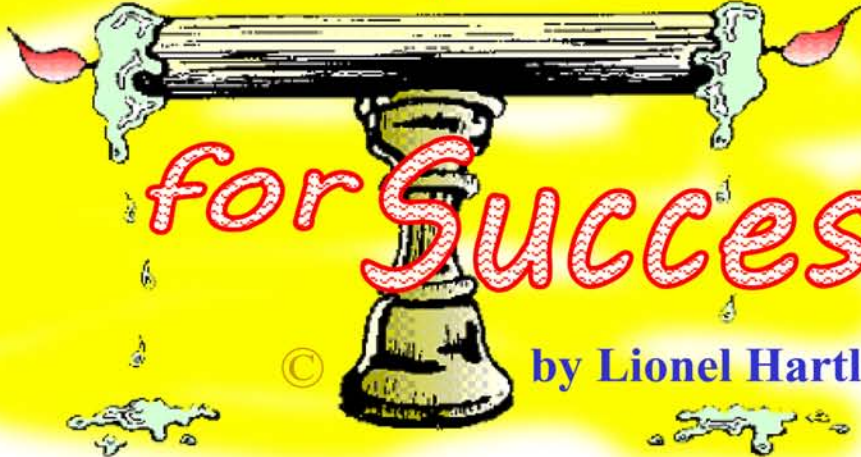


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Managing Stress



for Success!

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Slide 1 – Title Slide

Slide 2 – Slide about seminar author

Fire Authorities in California found a corpse in a burnt out section of forest while assessing the damage done by a forest fire. The deceased male was dressed in a full wet suit, complete with a dive tank, flippers, and face-mask. A post-mortem examination revealed that the person died not from burns but from massive internal injuries. Dental records provided a positive identification.

According to a report in the California Examiner, March 20, 1998, investigators then set about determining how a fully clad diver ended up in the middle of a forest fire. It was revealed that, on the day of the fire, the person went for a diving trip off the coast - some 32 kilometres away from the forest. The fire-fighters, seeking to control the fire as quickly as possible, called in a fleet of helicopters with very large buckets. The buckets were dropped into the ocean for rapid filling, then flown to the forest fire and emptied.

You guessed it. One minute our diver was making like Flipper in the Pacific Ocean - the next he was doing breast-stroke in a fire bucket 100 metres in the air. [But not for long.]

Apparently, he extinguished exactly 177.8 centimetres [or 5 feet ten inches] of the fire.

Does it seem some days that you are floundering in a bucket of water 100 metres in the air? Is this stress?

Slide 3 – What is stress?

Stress is an internal alarm system that prepares your body for action in response to any real or perceived threat or fear. In moderation, stress is natural, normal and necessary.

Work stress is defined as “harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the employee”.

Slide 4 – History of Stress

Although stress has been around since the Garden of Eden (and possibly before), both the sources and the impact of stress have changed dramatically over

the centuries.

Overlay Slide 4 – Agricultural Age

During the Agricultural Age stress came primarily from the threat of catastrophic weather destroying crops or from the invasion by pests, pestilence or war

Overlay Slide 4 – Industrial Age

During the Industrial Age stress came from the challenge of new ways of doing things involving new machinery and techniques. With the advent of assembly-line production, repetition of action involving a small component of production robbed the workers of the satisfaction of making an item from start-to-finish.

Overlay Slide 4 – Information Age

Now in the Information Age many suffer stress from technology keeping us connected “24/7” – causing us to be overwhelmed with information and with emails, faxes, text messages, twitters and tweaks & mobile phone calls.

Futurist Alvin Toffler wrote, “Future shock is the shattering disorientation that occurs when individuals are exposed to too much change in too short a period of time.”

Slide 5 – Stress at a glance...

This next segment of the seminar usually takes several hours, however today we shall focus on only three areas: Business-related Stress, Burnout and Building Resilience.

“Bad stress” costs organizations \$300 billion annually.

Statistics tell us that 80% feel stress on the job, and 40% say that their job is “extremely” stressful. 75-90% of visits to a doctor are for stress-related disorders. Tranquillisers, antidepressants, anti-anxiety medications account for 25% of all prescriptions dispensed.

In USA, for example, 90 million people suffer adverse health effects due to stress and each year doctors write out over 42 million prescriptions for the six most widely used anti-depressants.

Slide 6 – Stress has been linked to...

The Creator has given humankind the awareness of illness and mortality –

something not generally recognized by other forms of life. Without faith and hope, the awareness of our mortality will lead to fundamental worries and anxieties. Stressful thoughts (that are often just in our minds and not reality) lead to the secretion of stress hormones that impede our natural healing capacities.

Stress has been linked to illness, for example, cardio-vascular diseases of the heart and circulatory system, tumours (both malignant and benign), depression, panic disorders and anxiety, stroke, blood clots and bleeding from the brain, immune disorders, gastrointestinal problems including ulcers and bowel problems, diabetes and an increased risk of cataracts, problems with the lungs & other parts of the respiratory system.

Stress has also been linked to accidents – for example when working or driving home while fatigued, and linked to suicide or self-harm

Slide 7 – Organizations are dealing with...

Organizations are dealing with the soaring costs of healthcare and other benefits such as sick leave, with performance management issues and with employee stress and burnout, absenteeism, presenteeism (that is turning up for work but being unfit to do anything productive), recruitment and retention and issues of diversity.

Organizations are also dealing with the pressures of competition in the marketplace.

Stress at the worksite is synonymous with change – making people feel very vulnerable with no sense of power. Change often brings about an incredible amount of negative stress.

Slide 8 – Today's employee is ...

Today's employee is challenged by the constraints of time.

He or she has larger workloads and is required to work longer hours with higher performance expectations. There is increased cost sharing and there are increased family responsibilities with little time for one's self. All this accumulates to cause the employee to neglect his or her health, for example the employee may rush or skip meals and eat unhealthy.

Slide 9 – The Good News

When will it end? Although Stressors change – stress is constant. Many of us may lack the skills or knowledge to counteract or avoid the stressors in our lives. The Good News is that it's possible to be proactive and skills can be learned to counteract the effects of stress.

Charles M. Schulz, the creator of the ‘Peanuts’ cartoon characters, has Charlie Brown saying, “I have a new philosophy. I’m only going to dread one day at a time.”

Slide 10 - Looking at Life Exercise

In a few moments we will do a “Looking at Life Exercise” together. This exercise helps us to identify the areas in our lives where we have highest and lowest satisfaction. Areas of low satisfaction can become stressful.

I want each of us to think about our lives at present as see if we can identify areas of highest and lowest satisfaction. Some areas that we could look at are our Career, Money, Health, Friends and Family, Our Significant Other including Romance, our Personal Growth, Fun and/or Recreation and our Physical Environment.

Slide 11 - Looking at Life Exercise (2nd slide)

Now if you take out the handout with the “Looking at Life Exercise” and we will spend a few minutes writing down what we identify as one area where we are most dissatisfied. Do not (I repeat, do not) go on to write anything on the Energy Drainers exercise yet, I would like to discuss this first. So for now we are just going to write down what we identify as one area where we are most dissatisfied.

We will allow five minutes along with asking you to write three action steps to increase satisfaction in this area. You may discuss this with the person next to you if you wish. Take ideas from areas that are working and apply them to areas of low satisfaction.

Overlay Slide 11 – Timer

NOTE: You will need to time the group. Be generous with the time – allow more than 5 minutes if necessary, or cut the time short if the group finishes earlier. The timer on the screen is of unlimited duration and only stops when the next overlay is activated.

Overlay Slide 11 – Stop

Invite some feedback and discuss with the group some of their answers. Keep it brief. If possible, offer practical suggestions based on your own experience or research.

Slide 12 – Hints to Avoid Damaging Stress

Theodore Seuss Geisel (the children's author known as Dr. Seuss) wrote,

“You have brains in your head.

