

UNIVERSITY, COLLEGE, AND SCHOOL REGISTRARS ASSOCIATION (UCSRA) INC.

35TH ANNUAL CONVENTION



THRIVING AS REGISTRAR: BALANCING BOUNDARIES AND FLOW FOR OPTIMAL WORK-LIFE BALANCE

Mark Anthony D. Latoja, LPT, PhD

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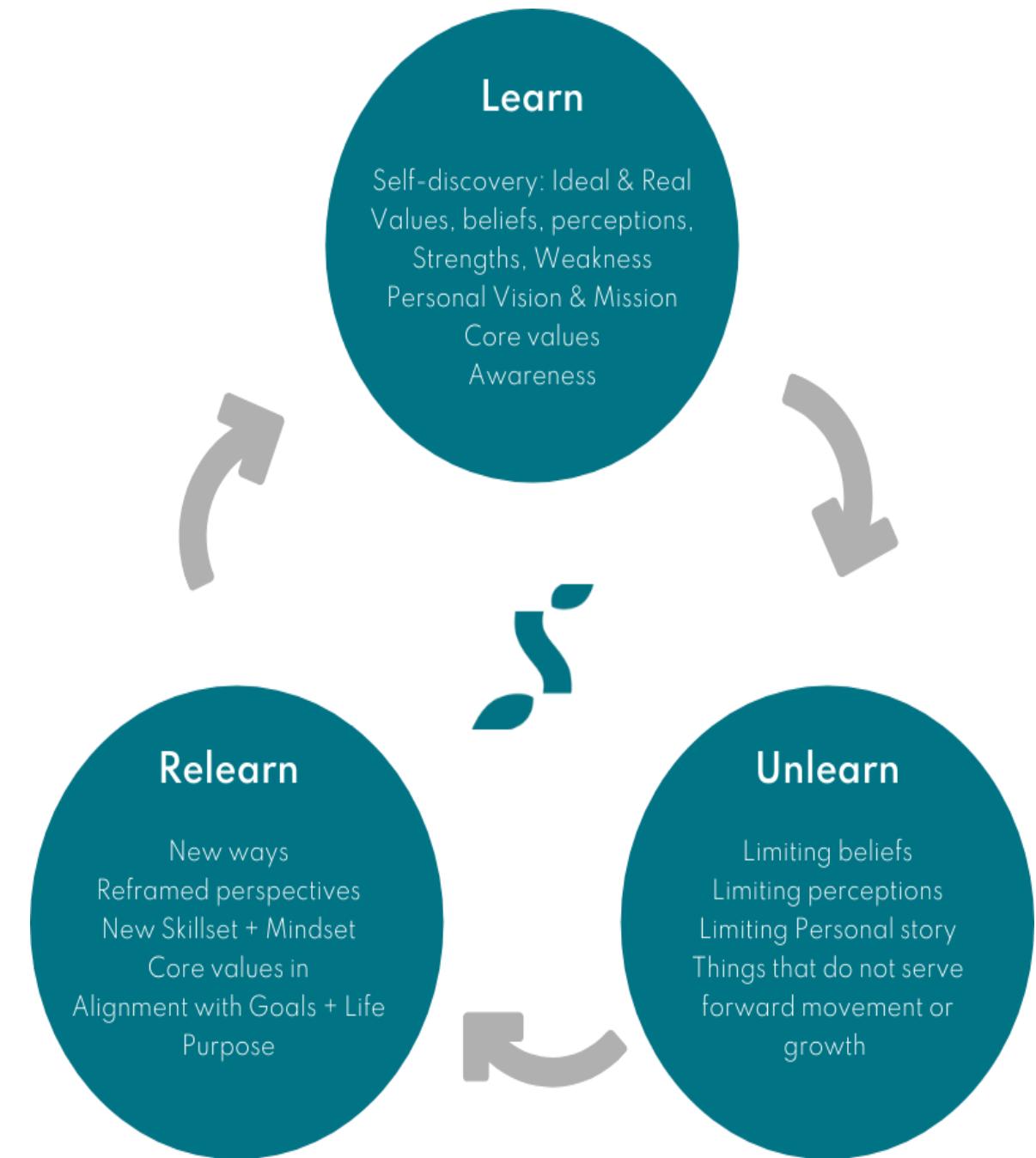
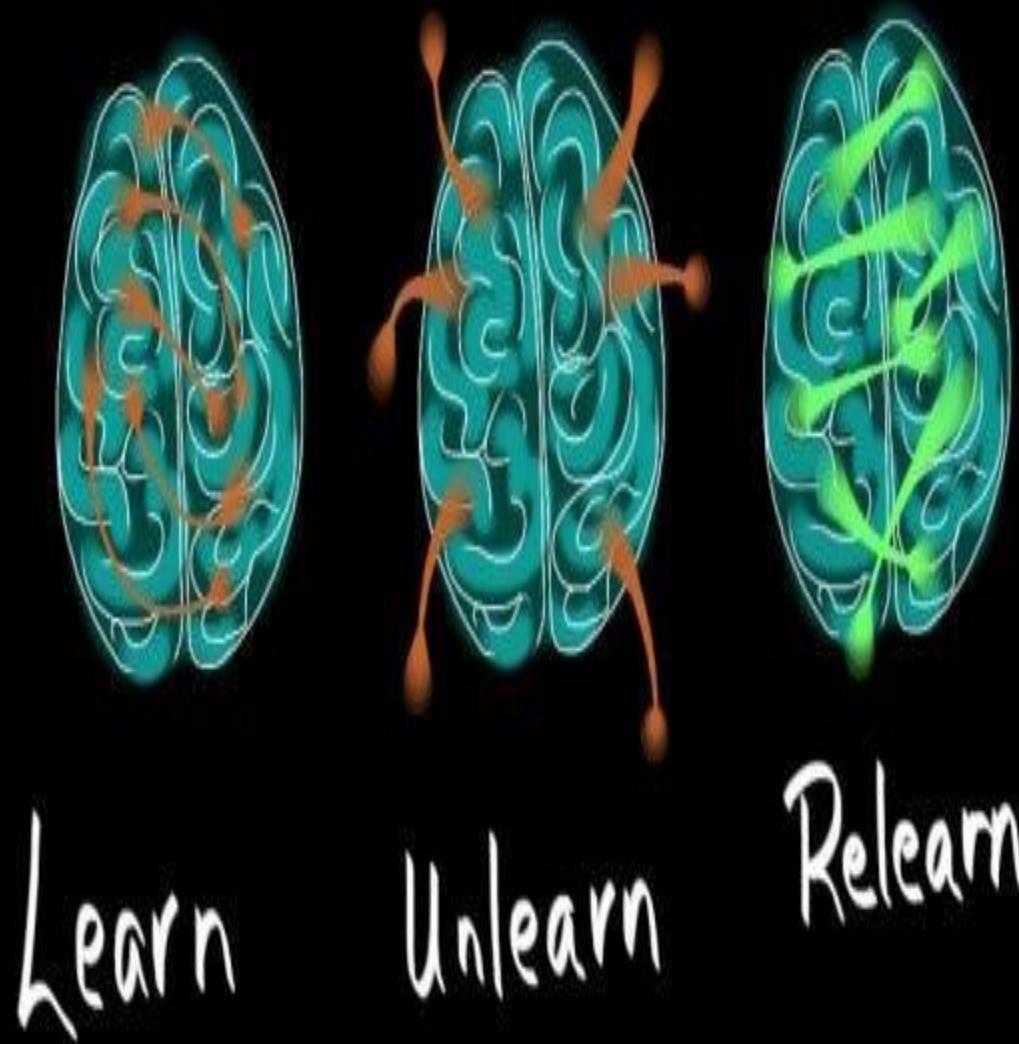
Personal Well-Being and Self-Care Practices

