

Stress Prevention and Management Made Practical

Presenter – drs. Carolien Moors MSc

Disclosures

The following faculty and planning committee staff have no financial disclosures:

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Jackie Foster, MPH, RN, OCN	NMDP/Be The Match	Pfizer, stock ownership

Learning objectives

At the conclusion of this session, attendees will be able to:

- Identify situations where you may create or exacerbate your own stress.
- Describe how different kind of stressors may influence you.
- Implement practical stress prevention and stress management tips to use on the job and at home.



Stress Prevention and Management Made Practical

- Sat. Nov. 11, 2017
- drs. Carolien Moors MSc
- Founder of **H**ardTalk Biz Coaching for



Ever feel like this?



You may be in the right room!

**Objective of this session:
Gain insights and tips to prevent and manage stress better.**

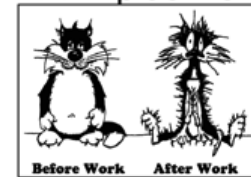
What is Stress?

Your physical, emotional, behavioral reaction to any demand/change (stressor) that you believe challenges your resources or your capacity to cope.

Stress is a primitive, involuntary response to a threat that is real or imagined.

There are positive and negative stressors and there are 2 basic sources of stress: major life changes and daily hassles.

Workplace Stress:
An Epidemic



Foundation for Stress Management

Invest in understanding your

Needs and Fears

Hooks and Hot Buttons

Emotional and Behavioral Patterns

Assumptions and Thinking Tendencies



Is it possible that I am exaggerating, over-personalizing, avoiding ignoring, rationalizing, procrastinating, or deceiving myself?

Gratitude Improves Psychological Health

Gratitude reduces toxic emotions: envy, resentment, and regret.

Ph.D. R. Emmons: Gratitude increases happiness, reduces depression.

2012 University of Kentucky study: Grateful people are more likely to behave in pro-social manner even when others behave less kind.

Other benefits of gratitude:

- Less materialistic, self-centered
- Resilience, productivity, sleep, relationships



<http://happierhuman.com/the-science-of-gratitude/>

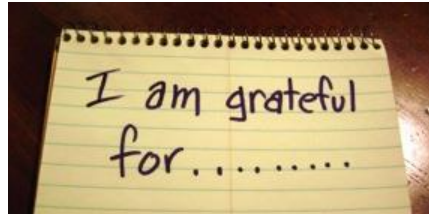
[How to Evaluate, Manage, and Strengthen Your Resilience, David Kopans](#)

3 Gratitude Practices

For 2 min. count blessings not burdens and list all that *is* working.

Write specific thank-you note, text message e-mail each week.

Keep your daily gratitude journal with 3 specific things.



Gratitude helps you focus on what you have, not what you lack

Be a 3 year-old or Columbo

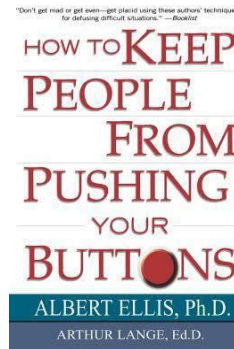
- Can I find patterns in my stress responses, early warning signs?
- What 1 change in my environment will improve situation?
- What is 1 thing I can do now to take better care of me?
- What am I really wanting, expecting, fearing, avoiding?
- What helped me relieve stress in a similar situation?
- Am I giving due attention to what is positive?
- Which of my strengths am I underusing?



Rational Effectiveness Training – A. Ellis

Tension and stress are only partly caused by outside forces.
Your assumptions/thoughts about self, others, and situations
cause most of your stress and decrease your effectiveness.

The R.E.T. method helps recognize and correct your
ineffective assumptions and distorted thinking patterns.



Thinking that creates Stress

- 1. Fanatic Perfectionism
- 1. Disaster Thinking
- 1. Love Addiction
- 2. Must – Attacks



More Thinking Distortions

- Drawing premature conclusions
- Taking things too personal
- Exaggerating the negative
- Black-and-white thinking
- Generalizing



Disputing your thoughts

1. Look at your thought patterns and see if they really make sense.
1. Look for proof of your thoughts and hot thoughts. Can you?
1. Identify those beliefs that do not help you reach your goals.

Example questions to dispute your irrational thoughts

- What was really said and done?
- Do I have enough data to freak out?
- Does it help me to demand things of self/others?



Shawn Achor - The Science of Happiness

When you are positive, your brain releases dopamine:

1. Dopamine is a neurotransmitter in your brain
2. Controls exchange of info from 1 brain area to other
3. Vital role in movement, cognition, motivation, pleasure
4. It turns on all the learning centers in your brain
5. Helping memory, retention, problem solving

Which thoughts, actions, people make *you* happier?

*Happiness is a choice.
Happiness is an advantage.
Happiness spreads.*



More Stress Reducing Tips

1. Compare yourself less with others.
2. Breathe, wiggle toes, send a silent wish.
3. Sit quietly for 15 min. focusing on kindness.
4. Journal about a positive experience for 2 min.
5. Engage in cardio exercise for 20 to 30 minutes.



