

Managing Stress in the Workplace

- You're very welcome this afternoon!
- Session starts at 2pm
- You will be muted as you arrive (I will explain this further)
- You do not need your webcam for this session
- If you are having trouble hearing me, try leaving the session and re-joining, running the software from chrome or if you have headphones in plug them out



HELLO!

I am **Olivia Roche**

I am a trainer since 2014.

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Managing Stress in the Workplace



Olivia Roche

Agenda

- Understanding stress, stressors and eustress
- Categories of stress
- Identifying stress triggers
- Are you burnt out?
- Physical and psychological reactions to stress
- Tips for managing anxious thoughts
- Stress management techniques and tips
- Work/life balance
- Q&A session



Acute Stress



- Fight, flight, freeze reaction!
- Quick, shallow breathing
- Increased heart rate and blood pressure
- Muscles tense for action
- Sweat glands activate

Recognising your stress triggers

- Getting involved in conflicts or interacting with unpleasant people
- Facing barriers which prevent you from reaching your goals
- Feeling little control over your life
- Putting up with excessive or impossible demands from others
- Experiencing noise
- Doing boring or lonely work
- Assigning faults for bad events – placing blame on yourself or others
- Realising you may have been wrong but wanting to be right
- Dealing with a situation that challenges your beliefs or causes moral conflicts
- Putting too high demands on yourself
- Believing you are helpless or can't handle a situation
- Drawing faulty conclusions such as 'they don't like me', 'I'm inferior to them' or having unreasonable fears
- Pushing yourself to excel and/or failing to achieve a desired goal

Avoid Triggering Stress

- Be well rested – tiredness is a fundamental stressor
- Physical health improves mental health
- Cognitive reframing
- See failures as an opportunity to improve your training

Practical tools to manage anxiety

Attitude is a manner of thinking, feeling or acting that shows your disposition. It is the way that you dedicate yourself to the way that you think. Life can be 10% what happens to you and 90% of how you react to it. Nothing will work unless you do

Practical tools to manage anxiety

- Critical thinking – problem solving techniques
- Planning for worst case scenario – rational thinking exercise
- Explore your strengths and weaknesses
- Stop negative self talk
- Breathing techniques
- Mindfulness
- Visualisation techniques
- Meditation

Practical tools to manage anxiety

- Learn to say no
- Build good relationships
- Avoid falling into a cycle of complaint
- Know about ergonomics
- Cut out sugar
- Eat whole foods
- Exercise regularly
- Get quality sleep and remember waking rest counts also
- Know your body and your energy efficient times