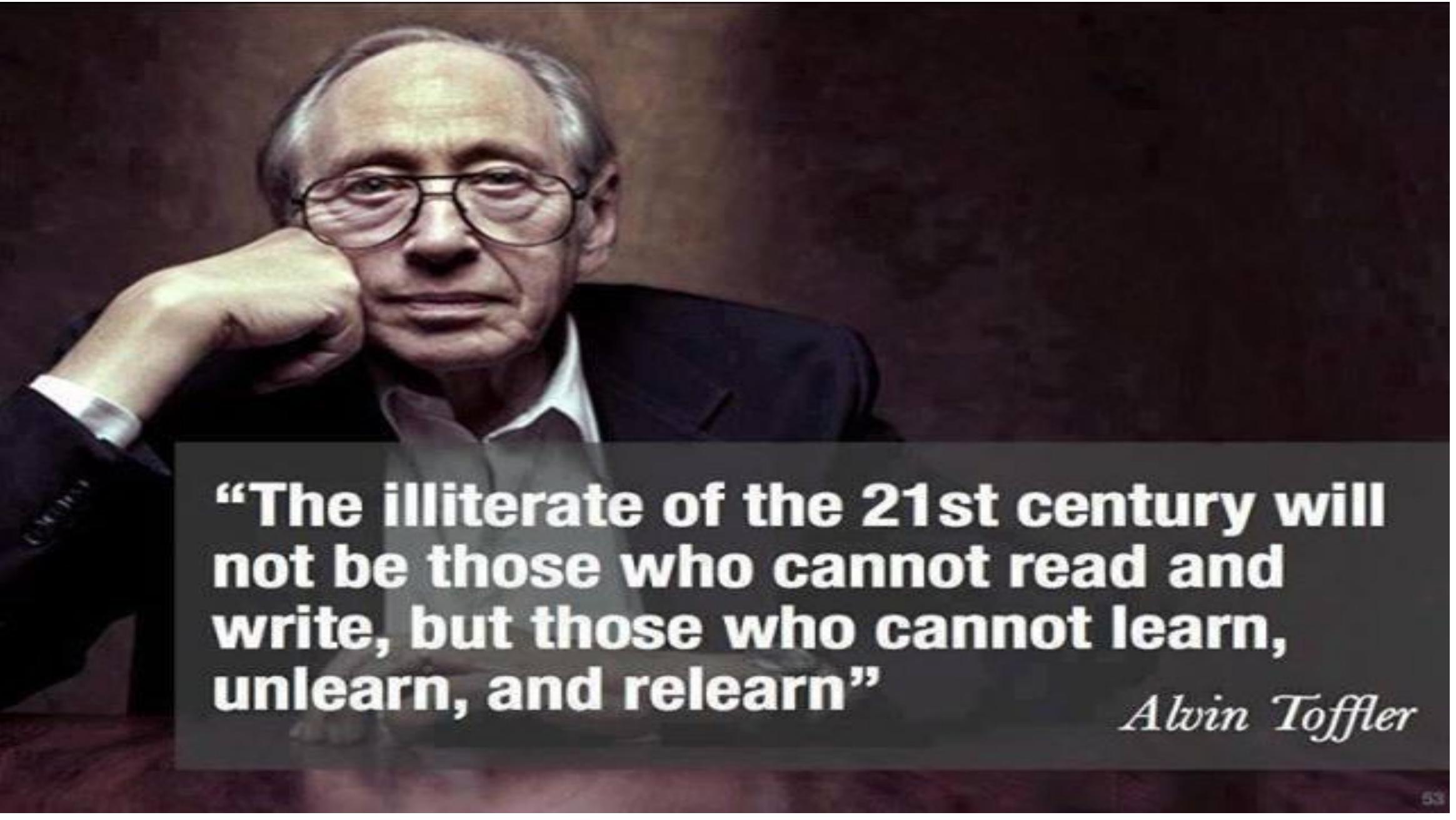
06

Building Resilience

ONE

UCSRA



A portrait of Alvin Toffler, an elderly man with glasses and a suit, resting his chin on his hand.

**“The illiterate of the 21st century will
not be those who cannot read and
write, but those who cannot learn,
unlearn, and relearn”**

Alvin Toffler



01

Defining Work and Personal Life Boundaries

Work Life Balance

“Work-life balance refers to an individual’s perception of harmony or equilibrium between work and life domains. Work-life balance can be operationalized as low conflict or high satisfaction in both work and life domains”

Palvia and Brown (2015)



Work-life balance becomes increasingly vital as technological advancements blur the boundaries between work and non-work hours, and particularly in the context of the normalization of work-from-home conditions for white-collar jobs. (Gadecki, Jewdokimow & Zadkowska, 2018).