You have feet in your shoes.

You can steer yourself in any direction you choose.

You're on your own.

And you know what you know.

You are the guy who'll decide where to go.”

Overlay Slide 12 – 1. Prioritise

Make and keep a list - make the tasks and goals realistic and achievable.

Prioritise the tasks in order of importance and tick them off when they're done.

Include the important people in your life as priorities and attend to these relationships.

Overlay Slide 12 – 2. Identify your stress situations

Make a list of events that leave you emotionally drained, with one or two ways to reduce the stress for each. When events occur, use them as an opportunity to practise your stress-reduction techniques, then keep notes on what works for next time.

Overlay Slide 12 – 3. Learn to 'reframe' statements

Don't react to imagined abuse. It is a waste of time and energy to be oversensitive to imagined insults, innuendo, contumely or sarcasm.

Give people the benefit of the doubt; talk over the situation with someone you trust. They may have another concept of what was said.

Overlay Slide 12 – 4. Think before you commit yourself to other people's expectations

We can often perform tasks merely to feel accepted by other people. Rather than suffer subsequent regrets and stress, practice saying “no” to requests that are unreasonable or more than you can handle at the time. Learn to rely less on the approval of others.

Overlay Slide 12 – 5. Move on

Don't dwell on past mistakes. Feelings of guilt, remorse and regret cannot change the past and they make the present difficult by sapping your energy. When you feel yourself drifting into regrets about past actions, make a con-

scious effort to do something to change the mood (eg thought-blocking, gratitude exercise or doing something active you enjoy). Learn from it and have strategies in place for next time. Learn to forgive yourself for past mistakes. Mary Pickford, said, “If at first you don't succeed, relax; you're just like the rest of us”.

Overlay Slide 12 – 6. Learn to defuse anger and frustrations rather than bottle them up

Express and discuss your feelings to the person responsible for your agitation. If it is impossible to talk it out, plan for some physical activity at the end of the working day to relieve tensions. Let go of grudges – they do not affect the potential victim because he does not necessarily know about them.

However, by even just *thinking* about revenge the grudge-bearer pays a price in energy and anxiety.

Slide 13 – Hints to Avoid Damaging Stress (Continued)

Overlay Slide 13 – 7. Set aside time each day for recreation and exercise

Gentle repetitive exercise such as walking, swimming, cycling are good to relieve stress. Find what suits you best. Hobbies that focus attention are also good stress relievers. Take up a new activity unrelated to your current occupation, one that gives you a sense of achievement and satisfaction. Establish new friends through your newly found interest.

Now before we continue, I would like us all to stand up for a moment. Take three deep breaths - breath in through your nose and breath out through your mouth.

One two three.

Now put both hands up high and turn around in a full circle where you are to stretch your arms and legs.

Thank you. Please be seated.

We are talking about hints to avoid damaging stress.

Overlay Slide 13 – 8. Take your time

Don't let people rush you. Don't go too fast, you'll get there before your time! Frenzied activities lead to errors, regrets, stress. If you need it, request time to

orient yourself to the situation. At work, if rushed, ask people to wait until you finish working or thinking something out. Plan ahead to arrive at appointments early, composed and having made allowances for unexpected hold-ups.

Overlay Slide 13 – 9. Take your time on the road

Don't be an aggressive car driver. Develop an "I will not be ruffled" attitude. Drive defensively and give way to bullies. Near misses cause stress and strain, as does the fear of being caught for speeding.

If possible, avoid peak-hour traffic. If caught in it, relax by concentrating on deep diaphragm breathing.

Advanced or defensive driving lessons may be useful.

Overlay Slide 13 – 10. False Cures

Cut down on or eliminate drinking, smoking, sedatives and stimulants. They only offer temporary relief and don't solve the problem. They can create more problems in terms of physical and mental health. Consider the effects you are looking for (sedation or stimulation) and see how else you can achieve them.

Overlay Slide 13 – 11. Think positively – you get what you expect

Smile whenever possible –it's an inexpensive way of improving your looks and how you feel. Try and find something positive to say about a situation, particularly if you are going to find fault. You can visualise situations you have handled well and hold those memories in your mind when going into stressful situations.

Overlay Slide 13 – 12. Help someone else cope with stress

A good way to forget your troubles is to help others out of theirs. Young people and children especially need the experience of being confronted with problems to try out and improve their ability to cope. By being overprotective or by intervening too soon, parents may prevent young people from developing valuable tolerance levels for problems or from acquiring problem-solving skills.

Helping someone else in his or her stress is the quickest way to help yourself.

However, meeting "felt needs" is not enough, because people do not always feel their deepest needs. George Eliot wrote, "What do we live for, if it is not to make life less difficult for each other?"

Let's look now at burnout.

Burnout is when the stress of a plethora of demands on us means that, unless something is done about it, we will become either a basket case or a casket case.

And there is something we can do about it. Theodore E. Steinway, president of Steinway and Sons, once noted, “In one of our concert grand pianos, 243 taut strings exert a pull of 40,000 pounds on an iron frame. It is proof that out of great tension may come great harmony.”

Slide 14 – What is burnout

Burnout is a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed and unable to meet constant demands. As the stress continues, you begin to lose the interest or motivation that led you to take on a certain role in the first place. Unchecked, burnout leads to physical and emotional exhaustion, to cynicism and detachment, and wells up feelings of ineffectiveness and lack of accomplishment.

Slide 15 - The Path of Unrelenting Stress

The symptoms of burnout are physical, mental (or emotional) and behavioural. Burnout is the red-hot-poker end of the stress experience. It is the end-stage of unrelenting stress.

Burnout compromises our social, physical, spiritual and emotional wellbeing. When something has to give, it's usually caring for ourselves that goes first. When we stop caring for ourselves, we put ourselves at risk for burnout.

Slide 16 – The Burnout Curve

The curve on the screen shows the various stages that lead to burnout, starting with unrealistic expectations, moving down through to exhaustion and despair and then finally to collapse. Note too, that to the same degree, our productivity and job satisfaction decreases and our sense of fulfilment and personal worth increases.

Slide 17 – Symptoms of Burnout

So what are the symptoms of burnout? How do I recognise it? How do I prevent it? What can I do about it?

Slide 18 – Physical Symptoms of Burnout

Some of the physical symptoms of burnout are ...

Single out and read a few symptoms from the screen – elaborate if necessary.

Slide 19 – Mental and Emotional Symptoms of Burnout

Some of the mental and emotional symptoms of burnout are ...

Single out and read a few symptoms from the screen – elaborate if necessary.

Perhaps you can identify with some of these.

Slide 20 – Behavioural Symptoms of Burnout

Some of the Behavioural symptoms of burnout are ...

Single out and read a few symptoms from the screen – elaborate if necessary.

Understanding these symptoms helps us to identify when our level of stress is leading to burnout.

Having identified that we are a candidate for burnout – if we're not already there, we can now begin to build some strategies to cope with burnout.

Slide 21 – Coping with Burnout

Our very first task is to identify and eliminate sources that drain energy.

If we have energy drainers we will feel more stressed. If we learn the benefits of identifying the energy drainers in our life, we can take small steps to eliminate them.

Slide 22 – Energy Drainers

Be mindful of what drains your energy in the following areas:

Food (*caffeine, refined carbs, sugar, fat, fast foods etc.*)

Thoughts (*negative, judgmental, rigid - attached to beliefs*)

Feelings (*fearful, anxious, hopeless, worried etc.*)

Sleep (*caffeine, TV, other media, relationship or care-giving issues*)

Environment (*television, noise, pollutants, chemicals, computer, cluttered space etc.*)

Environment plays a big role in stress reduction – even electromagnetic pollution from computers and other devices contribute to a toxic environment.

