



# **Out Of Cope?**

## **A Stress Management Workshop**

**QAI Global Institute**  
**April 24, 2009**



# “Purpose, Process, Payoff”

- **Purpose:** To reduce stress, have a few laughs, and learn some great de-stressing exercises.
- **Process:** Short lectures and exercises
  - Understand Stress- definition, causes, physiology and psychology of stress, symptoms
  - Learn coping strategies
  - Experience relaxation exercises
  - Laugh
- **Payoff:** Feel better, live longer, get more done



# Definition of Stress

- Dr. Hans Selye
- The body's non-specific response to any demand placed on it, whether or not that demand is pleasant.
- Eustress versus Distress

# Strategies to Survive, Cope and Change



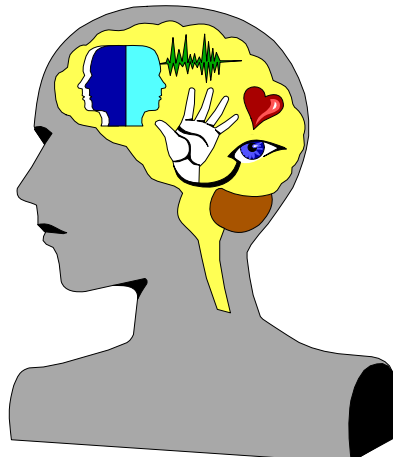
## Learning to Ski

- ☐ Lock your knees and fall
- ☐ We need to learn how to flex and bend during stress so that we do not fall

# The Physiology and Psychology of Stress

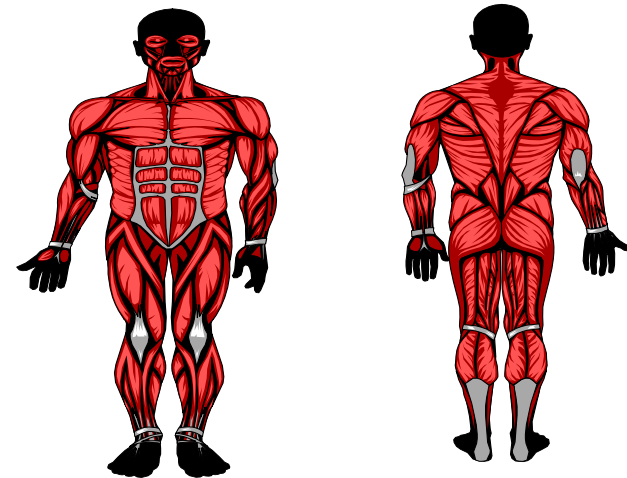
## The General Adaptation Syndrome

- The Alarm Stage - Fight or Flight
  - Message from the brain stimulates hormone release
  - Adrenaline pours out



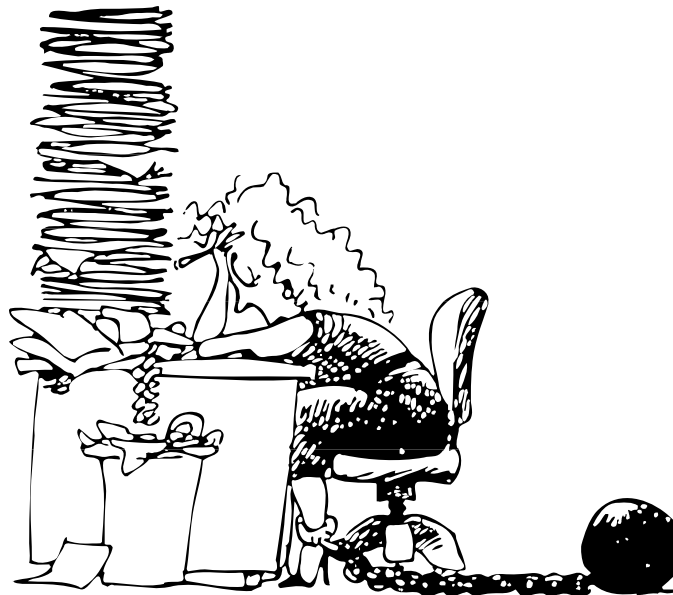
# Adrenaline

- Increases heartbeat
- Increases breathing rate
- Raises blood sugar level
- Increases perspiration
- Dilate pupils for better vision
- Slows digestion
- Sends blood to large muscle groups



# Resistance Stage

- Body attempts to repair damages or adapt to stresses (Cold, hard labor, etc.)



# Exhaustion Stage

- If body must remain alert and can't repair - eventual disease breakdown





# Diseases of Stress

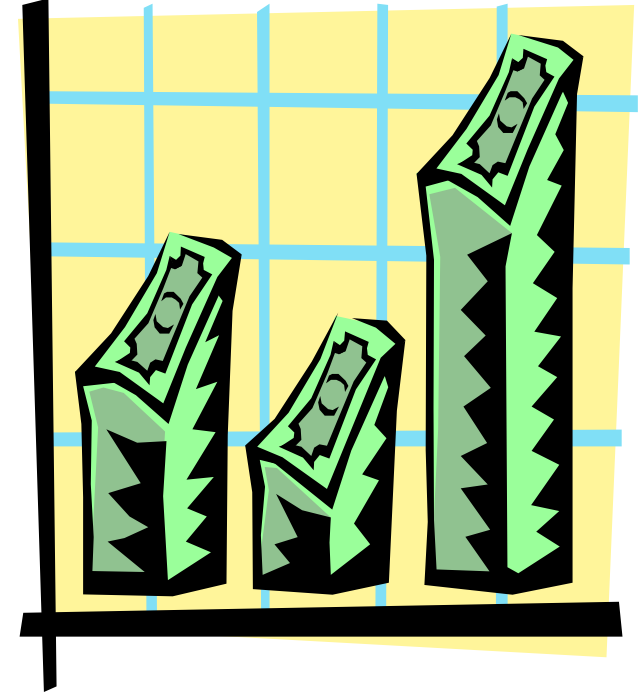
- High blood pressure
- Coronary Heart Disease
- Migraine headaches
- Rheumatoid Arthritis
- Gastrointestinal disorders
- Respiratory Disorders