Stress Resilient Mindset

1. Accept that change, not stability, is the norm.
2. Draw specific lessons from previous experiences.
3. Be proactive by taking some positive action, self – care.
4. Seek the perspective of someone who thinks differently.
5. Know that you can influence your responses to every event.



‘People Stress’

Conflict is like a



Stress complicates things

Amygdala - emotional worry and fear center – running wild.

Hampers work of the prefrontal cortex: reasoning, problem-solving:

Distorted thoughts, self-defense, hostage of emotions, obsession with being right

1. It's difficult to hear and comprehend what the person is saying.
1. It's difficult to realize/admit the impact your feelings have on relationship.
1. It's difficult to communicate your needs, interests, intentions constructively.



Avoid 5 Conversation Killers

1. Implying things indirectly.
2. Preparing your come-back or rebuttal.
3. Jumping to conclusions and strong judgments.
4. Confusing assertive with aggressive communication.
5. Confusing someone's 'no' with an attack on your person.



Assertiveness Bill of Rights:

I have the right to...

- *Say "no"*
- *Be treated with respect*
- *Express my needs, feelings, thoughts, and ideas*
- *Be proud of my accomplishments*
- *Disagree in a respectful manner*
- *Feel and express anger*
- *Get help when I need it*
- *Feel supported*



Practical Parenting

Dealing with stress from conflicts

1. Focus on common ground and your goal, not your emotion.
2. Separate the person from the problem – depersonalize.
3. Focus on interests instead of on positions.
4. Be willing to forgive, admit and adjust.



You go where you focus is

Three Lenses Approach

The reverse lens

In what way might it be 'true' what the person is thinking and saying?

The long lens

How will I most likely view this situation in 6 months?

The wide lens

Regardless of the outcome, how can I grow and learn from it?

Adapted from *Manage Your Energy, Not Your Time*
Tony Schwartz and Catherine McCarthy, HBR Oct. 2007

Stress Reduction through Reframing

The Reagan – Mondale presidential debate



Reagan was asked a question about age. He replied:

"I will not make age an issue in this campaign.
I'm not going to exploit for political purposes
my opponents youth and inexperience."

Penn Resilience Program

Beck, Ellis, Seligman – Realistic Optimism: Challenge beliefs, dispute them, entertain alternatives and put things in perspective.



ask

- What is the actual evidence *for and against* my 'Hot Thought'?
- What other ways are there of viewing the situation?
- What's the worst thing that can happen? How likely is this?
- What positives about me, the person, the situation am I ignoring?
- How does my line of thinking help/hurt in reaching my goals?

<https://ppc.sas.upenn.edu/services/penn-resilience-training>

Stress and Conflict Situations

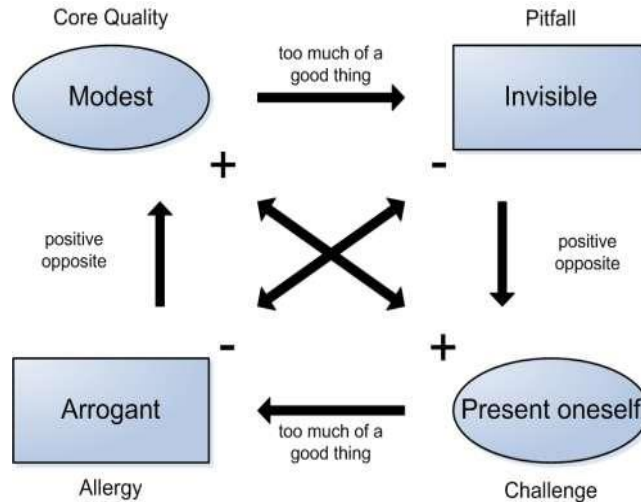
- Quiet possible negative internal chatter
- Do the opposite of what you are tempted to do
- Resist temptation to show others they are wrong
- Reframe the situation so it serves the relationship better
- Postpone judgment, listen, ask, and shut up a little longer



The Centre for Studies on Human Stress in Canada
<http://www.humanstress.ca/stress.html>

Dealing with Interpersonal Allergies

Daniel Ofman's Core Qualities



Your allergy is always too much of your own challenge

In Challenging Situations

You can whine, blame, or hold a grudge.


Tempting, human, and feels good in the short run.

Yet you relinquish control if you feel and act the victim.



Or you can live according to 3 simple rules:

1. If I don't ask, the answer will always be 'no'.
2. If I do not step forward, I will remain in the same place.
3. If I do not go after what I want, I will for sure never have it.



Practice the pause.

Pause before judging.
Pause before assuming.
Pause before accusing.
Pause whenever you're
about to react harshly
and you'll avoid doing
and saying things
you'll later regret.

Lori Deschene

tinybuddha.com

Thank you! Questions?



Carolien Moors, **HardTalk** Biz Coaching

Wishing you persistence and confidence in applying the tips
that are most relevant to you!



Evaluation Reminder

Please complete the Council Meeting 2017 evaluation in order to receive continuing education credits and to provide suggestions for future topics.

We appreciate your feedback!