

# Employee Communications And Resources

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## ARE YAWNS CONTAGIOUS?

Have you ever noticed that when a co-worker yawns, you feel like yawning, too? Are yawns contagious? According to Robert Provine, professor of psychology and assistant director of the Neuroscience Program at the University of Maryland—Baltimore County, the answer is "yes."

SMILE!

**The second week in August is National Smile Week** it would be nice if we would do it often, every day. **So as long as we're already talking about the effect of a human behavior like a yawn, how about the impact of a smile on the job?**

Your **SMILE**:

- S**preads cheer, optimism, and warmth all around you.
- M**akes people feel better—both the smiler and the smilee!
- I**ndicates that you are positive, confident, and cooperative.
- L**ets others know that you are open and accessible.
- E**ncourages co-workers to smile as well.

**So remember to smile every day, at home and at work—and not just during the second week of August!**

## 5 Ways to Turn up the Volume on your Mood

The U.S. Bureau of Labor Statistics reports that Americans spend 8.8 hours per day on work or work-related projects. That's right—more than a third of your day.

But that time doesn't have to be miserable. On the Huffington Post website, etiquette expert Diane Gottsman lists several ways you can boost your mood in the workplace:

- 1. Let the sun shine.** Natural light has been shown to juice your productivity, give you energy, and improve your attitude. If you work in a cubicle or otherwise lack access to a window while working, Gottsman suggests taking time to venture outdoors during the day. Take a walk, eat lunch outside, or step out and just let the sunlight hit your face.
- 2. Stand up more frequently.** You've seen the headlines—too much sitting increases your risk for heart disease, diabetes, obesity, and other chronic health conditions. Gottsman advises exercising daily and standing up every 30 minutes. Opt for the stairs over the elevator, and park farther from the entrance to get some extra steps in.

**3. Make friends.** Salary and benefits get a lot of attention, but a recent study found that 70 percent of workers believe establishing friendships at work is the most critical element to a happy work life, and 50 percent of employees with a best friend in the workplace reported feeling a strong connection with their company. Having a few key people you can turn to for support—whether professional or emotional—throughout the workday is an important ingredient for an enjoyable experience on the job, Gottsman says.

**4. Skip the caffeine and sugar.** This one is easier said than done. Workplaces are often inundated with sugary treats for birthdays, celebrations, and even just meetings. And coffee can seem like the lifeblood of the organization. But indulging in coffee and doughnuts when you arrive can cause you to hit a wall later in the morning. Gottsman recommends choosing healthier food options throughout the day to help maintain energy levels and even improve cognition.

**5. Personalize your workspace.** Your day will run more smoothly and more efficiently if you feel at peace in your workspace. For an office job, for example, that might mean a comfy desk chair, a fast computer, and quick and easy access to those items you'll need to perform your duties throughout the day. You also might want to bring a few personal items, such as family pictures or knick-knacks. Plants and fresh flowers create positive energy, too. A good attitude is contagious, Gottsman notes, so you, your colleagues, and your work relationships will all benefit from your personalization efforts.

## Password Protection: The 20 Worst Passwords

It seems like we see a new story about a huge data breach hit the headlines every week. The focus often is on the sophistication of today's hackers, but it doesn't take much to crack a weak password. Worse yet, research has found that people with weak passwords tend to use the same password for multiple accounts.

SplashData, maker of a password manager, released a list of passwords it deems the worst, based on passwords that leaked into the public domain and therefore are available to hackers:

1. 123456
2. password
3. 12345678
4. qwerty
5. 12345
6. 123456789
7. letmein
8. 1234567
9. football
10. iloveyou
11. admin
12. welcome
13. monkey
14. login
15. abc123
16. starwars
17. 123123
18. dragon
19. passw0rd
20. master

If you see any of your passwords on this list, change it immediately. SplashData recommends phrases of 12 characters or more, with mixed types of characters including upper and lower cases. When you use passwords like that for professional and personal accounts, you can help protect your company and also shield yourself from the risk of identity theft.