# American Industry Costs

## Yearly Costs

- 30 million - major heart disease
- 1 million - heart attack per year
- 25 million - high blood pressure
- 8 million ulcers
- 12 million alcoholics
- 5 billion doses prescribed tranquilizers
- 3 billion doses prescribed amphetamines
- 5 billion doses of barbiturates





# Yearly Industry Costs

- 19 billion lost - premature death
- 15 billion lost from alcoholism
- 15 billion lost in stress related absenteeism
- 700 million lost each year to recruit replacements for executives with heart disease.



# Cost of Stress on Performance

- Absenteeism
- Sick Leave
- Turnover
- Accidents
- Job dissatisfaction
- Poor performance
- Impaired decision making
- Ineffective communication
- Reduced quality and quantity of work
- Low morale
- 45% of the day wasted in high stress environment



# Physical Signs or Symptoms of Stress

- Pounding heart, chest pain
- Dry mouth
- Tired
- Edgy, keyed up
- Grinding teeth
- Weak
- Dizzy
- Sweating, hot or cold
- Frequent Urination
- Queasy stomach/vomit
- Diarrhea/constipation/gas
- Headaches
- Backaches
- No appetite or always hungry
- Shallow breathing
- Sexual problems
- Allergy Flare-ups
- Breathing problems
- Lowered immune system-catch everything



# Cognitive or Emotional Signs or Symptoms of Stress

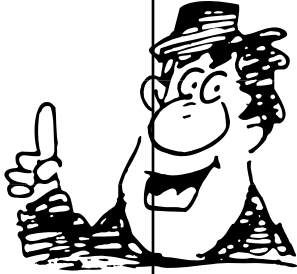
- Inability to concentrate
- Worried
- Fearful
- Anxious
- Low self-esteem
- Low confidence
- Apathy
- Depression
- Feel rejected
- Anger, hostility, irritability, crankiness
- Resentment
- Confusion



# Behavioral Signs or Symptoms of Stress

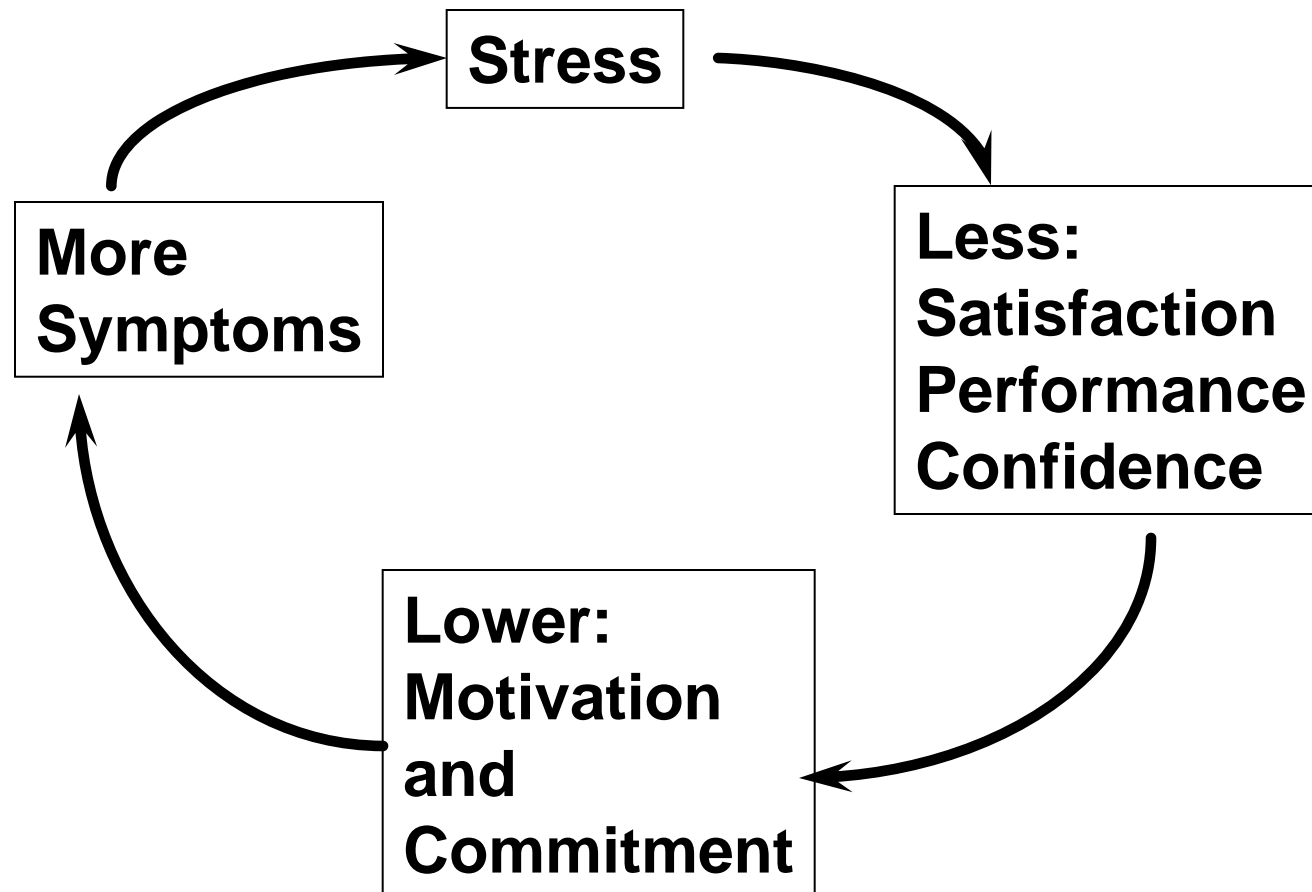
- Can't sleep, sleep too much
- Nightmares
- Drinking, eating, smoking, drugging more
- Mental blocks, forgetfulness, can't concentrate
- Loss of creativity
- Loss of sexual interest
- Impulsive behavior
- Accident prone