Television has been referred to as the 'plug-in drug'. It's a tool to deliver the

message of a lifestyle that most people can't afford or shouldn't have.

TV is terribly addictive – what we really need is to take more time to explore our inner selves and come to terms with the issues and problems we have. That way we are better equipped to deal more effectively with stress and maintain a better balance in our lives.

Slide 23 – Energy Drainers Exercise

Take out the handout with the “Looking at Life Exercise” again and we will look at the exercise at the bottom of the page.

Firstly identify one or more areas from the list that are likely to drain our energy if we're not careful.

Our challenge in this exercise is to develop three action steps that we can take to help restore balance with our selves, our loved ones, our friends and our community. Note that these are only steps, not giant leaps.

Once again you may discuss this with the person next to you if you wish.

Overlay Slide 23 – Timer

I am going to set a maximum 5-minute time limit for us to complete these steps.

NOTE: Once again you will need to time the group. As before, be generous with the time – allow more than 5 minutes if necessary, or cut the time short if the group finishes earlier.

Overlay Slide 23 – Stop

Invite some feedback and discuss with the group some of their answers. Keep it brief. If possible, offer practical suggestions based on your own experience or research (your reading of the handouts may have given you some ideas.)

Slide 24 – Coping with burnout

So, recapping, our first task is to identify and eliminate sources that drain energy.

Overlay Slide 24 Identify what you can change

Identify what you can change and what you can't.

Remember the Serenity Prayer (attributed to St Francis of Assisi, Reinhold

Niebuhr, and others). Someone quote it for me: (“God, grant me the serenity to accept the things I cannot change, courage to change the things I can, and the wisdom to know the difference.”)

Overlay Slide 24 Set goals

Set goals that reflect your values and beliefs.

Goals must be challenging, yet realistic and achievable.

Overlay Slide 24 Set limits

Set limits

These are boundaries that protect us and prevent us from taking on the ‘terrible toos’ — too much work, too soon required, too hard to do alone, too little resources to do it, too heavy to lift, too difficult a challenge, too many expectations, too small a reward, - and it all needed to be done yesterday.

Slide 25 – Coping with burnout (Continued)

Delegate responsibility

In a commitment to mutual effectiveness and growth, share the load with others. As you are ready to do your task, ask, “Is there anyone who can accomplish this as well as, or better than, I can?” Usually we think we don’t have time to delegate. In reality, you don’t have time to do otherwise. If you think you can do it quicker or better, you may be right, but not in the long run. Besides, how will others learn unless you give them an opportunity?

Overlay Slide 25 Take breaks

Take breaks

Not necks or legs, but slots of time for renewal and rejuvenation. When Jesus felt overwhelmed he said to his disciples, “Come away for awhile and rest”.

Overlay Slide 25 Create new challenges

Create new challenges - stimulating challenges that validate values.

The poet Robert Browning wrote, “... a man’s reach should exceed his grasp [else] what’s a heaven for?”

Overlay Slide 25 Seek support

Seek support

A father was watching his young son try to dislodge a heavy stone. The boy

couldn't budge it. "Are you sure you are using all your strength?" the father asked. "Yes, I am," said the exasperated boy. "No, you are not," the father replied. "You haven't asked me to help you."

Slide 26 – Avoiding Burnout

We've talked about coping with burnout. It's now time to arm yourself with some take-home strategies to avoid burnout.

Overlay Slide 26 – Master your mind

Be the master of your own mind – take charge. The average person has thirty kilograms of muscle, eighteen kilograms of bone, but only one and a half kilograms of brain – which seems to explain a lot of things. Garner pleasant thoughts in your mind, for pleasant thoughts make pleasant lives

Overlay Slide 26 – Eat for performance

Eat to maximise your performance. Many people think that a balanced diet is a soft-drink in one hand and a burger in the other. During periods of stress, your body uses up nutrients faster than usual. This may lead to a consequential lowering of your immunity unless the nutrients are replaced through the food you eat, or (worst-case-scenario) by supplements. Eat foods rich in vitamins A, B, C and F, flavonoids, calcium, magnesium, selenium and essential fatty acids. Eat more fruits, vegetables and wholegrain cereals. Eat regularly, aim for relaxed meal times and eat for health.

Overlay Slide 26 – Work out to work better

Stress the body to ease the stress. Those who think they do not have time for bodily exercise will sooner or later have to find the time for illness.

Joey Adams writes that if it weren't for the fact that the television set and the refrigerator are so far apart, some of us wouldn't get any exercise at all.

As an absolute minimum, 25 minutes of brisk exercise such as walking three or four times a week will help make you feel more positive.

Overlay Slide 26 – Break up stress and fatigue

I was giving a lecture to some students on stress management. I raised a glass of water and asked the class, "How heavy do you think this glass of water is?"

The students' answers ranged from 20 to 500 grams.

"It does not matter on the absolute weight," I went on to say, "It depends on

how long you hold it up. If I hold it up for a minute, it is okay. If I hold it for an hour, I will have an ache in my arm. If I hold it up for a day, you will have to call an ambulance. It is the exact same weight, but the longer I hold it, from my perspective, the heavier it becomes.

If we carry our burdens all the time, sooner or later, we will not be able to carry on, the burden becoming increasingly heavier.

What you have to do is to put the glass down and rest for a while before holding it up again. We have to put down the burden periodically, so that we can be refreshed and are able to carry on. So before you return home from work each night, put the burden of work down. Don't carry it back home. You can pick it up tomorrow. Whatever burdens you are having now on your shoulders, let it down for a moment if you can. Pick it up again later when you have rested. Rest and relax. Life is short, enjoy it!!

Overlay Slide 26 – Learn to embrace problems

Let me tell you about Webb Young. Webb Young grew beautiful apples, and he advertised them to a very select clientele as “perfect.” One year just before it was time to harvest his apples, a heavy hailstorm came. It did not harm the apples, but it left unsightly brown spots on them. He felt hopelessly defeated. He could not afford to sully his reputation by sending his apples out with those brown spots on them.

A lesser man would have given up, but he kept thinking until he came up with a saving idea. He harvested the apples and packed them in boxes, as he normally did. Then in each box he placed a card that stated that these apples were grown in high altitude and that the chill of the mountain made the apples firm. He also explained that in these high altitudes they often have hailstorms. Then he said that, as proof of his mountain-grown apples, if one will look closely at the apples, hail marks upon them can be observed. It is a matter of record that the next year the overwhelming majority of his orders were for “hail-marked” apples. Webb Young embraced his problem and his apple blemishes became apple assets.

Overlay Slide 26 – Put humour to work

He who laughs, lasts. In fact, a comedian is a person who is only at his wit's end when his life ends. Laughter is like changing a baby's nappy— it doesn't permanently solve any problems, but it makes things more pleasant for a while.

Jokes are no laughing matter to the brain. They are a type of release valve that enables us to think the unthinkable, accept the unacceptable, discover new relationships, adjust better and maintain our mental health. They are also funny.

Comedienne Anne Wilson Schaef explains, “I realize that humour isn't for everyone. It's only for people who want to have fun, enjoy life, and feel alive.”

Overlay Slide 26 – Create an energizing environment

Author Steven Halpern writes, “When Mozart was composing at the end of the eighteenth century, the city of Vienna was so quiet that fire alarms could be given verbally by a shouting watchman mounted on top of St. Stefan’s Cathedral. [Nowadays] the noise level is such that it keeps knocking our bodies out of tune and out of their natural rhythms. This ever-increasing assault of sound upon our ears, minds, and bodies adds to the stress-load of civilized beings trying to live in a highly complex environment.”

Overlay Slide 26 – Learn to build resilience

And our last take-home strategy to avoid burnout is to learn to build resilience. What do I mean by this...?

