

First Financial Employee Leasing, Inc.

Newsletter

July 2010

Issue 12

- **It's important to be aware of chronic complainers in your group**
- **Let a complainer know what changes you would like to see**
- **Whether someone sees the glass "half empty" or "half full" has little to do with you**

How To Deal With a Chronic Complainer

It is important to deal effectively with employee complaints and chronic complainers in order to build a more positive high performing team.

Some employees never seem to be happy. They constantly point out problems to management or coworkers, but rarely produce constructive solutions. Even if they do good work, these employees can undermine team motivation and productivity and then can cause others to feel dissatisfied. They can also create a negative impression in the eyes of customers and vendors. Dealing with employee complaints and constant complainers will help you boost morale and build a more positive, high-performing team.

Some complainers allow their negative views to affect their work while others may maintain high standards of performance that drive their complaints. Some find fault with almost any new idea or assignment. Others seem to have a chip on their shoulder. Either way, they can undermine morale and performance.

Chronic complainers can be a challenge for managers and dealing with them can be especially complex if, aside from their negativity, they are good workers. Here are some tips:

Deal with chronic negativity as soon as you can - Let your employees know what kind of behavior is expected and valued.

Have a private meeting with the negative employee - Many chronic complainers don't realize how negative they sound, either because no one has pointed it out or they feel their complaints are justified.

Let the employee know that you want possible solutions, not just complaints - Make it clear that you expect to hear constructive ideas to deal with the situation being complained about.

Be honest about what cannot change - Be honest about what someone will have to accept. You might lose the trust of complainers by making empty promises to "work on" finding a solution to a situation that is beyond your power to influence.

Take a managerial approach - Avoid trying to change the complainer's personality or view of life. It isn't your job to make your employees happy. It is your job to support their work.

Avoid taking the negative personally - Some people are naturally upbeat, while others tend to be negative and critical.

Follow-up - Monitor the employee's behavior. If you do not see evidence of positive change, fewer complaints and a more positive approach take a more direct approach. Begin the disciplinary documentation process of how their negative attitude affects productivity and that it will not continue to be acceptable.

Take Advantage of the HIRE Act Tax Incentives!

The new Hiring Incentives to Restore Employment Act (HIRE) was signed into law on March 18, 2010. It provides employers who hire and retain qualified previously unemployed workers two new tax incentives.

Employees must meet the following qualifications:

- Must start work after February 3, 2010 and before January 1, 2011
- Must not have been employed for more than 40 hours during the 60 days before his/her start date
- Must not replace a current employee (unless employee was separated from employment voluntarily or for cause)
- Must not be related to the employer or directly or indirectly own more than 50% of the business
- May be previously laid-off employees
- May be part-time or less than full time employees

The Payroll Tax Incentive portion of the act exempts the employer from their share of the 6.2% (OASDI) portion of FICA tax liability for any 2010 period beginning after the enactment of this legislation (March 18, 2010) as long as the qualified employee is employed in 2010.

The Retention Credit provides a business tax credit of up to \$1,000 per qualified employee if the new employee stays on the payroll for 52 weeks.

The IRS has developed a Form W-11 for qualified employees to complete. Go to <http://www.irs.gov/businesses/small/article/0,,id=220745,00.html> for more information or call the Human Resources Department at FFEL for assistance.

In this issue:

How To Deal With Chronic Complainers	1
Take Advantage of the HIRE Act Tax Incentives	1
Clear Skin & Vision- National UV Safety Month	2
Watch for Signs of Heat Stress in Outdoor Workers	2



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Benefits Corner

ALLSTATE NOW OFFERING SUPPLEMENTAL PLANS

Allstate is now offering supplemental cancer, accident, term life, universal life and short term disability coverage. Contact the Benefits Department for more details!

GET IN ON THE SAVINGS!

Get FREE discount prescription cards for your employees through National Drug Card. This is NOT insurance.

Each card is valid for use for the entire household. The card can save between 10%-85% on brand-name and generic drugs immediately-no claim forms-no deductibles! The card is accepted at over 58,000 pharmacies in the U.S.

What could be easier?

Contact FFEL's Benefits Department to get FREE National Drug cards for your employees!