Worst Case Scenario Tool

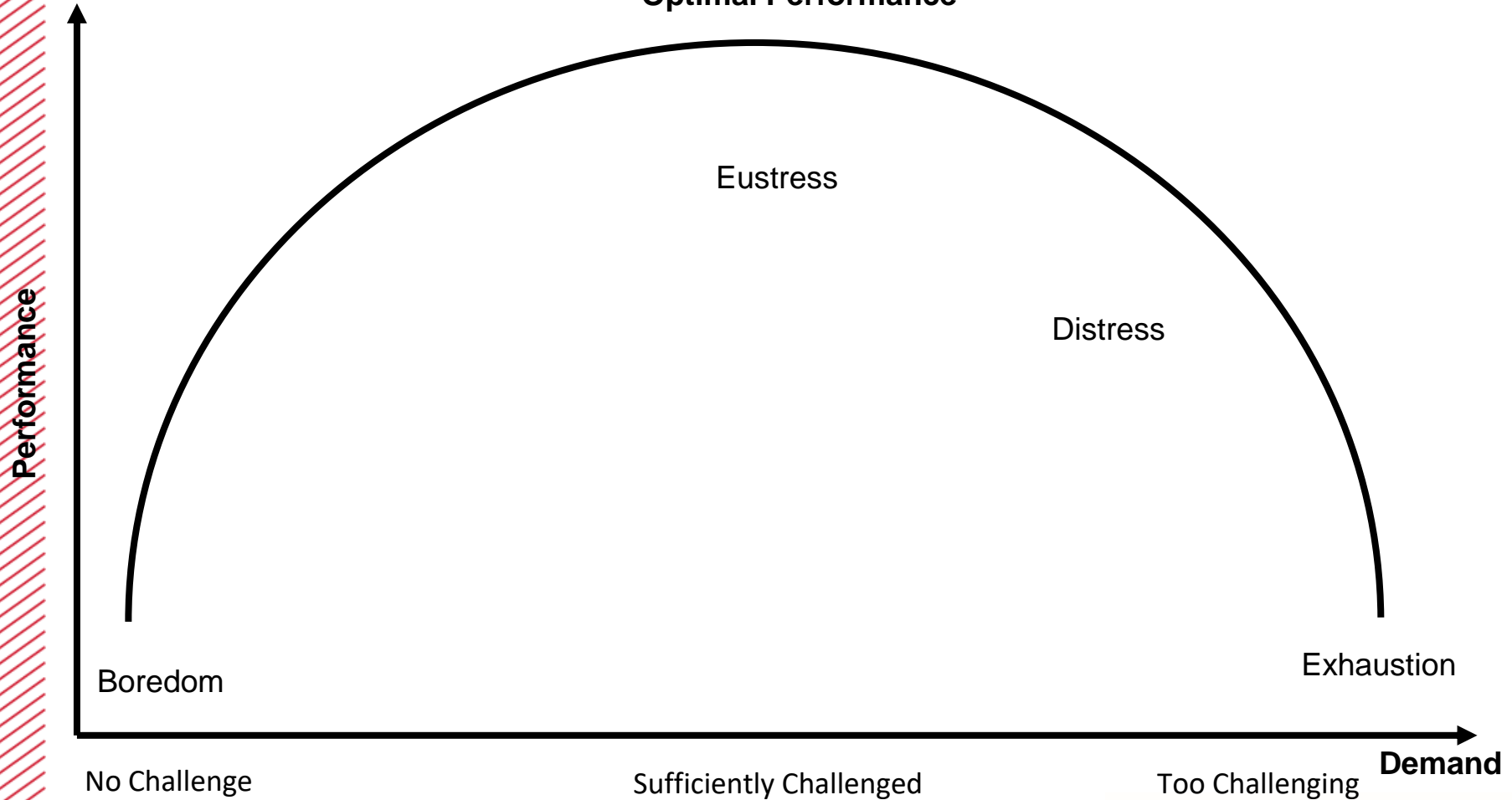
- Rate the anxious thought out of 100% - 100%
- Worst case scenarios to this thought actually playing out in real life
 - 1. Stumble over my words, lose train of thought and run out of the room
 - 2. Freeze on the spot and say something incorrect
 - 3. Lose my job
- If so – I will
 - 1. Speak to the managers afterwards, apologise for running out, tell them I will sit a public speaking workshop and ask for a second chance
 - 2. Hope no one notices and if they do I will apologise sincerely, explain I was quite nervous and that I will sit a public speaking workshop to ensure this doesn't happen again
 - 3. I will do up my CV, I have a friend in recruitment why don't I get in touch,
- Rate the anxious thought again - 30%