Slide 27 – Building Resilience

Resilience is the process of adapting well in the face of adversity or change. It means “bouncing back” from difficult experiences. Watching a trapeze show is breathtaking. We wonder at the dexterity and timing. We gasp at near-misses. In most cases, there is a net underneath. When they fall, they jump up and bounce back to the trapeze. Building resilience is like putting out a safety net to enable us to easily and gracefully bounce back.

Research has shown that resilience is ordinary, not extraordinary. People commonly demonstrate resilience.

Being resilient does not mean that a person doesn’t experience difficulty or distress. Emotional pain and sadness are common in people who have suffered major adversity or trauma in their lives. In fact, the road to resilience is likely to involve considerable emotional distress.

Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts, and actions that can be learned and developed in anyone.

Slide 28 – Factors in resilience

A combination of factors contributes to resilience. The primary factor in resilience is having caring and supportive relationships within and outside the family.

Several additional factors are associated with resilience, including:

- The capacity to make realistic plans and take steps to carry them out. Arnold Glasow wrote, “An idea not coupled with action will never get any bigger than the brain cell it occupied.”

- A positive view of yourself and confidence in your strengths and abilities. It's not who you are that holds you back, it's who you think you're not.

- Skills in communication and problem solving

- The capacity to manage strong feelings and impulses

Slide 29 – 10 ways to build resilience

Here are ten ways to build resilience.

Overlay Slide 29 – 1 Make connections

Good relationships with close family members, friends, or others are important. Accepting help and support from those who care about you and will listen to you strengthens resilience. Some people find that being active in civic groups, faith-based organizations, or other local groups provides social support and can help with reclaiming hope. Assisting others in their time of need also can benefit the helper.

Overlay Slide 29 – 2. Avoid seeing change as insurmountable problems

Change is rarely an insurmountable problem. You can't change the fact that highly stressful events happen, but you can change how you interpret and respond to these events.

Overlay Slide 29 – 3. Accept that change is a part of living

Certain goals may longer be attainable as a result of adverse situations. Change is an inevitable part of living. Accepting circumstances that cannot be changed can help you focus on circumstances that you can alter.

Overlay Slide 29 – 4. Move toward your goals

Develop some realistic goals. Do something regularly — even if it seems like a small accomplishment — that enables you to move toward your goals.

Instead of focusing on tasks that seem unachievable, ask yourself, “What’s one thing I know I can accomplish today that helps me move in the direction I want to go?”

Overlay Slide 29 – 5. Take decisive actions

Act on adverse situations as much as you can. Take decisive actions, rather than detaching completely from problems and stresses and wishing they would just go away.

Slide 30 – 6. Look for opportunities for self-discovery

People often learn something about themselves and may find that they have grown in some respect as a result of their struggle with loss.

Overlay Slide 30 – 7. Nurture a positive view of yourself

Developing confidence in your ability to solve problems and trusting your instincts helps build resilience, so look at yourself in a positive light..

Overlay Slide 30 – 8. Keep things in perspective

Even when facing very stressful events, try to consider the stressful situation in a broader context and keep a long-term perspective. Avoid blowing the event out of proportion.

Overlay Slide 30 – 9. Maintain a hopeful outlook

An optimistic outlook enables you to expect that good things will happen in your life. When you feel “down-in-the-mouth”, remember Jonah. He came out all right.

Overlay Slide 30 – 10. Take care of yourself

Pay attention to your own needs and feelings. Engage in activities that you enjoy and find relaxing. Exercise regularly. Taking care of yourself helps to keep your mind and body primed to deal with situations that require resilience.

Slide 31 – And in conclusion...

Physiologically, our bodies cannot experience stress and relaxation at the same time. Having the right attitude can positively affect our emotions and lead to healthy behaviors. It is possible to be positively joyful!

To help us to **shift from stress to stillness** take on board these 6 Cs:

Firstly **Contentment**. This is the attitude of being okay with where we are in the moment.

In a letter written by the Apostle Paul to the church at Philippi, he wrote, “... I have learned to be content whatever the circumstances. I know what it is to be in need, and I know what it is to have plenty. I have learned the secret of being content in any and every situation, whether well fed or hungry, whether living in plenty or in want. I can do everything through [God] who gives me strength.

(Philippians 4:11-13, NIV)

Commitment is feeling involved in the events of our lives rather than being isolated from them;

Control is the attitude of seeking to influence the outcomes rather than feeling powerless and ineffective; Control is the process of taking charge of our life; being the business manager of our affairs; being the leader of our lives. With our God as our pilot we are to be the captain.

Change, we talked about earlier. Mark Twain said that the only person who likes change is a wet baby. In this context, change is the willingness to step outside of our comfort zone and regard every day as an improvement on the last. The rock musician John Lydon told an interviewer, “You won't have a future if you don't make one for yourself. It is as simple as that. If you accept the forms that be, then you are doomed to your own ultimate blandness.”

And Salvationist co-founder Catherine Booth wrote, “If we are to better the future we must disturb the present.”

Of course, to effect any change in our lives, we must have **courage**.

Winston Churchill, the British Prime Minister during World War II, said “Success is never final; failure is never fatal; it is courage that counts.”

Charles R. Swindoll wrote, “Courage is not limited to the battlefield or the Indianapolis 500 or bravely catching a thief in your house. The real tests of courage are much deeper and much quieter. They are the inner tests, like remaining faithful when nobody's looking, like enduring pain when the room is empty, like standing alone when you're misunderstood”.

And finally, **Challenge** is the attitude of seeing change as an opportunity for learning.

Each one of us is personally responsible for the degree that we benefit from today's seminar. I have shared with you many tools to help us to stride up the

steps to the summit of success: looking at stress, coping with and avoiding burnout and building resilience. We have looked at strategies to motivate us to move from stress to stillness.

And now just a little housekeeping:

Among your handouts you would have received a form to fill in if you wish to receive the free Life Skills Seminar Newsletter. This not only keeps you up-to-date with the seminars, but gives you access to additional resources. I would ask that you fill in this along with a survey form and put them in the box on the handouts table.

Our next seminar is

Slide 32 – Last word

The last word for today’s seminar belongs to Abraham Lincoln who said, “And having thus chosen our course, let us renew our trust in God and go forward without fear and with manly hearts”.

Thank you Ladies and Gentlemen.

If you have a question time, then use the next slide.

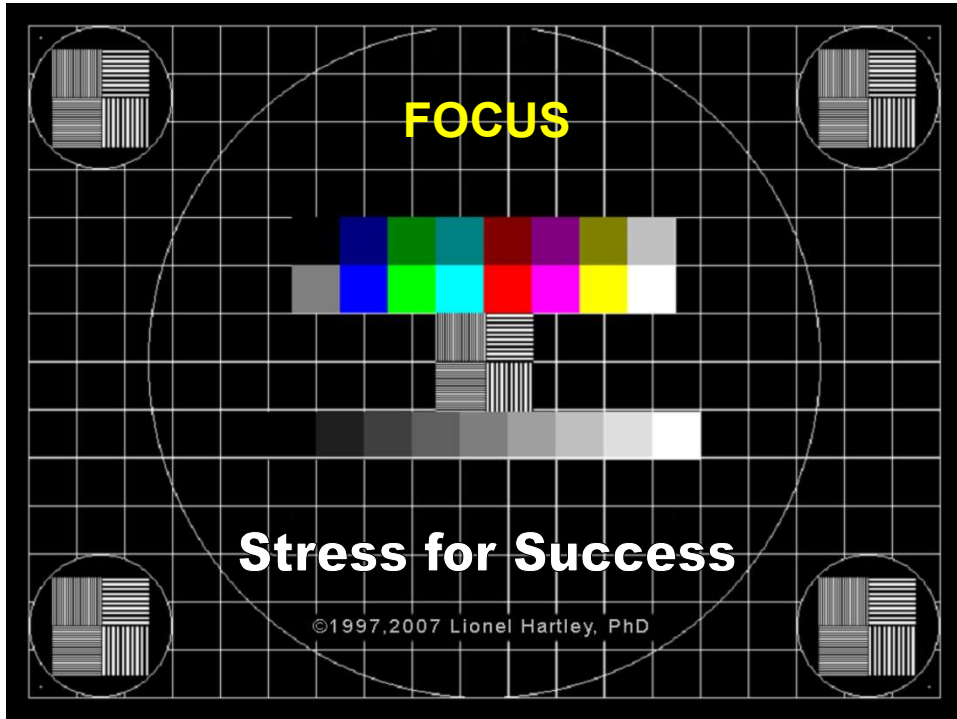
Slide 33 (optional slide) – Question time

