

COUNCIL MEETING*Sharing Our Passion for Life*

Technology and Burnout

Awareness. Accountability. Action.**Council Meeting 2016**

*drs. Carolien Moors MSc of HardTalk Biz Coaching
for Life Balance Solutions a program of Lifetrack*

**BE THE MATCH****COUNCIL MEETING:** *Sharing Our Passion For Life*

Disclosures

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

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**BE THE MATCH****COUNCIL MEETING:** *Sharing Our Passion For Life*

Learning objectives

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

1. Recognize correlation: dependencies on technology and effects it has on physical, psychological, mental states.
2. Apply techniques to master your technology and not have it master you.
3. Implement practical mental and behavioral approaches to reduce stress and burnout.



BE THE MATCH

COUNCIL MEETING: Sharing Our Passion For Life



iPad	Smartphone	Email	Twitter	WhatsApp
Hyper	Facebook	eReader	Instagram	
MySpace	Slideshare	Tumblr	Flickr	Vimeo
YouTube	Vimeo	LinkedIn	Wanelo	Snapchat

Beeping, vibrating alerts, temptations.

Constant access and connection, info-overload

Always-on culture, blurred lines work and non-work.

Awareness. Accountability. Action.



You cannot heal, change, fix
What you do not
Notice, understand, acknowledge.

Awareness. Accountability. Action.



Center of interest, attention, and activity.
Controlling your senses in order to avoid distractions.
Concentration and centering of attention on a single stimulus.

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David Rock on Focus

Co-founder NeuroLeadership Institute, author: *Your Brain at Work*

A distraction is an alert that says: "Put your attention here, now, this could be dangerous or important." Your brain's reaction is automatic and difficult to stop.

Distraction feels great: Brain's reward circuit lights up when you 'multitask'. An emotional high when you're doing a lot at once.



Awareness. Accountability. Action.

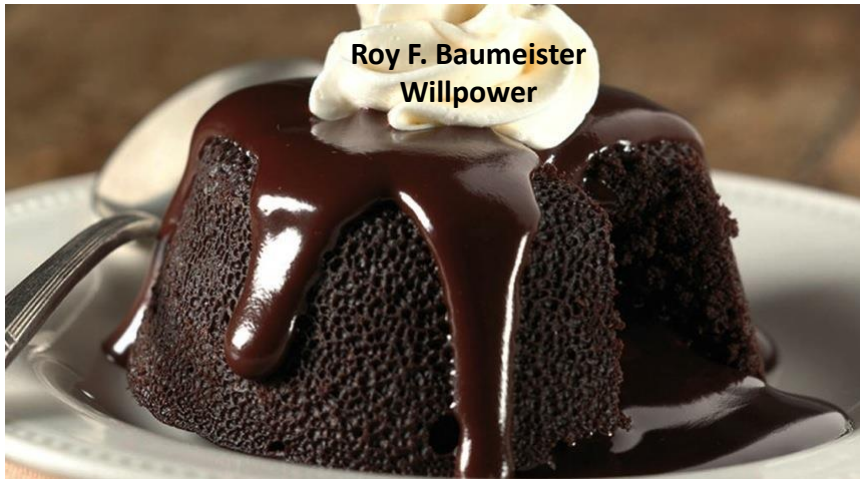
Unusual ways to improve focus

1. Practice focusing when you don't have to: read in a noisy spot.



2. Wiggle your toes: brings back drifting concentration.
3. Listen attentively to the sound of brushing your teeth.
4. Physical activity: releases brain chemicals for learning & memory, boosts size of hippocampus (University of British Columbia).

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Psychologist and prof. at Florida State U, book *Willpower*
 Your ability to delay gratification, not act impulsively
 Plays role in all decisions, is limited, fluctuates
 Habits and routines help conserve it

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What if...

...I would ask you, right now, to turn off your device,
 to put away whatever has the power to distract you!

What thoughts come to mind?

How is this raising or lowering your stress level?

Yes I **CHALLENGE** You

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Your Brain and Body

- Brain is wired to pay attention to novelty – we are interrupted or distracted every 3 to 5 minutes!
- Nervous system constantly processes and reconnects trillions of neural connections with 100 billion brain cells.
- Distractions (rapid task switching) tire us – uses oxygenated glucose in brain which we then lack for the next task.
- Less energy equals less capacity to notice, process, understand, memorize, recall, decide, and inhibit.



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Human tendencies



Overpromise
 Overschedule
 Underestimate
 Procrastinate
 Rationalize
 Deceive
 Indulge
 Deny

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Too much of a good thing

Stress

Physical, emotional, and behavioral reaction to any demand or change that you believe challenges your resources or capacity to cope.

Primitive, involuntary response to real or imagined threat.

Major life changes and daily hassles.



Burnout

State of (work-related) chronic stress that leads to physical and emotional exhaustion, ineffectiveness, lack of accomplishment, cynicism, loss of focus, and detachment.

Often slow, long-term process, hard to recognize, creeps up on you, 'also' affects passionate, committed people.

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Small changes in attitude & behavior

1. Examine your habits, recognize your patterns
2. Ask: Am I making the best of this moment?
3. Admit that most everything is your choice
4. Spend 10 minutes every day doing nothing
5. Have designated no-phone/social media time
6. Do one thing at a time with your full attention
7. Prioritize breaks: walk, sing, stare, dance, play



From "Don't Sweat the Small Stuff", Richard Carlson, 1998

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Stress has less to do
with objective characteristics
of your environment
and more with your
beliefs, choices, habits.

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Fooling ourselves

We think we control *when* we connect.

But we really don't most of the time.

We think we're distracted only *briefly*.

Researchers Iqbal and Horvitz (Microsoft Research): When we break away from a project to respond to an alert we're often unaware how much time we remain distracted.