Finding your optimum level of pressure

The pressure performance graph

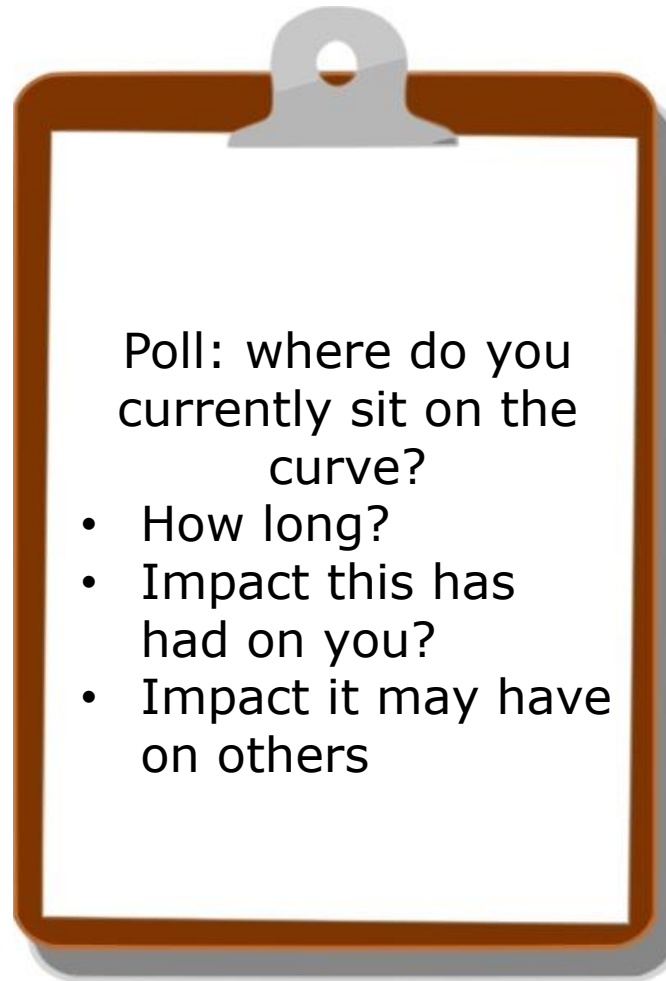
Optimal Performance



Exercise



Discussion



Staying Mentally strong during setbacks

- It's important to know that setbacks will happen
- Being a perfectionist about yourself will just leave you frustrated and tempted to give up
- Sometimes setbacks will happen because of you (bad decisions and mistakes) and other times it will be for reasons beyond your control. We should adopt the same strategy to overcome regardless of the conditioning of the setback
- Building resilience is key. How can we do that without having experienced setbacks. It's experiential learning at it's finest
- The positive is that with setbacks you are constantly setting a new benchmark for your resilience – accepting and understanding that this is everything to do with being human is very liberating!!!

Building and enhancing your personal resilience

What is Personal Resilience?

- The ability to perform under pressure
- Bounce back from difficult circumstances and overcoming setbacks
- Manage our overall health and wellbeing
- Understand how to achieve and maintain optimum performance
- Its being able to strive for balance and harmony
- Understanding and being bale to play to the strengths of our personality
- Resilience is a skill set that can be learned and acquired so that situations work for you rather than against you

We use it to....

- Cope well
- Sustain good health and energy when under pressure
- Recover from setbacks
- Overcome challenges
- Adapt to new ways
- Problem solving skills – solve the problems we face everyday
- Keep perspective
- Sustain good health and energy when under constant pressure

5 pillars of resilience

Self Awareness

Self Awareness is having a clear perception of your personality, including strengths, weaknesses, thoughts, beliefs, motivation, and emotions. Self Awareness allows you to understand other people, how they perceive you, your attitude and your responses to them in the moment.

Purpose

Purpose is a recognition that we belong to and serve something bigger than ourselves. Our purpose helps to shape the mindset and attitude we have toward others and the events we experience. We can find purpose in our faith, family, a political party, being green, or being a part of an organisation

Mindfulness

Mindfulness is a state of active, open attention on the present. When you're mindful, you observe your thoughts and feelings from a distance, without judging them good or bad. Instead of letting your life pass you by, mindfulness means living in the moment and awakening to experience.

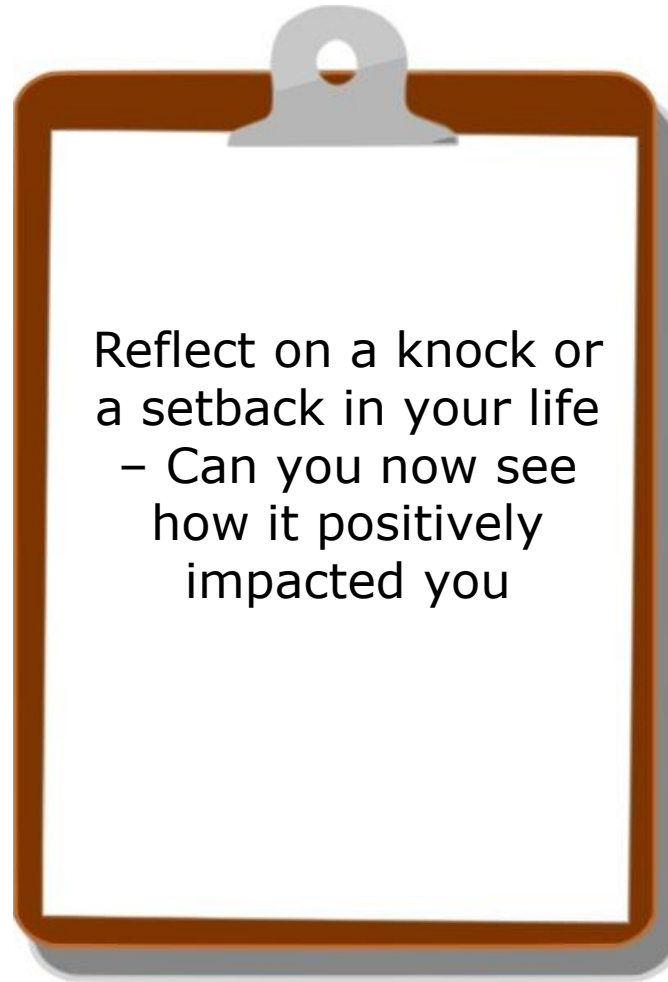
Relationships

Positive Relationships are the people who support and care for us — and we care for them. One of the most profound experiences we can have in our lives is the connection we have with other human beings. By building positive relationships with others, we will be happier and more fulfilled and feel more supported, supportive, and connected. Positive and supportive relationships will help us to feel healthier, happier, and more satisfied with our lives.