Clear Skin and Vision-National UV Safety Month

Consider these statistics:

- Every year, more than 50,000 people in the United States are diagnosed with malignant melanoma, the most serious form of skin cancer.
- More than 1 million people in the United States are diagnosed with less serious forms of skin cancer each year.

Ultraviolet (UV) rays (See **"What are UV Rays?"**) can permanently harm both skin and eyes. There's nothing wrong with enjoying a warm, sunny day, but you need to know that whether you are working or playing, too much exposure to sunlight can have serious health effects.

You probably know that too much sun can cause skin cancer and skin aging. But you may not realize that sunlight also can cause eye damage—it has been linked to cataracts and other eye ailments. It's also possible for eyes to become "sunburned"—not necessarily a serious condition in itself, but one that could contribute to eye problems later on in life.

All of these facts make it essential for you to take proper precautions when you are out in the sun:

- **Check the UV index** online, on the TV weather forecast, or in the newspaper, and be especially careful when the index is high.
- **Wear a brimmed hat and sunglasses** that filter out UV rays.
- **Cover up with a long-sleeved shirt and long pants** made of a tightly woven fabric for the best skin protection if you burn easily or are outside for long hours.
- **Always use a broad-spectrum sunscreen of SPF 15 or higher** to protect against both UVA and UVB rays. Reapply according to directions on the label.
- **Apply lip block** as well, because the lips are also sensitive to UV light and lip cancer is a growing health concern.
- **Avoid sun exposure between 10 a.m. and 2 p.m.**, when UV rays are strongest.
- **Recognize that even on a cloudy day, UV rays still get through** and present skin and eye hazards.
- **Protect against glare** from sunlight reflecting off water—wraparound sunglasses provide the best protection.

What are UV Rays and why are they hazardous?

Ultraviolet light is a form of radiation that can penetrate and change skin cells. There are two types of UV rays to worry about: UVA and UVB.

UVA rays, the most abundant type, can penetrate beyond the top layer of skin and increase the risk of skin cancer and eye problems, such as cataracts and macular degeneration.

UVB rays are less plentiful because more are absorbed by the ozone layer and they penetrate less deeply into the skin, but they can still be damaging.

Watch for Heat Stress Signs in Outdoor Workers

It's July in Florida and the temperatures are rising! Hot summer months pose special hazards for outdoor workers. As an employer, it is important to be aware of the different types of heat disorders, the signs and symptoms of each and treatments should they occur.

Type of Heat Stress	Symptoms	Treatment
Heat Cramps	Painful cramps in legs, stomach, or arms. Cramps may be an indication of a more serious condition.	Move to a cool area, loosen tight or restrictive clothing. Drink fluid replacement to replenish vital nutrients. If cramps continue, seek medical attention.
Fainting	Sudden loss of consciousness after at least two hours of work; cool moist skin and a weak pulse.	Get medical aid immediately. Assess breathing and heart rate. Loosen tight or restrictive clothing. If person regains consciousness, offer sips of cool water.
Heat Exhaustion	Heavy sweating, cool moist skin, weak pulse; person is tired, weak, or confused and complains of thirst; vision may be blurred.	Get medical aid immediately. This condition can progress quickly to heat stroke. Move person to cool shaded area. Remove excess clothing, spray with cool water, and fan to increase cooling. Deliver ongoing care until medical aid is provided.
Heat Stroke	Person may be confused, weak, clumsy, tired, or acting strangely. Skin is flushed, red, and dry; pulse fast; headache or dizziness. Person may lose consciousness.	Get medical aid immediately. Time is very important. Remove excess clothing, spray with cool water, and fan to increase cooling. If person loses consciousness, monitor breathing and heart rate. Place person in recovery position. Deliver ongoing care until medical aid is provided.

Should your employee require medical attention for any of the above related heat conditions, please complete a Supervisor Report of Injury form and fax it immediately to the Claims Management Department of First Financial Employee Leasing-Fax (941) 627-3954. Work related heat conditions are covered under your workers' compensation policy; however, immediate claim reporting is required. For more information, contact the Claims Management Department (941) 625-7141/(800) 624-1805.