## Communication Tips for Extroverts and Introverts

Workplaces are populated with a wide variety of people and personalities. One way people often classify each other is as extroverts and introverts—but it turns out there's some confusion about just what those terms mean.

Katie Loehrke, a certified Professional in Human Resources and an editor with J. J. Keller & Associates, a Wisconsin-based employer compliance resource firm, explains that whether individuals are introverted or extroverted depends most on how they gain and lose energy: "People who tend toward extroversion typically gain energy by interacting with others and lose it in solitude." Introverts, on the other hand, gain energy from solo thought and lose it through social interaction.

When it comes to workplace communication, Loehrke says, introverted employees may prefer to think through concepts on their own before joining a larger group, while extroverts might like nothing more than brainstorming with peers right from a concept's very start.

Neither can have their preference all of the time, though. That's why members of both camps can afford to step up their communication games. Loehrke provides the following tips for doing just that:

### If you lean toward extroversion:

Pay attention to conversational lulls. Your natural instinct may be to fill these silences—but that instinct could be off. Assess the lull before you speak up. Sometimes thinking out loud will be appropriate; sometimes it won't.

Avoid dominating conversations. It's not truly a conversation if you're the only one talking—conversations are a two-way street.

Don't assume that people who aren't contributing don't have valuable input. Invite quieter employees to share their perspectives and give them the space to do so uninterrupted.

### If you lean toward introversion:

Prepare for conversations. Thinking through a concept ahead of time can make you more comfortable sharing your thoughts with a group.

Reserve the right to think about it. If you can't prepare for a conversation ahead of time, consider indicating that you'll think through the concepts and return to the conversation later.

Choose your business interactions wisely. If you have only limited energy for interaction, make those interactions count. Opt for the ones that will make a difference in your success.

## 7 Signs You're A Great Employee

Liz Ryan, CEO/founder of Human Workplace and contributor to Forbes.com, recently listed several signs that you're maximizing your value as an employee:

- You ask questions until you understand your job. If you run into a new hurdle, you try to work through it on your own or ask for help.
- You know how your job connects to other jobs in the company. You understand how the organization makes money and serves its customers.
- You know your role and its mission. You understand your internal and external customers and your commitments to them.
- You are a supportive teammate to your coworkers. You know their roles and priorities.
- You have creative ideas. And you share them.
- You keep your commitments. You don't let things fall between the cracks at work or at home.
- You follow your trusty instinct when appropriate. You know when to override your brain.



## The Best “Green” Fruit Combos to Power You Through Your Day

Just about everyone knows that fruit makes a healthy snack—but did you know that some fruits are more environmentally sustainable? The online magazine Blue & Green Tomorrow has identified the best combinations of fruit to jumpstart your performance while helping preserve the planet:

**Apple, avocado, and banana.** The magazine calls this “the ultimate health kick.” Apples contain flavonoids to help cleanse your liver. Avocados boast healthy monounsaturated fats that battle cholesterol, as well as folate, dietary fiber, riboflavin, and vitamins C, E, and B6. And bananas give you a sustained burst of energy while improving your immunity and regulating your blood pressure.

**Orange and watermelon.** Oranges are known for keeping bugs and infections at bay, but they also can reduce the risk of stomach cancer and even kidney stones. Watermelon is rich in glutathione—which boosts your immunity—vitamin C, potassium, and the cancer-fighting antioxidant lycopene. Loaded with water, it also helps keep you hydrated.

**Apple, blackberry, and strawberry.** Berries in general are packed with antioxidants that could reduce the risk of cancer, strokes, and several chronic diseases. Blackberries are rich in fiber and low in calories. Strawberries have a lot of Vitamin A, which helps cell reproduction, and potassium, which aids the transmission of nerve impulses—perfect for a fast-paced workplace.