Self care

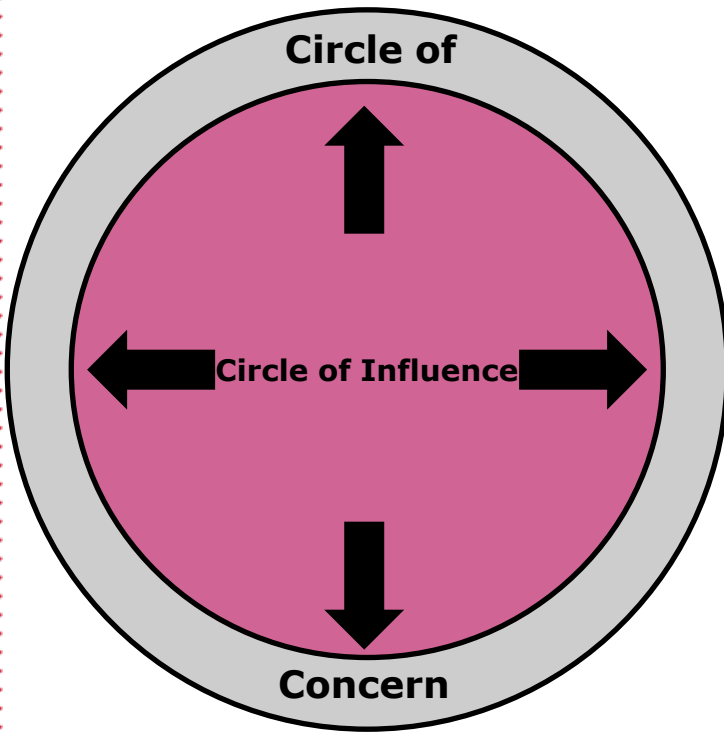
Self care is unique for each person and can be understood in many different ways. In its simplest form, the term refers to our ability as human beings to function effectively in the world while meeting the multiple challenges of daily life with a sense of energy, vitality, and confidence. Self care is initiated and maintained by us as individuals — it requires our active engagement.

Discussion



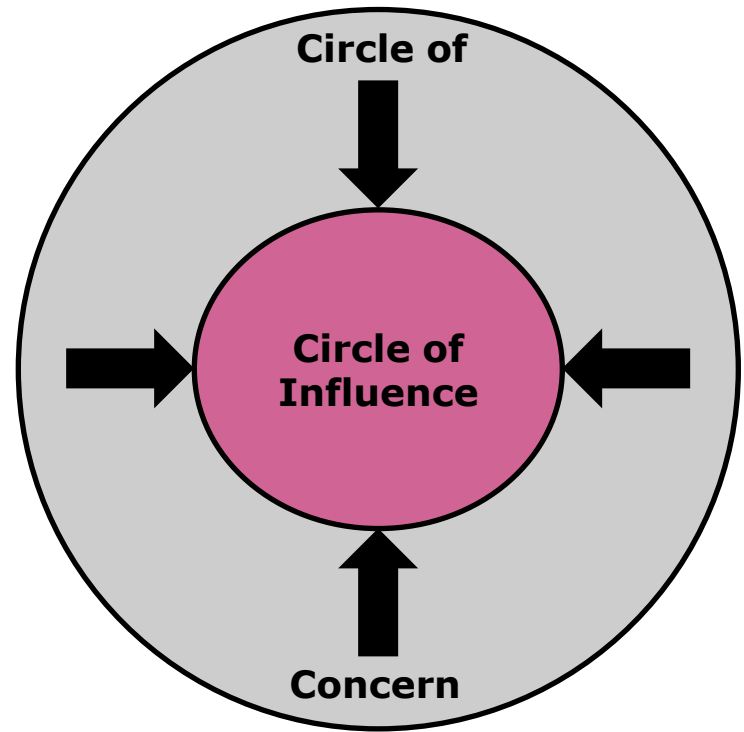


Increase positive emotions



Proactive Focus

Positive energy enlarges circle of Influence



Reactive Focus

Negative energy reduces Circle of Influence

Techniques to stay motivated during times of stress

1. If it takes less than 3 minutes do it now
2. The 5,4,3,2,1 GO method
3. Get hungry for success
4. Goal setting/planning for success – high priority tasks
5. Develop deep discipline
6. Take breaks
7. Do what you enjoy
8. Use rewards
9. Keep motivators around you
10. Keep learning
11. Help others
12. Always remind yourself and focus on your 'why'!!

Recap

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THANKS!

Any questions?
30 min Q&A

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