Slide 34 – Blank slide

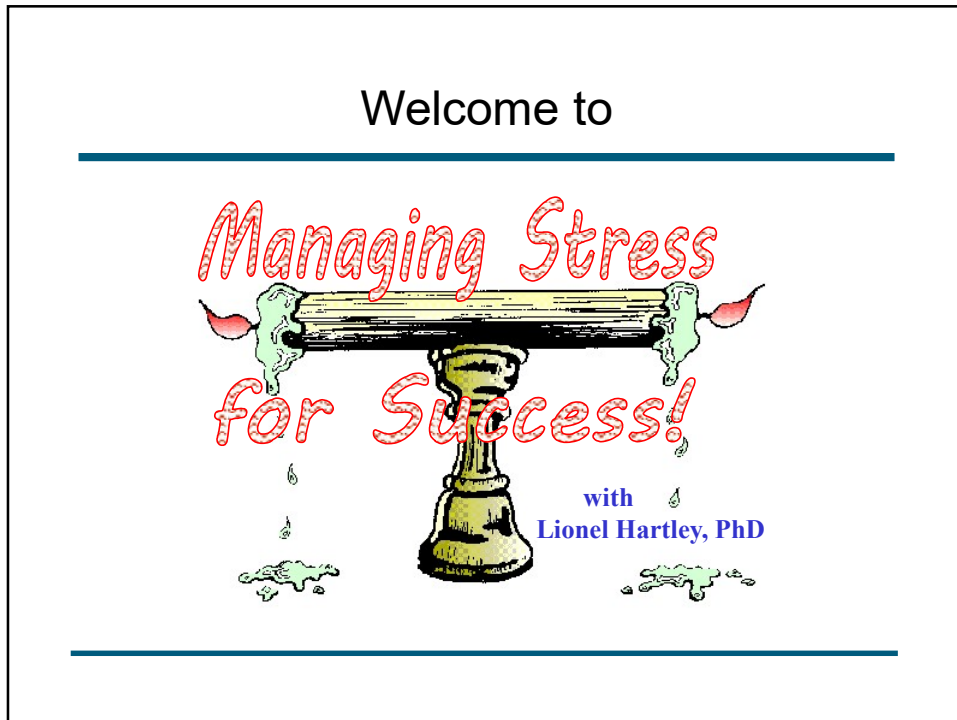
Slide 35 – Focus

Slide 36 – Blank slide

Slide 37 – Automatic preliminary slideshow (with music and auto slide changing)



1



2

What is stress?

- Defined as “a perceived threat – real or imagined- to one’s mind, body, spirit or emotion”.
- Work stress defined as “harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the employee”.

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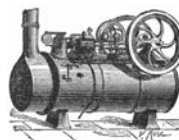


3

History of stress



- Agricultural Age
- Industrial Age
- Information Age



“Future shock is the shattering disorientation that occurs when individuals are exposed to too much change in too short a period of time.”
- Alvin Toffler

4

Stress at a glance...

- “Bad stress” costs organizations \$300 billion annually
- 80% feel stress on job – 40% say job “extremely” stressful
- 75-90% of visits to MD are for stress related disorders
- 90 million people suffer adverse health effects due to stress
- Tranquilizers, antidepressants, anti-anxiety meds account for 25% of all prescriptions a year

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Stress has been linked to...

- Illness
 - ✓ Heart disease
 - ✓ Cancer
 - ✓ Depression and Anxiety
 - ✓ Stroke
 - ✓ Immune disorders
 - ✓ Gastrointestinal problems
 - ✓ Diabetes
 - ✓ Lung Ailments
- Accidents
- Suicide



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Organizations are dealing with...

- Soaring costs
 - healthcare
 - benefits
- Performance management issues
- Employee
 - stress/burnout
 - absenteeism
 - presenteeism
 - recruitment and retention
 - diversity issues
- Competition

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Today's employee is ...

- Time challenged
- Larger workloads
- Longer hours
- High performance expectations
- Increased cost sharing
- Increased family responsibilities
- Little time for self
- Need to eat fast/unhealthy

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8

The Good News



- It's possible to be proactive
- Skills can be learned to counteract the effects of stress

"I have a new philosophy. I'm only going to dread one day at a time."

Charles M. Schulz



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Looking at Life Exercise

- Identify areas of highest and lowest satisfaction
 - o Career
 - o Money
 - o Health
 - o Friends/Family
 - o Significant Other/Romance
 - o Personal Growth
 - o Fun/Recreation
 - o Physical Environment



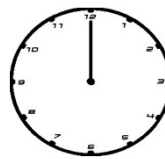
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Looking at Life Exercise

- Identify one area where you are most dissatisfied
- Write 3 action steps to increase satisfaction in this area

**You have up to 5 minutes
for this exercise**



**Managing Stress
for Success**

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What is Burnout?

Depletion of mental, physical, and emotional energy without expected or real needs being met; constant giving without receiving in return.



**Managing Stress
for Success**

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The Path of Unrelenting Stress

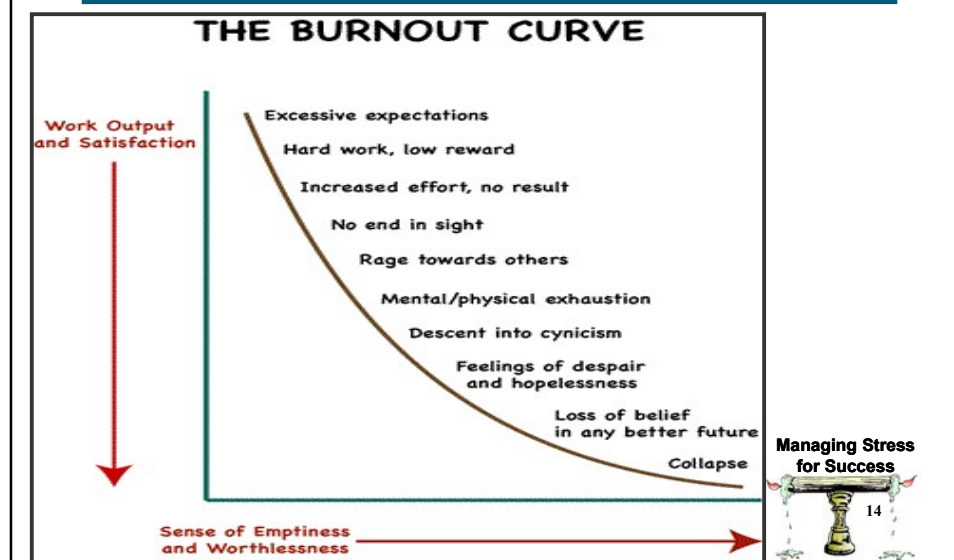
- Burnout is part of the stress experience. It is the end-stage of unrelenting stress.
- Burnout compromises physical and emotional wellbeing.
- When something has to give...it's usually caring for ourselves that goes first. When we stop caring for ourselves, we put ourselves at risk for burnout.