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## Salt and Your Health

### *Sodium intake's affect on blood pressure*

May has been designated **National High Blood Pressure Education Month** because so many Americans have this potentially serious problem, which is also known as hypertension. The good news is that high blood pressure can usually be safely controlled with a combination of healthy diet and exercise, along with medication, if necessary.

Too much sodium, or salt, in your diet is a major contributing factor in hypertension. According to the American Heart Association, healthy adults should consume no more than 2,400 milligrams (mg) of sodium a day—preferably less, and even less if you already have high blood pressure. Yet the average American adult consumes 3 to 4 teaspoons of salt each day, which is equal to 6,000 mg to 8,000 mg of sodium!

To prevent high blood pressure—or to manage it—always check labels on food packages and look for sodium content. You might be surprised to find that some prepared foods contain a lot more sodium than you think.

For example:

- 1 cup of canned chicken noodle soup contains over 1,000 mg of sodium.
- 1 link of pork sausage has just over 1,000 mg as well.
- 1/4 of a 12-inch cheese pizza contains nearly 700 mg of sodium.
- 6 1/2 oz. of light tuna has over 500 mg.
- And bacon and hot dogs each have between 400 mg and 500 mg.

# Our New Team Members

January, 2018



February, 2018



March, 2018



April, 2018



June, 2018



July, 2018



## Your University...

Remember to talk to your managers to schedule you "Lab" time.

*Knowledge is one thing no one can take from you!*

*Get it now while it's free!*

## Work Email...

### Can you get in?

If not, let your managers know so you'll be able to see the communications from other team members.

*Especially the freebies from Corporate Sales!*



# Customers Say The Nicest Things!

## NLR - Antione Clemencia

*Customer recorded their feedback on our website.*

Antione is an exceptional staff professional whose work ethic and attention to detail make the renting process easy. He readily remembers the customer's preferences and works hard to accommodate special requests. Even when they cannot provide the exact preferences, the amenities are always comparable.

## BWI - Blake Vivian

*Customer recorded their feedback on our website.*

Blake at the BWI location was so very helpful, so early in the morning! We made a last minute reservation and he was able to accommodate us, our card initially got declined because my partner forgot to tell his bank we were going out of town and Blake was extremely patient. He was attentive, detail oriented, and funny! We are so grateful for all his help.

## BWI - All Employees

*Customer recorded their feedback on our website.*

I wanted to give praise to the staff at BWI Airport. The check in and check out staff (especially the gentleman who checked me out) were amazing. The check-out process was compounded by the fact my toddler had apparently dumped an entire bottle of water all down herself so I was trying to handle wet, squirmy child, now wet car seat (not one of yours, thank goodness!), double checking for trash, getting everything out--he was super patient and gave me a hand the best he could, even reassuring me that he could help however I needed him to and I did NOT have to rush. I appreciated the kind words so much. The woman at check in had the same positive demeanor.

Thanks so much-I will definitely use you again.

## BWI - All Employees

*Customer telephoned their feedback into our Call Center.*

The customer called to share how pleased she was with the service and the professionalism of the staff during her visit. The customer did not get a chance to write down any names during her time at the location, but she wanted to let the team know what an awesome job they did.

## BWI - Employees

*Customer recorded their feedback on our website.*

The gentleman at the service desk and the gentleman in the lot where I picked up the vehicle were knowledgeable, polite, professional, and prompt.

## BWI – Christian Laidley

*Customer recorded their feedback on our website.*

The customer service I received from Christian was absolutely above and beyond. He was so helpful when I asked for suggestions,

# Customers Say The Nicest Things!

## CALL CENTER - Stacey Lewis

*Customer recorded their feedback on our website.*

Hello Lea,

I hope you are well. I just wanted to you have an amazing employee on your team. I am getting married this weekend and I needed to book a few vans, (3) 15-passengers, and (1) 7-passenger van. I had to make a few phones to get everything aligned to my needs and I was treated very well in this stressful time of my life, wedding planning is a big headache and Stacey made things a lot easier for me. I genuinely appreciate her help, she was very kind, helpful and patient. I've spoken to staff and the treatment wasn't the same, there were times when I couldn't reach her so I didn't bother speaking with others.

