



NYSHRM

eni's Human Resources Manager Kathy Alvarez, Implementation Coordinator Emily Dixon, Executive Vice President of Customer Relations Jude Murray, and Senior Account Manager - Customer Relations Sandra Houde attended the NYSHRM Conference Sept. 23 and 24th in Albany, NY.



eni Blue Day

October 4 was our 1st Spirit Friday! Every Friday through November 15th is Spirit Friday at eni. We kicked off the celebration with eni Blue Day! The eni family was greeted by a blue goody bag at their workstations this morning. What a way to roll into the weekend!



Greater Raleigh Chamber of Commerce

eni participated in the 1st Business Showcase as part of the Greater Raleigh Chamber of Commerce Annual Meeting Day in the Raleigh Convention Center. The event included a panel of successful entrepreneurs whose businesses all received funding on ABC's Shark Tank. The guest speaker of the day was Jim Whitehurst, President and CEO of Red Hat. Business Development Executive Robert Netzel was on hand to discuss the robust offerings of eni.



A sweet delivery

Each month our Business Development Executives visit potential clients with goodies in tow. For October, we delivered eni-branded candy jars with treats ahead of Halloween. The monthly drop-offs are also a great time for us to answer any questions and share information about eni's products and services.



Superhero Day 2019

October 11th was Superhero Day at eni. Our heroes worked diligently to meet the needs of our clients and their employees. We even had some goodies on hand to remind them of how super they are.

Upcoming Events

- October 23 Career Fair at Lakeview Secondary School
- October 30 Meetup: Raleigh
- October 31 Happy Hour at Frontier RTP
- November 15 Career Fair at Southern School of Energy & Sustainability

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Let's Get Social!   



FUNds raised

eni met it's 2019 fundraising goal! September's dunk tank took us over the top and we've raised \$2,685. The proceeds will go to A Room to Heal, a non-profit organization that creates a healing environment in the homes of children affected by serious medical conditions in Broome County and neighboring counties.

Meetup: Charlotte



Financial Advisor Kelley Wheeler of Prudential led the discussion on Open Enrollment. The discussion soon expanded to include employee benefit communication strategies for workers from various age groups, and feedback on recent news of the future of pensions & 401Ks for employees.



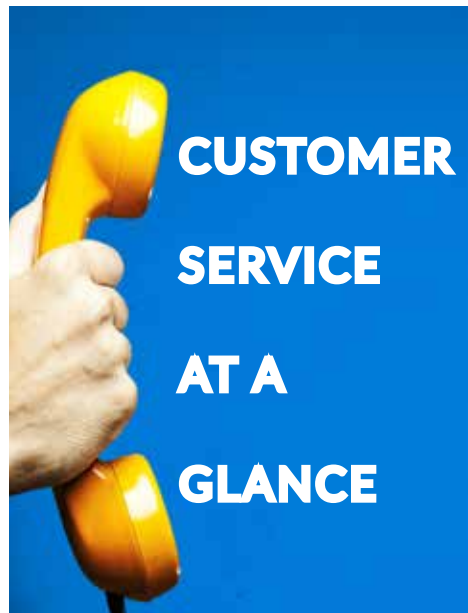
The HR Professionals of Raleigh Meetup will be held on Thursday, October 30, at a new location, the RTP Headquarters on Davis Drive! From 11 a.m. to 1 p.m., attendees can enjoy food and conversation about what's trending in HR.

"It is a great event and has only gotten better."

Meetup Participant



1040 Vestal Parkway East
Vestal, NY 13850



The fall brings cooler temperatures and the uptick in the customer service industry. With holiday shopping on the horizon, those working in customer service will soon have to contend with longer hours and more stress.

According to the U.S. Department of Labor’s Bureau of Labor Statistics, in 2018 more than 2.9 million people worked in customer service jobs. Of those millions, 14% worked in retail, 12% for insurance carriers and related activities, and 11% in business support services.

These men and women listen and respond to customer questions and concerns, review customer accounts, handle returns or complaints, and provide information about products and services among a list of other tasks.

NexGen EAP is a great resource for Customer Service Representatives in need of additional support during the busy holiday season.



HOW EMOTIONAL LABOR AFFECTS YOU AT WORK

The term emotional labor was coined by Sociologist Arlie Hochschild and introduced in her 1983 book “The Managed Heart”. Emotional labor refers to managing one’s emotions as required by certain professions. The livelihoods of many people – including flight attendants, real estate agents, waiters, teachers, and customer service representatives – depend on their ability to fake emotions for the benefit of those around them.

The phrase “fake it til you make it” can be more detrimental than we think. Emotional labor is tiring which can lead to performance issues and burnout. Research also suggests that the more people fake being happy at work, the more they tend to drink alcohol. Emotional labor has also been categorized as a risk factor for depression, and other psychological issues.

Here are 5 ways to encourage employees to take needed time off from work.

1. Recognize that emotional labor is taking place
2. Take a break to recover from highly stressful situations.
3. ‘Be real’ with a colleague to help reduce the strain of emotional labor.
4. Cultivate an environment of authenticity.
5. Combine self-awareness with sensitivity towards others when expressing emotions. How are you leveraging PTO to create a culture of trust and positive growth within your organization?

NexGen EAP offers short-term counseling sessions to help employees battle stress, depression, Seasonal Affective Disorder, and other psychological issues that stem from emotional labor.

CUSTOMER CARE BURNOUT PREVENTION

It’s easy for those who assist others to need assistance themselves. Customer Service Representatives take care of consumers, and are often the first line of defense when things don’t go as planned.

Here are 5 things Customer Service Representatives can do to prevent burnout and inject self-care into their workday.

- **Don’t Take Things Personally.**
In most cases, the negative feelings stem from a situation, not the messenger. Brush it off and keep moving forward.
- **Take Care of Yourself.**
Stay hydrated, eat balanced meals, get a good night’s rest, and exercise regularly.
- **Pat Yourself on the Back.**
When something goes right, no matter how small, celebrate it. Don’t dwell on what went wrong. Focus on what went right.
- **Unplug.**
Step back and disconnect from the telephone, computer, tablet, or other device for 10 minutes to allow time to unwind and distress.
- **Be Present in the Moment.**
Focus on the task at hand and think it through.

54%
of all customers have higher customer service expectations than they did just one year ago. This number jumps to 66% for consumers between the ages of 18 and 34.
Microsoft

30%
of consumers feel a friendly and knowledgeable customer service representative is the most important aspect of a good customer service experience.
Microsoft

74%
of customers between the ages of 18 and 34 have a more favorable view of brands that respond to customer service questions or complaints on social media.
Microsoft

95%
More than 95% of respondents said customer service is an important part of their loyalty to a brand.
Microsoft