# Understanding Stress

Stressors	You	Interpret	Outcome
Nature Number Frequency	Personal and Hereditary Characteristics	As you see it!	Physical Psychological Organizational
Physical Your job Your work group Your organization Your career	Personality Needs Values Goals Age Race Health Hardiness Education 		



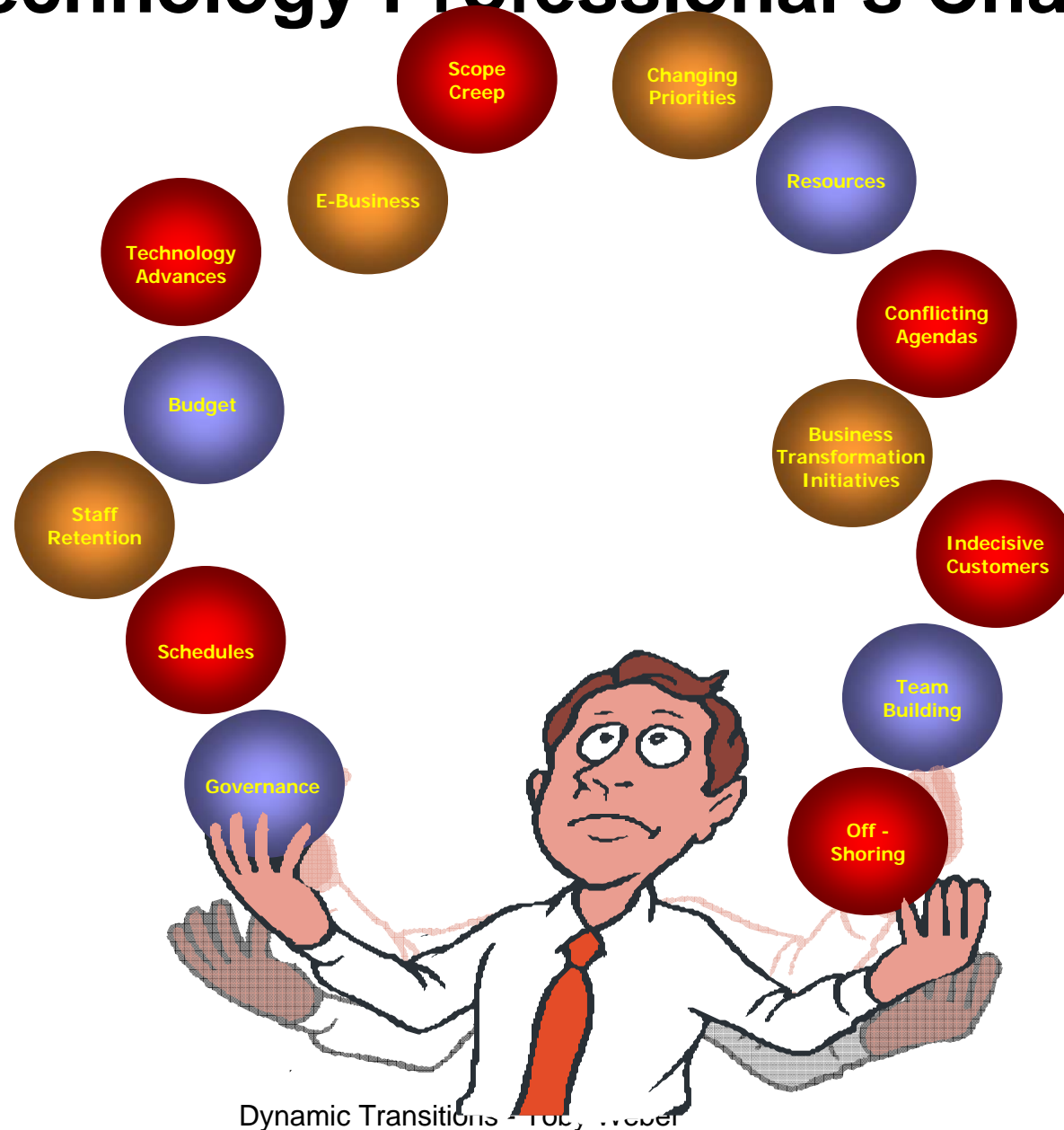
# Stress's Negative Cycle



# Analyzing Stress at Work



# The Technology Professional's Challenge





# Arenas of Work and Life Balance

## Career

- Specific job responsibilities
- Career opportunities and path
- Skill/professional development
- Relationships and professional network
- Security
- Challenges
- Rewards and recognition
- Service