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The Descent into Burnout



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Symptoms of Burnout



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Symptoms of Burnout

Physical Symptoms

- Low energy/exhaustion
- Insomnia or oversleeping
- Muscle tension
- Decrease/increase in appetite
- Headaches
- Decreased sexual drive
- Undefined feeling of illness
- Rapid pulse
- Heart palpitations
- Elevated blood pressure
- Digestive disorders
- Rashes/itching
- Frequent urination
- Shakiness and trembling
- Frequent colds

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Symptoms of Burnout

Mental & Emotional Symptoms

- Feeling of loss of control
- Loss of meaning
- Feeling inadequate/incompetent
- Forgetful
- Resistant to suggestions
- Feeling trapped
- Difficulty concentrating
- Boredom
- Feeling work doesn't fit in with personal values
- Loss of sense of humor
- In denial
- Detached
- Sad
- Fearful/anxious
- Frustrated
- Overwhelmed

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Symptoms of Burnout

Behavioural Symptoms

- Accident prone
- Increased use of sick days
- Sighing
- Irritable/angry
- Tearful
- Withdrawn
- Cynical
- Changes in relationships
- Unresponsive
- Working hard but not being as productive
- Increased use of medication, alcohol, and other drugs

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Coping with Burnout

1. Identify and eliminate sources that drain energy.

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Energy Drainers Exercise

- Be mindful of what drains your energy in the following areas:
 - o Food (caffeine, refined carbs, sugar, fat, fast foods etc.)
 - o Thoughts (negative, judgmental, rigid - attached to beliefs)
 - o Feelings (fearful, anxious, hopeless, worried etc.)
 - o Sleep (caffeine, TV, other media, relationship or caregiving issues)
 - o Environment (television, noise, pollutants, chemicals, computer, cluttered space etc.)

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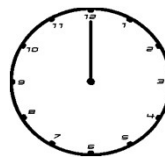


20

Energy Drainers Exercise

- Be mindful of what drains your energy
- Develop 3 action steps to help restore balance

**You have up to 5 minutes
for this exercise**



**Managing Stress
for Success**



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Coping with Burnout

1. Identify and eliminate sources that drain energy.
2. Identify what you can change and what you can't.
3. Set goals that reflect your values and beliefs.

**Managing Stress
for Success**



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Coping with Burnout

4. Set limits
5. Delegate responsibility
6. Take regular breaks
7. Create stimulating challenges that give authenticity to your values
8. Seek support

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Avoiding Burnout

- Master your mind
- Eat for performance
- Work out to work better
- Break up stress and fatigue
- Learn to embrace problems
- Put humour to work
- Create energizing environment
- Learn to build resilience

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Building Resilience

- The process of adapting well in the face of adversity or change.
- Resilience is ordinary, not extraordinary.
- The road to resilience is likely to involve considerable emotional distress.
- Resilience can be learned and developed in anyone.

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Factors in resilience

- ✓ Caring and supportive relationships
- ✓ Making and implementing plans
- ✓ Self confidence and a positive self-view
- ✓ Skills in communication and problem solving
- ✓ Feeling and impulse management

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10 ways to build resilience

1. Make connections.
2. Avoid seeing change as insurmountable problems.
3. Accept that change is a part of living.
4. Move toward your goals.
5. Take decisive actions.

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10 ways to build resilience

6. Look for opportunities for self-discovery.
7. Nurture a positive view of yourself.
8. Keep things in perspective.
9. Maintain a hopeful outlook.
10. Take care of yourself.

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Question time...



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What Is Burnout?

BURNOUT IS A STRESS RESPONSE SYNDROME associated with emotional exhaustion, depersonalisation and reduced accomplishment.

Emotional exhaustion refers to an affective state characterised by depleted emotional resources and a lack of energy. There is an inability to freely give of yourself at an emotional level, and a common symptom is the feeling of dread at the prospect of returning to work for another day.

Depersonalisation is characterised by negative cynical attitudes and feelings towards one's interaction, often with a display of detachment and emotional callousness. Symptoms include the use of derogatory or abstract language, intellectualisation of the situation or withdrawal through longer breaks during office hours

A reduced personal accomplishment refers to the tendency to evaluate oneself negatively. This is characterised by employees experiencing greater job dissatisfaction, coupled with a more negative perception of their work productivity.

Personal factors that affect burnout include:

- Genetic and congenital factors
- Physical health status
- Education level
- Motivation and interest
- Behavioural patterns
- Mental health status
- General life experiences
- Self perception and interpretation of stressors

Some environmental factors that may affect burnout are:

- Quality of interpersonal relationships
- Workplace factors:
 - Roles and responsibilities
 - Organisational norms and standards
 - Style of leadership
 - System of sanctions and rewards
 - Clarity, feasibility and support for organisational goals and objectives



Warning Signs of Burnout

- Chronic fatigue resulting in exhaustion
- Anger at colleagues making demands
- Self-criticism for putting up with additional demands
- Cynicism, negativity and irritability
- Sleep disturbances and depression
- Shortness of breath
- Increased suspicion towards others
- Feelings of helplessness
- Increased degree of risk taking
- Sense of being besieged
- Exploding easily at seemingly inconsequential things
- Frequent headaches and gastrointestinal disturbances
- Weight loss or gain

Ways To Deal With Burnout

There is no single way of dealing with burnout because each individual is different. There are two stress management strategies:

- Preventive Coping Strategies
- Combative Coping Strategies

.../ Continued

Preventive Coping Strategies

- Monitoring stressors and stress symptoms e.g. stress diaries
- Improving social and problem solving skills
- Coping using cognitive appraisal, restructuring and rehearsal
- Lowering arousal by adopting deep breathing, physical exercise

Combative Coping Strategies

- Developing better social support
- Learning effective time management
- Altering stress inducing behavioural patterns
- Adjustment work-life balance and career planning



Burnout

Some Tips To Prevent Burnout

- Stop Denying - Listen to your body. Acknowledge the physical, mental and emotional signs of stress when they happen.
- Avoid Isolation - Do not distance yourself from others, but develop and renew relationships with friends and loved ones.
- Change your Circumstances - If a job, relationship or situation is dragging you under, make an effort to change the situation where possible, or leave the situation.
- Diminish Intensity in your Life - Identify areas that are too intensive and work towards alleviating that pressure.
- Stop Over-nurturing - If you routinely take on other people's problems and responsibilities, learn to gracefully disengage to have time for yourself.
- Learn to say 'No' - Understand your limits, and do not shy away from refusing additional requests or demands on your time or emotions if they are unsustainable.
- Reassess your Values - Know how to differentiate core values from the temporary ones.
- Take Care of your Body - Don't skip meals, understand your need for sleep and avoid skipping doctor's appointments.
- Diminish Worry and Anxiety - You will have better control over your situation if you spend less time worrying and more time taking care of your real needs.
- Have a Sense of Humour - Few people suffer burnout when they are having fun!

Any assessment of burnout should consider individual differences and the complex environment in which that individual must perform. It should address the level of burnout a person is experiencing and identify the pre-disposing, precipitating and sustaining factors within an individual. If you suspect you are burning out, speak to a GP or other health professional for help.

Notes:

Disclaimer:

This handout is not a substitute for professional consultation and is not to be taken as medical advice

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My *Looking at Life* Exercise

- **Identify areas of highest and lowest satisfaction**

- o Career
- o Money
- o Health
- o Friends/Family
- o Significant Other/Romance
- o Personal Growth/Faith & Religion
- o Fun/Recreation
- o Physical Environment



- Identify one area where you are most dissatisfied

- Write 3 action steps to increase satisfaction in this area

- **Identify Energy Drainers**

Be mindful of what drains your energy in the following areas:

- o Food (caffeine, refined carbs, sugar, fat, fast foods etc.)
- o Thoughts (negative, judgmental, rigid - attached to beliefs)
- o Feelings (fearful, anxious, hopeless, worried etc.)
- o Sleep (caffeine, TV, other media, relationship or care-giving issues)
- o Environment (television, noise, pollutants, chemicals, computer, cluttered space etc.)

