recent review by Training Industry Magazine (Sept. – Oct. 2018) writer, Taryn Oesch notes that this is an award-winning training innovation which is available not only for learning English language, but also for on-the-job-training. Entry-level service workers, in settings such as hospitality and health care, are being on-boarded effectively using this program for language learning and basic employment skills.

Company employees that use Connections EAP can find links to the Cell-Ed app on the Connections EAP website, along with other suggested self-help apps, by going to [www.connectionseap.com](http://www.connectionseap.com) and logging in using your user name and password.

\* *Digital Promise. Jessica Rothenberg-Aalami <https://www.cell-ed.com/our-story/>*

**Connections Inc. Employee Assistance Program's** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

# NOTEWORTHY:

## NOT JUST RECOVERING, BUT THRIVING, AFTER EMOTIONAL DIFFICULTIES

Some excellent new research on not just recovering, but thriving, after emotional difficulties, notes that the successes following a season of emotional illness are not distinguished in the same way successful treatment of illnesses such as cancer is celebrated. The authors point out that healthcare should seek more than the mere absence of distress and disorder.

The hope after depression, for example, is for a new era when one can love and be loved, be engaged in the present moment and extract joy and meaning from life. The researchers suggest that psychology and psychiatry may have a blind spot for good outcomes across a wide range of disorders. They note the literature lacks even the most basic estimates of how many people go on to full recovery & are flourishing.

*'The Curious Neglect of High Functioning After Psychopathology: The Case of Depression.'* Jonathan Rottenberg & Andrew R. Devendorf. Department of Psychology, University of South Florida. Todd B. Kashdan, and David J. Disabato. Department of Psychology, George Mason University



## Maynard's Corner

Buy local!

When you partner with Connections Inc. EAP services that is exactly what you are doing. Buying local!

Connections Inc. uses in-community counselors. Whenever face to face consultation is needed, Connections aligns the person in need with credentialed providers as locally as possible.

In addition to counselors and mental health providers, our customers have access to a local key credentialed drug and alcohol affiliate professional to ensure an effective transition from positive drug test to treatment compliance.

When you use Connections Inc. EAP services you are buying local!



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**NEXT ISSUE:** Meet our new Quality Review Officer, who will shed some insight on prescription drugs in the workplace.

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