## Finance

- Present financial picture
  - ☐ Assets
  - ☐ Obligations
  - ☐ Priorities
- Future financial picture
  - ☐ Goals and Dreams
  - ☐ Priorities

## Living

- Yourself
- Your family – nuclear and extended
- Your friends
- Your acquaintances
- Your community
- Leisure time, hobbies, sports, volunteering

## Health

- Physical
  - ☐ Disease free
  - ☐ Hardiness
  - ☐ Fitness
- Emotional

# Identifying Rewards at Work

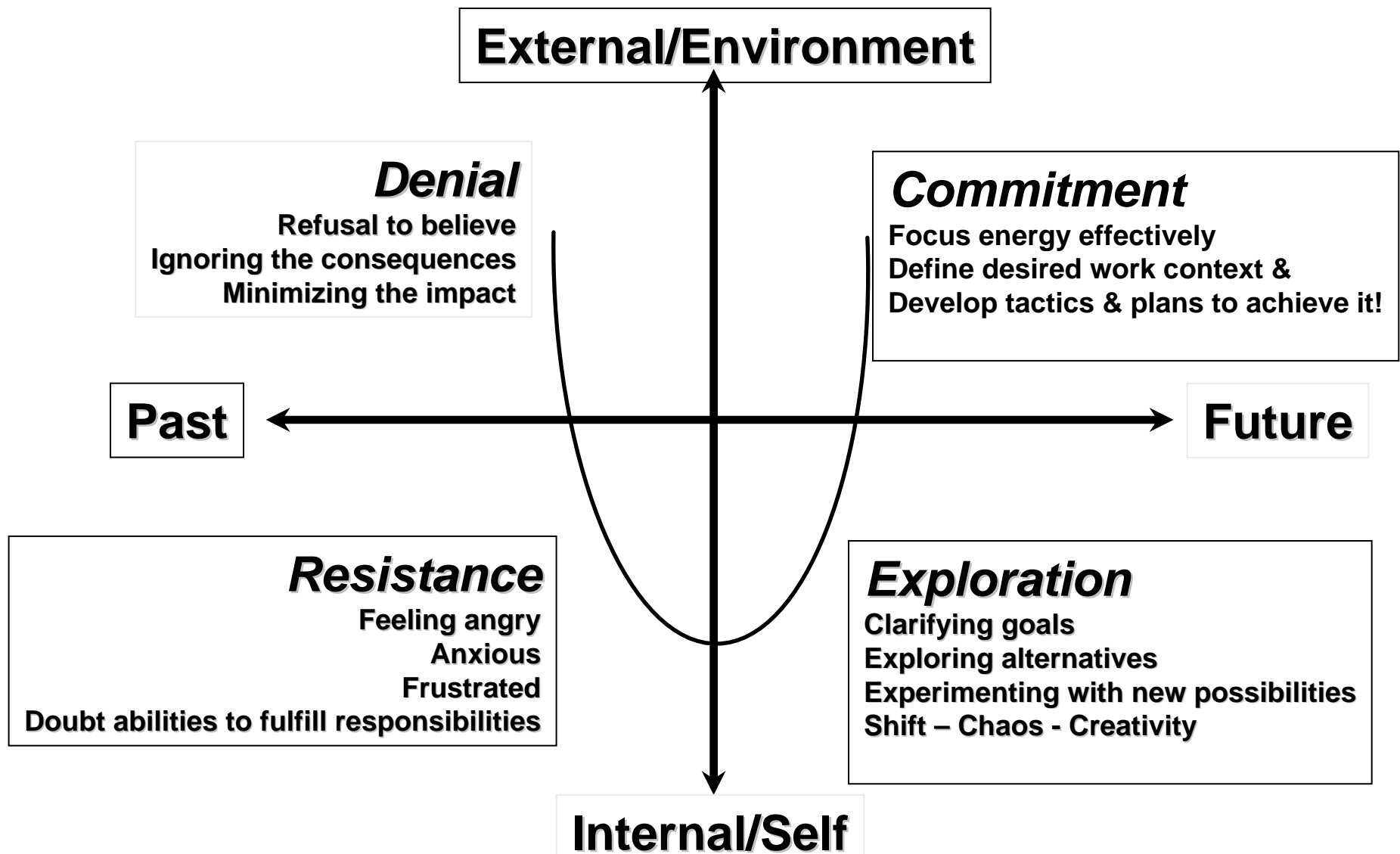




# The Stress of Change

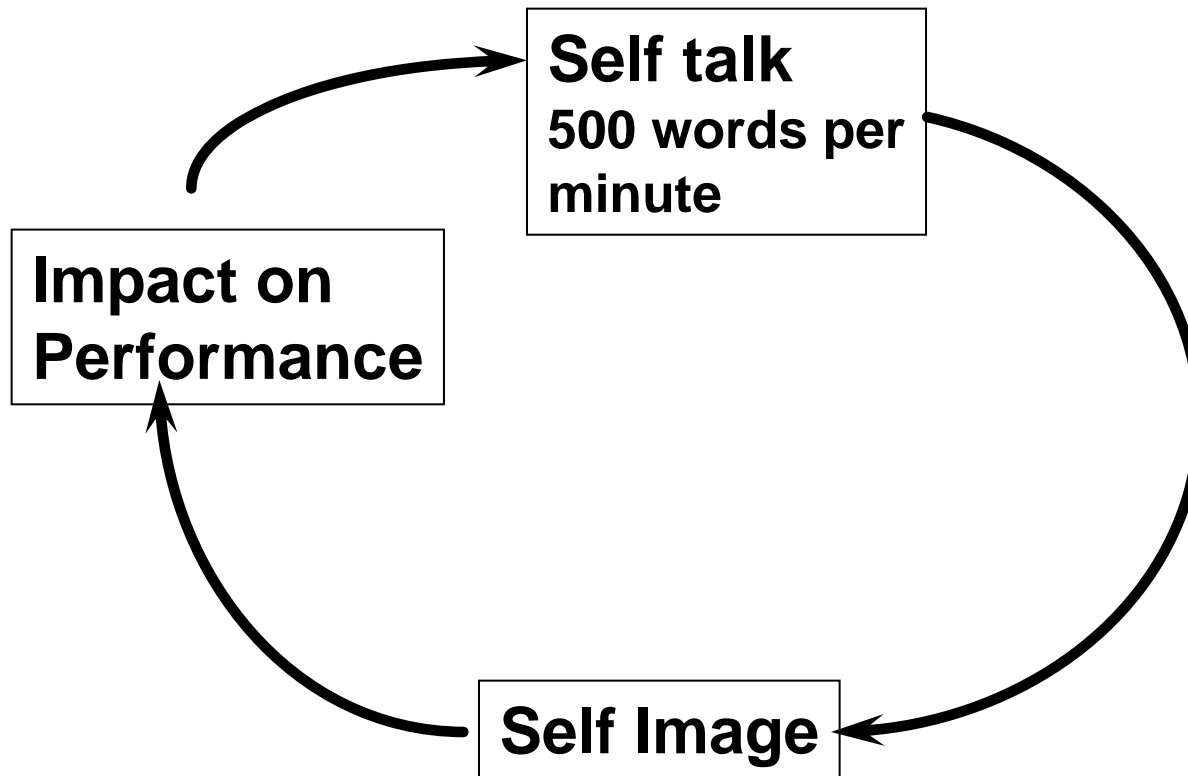
## “Arm Folding 101”

# Personal Stages of Change



# Understanding Stress - Your Interpretations

The world as you see it and attempt to cope with it







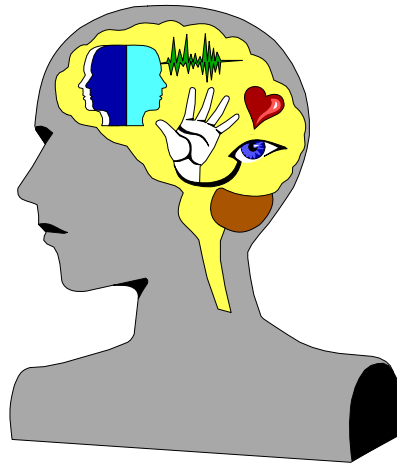
# The Power of Affirmations -The ABC's

- A = Activating event
- B = Beliefs
- C = Consequences
  - ☐ Emotional
  - ☐ Behavioral
  - ☐ Physical

# Self Talk

Most important conversations we have all day long

- Do my dominant words and images match my goals in life? If not change the words and images.



