

FROM THE EDITOR

It shouldn't come as a surprise given today's economy, foreclosures, and high unemployment rate, that stress influences our every day lives. While federal employees, uniformed or civilian, are fortunate to be in positions of relative job security, we are not immune to the stressors that can create damaging and even catastrophic consequences. Family separations, so common in the military, create a myriad of stressful situations. It is how we recognize and cope with stress in both ourselves and our colleagues that dictates our emotional health.

This newsgam highlights the priority Navy is placing on managing the stress in our lives. Our feature article discusses Navy's Operational Stress Control program, its goals and vision for the future. Our Top 10 list provides you some helpful hints on managing your expectations during the holidays. In our Tools and Resources section, we list some of the key support materials available through a website dedicated to helping you manage stress. We also invite you to take a "benchmark" stress quiz. Surprised at what you find? Remember, stress is something that affects you AND your employees. Know what to look for and what to do when you see it.

It has been a rewarding and insightful first year for Top 50, and we look forward to the exciting challenges that lie ahead. From all of us in N1Z, we wish you a very safe and happy holiday season!

Best,
Wayne Wagner



Feature: *Operational Stress Control* *A Continuum of support that starts with LEADERSHIP*

Captain Lori Laraway, Navy's Operational Stress Control (OSC) Coordinator, has a daunting mission. Her mission is to provide an organizational framework which allows Sailors and their families to thrive in the midst of stressful situations. She must also ensure the program complements the efforts of BUMED's Naval Center for Combat and Operational Stress Control (NCCOSC), which provides tools to help Sailors, Marines and their families understand and deal with the psychological demands unique to the Navy and Marine Corps.

The program became official in November 2008. "Our immediate priority was to increase OSC awareness in our Sailors," said Laraway. "We released a training brief and video to the accessions commands and our network of Reserve Psychological Health Outreach Coordinators in order to reach recruits, officer candidates, and all reservists. We also instituted pre-deployment training to 100% of Individual Augmentees and developed post-deployment reintegration training delivered at all Returning Warrior Weekends."

By analyzing the results of a 2008 Behavioral Health Quick Poll, and through discussion with focus groups, Captain Laraway's office was able to determine the importance of stress awareness. Work-related stress has increased by almost 16% from 2005. Officers and enlisted reporting the most stress were least likely to use positive coping strategies and were also least likely to seek



Awards Scorecard

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Recognition To-Date

- **ASTD Excellence in Practice Award**
- **OPTIMAS Award for General Excellence**
- **Best Diversity Company**
- Career Development
- **Ted Childs Work Life Excellence Award**
- **Diversity Council Honors Award**
- Performance Improvement
- **Most Admired Employer Award**
- **Tele-Vision Award**
- Workforce and Development
- **Work Life Legacy Award**
- **21st Century Best Practice Distance Learning Award**
- Managing Change

Awards Submitted

- **Catalyst Award**, *Catalyst Magazine* (Announcement January 2010)
- **2010 Excellence in Practice Award**, *American Society for Training and Development (ASTD)* (Announcement January 2010)
- **Top 125**, *Training Magazine* (Announcement February 2010)
- **Work-Life Innovative Excellence Award**, *Alliance for Work-Life Progress (AWLP)* (Announcement May 2010)

Upcoming Awards

Award Name	Deadline to N1Z	Submission Deadline	Expected Notification
2010 Recruiting Excellence Awards, <i>ERE Media Inc.</i>	04 Dec 2009	05 Jan 2010	Mar 2010
Best Award, <i>ASTD</i>	22 Feb 2010	31 Mar 2010	Oct 2010
Alfred P. Sloan Awards, <i>Families and Work Institute</i>	08 Mar 2010	15 Apr 2010	Sep 2010

Spotlight On:

ASTD BEST Award



Sponsor: American Society for Training and Development

Description: Award winners are the BEST at building talent, enterprise-wide, supported by the organization's leaders, fostering a thorough learning culture. <http://www.astd.org/ASTD/aboutus/AwardsandBestPractices/bestAwards/> The ASTD BEST Awards recognize organizations that demonstrate enterprise-wide success as a result of employee learning and development. According to Tony Bingham, ASTD's Chief Operating Officer, "The winners of the ASTD BEST Awards 'get it.' They use learning as a strategic tool and have the support of senior leaders who champion a learning culture." Bingham continues, "They demonstrate learning is vital to individual and organizational performance, training is not a discretionary item, and even in times of uncertainty and downturn, continued investment in employees is the key to future success."

Application deadline (to N1Z): 22 February 2010

Last year's winners: Whirlpool, Sun Microsystems, LaQuinta Hotels

<http://www.astd.org/NR/rdonlyres/A8864862-FA50-49F9-B4A4-56AD8E999467/0/2008BESTAwardwinnerspressreleasewithrankings3.doc>



Operational Stress Control

Starts with LEADERSHIP

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help for stress-related issues, citing a fear that peers and supervisors would treat them differently.