- Develop 3 action steps to help restore balance

The Ten Commandments of Managing Stress

by Stacy Brice

*You are a child of the universe no less than the trees
and the stars; you have a right to be here.*

*And whether or not it is clear to you,
do not doubt the universe is unfolding as it should.*

— Max Ehrmann

Building or sustaining a small business can be wonderfully rewarding. At the same time, it is often quite stressful. Here are some ideas for dealing with the stresses so that you have more room for the fun!

Thou Shalt Manage Thyself

Most people talk about managing time in order to have more of what life has to offer, but it's only in managing ourselves that we really see a difference in our lives and are able to handle any stress life throws at us. Manage yourself and other things will fall into place.

Thou Shalt Control Thy Environment By Controlling Who And What Is Surrounding You

Life is like a teacup. There's only so much "stuff" that will fit into it. If you fill your cup with the wrong things and the wrong people, you won't have time for the right things and right people. The wrong things and people bring stress. The right people and things bring joy and contentment. Choose who and what gets your time and attention.

Thou Shalt Love Thyself

Acknowledge yourself for the good you do! Be gentle with yourself when things don't go as you might have wanted them

to. There are just some things that you can't control — no matter how much you want to. Love yourself for who you are right now — at this very moment.

Thou Shalt Reward Thyself

Leisure activities are otherwise known as recreational activities. When you do things that bring you joy, you are re-creating your spirit. Nurturing your spirit is a great way to help you reduce stress. Take time to do things that reward you, every day.

Thou Shalt Exercise Thy Body

Health and vitality depend on your body's ability to use oxygen and food effectively. One of the ways to help that happen is through exercise. Exercise also releases endorphins, which have been shown to improve one's mood, making it a great way to deal with stress! Move your body every day!

T

hou Shalt Relax Thyself

What do you do to really relax? Do you even take the time, or know how to? Meditation, listening to soothing music, spending time with friends and people you love, conscious breathing... these are all ways to really relax. If your mind is pulled to the things that stress you, you aren't really relaxed! Take time to be absolutely quiet every day.

Thou Shalt Rest Thyself

It's important to take breaks. Employers give you several during the day. Take them. If you work for yourself, it's critical to your success that you take time to rest — away from your office/desk — takes naps if you're feeling nappish! It's also important to get sufficient sleep. Most people need at least seven hours each night. Good sleep habits include having a set bed time and a set waking time. Did you know that if you don't get the amount of

sleep you need, you can be off (in your ability to think, respond and judge) by as much as 50% the next day? Following a pattern and establishing a rhythm for yourself and your body help you be more relaxed and less stressed during the day. Go to bed! Don't apologize for wanting to "turn in" early!

Thou Shalt be Aware of Thyself

Pay attention to your body. It gives you clues as to what it needs, and when something is wrong with it. Also, know what makes you feel great, and what makes you feel lousy. Being able to recognize them will help you make great decisions for yourself. Also, listen to your intuition. Your wise self never gives you the wrong answers. Your head, on the other hand, will almost always try to talk you out of it. Wake up and pay attention. You learn all sorts of things this way!

Thou Shalt Feed Thyself And Thou Shalt Not Poison Thy Body

Our minds have really been polluted with ideas of what a "healthy" diet looks like, and what "proper" nutrition is. Learn about what things like "low fat" prepared foods, sugar, fat, caffeine and tap water are really doing to your body. Improper nutrition causes stress in the body. It's not hard to get the right information and make great choices for yourself. Eat good stuff!! Your body will thank you!

Enjoy Thyself

We've all seen stories of people who are diagnosed with some horrible disease and given 6 months to live who have, in those last months, really developed a love of life — a desire to enjoy it all. Well, forget about the person with only 6 months.... what about you? You probably only have 80 or so years... shouldn't each moment of your life be utterly succulent too? There's only

so much time in this life. Every moment of it is precious. Make it all count. When you do, you'll find you have less stress, fewer physical problems, and that you're more productive. Look for the good/sweet/fun/joyous in every situation, even when life seems less than fair. You deserve the very best life has to offer, and life deserves the very best you have to give!

Stacy Brice is a nationally recognized expert on virtual work, virtual relationships and partnerships, community building, and work/life balance. Her work as pioneer of the Virtual Assistance profession, and the success of her own virtual university, Assist University, <http://www.assistu.com>, attest to her strength of conviction that people deserve to do work that lights them up inside, and that contributes to their having high quality lives.

Article courtesy of MediaPeak, <http://mediapeak.com>.

Shared by www.lrhartley.com/seminars

101 WAYS TO COPE WITH STRESS

101 WAYS TO COPE WITH STRESS

1. Get up 15 minutes earlier
 2. Prepare for the morning the night before
 3. Avoid tight fitting clothes
 4. Avoid relying on chemical aids
 5. Set appointments ahead
 6. Don't rely on your memory ... write it down
 7. Practice preventive maintenance
 8. Make duplicate keys
 9. Say "no" more often
 10. Set priorities in your life
 11. Avoid negative people
 12. Use time wisely
 13. Simplify meal times
 14. Always make copies of important papers
 15. Anticipate your needs
 16. Repair anything that doesn't work properly
 17. Ask for help with the jobs you dislike
 18. Break large tasks into bite size portions
 19. Look at problems as challenges
 20. Look at challenges differently
 21. Unclutter your life
 22. Smile
 23. Be prepared for rain
 24. Tickle a baby
 25. Pet a friendly dog/cat
 26. Don't know all the answers
 27. Look for a silver lining
 28. Say something nice to someone
 29. Teach a kid to fly a kite
 30. Walk in the rain
 31. Schedule play time into every day
 32. Take a bubble bath
 33. Be aware of the decisions you make
 34. Believe in yourself
 35. Stop saying negative things to yourself
 36. Visualize yourself winning
 37. Develop your sense of humor
 38. Stop thinking tomorrow will be a better today
 39. Have goals for yourself
 40. Dance a jig
 41. Say "hello" to a stranger
 42. Ask a friend for a hug
 43. Look up at the stars
 44. Practice breathing slowly
 45. Learn to whistle a tune
 46. Read a poem
 47. Listen to a symphony
 48. Watch a ballet
 49. Read a story curled up in bed
 50. Do a brand new thing
 51. Stop a bad habit
 52. Buy yourself a flower
 53. Take time to smell the flowers
 54. Find support from others
 55. Ask someone to be your "vent-partner"
 56. Do it today
 57. Work at being cheerful and optimistic>
 58. Put safety first
 59. Do everything in moderation
 60. Pay attention to your appearance
 61. Strive for Excellence NOT perfection
 62. Stretch your limits a little each day
 63. Look at a work of art
 64. Hum a jingle
 65. Maintain your weight
 66. Plant a tree
 67. Feed the birds
 68. Practice grace under pressure
 69. Stand up and stretch
 70. Always have a plan "B"
 71. Learn a new doodle
 72. Memorize a joke
 73. Be responsible for your feelings
 74. Learn to meet your own needs
 75. Become a better listener
 76. Know your limitations
and let others know them, too
 77. Tell someone to have a good day in pig Latin
 78. Throw a paper airplane
 79. Exercise every day
 80. Learn the words to a new song
 81. Get to work early
 82. Clean out one closet
 83. Play patty cake with a toddler
 84. Go on a picnic
 85. Take a different route to work
 86. Leave work early (with permission)
 87. Put air freshener in your car
 88. Watch a movie and eat popcorn
 89. Write a note to a far away friend
 90. Go to a ball game and scream
 91. Cook a meal and eat it by candlelight
 92. Recognize the importance of unconditional love
 93. Remember that stress is an attitude
 94. Keep a journal
 95. Practice a monster smile
 96. Remember you always have options
 97. Have a support network of people, places and
things
 98. Quit trying to fix other people
 99. Get enough sleep>
 100. Talk less and listen more
 101. Freely praise other people
- BONUS: Relax, take each day at a time...
you have the rest of your life to live!