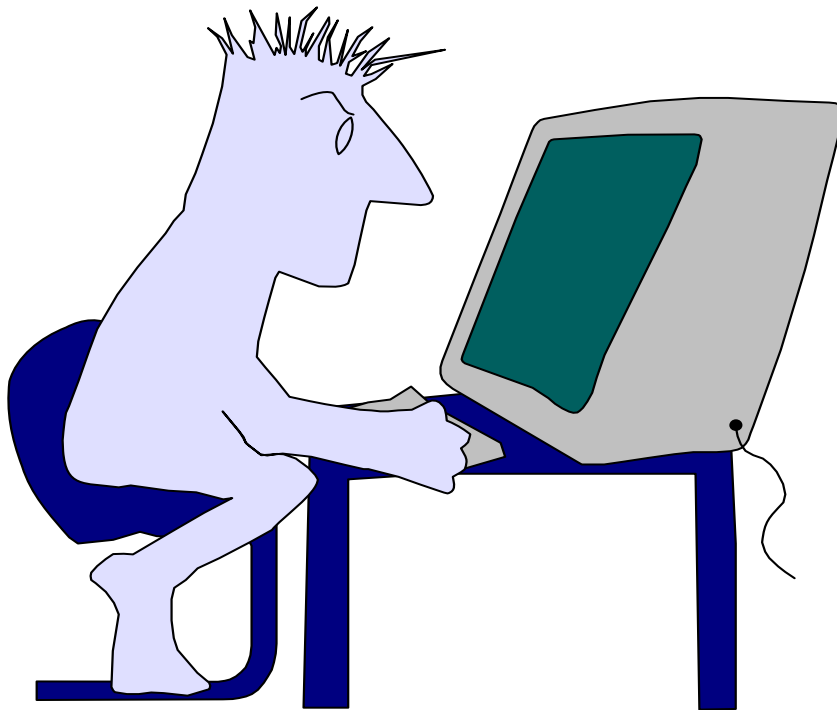


# Affirmations

Belief system - What we believe becomes our reality

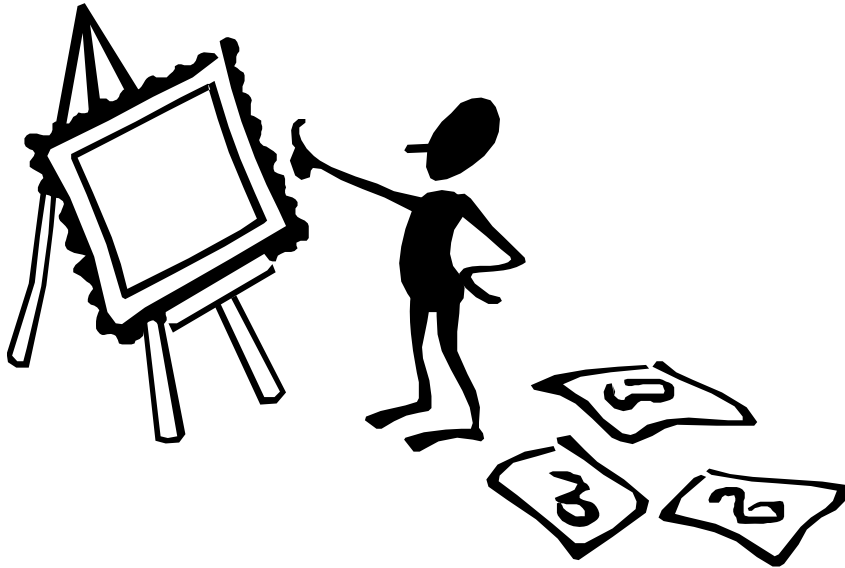
- Short
- Positive - Build on strengths
- present tense
- Personal
- Repeat 3-7 weeks
- Positive input - Positive output

# Reprogram our Mental Computer



- Subconscious cancels out future tense and negatives
- I will never smoke again
- I will not be late for work

# Visualization



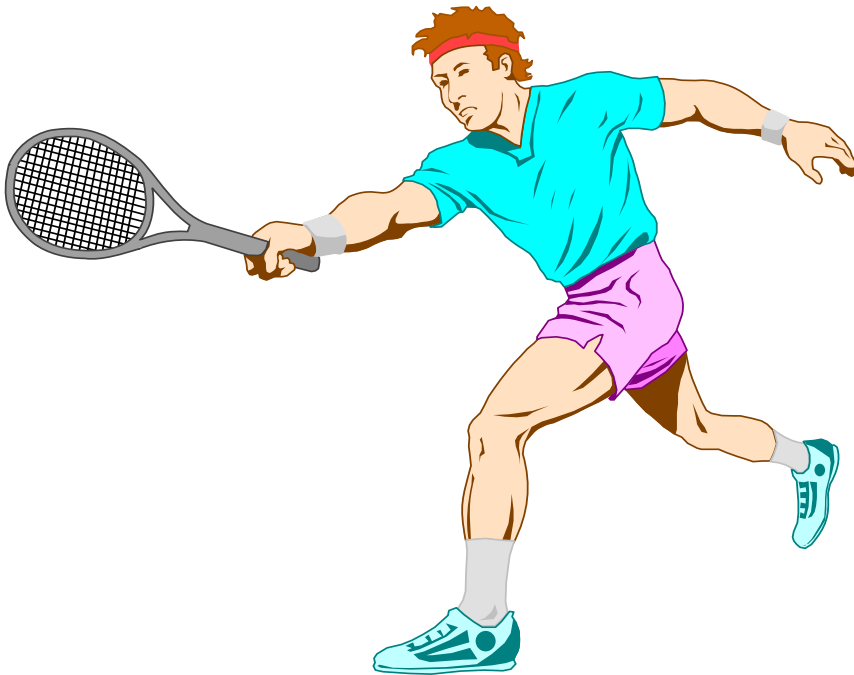
- Subconscious cannot tell difference between real experience and vivid imagination
- Imagination is our sneak preview of life's coming attractions



# Visualization Techniques

- Lower brain wave level - breathing, relaxation and imagery
- Create clear and vivid mental pictures of person you want to be doing the things that you want to do.

# Six Keys to Stress Management “Extreme Self-Care”



- Nutrition
- Exercise
- Relaxation
- Play-relief
- Support
- Skill
  - Technical Skills
  - Interpersonal Skills
  - Goal setting and Planning
  - Time Management
  - Communication
    - Assertiveness
    - Influencing
  - Visualizations & Affirmations

# Humor Break







# Axioms for the Internet Age

**1. Home is where you hang your @**

**2. The e-mail of the species is more deadly than the mail.**

**3. A journey of a thousand sites begins with a single click.**

**4. You can't teach a new mouse old clicks.**

**5. Great groups from little icons grow.**

**6. Speak softly and carry a cellular phone.**

**7. C:\ is the root of all directories.**

**8. Don't put all your hypes in one home page.**

**9. Pentium wise; pen and paper foolish.**

**10. The modem is the message.**

**11. Too many clicks spoil the browse.**

**12. The geeks shall inherit the earth.**



# Axioms for the Internet Age, Continued

**13. A chat has nine lives.**

**14. Don't byte off more than you can view.**

**15. Fax is stranger than fiction.**

**16. What boots up must come down.**

**17. Windows will never cease.**

**18. In Gates we trust.**

**19. Virtual reality is its own reward.**

**20. Modulation in all things.**

**21. A user and his leisure time are soon parted.**

**22. There's no place like home.com!**

**23. Know what to expect before you connect.**

**24. Oh, what a tangled Web site we weave when first we practice.**

**25. Speed thrills.**

**26. Give a man a fish and you feed him for a day; teach him to use the Net and he won't bother you for weeks.**

# Benefits of Exercise

- Increased strength and endurance
- Strengthen heart and lungs - Improve circulation and lower blood pressure
- Burn fat and Build muscles
- Enhanced appearance and self image