"Key factors for success must start with active leadership support," says Captain Laraway. "A major tenet of our effort revolves around developing formal OSC curriculum that builds upon the Navy leadership continuum." The final module, due in April 2010, will have 23 sections, delivered at key nodes of training throughout the Sailor's career. "The next stage is decreasing the stigma associated with seeking care for stress-related issues. This will require global cultural change, a change that can only come with active leadership involvement and support."

"2010 is about communication beyond our 'module based training program,'" notes Captain Laraway. The to-do list is ambitious. There will be spouse focus groups, an *All Hands* article, and 10 television infomercials. "We will continue assessment by deploying another Behavioral Health Quick Poll, a unique stress Lightning Poll, and will incorporate questions into existing Navy-wide surveys."

"We must move away from the idea of responding to mental illness and move toward a proactive culture that promotes psychological health," continues Laraway. "Our model highlights a shared responsibility all Sailors have for mission readiness and force protection. We can't afford to miss one beat. Our Sailors and their families deserve nothing less."



Best Practices



At Corning Inc., a glass and ceramics manufacturer, a key part of their program included the establishment of various training classes, which focused on teaching stress management skills such as muscle relaxation, Tai chi, meditation, yoga, guided imagery, and cognitive restructuring. These free weekly training classes took place outside of working hours, sometimes during lunch. Upon completion, employees were offered discounted yoga, Tai chi, and meditation classes in the community.

Blue Cross and Blue Shield of North Carolina recognizes stress can be taken home to the family. Each month, it hosts a husband/wife seminar on a stress-related topic in its offices. At the end of the meeting, a drawing is conducted for two lucky winners to get a spa treatment, massage, or free baby sitting coupon.

Did You Know?



- MilitaryOneSource gives active duty and their family members up to 12 free counseling sessions per issue. <http://www.MilitaryOneSource.com> or 1-800-342-9647.
- The TRICARE Assistance Program (TRIAP) is a free web-based service for active duty and families which uses video chat and IM to provide real-time support from assistance counselors on nearly any behavioral health issue. For info, see www.tricare.mil/TRIAP
- *Mindlines* is a quarterly newsletter from Naval Center Combat & Operational Stress Control. NCCOSC improves the mental health of Navy and Marine Corps forces and their families. <http://www.med.navy.mil/sites/nmcsc/nccosc/>



Navy Wins Again!

Shortly after Navy won the most prestigious award offered by Workforce Management Magazine, Navy gained entrance to the internationally recognized Training Magazine's Top 125 Training organizations list.

Some companies on last year's list included: General Mills, Microsoft, AETNA, UPS, Sun Microsystems, Intel, QUALCOMM and Caterpillar. Navy's commitment to state-of-the-art, easily accessible and relevant training throughout employees' careers compares with the best our nation's companies can offer.

While it is certain we've made this list, we will not know our relative position until the announcement on February 1, 2010 at Training Magazine's convention in San Diego, CA. We thank the many Navy organizations which helped put this winning application together. We'll let you know where we stand in February!

Tools and Resources



OSC on Navy Knowledge Online: Find policies and procedures, guidance for leadership, service members, and family members, listen to podcasts from CNO, CNP, and MCPON, or ask an expert your questions about Operational Stress or Post Traumatic Stress Disorder. <https://www.nko.navy.mil/portal/operationstresscontrol/operationalstresscontrol>

Navy Fleet and Family Support Center: A website designed to strengthen personal and family competencies to meet the unique challenges of the military lifestyle. <https://www.nffsp.org/skins/nffsp/home.aspx>

Expeditionary Combat Readiness Center: A comprehensive site for Individual Augmentees preparing to deploy. https://www.nko.navy.mil/portal/manpowerpersonneltraining_education/individualaugmentation/home

Interactive Stress Test, Holmes & Rahe (1967) *Journal of Psychosomatic Research*, 11:213-219: Based on their statistics and research, see how life events can increase the potential of stress related injury. <http://www.stress-management.net/stress-test.htm>

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Top 10 Tips for Curbing Holiday Stress



- 1 Acknowledge your feelings. If you can't be with loved ones, realize it's normal to feel sadness or grief.
- 2 Reach out. Volunteering your time to help others is a good way to lift your spirits and broaden friendships.
- 3 Be realistic. If you can't celebrate with loved ones, find other ways, such as sharing pictures, emails or videotapes.
- 4 Set aside differences. Try to accept family members and friends as they are, even if they don't live up to all your expectations. Chances are they're feeling the effects of holiday stress too.
- 5 Stick to a budget. Before you go gift and food shopping, decide how much you can afford to spend. Try these alternatives: Donate to a charity in someone's name, give homemade gifts or start a family gift exchange.
- 6 Plan ahead. Set aside specific days for shopping, baking, and visiting friends.
- 7 Learn to say no. Saying yes when you should say no can leave you feeling resentful and overwhelmed.
- 8 Don't abandon healthy habits. Have a healthy snack before holiday parties so you don't go overboard. Continue to get plenty of sleep and physical activity.
- 9 Take a breather. Make some time for yourself.
- 10 Seek professional help if you need it.

Quote of the Month

"Recognizing and getting help for stress concerns is not a sign of weakness. It is a sign of strength, and a sign that you care about yourself, your shipmates, your command, and your family." – ADM Gary Roughead, Chief of Naval Operations