Work Life Balance



Interestingly, Jackson and Fransman (2018) argue that maintaining a healthy work-life balance can contribute to **increased productivity**, **job satisfaction**, and **overall well-being**. Ensuring this balance may also mitigate **stress and job burnout**.

|| Establishing a Dedicated Workspace

01



Setting up a designated area solely for work-related tasks.

02



Creating a physical boundary between personal and professional life.

03



Ensuring a comfortable and productive work environment.

II Designating Personal Time and Activities

01

Allocating time for personal activities, hobbies, and relaxation.



03

Prioritizing self-care to avoid burnout and enhance productivity.

02

Engaging in activities that promote work-life balance and well-being.



02

Assessing and Prioritizing Tasks

II Identifying Urgent and Important Tasks



A close-up photograph of a person's hand holding a yellow pencil. The pencil is positioned diagonally across the frame, pointing from the top left towards the bottom right. The hand is gripping the pencil near its eraser. Below the pencil, a white lined notebook is visible, showing several horizontal lines and some faint, illegible handwriting at the top. The background is dark and out of focus.

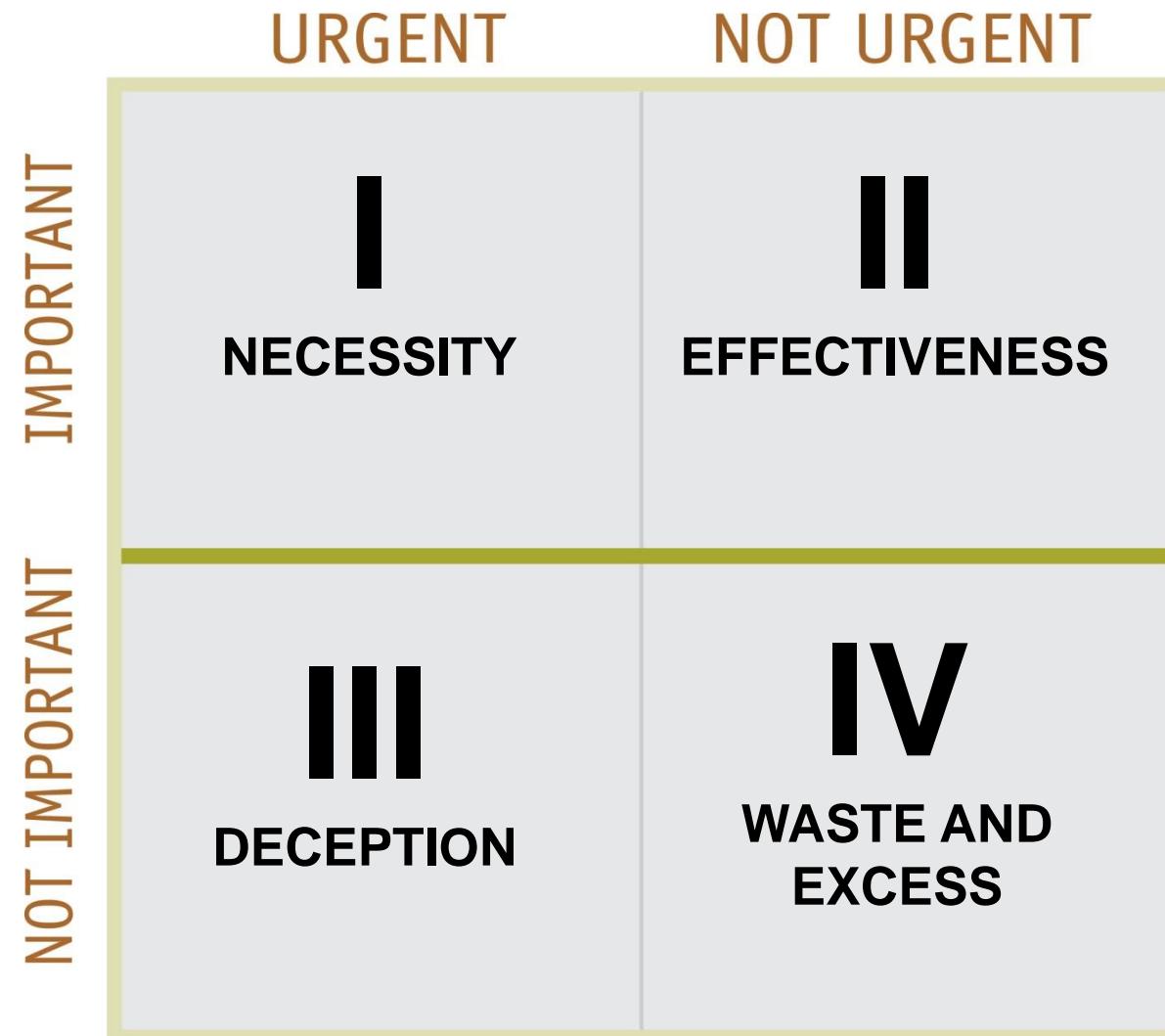
**LIST DOWN
YOUR ACTIVITIES
LAST WEEK**



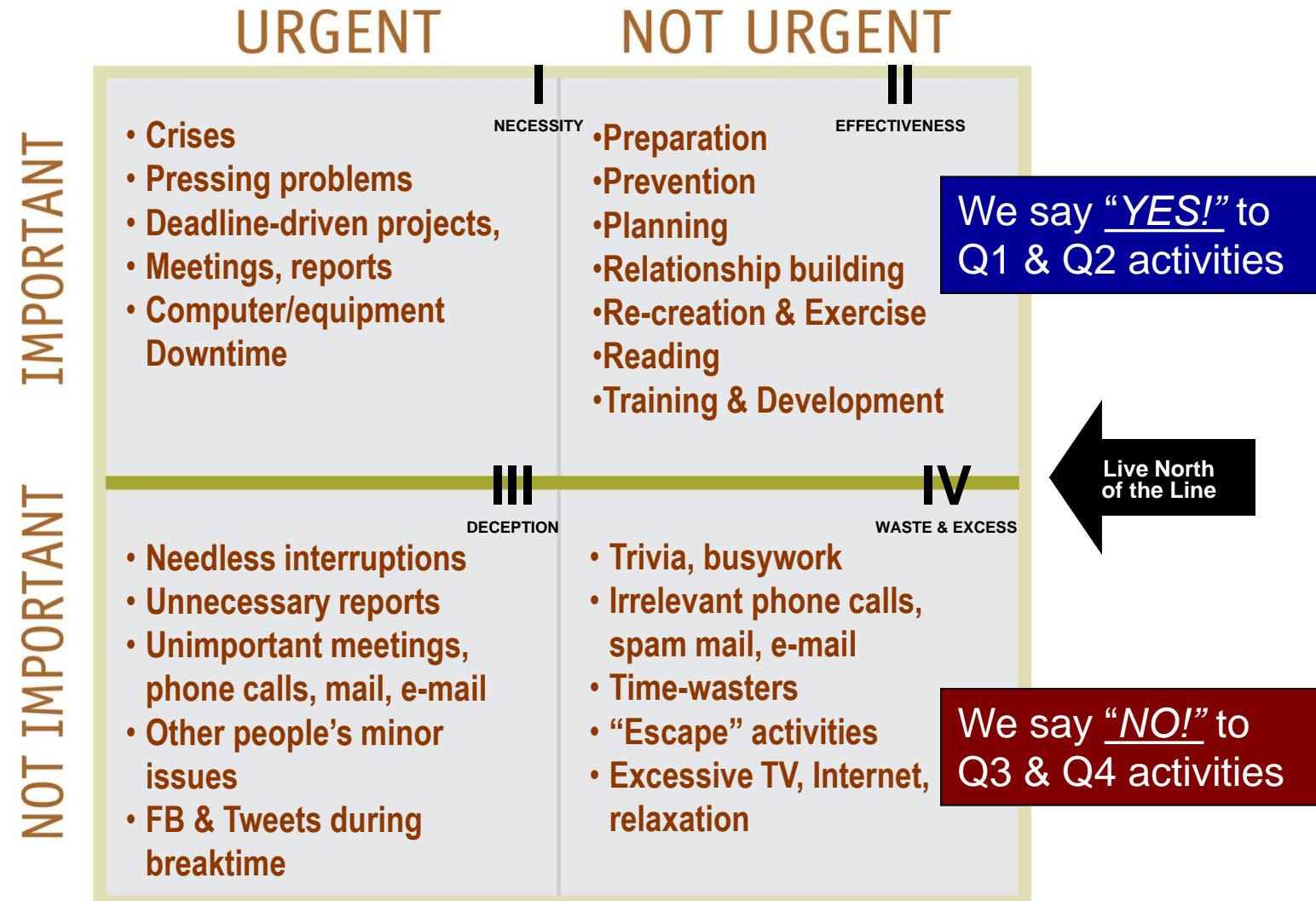


TIME MANAGEMENT