# Benefits of Exercise

- Increased absorption and utilization of foods
- Increased cardiac output
- Red blood cells increase
- Sleep better



# Benefits of Exercise

- Decreased use of alcohol, drugs, tobaccos and sugars
- Better weight control
- Decreased cholesterol levels
- **Remember, laughter is the equivalent of internal jogging!**





# Autogenic Training

- My hands and arms are heavy and warm (5 times)
- My feet and legs are heavy and warm (5 times)
- My abdomen is warm and comfortable (5 times)
- My breathing is deep and even (10 times)
- My heartbeat is calm and regular (10 times)
- My forehead is cool ( 5 times)
- When I open my eyes, I will remain relaxed and refreshed
- Gradually move different parts of your body and slowly open your eyes



# General Rules for Relaxation Exercises

- Comfortable position
- Loosen snug garments and remove jewelry
- Relax in a quiet and peaceful environment
- Assume an observing attitude
- Allow enough time
- Schedule a relaxation period regularly
- Practice, practice, practice



# Five Finger Exercise - Anchoring Relaxation

- Touch thumb to index finger - remember a time when your body felt healthy fatigue
- Touch thumb to middle finger- remember a loving experience
- Touch thumb to ring finger -remember a nice complement
- Touch thumb to pinkie - remember a beautiful place. Dwell there a while



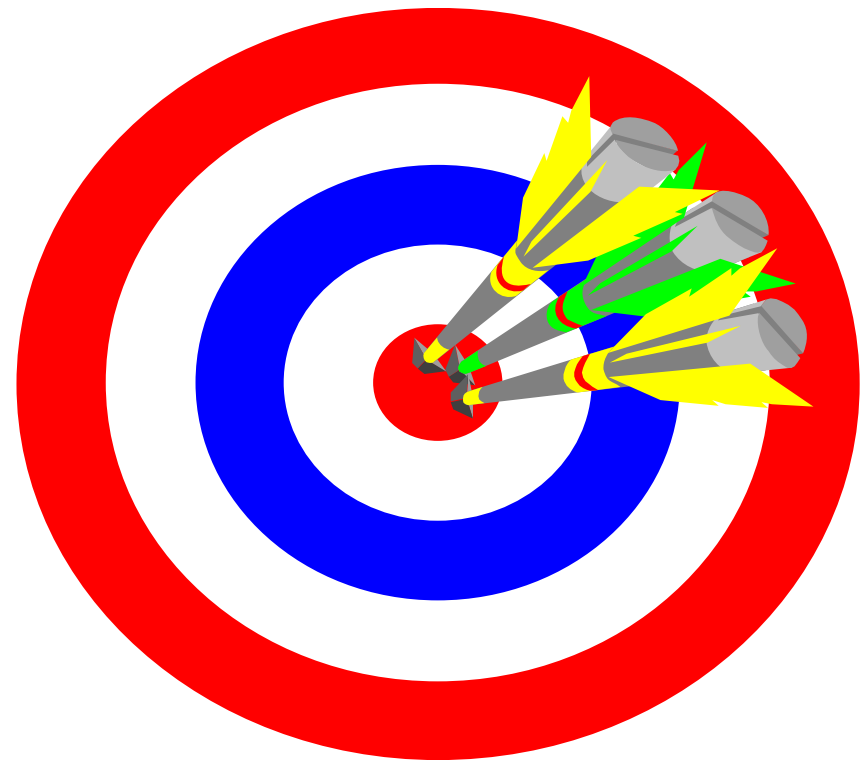


# Stress Management Skills

- Time Management
- Goal setting
- Communication
- Visualizations
- Assertiveness
- Relaxation - humor
- Technical Skills

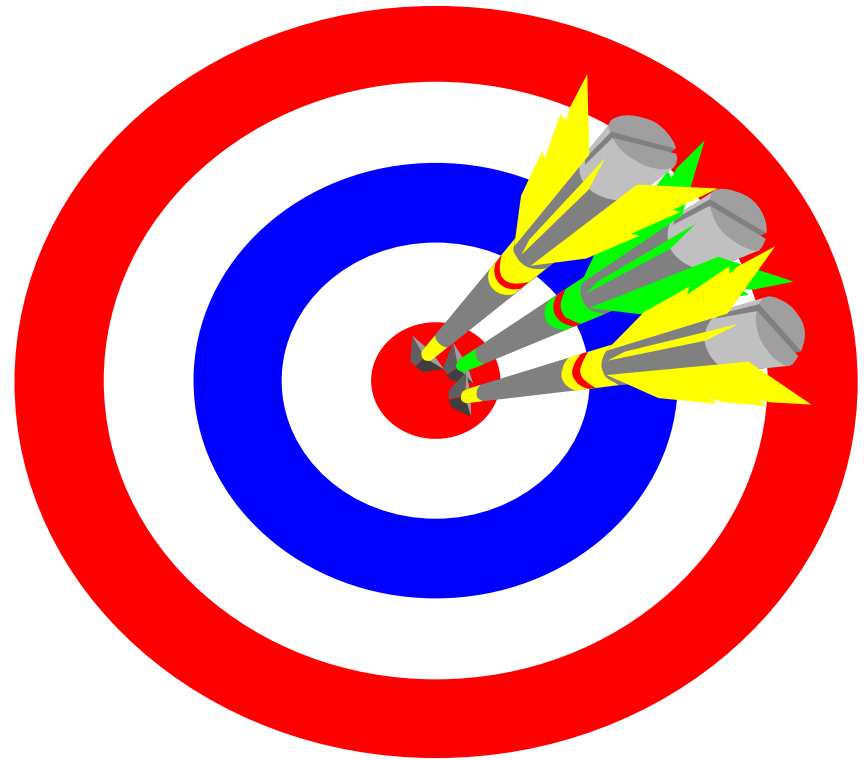
# Goals = Energy Maps

- Specific
- Measurable
- Attainable
- Relevant
- Time



# Written goals and action plans turn wishes into reality

- Personal goals
- professional goals
- Project goals
- Company/department goals
- Time frame
  - 1 year
  - monthly
  - weekly
  - 5 years
  - daily