We think we are multitasking or otherwise *productive*.

Every time you leave a task to respond to an email it takes an average of 16 min. to get back to your previous point of productivity. For instant messages it's 11 to 12 minutes.



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Multitasking, the must-have skill?

The Myth

Multitasking is impossible. Our brains only focus on 1 thing at a time. Studies from Sussex, Stanford, McGill and others.

What we really do is 'rapid task switching'.
Switching costs:

- Decreased efficiency
- Increased risks of errors



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How to do it anyway

Best when at least 1 'low-cognitive function' task, routine work.

- Eat well
- Hydrate well
- Focus visually
- Jot down key words
- Repeat highlights
- Step away, outside
- Take a brain-break

To be clear

Hal Pashler, psychology professor at University of California San Diego is one of the experts pointing out: Not all attempts at multitasking are equally draining or risky.

If you perform one or both tasks on autopilot there's not much harm to productivity or the occurrence of error.



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Mayo Clinic on burnout

Job burnout can result from

- Lack of control
- Extremes of activity
- Unclear job expectations
- Dysfunctional workplace dynamics
- Lack of social support
- Work-life imbalance
- Mismatch in values
- Poor job fit



Could you be experiencing burnout

- Have you become cynical or critical?
- Do you drag yourself to work?
- Do you have difficulty getting started?
- Have you become irritable with others?
- Do you lack satisfaction from achievements?
- Are you using food or drugs to feel better?
- Have sleep habits or appetite changed?
- Are you troubled by unexplained physical complaints?
- Do you lack energy to be consistently productive?

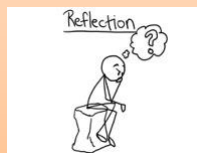
Other assessment tool PSS - Perceived Stress Scale

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Over to you!

Three possible behaviors or stress triggers that are related to your use of technology and social media:

1. _____
1. _____
1. _____



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Be controlled or control

It's your choice!

- | | |
|---|------------------------------------|
| Identify time-traps by keeping time log | Handle quick emails immediately |
| Prioritize time online, set time limits | Turn off the WIFI regularly |
| Limit number of log ins and updates | Declare screen-free zones or times |
| Hide notifications from newsfeed | Turn off alert bells and beeps |
| Disconnect from certain contacts | Discuss response-time expectations |
| Unsubscribe from newsletters | Resist immediacy-pressures |

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Healthy Living Tips

- Breathe and sleep well
- Choose what gets your attention
- Do regular stretches, exercise
- Laugh more about yourself



“Avoid the burn” by Susan M. Wilson (American Psychological Association): Evaluate your habits, make a plan, find social support, and evaluate your environment.

Do one thing **right now** to take better care of yourself.

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More practical approaches

Prioritize and invest in:

- Avoiding an avalanche of tech, media temptations
- Meeting with a live person over checking updates
- Reflecting on the day over browsing yet another site
- Listening to music over playing an online game
- Real walks and talks over online chats



Positive news sites: www.theoptimist.com/daily or www.positive.news

Will Bowen's 21-day no-complaints-challenge and sessions

A Laughter Club or workshop: www.worldlaughter.com

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Just checking in

How are you doing

on your



???

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Cognitive approach to stress

Mayo Clinic: Positive thinkers enjoy

- Less stress
- Longer life span
- Lower rates of depression
- Increased resistance to common cold
- Better stress management/coping skills
- Lower risk cardiovascular disease-related death
- Increased physical well-being
- Better psychological health



Dr. M. Seligman, founder of Pos. Psych:
Optimism is a learnable skill (U of Penn)

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Adjusting focus and thinking

- Am I aware of my beliefs about response times, browsing etc.?
- Am I being honest about where I spend my time and energy?
- Am I assertively communicating concerns, needs, boundaries?
- Am I consulting candid people for feedback on tech, media use?
- Am I focusing on the right steps that actually lower my stress?



For a Tech-Smart Mindset

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Dare the Unusual

- Hold standing meetings if brief
- Stop rapid-switching (multitasking)
- Start meeting with mindful silence
- Own up if you were distracted
- Re-focus: 30 seconds of silence half way
- Hold walking meeting for 1 on 1, small group
- Do 3 arm stretches standing after each topic
- At start of meeting, collect phones in basket

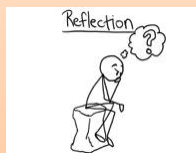


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Personal Reflection

Two tips I'm willing to put to practice, starting NOW:

1. _____
2. _____



My accountability partner will be:

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When facing 'always-on' stress

- **Facts** - Am I really expected to multitask?
- **Thoughts** - What are my thoughts on respond time?
- **Patterns** - Which habits are increasing my stress?
- **Coping** - What's the worst thing that can happen?
- **Action** - What is 1 thing I can do for me now?

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Reminders

Technology is there to help
Multitasking is impossible
Willpower is limited
Focus can be trained
Take a Daily Digital Detox

If you don't take action, all will remain the same:
Distraction will rule you. Your device beeps and you say:
"Master, I'm at your will."

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Aristotle said "We are what we repeatedly do.
Excellence, therefore, is not an act but a habit."

Call to action:
Which tech-healthy habits will you start today?

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**There is more to life
Than increasing its speed – Gandhi**

The Stress Less Workbook

Don't Sweat the Small Stuff at Work

Taming Your Gremlin

The Chemistry of Calm

Staying Sharp

The End of Stress

The How of Happiness

101 Attitude

Learned Optimism

Jonathan Abramowitz

Richard Carlson

Rick Carson

Henry Emmons

Emmons, David Alter

Joseph Goewey

Sonja Lyubomirsky

John Maxwell

Martin Seligman



Carolien Moors, **H**ardTalk Biz Coaching

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Thank you!
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