Courtesy of the Tripler Regional Medical Center,
Honolulu, Hawaii

MANAGING STRESS

An introduction to managing work-related stress more effectively



*Managing Stress
for Success!*

with
Lionel Hartley, PhD

www.lrhartley.com/seminars



THIS PROJECT IS EXTREMELY IMPORTANT, BUT IT HAS NO BUDGET, NO GUIDELINES, NO SUPPORT STAFF AND IT'S DUE TOMORROW MORNING. AT LAST, HERE'S YOUR CHANCE TO IMPRESS EVERYONE!!

WHAT IS STRESS?

“The non-specific response of the body to demands placed upon it.”

Seyle (1975)

“Anything that places an extra demand on you.”

Veninga & Spradley (1981)

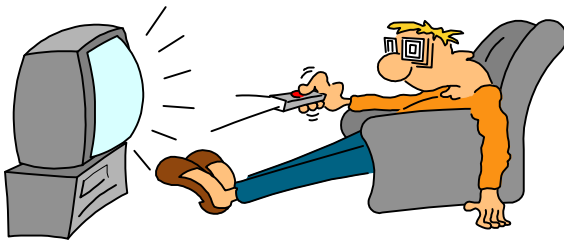
“The discrepancy between what you want and what you are getting.”

Singleton (1989)

“Stress results not from a particular life event per se, but from the individual’s perception of that event and of his or her ability to control and deal with the event.”

Mercer (1988)

STRESS IS NORMAL



LIFE IS STRESSFUL!!
IT'S NOT EASY JUGGLING A MARRIAGE, A CAREER AND A FULL TV SCHEDULE

- Stress is designed to allow us to cope with a physical threat
- Everyone has it
- No one is immune from its effects
- Stress is not usually harmful
- Stress can be positive and often enhances productivity
- Excessive and prolonged stress can be harmful
- The effects of stress are cumulative
- Stress affects you where you are most vulnerable

HOW DOES STRESS AFFECT YOU?



IT'S THE LATEST INNOVATION IN OFFICE SAFETY. WHEN YOUR COMPUTER CRASHES, AN AIRBAG IS ACTIVATED SO YOU WON'T BANG YOUR HEAD IN FRUSTRATION!!

When faced with any source of stress, the brain sends out signals to the body. These signals cause the body to release hormones. These hormones cause increased heart rate, rapid breathing, increase in blood sugar, increased alertness and increase in muscle response

STAGES OF RESPONSE

Hans Seyle, Nobel Prize Laureate, developed the **General Adaptation Syndrome** in the 1930's. The body always reacts in the same way to any kind of change. The change can be physical or emotional. As well, the change can be painful, pleasant, or even life-threatening.

GENERAL ADAPTATION SYNDROME

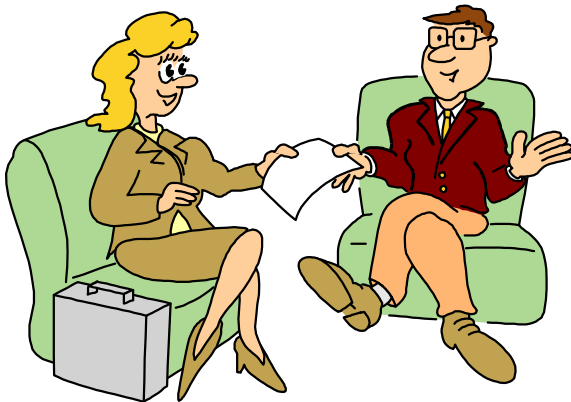
Alarm Stage	The body prepares for fight or flight.	Hormones are released that cause an increase in heart rate, rate of breathing, blood sugar, perspiration as well as dilated pupils and slower digestion. This results in a huge burst of energy, increased muscular strength, sharper vision and better hearing.
Resistance Stage	The body adapts.	The body attempts to repair any damage caused by the stress, and may get used to the stressors such as extreme cold and hard physical work. We go from the alarm reaction to the resistance stage constantly, with the demands of daily life. However, if stress continues without letup, the body must remain in a constant state of readiness for fight or flight.
Exhaustion Stage	The body wears itself out.	Eventually, the body runs out of resources. The body can no longer maintain the physical changes, the immune system weakens, the symptoms of the alarm stage reappear, diseases may occur.



THANK YOU FOR CALLING. PLEASE LEAVE A MESSAGE. IN CASE I FORGET TO CHECK MY MESSAGES, PLEASE SEND YOUR MESSAGE AS AN AUDIO FILE TO MY E-MAIL, THEN SEND ME A FAX TO REMIND ME TO CHECK MY E-MAIL, THEN CALL BACK TO REMIND ME TO CHECK MY FAX.

THE EFFECTS OF STRESS ON PERFORMANCE

Too little stress may be as harmful as too much stress. Without stress one would have very little motivation, become bored with life and feel the need to do something—anything. One could suffer the same symptoms that someone under severe stress does. Performance rises as stress increases. The optimal stress point is where you are stimulated into a state of high productivity. Once an optimum point is passed, increasing stress impairs judgment and alertness and can result in a drastic decrease in productivity. The optimum stress level will be different for each individual. The trick is recognizing the point at which you function most effectively and striving to remain close to that point.



INSTEAD OF MY RESUME I'VE PRINTED OUT MY DAILY HOROSCOPE FOR THE PAST YEAR. YOU'LL SEE THAT I'M A SPECIAL PERSON WHO'S DESTINED FOR GREAT THINGS.

10 SIGNS OF WORKPLACE STRESS

1. You are often irritable.
2. You have trouble concentrating.
3. You are tired.
4. You have lost much of your sense of humour..
5. You get into more arguments than you used to.
6. You get less done.
7. You are sick more often.
8. You care less about your work.
9. Getting out of bed on a workday morning is a major effort.
10. You have less interest in your life outside of work.

TIPS TO DE-STRESS YOUR WORK WORLD



**MY STAFF JUST LEFT FOR A 10 DAY STRESS
MANAGEMENT RETREAT. I'M FEELING MORE
RELAXED ALREADY!!**



**OUR CONSULTING FIRM SAYS I LACK WARMTH
--- TURN UP THE THERMOSTAT!!!**

*Dr Hartley gratefully acknowledges the
Saskatchewan Workers' Compensation Board
for their considerable input into this free handout.*

Try to go to bed a little earlier-especially if you know the next day has a lot in store.

Try to make your commute to work as easy as possible. Relaxing music in the car can help with the drive to work and back again.

Can you play music in your workplace? Classical music such as Mozart has been shown to be relaxing but anything relatively calming will do.

Make sure your work area is ergonomically correct to prevent muscle fatigue, strain, and pain.

Commit part of your day to a stress reducing activity. This could be as simple as taking a brief walk at lunchtime or stopping by the gym on your way home from work.

Getting up 15 minutes earlier in the morning can allow you to have a few minutes to read the paper, have a conversation with the kids or spouse over breakfast, or do a few stretching exercises before heading out the door for the day.

Add some fun and humour to your workplace. If the only enjoyment you get from work is coffee breaks and quitting time, then consider what Will Rogers had to say "in order to succeed, you must know what you are doing, like what you are doing, and believe in what you are doing." Liking what you do rather than expecting to always do what you like is the key here.

Have a task planned for the start of the day that is relatively pleasant and that you can finish in a short period of time- even if it is a smaller part of a larger task. This can help us attain a feeling of accomplishment and motivation at the start of the day.

Treat co-workers in the same fashion you would wish to be treated.