# Time Management

- Prioritize goals into three levels
- Set time targets
- What does finished goal look like?
- Benchmark current status
- Identify obstacles and resources
- Break out activities into manageable steps
- Schedule time
- Complete daily to-do lists - prioritize
- Evaluate weekly
- Program the subconscious





# Communication Techniques

- “I” messages
- Listening skills
- Non-verbals
- Self talk
- Assertiveness



# Type A Behavior

*Behavior related to Coronary Heart Disease*

- Driven to achieve/ambitious
- Measure worth in terms of performance or achievement and physical acquisitions
- High commitment and energy for jobs and career. Primary satisfaction is from work.
- Competitive
- Sense of time urgency
- perfectionist - high standards for self and impatience with others
- Inability to relax and enjoy leisure activities
- Always in motion



# Altering Type A Behavior

- Slow down
- Schedule less
- Prioritize
- Delegate
- Say “No”
- Eat and move slower
- Schedule time for yourself
- Challenge assumptions
- What am I gaining?
- Why is this necessary?
- What alternatives do I have?



# Inner Strength

If you can start the day without caffeine or pep pills,  
If you can be cheerful, ignoring aches and pains,  
If you can resist complaining and boring people with your troubles,  
If you can eat the same food everyday and be grateful for it,  
If you can understand when loved ones are too busy to give you time,

If you can overlook when people take things out on you when,  
through no fault of yours, something goes wrong,  
If you can take criticism and blame without resentment,  
If you can face the world without lies and deceit,  
If you can conquer tension without medical help,  
If you can relax without liquor,  
If you can sleep without the aid of drugs,  
If you can do all these things,

Then you are probably the family dog!





# Your Stress Management Action Plan

At Work

At Home



# How to Change the Organization to Prevent Job Stress \* NIOSH

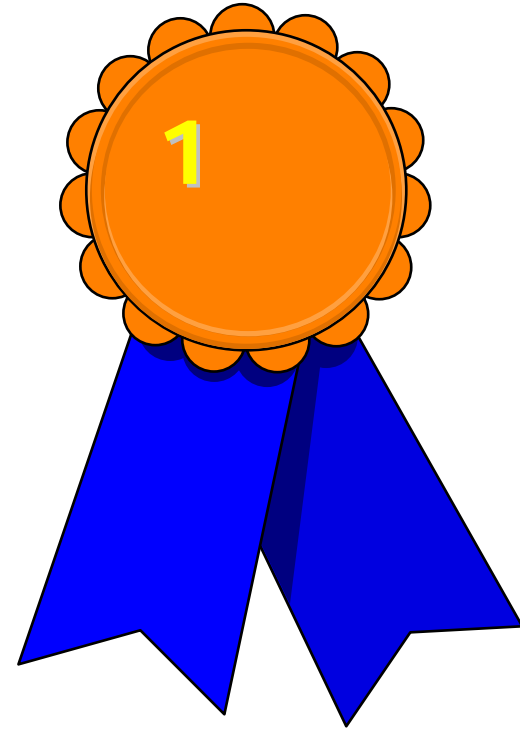
- Ensure that the workload is in line with workers' capabilities and resources.
- Design jobs to provide meaning, stimulation, and opportunities for workers to use their skills.
- Clearly define workers' roles and responsibilities.
- Give workers opportunities to participate in decisions and actions affecting their jobs.
- Improve communications-reduce uncertainty about career development and future employment prospects.
- Provide opportunities for social interaction among workers.
- Establish work schedules that are compatible with demands and responsibilities outside the job.



# Final Relaxation Exercise

# Success Formula

- **Visualize**
- **Verbalize**
- **Vitalize**
- **Follow Through!!!**





# Thoughts for Moving Forward

- “To every thing there is a season, and a time to every purpose under heaven” – Ecclesiastes 3:1
- “Wrinkles should merely indicate where smiles have been” – Mark Twain
- “Life is like a bicycle. You don’t fall off unless you stop pedaling” – Claude Pepper
- “Never go to a doctor whose office plants are dead!” – Erma Bombeck
- “Each of us can make a difference in the life of another” – George Bush
- “The question is not whether we will die, but how we will live.” –Joan Borysenko
- “Life before sixty is nothing but warming up.” – Bill Hinson
- “Fortune favors the prepared mind.” – Louis Pasteur
- “The highest reward for a person’s toil is not what they get for it, but what they become by it.” John Ruskin
- “The purpose of life, after all, is to live it, to taste experience to the utmost, to reach out eagerly and without fear for newer and richer experience.” – Eleanor Roosevelt
- “Laughter heals a lot of hurts.” - Madeline L’Engle

# Celebrate Life Every Day

**Yesterday is but a dream  
And tomorrow only a  
vision  
But today  
Well lived  
Makes every yesterday  
A dream of happiness  
And every tomorrow  
A vision of hope**