I hope I get the same treatment at the counter at the BWI location. I have another trip in July and will reach out to Stacey to confirm those as well. Thanks.

## CALL CENTER - Denys Reyes

*Customer telephoned their feedback into our Call Center.*

Customer called to share how pleased he was with the service that Denys provided. He described Denys as being very detailed and pleasant to speak with.



## We Say The Nicest Things!

*Has another employee given you a compliment or a positive comment that just made you smile?*

We'd like to highlight the nice comments we have received from one another in our next Newsletter. Email Pat The Trainer and please put in your subject line "**Nice Things**". The email address is [bowiep@rentone.com](mailto:bowiep@rentone.com).



## Random Acts of Kindness...

*Have you received a random act of kindness that made you smile?*

That's where someone has done something nice for no reason at all or because they saw a need. Maybe you have given a random act of kindness just because you felt the need to do something nice for someone else.

If you have given or received a random act of kindness, feel free to email your story to me for our next Newsletter. Please put in your subject line "**Kindness**" to Pat The Trainer at [bowiep@rentone.com](mailto:bowiep@rentone.com).



## Member possibilities.

Market USA Federal Credit Union has over 3,800 Branches with over 65,000 Surcharge Free ATMs. Their website is [www.marketusafcu.com](http://www.marketusafcu.com)

Kevin J. Somerville, the Vice President of Marketing at Market USA Federal Credit Union is our credit union representative.



You may contact Kevin directly to inquire to open a credit union account.

[kevin.somerville@marketusafcu.com](mailto:kevin.somerville@marketusafcu.com)

Office (Direct):  
301-586-3459

Cell – 301-704-5653  
[kevin.somerville@marketusafcu.com](mailto:kevin.somerville@marketusafcu.com)

*Mention Pat the Trainer as your employer contact.*

## Uniform Stores



Have you purchased your winter attire? Fall is just around the corner. 😊

<http://business.landsend.com/store/nextcar/>  
<http://business.landsend.com/store/rentawreck/>

## Sleep Well: You Can Improve Your Nightly Rest

Are you getting enough sleep? The Centers for Disease Control and Prevention (CDC) say 33 percent of Americans aren't.

According to the CDC, sleeping fewer than 7 hours per night is linked to an increased risk of chronic diseases such as diabetes, stroke, high blood pressure, heart disease, obesity, and poor mental health, as well as early death. Insufficient sleep also can affect your ability to make good decisions and increases the chances of motor vehicle crashes.

These tips from the CDC and the American Academy of Sleep Medicine can help you improve your sleep health:

- Go to bed at the same time each night and get up at the same time each morning,
- Go to bed early enough to log at least 7 hours of sleep.
- Limit your exposure to bright light in the evenings.
- Turn off electronic devices at least 30 minutes before bedtime.
- Make sure your bedroom is quiet, dark, at a comfortable temperature.
- Remove electronic devices from the bedroom.

## You can help your grieving coworker

**Let's be honest**—it can be awkward when a coworker loses a loved one. You want to acknowledge the loss and offer support, but you don't want to further upset him or her. Plus, you know the work still has to get done.

Dr. Gloria Horsley, founder of the Open to Hope Foundation, offers some advice on Forbes.com about how you can provide assistance while helping to keep the workflow moving:

**Show your care and concern.** Let your coworker know you are sorry for his or her loss, want to offer support during this difficult time, and are there to listen. You can even acknowledge that you don't have the right words but simply want the person to know that you care and are concerned.

**Respect privacy.** The situation may be so raw that your coworker can't talk about certain aspects. Don't push or intrude.

**Offer resources.** Share information on available grief counseling and other services that you know can help with certain types of losses.