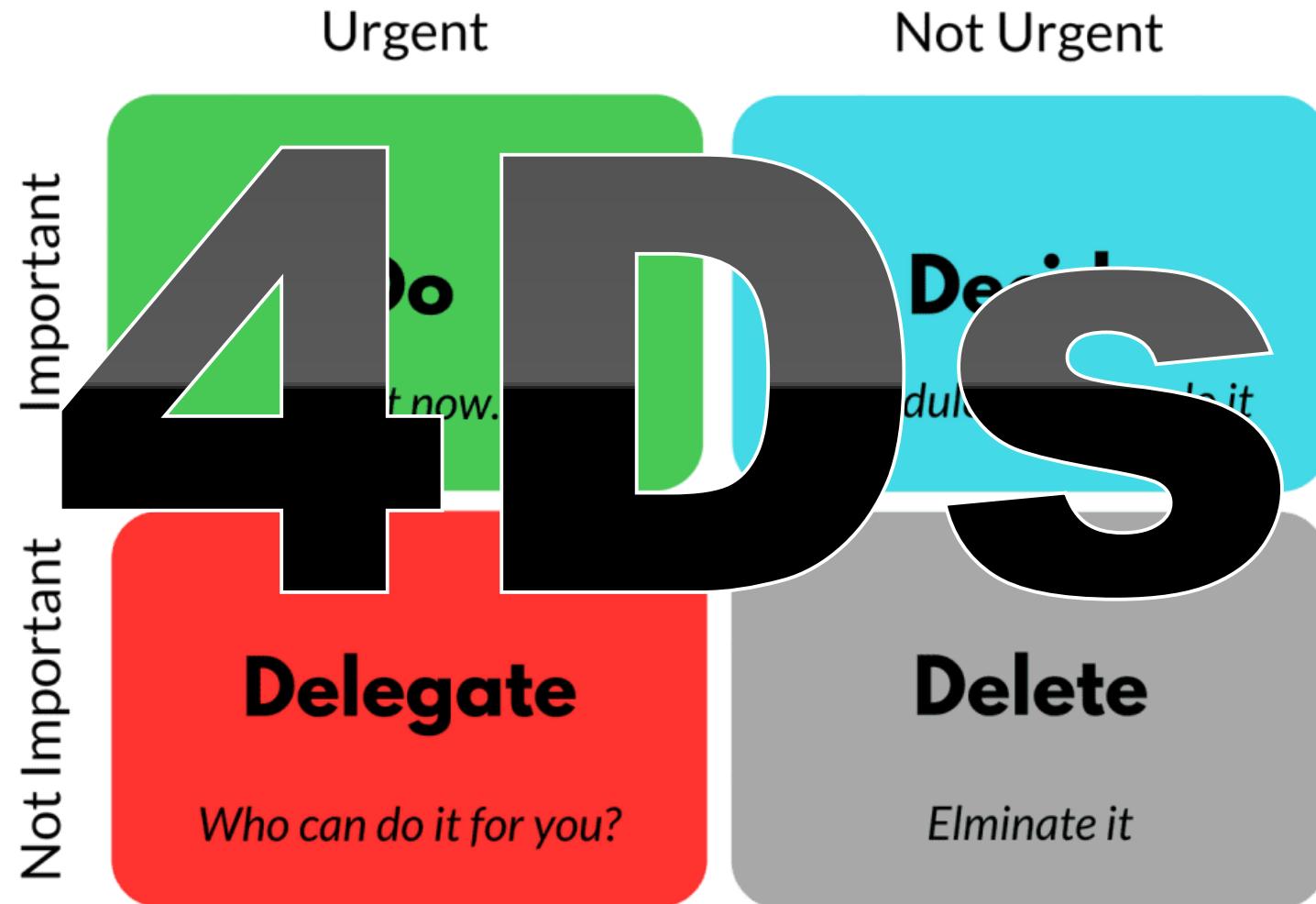
The Time Matrix



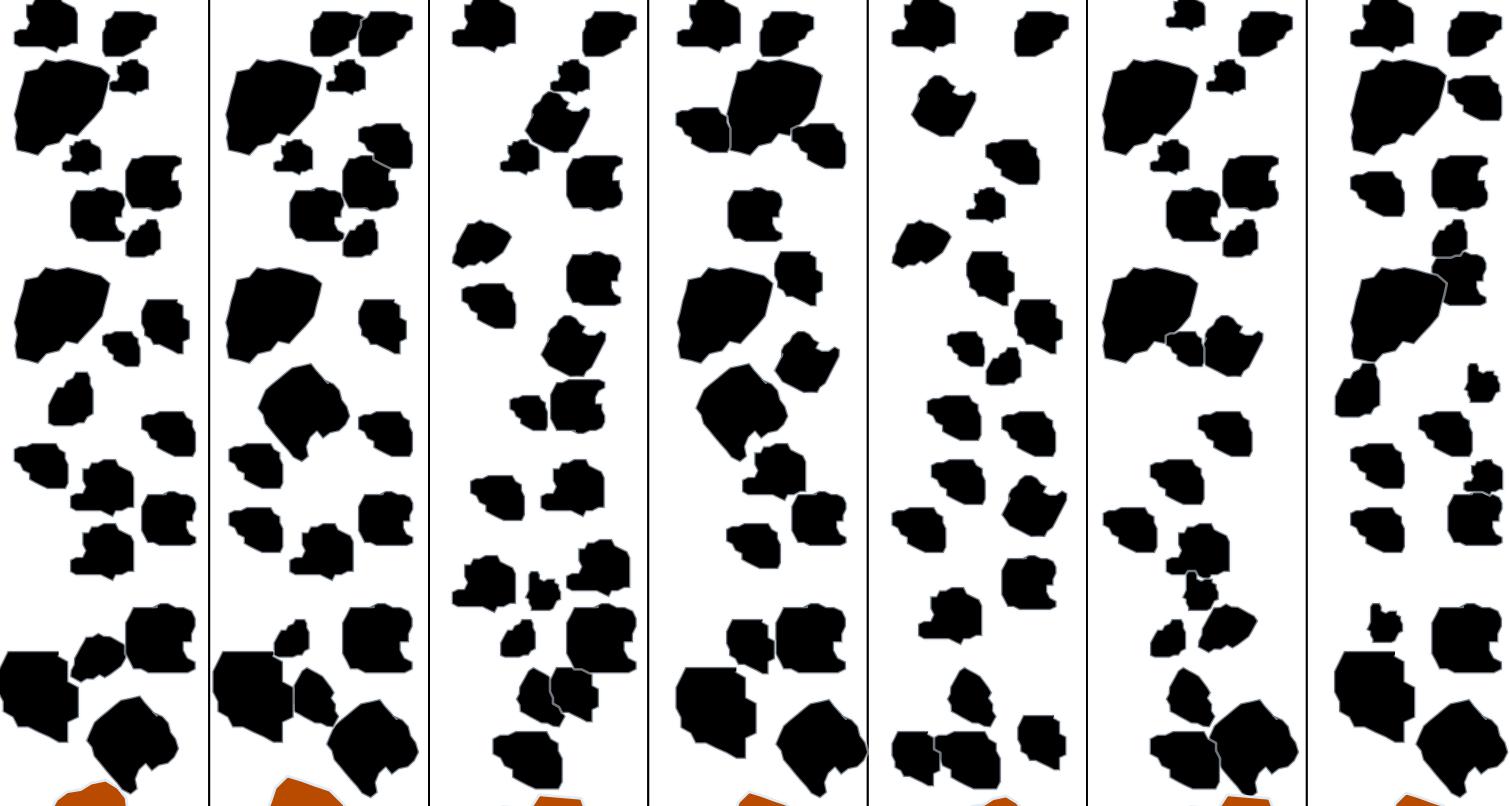
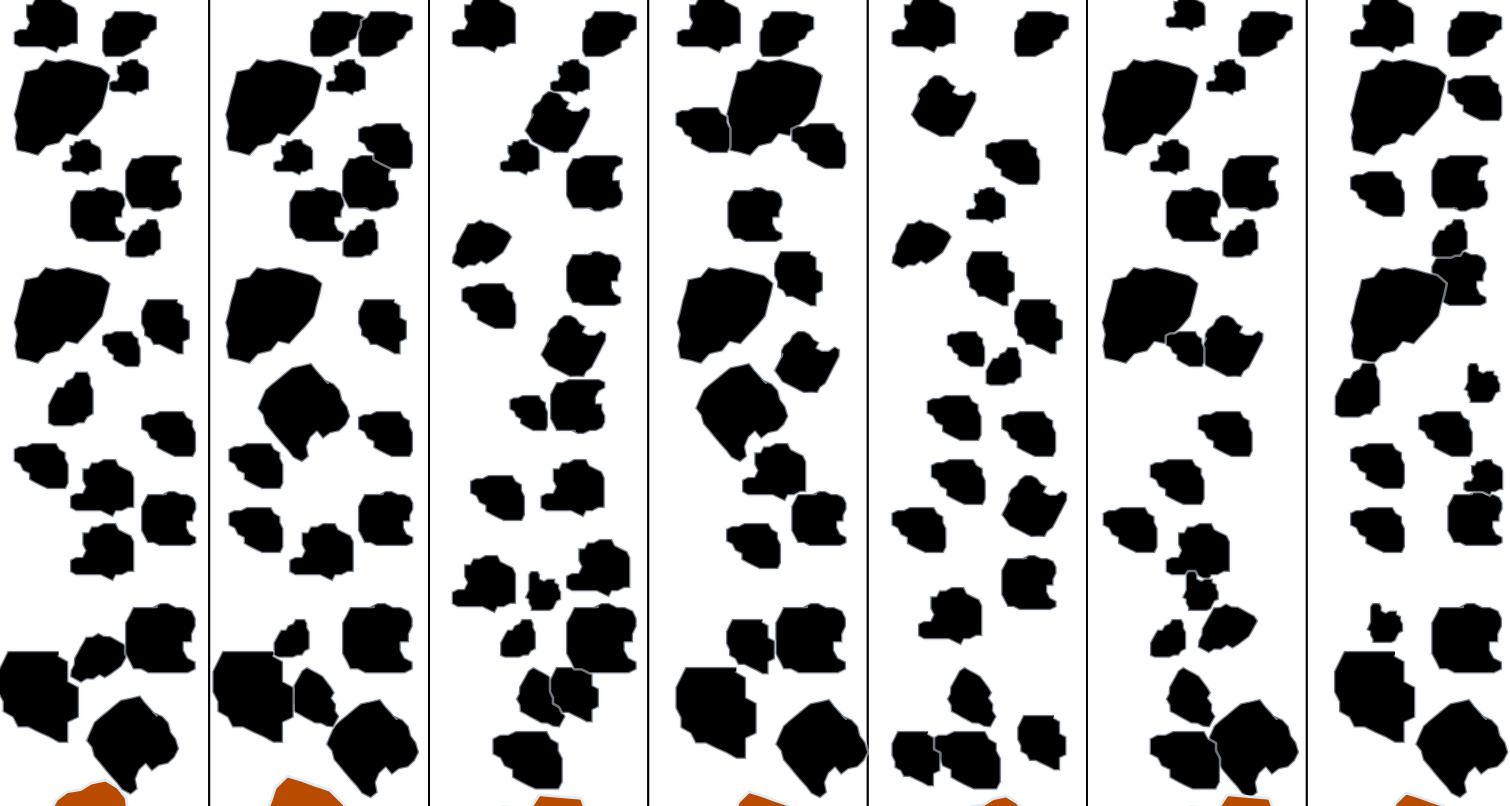
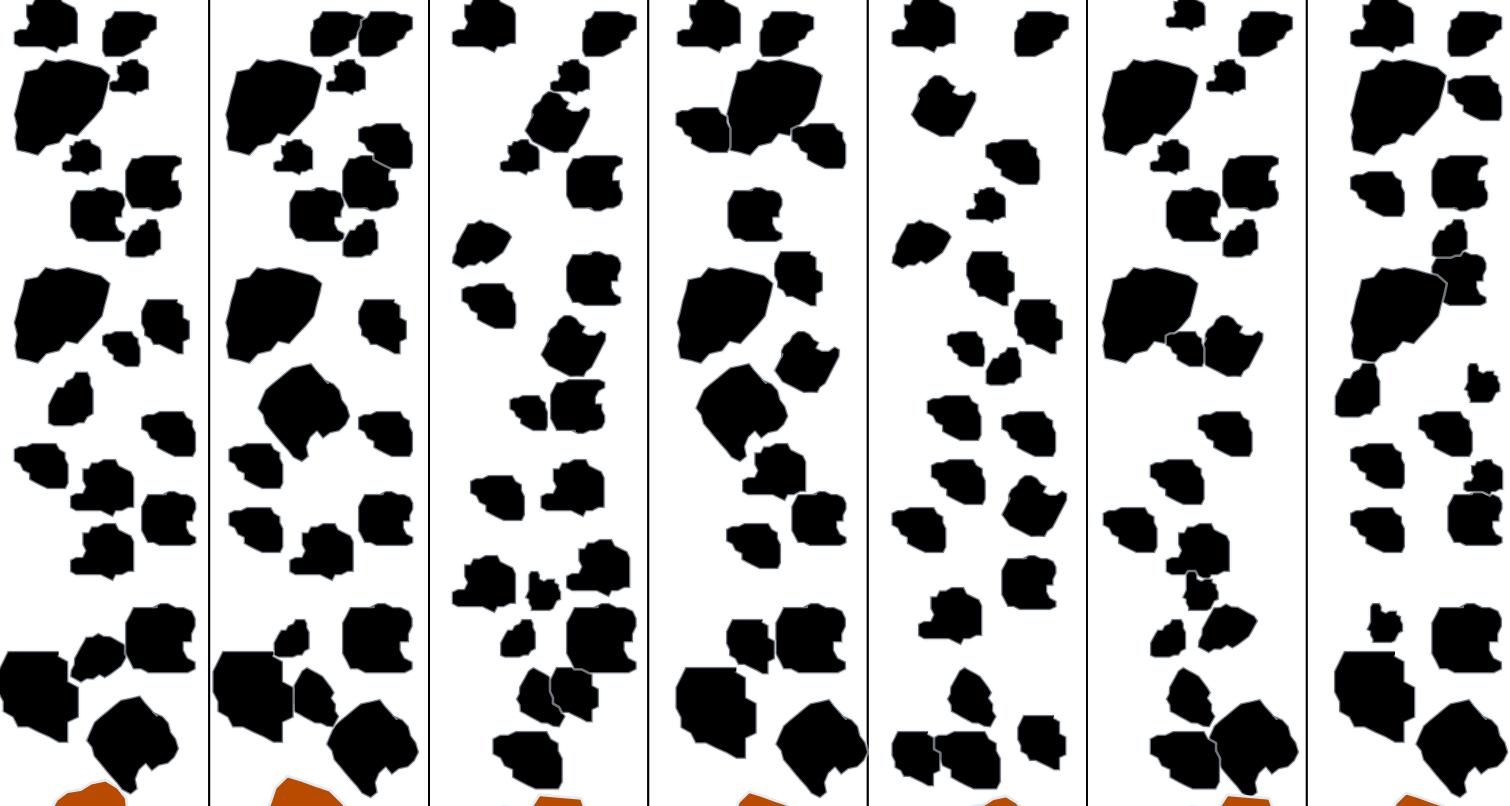
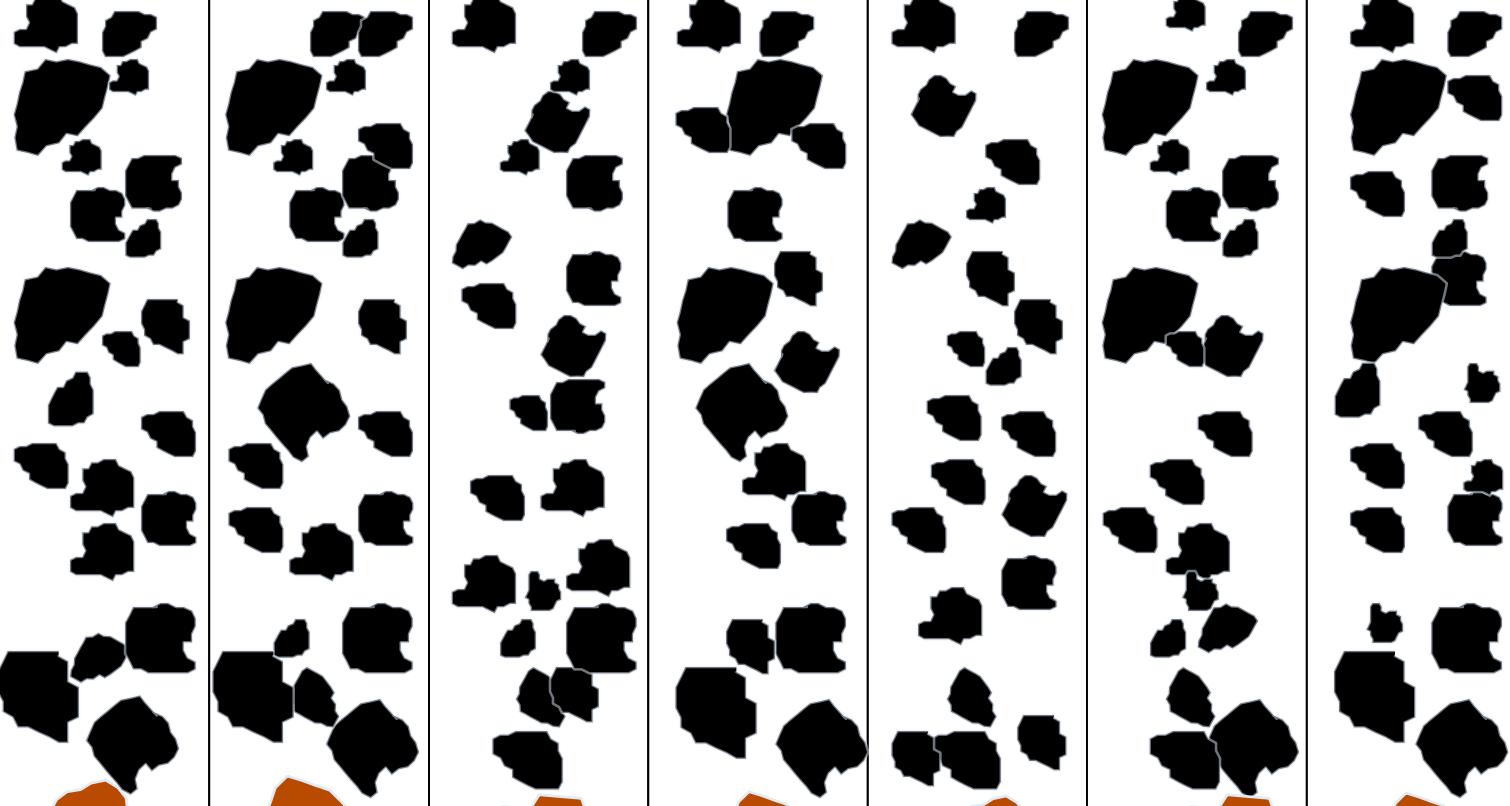
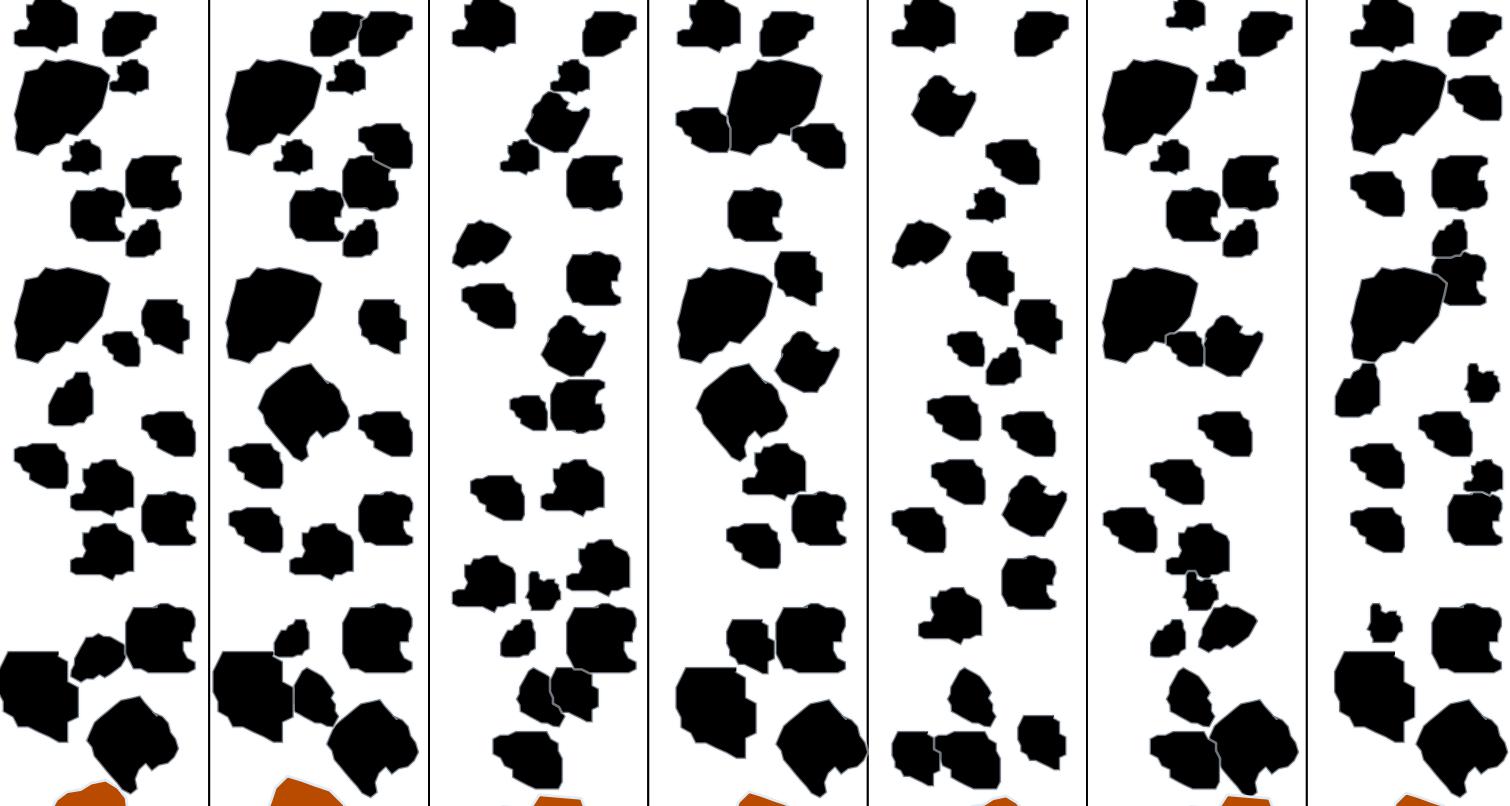
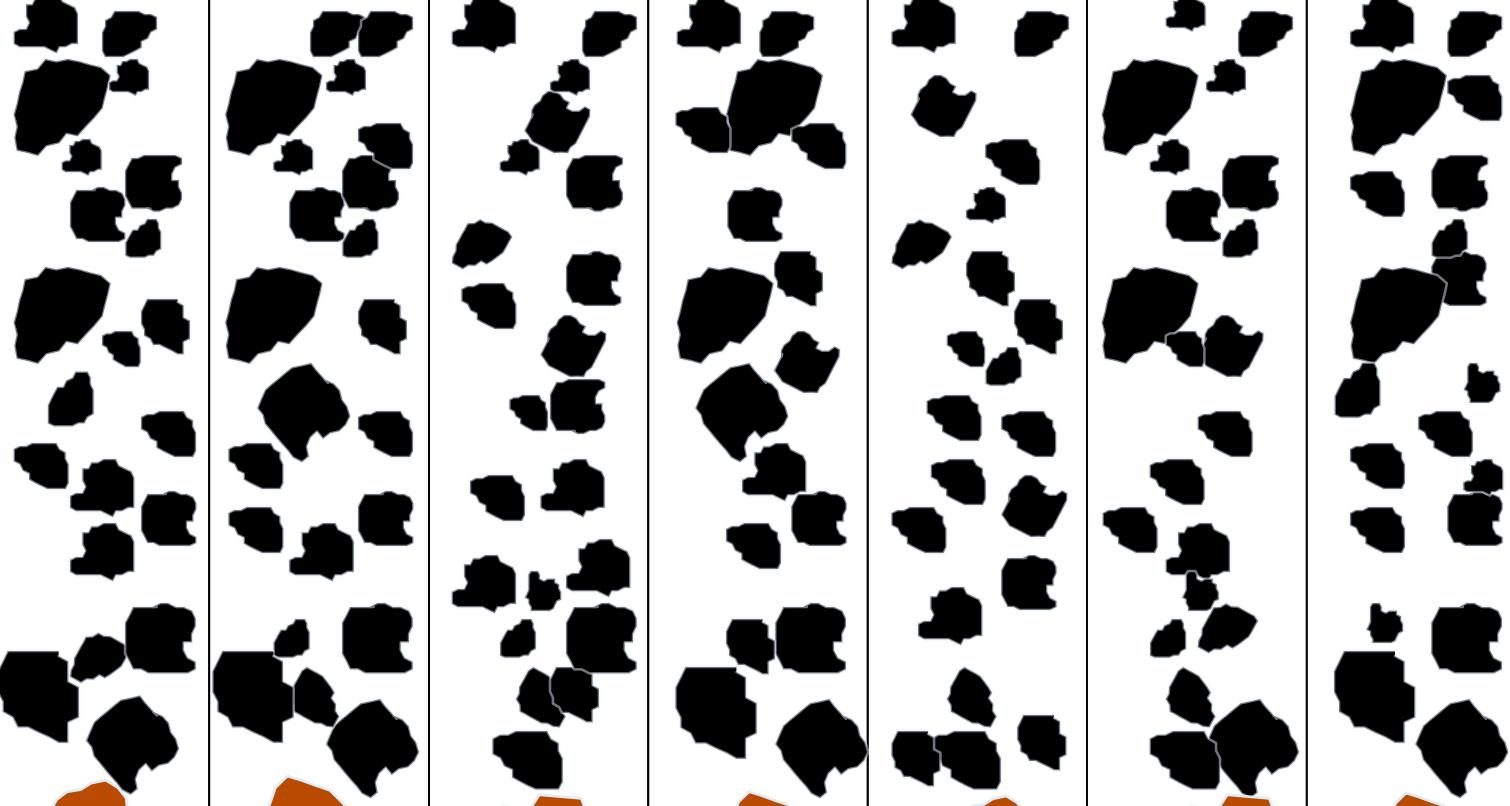
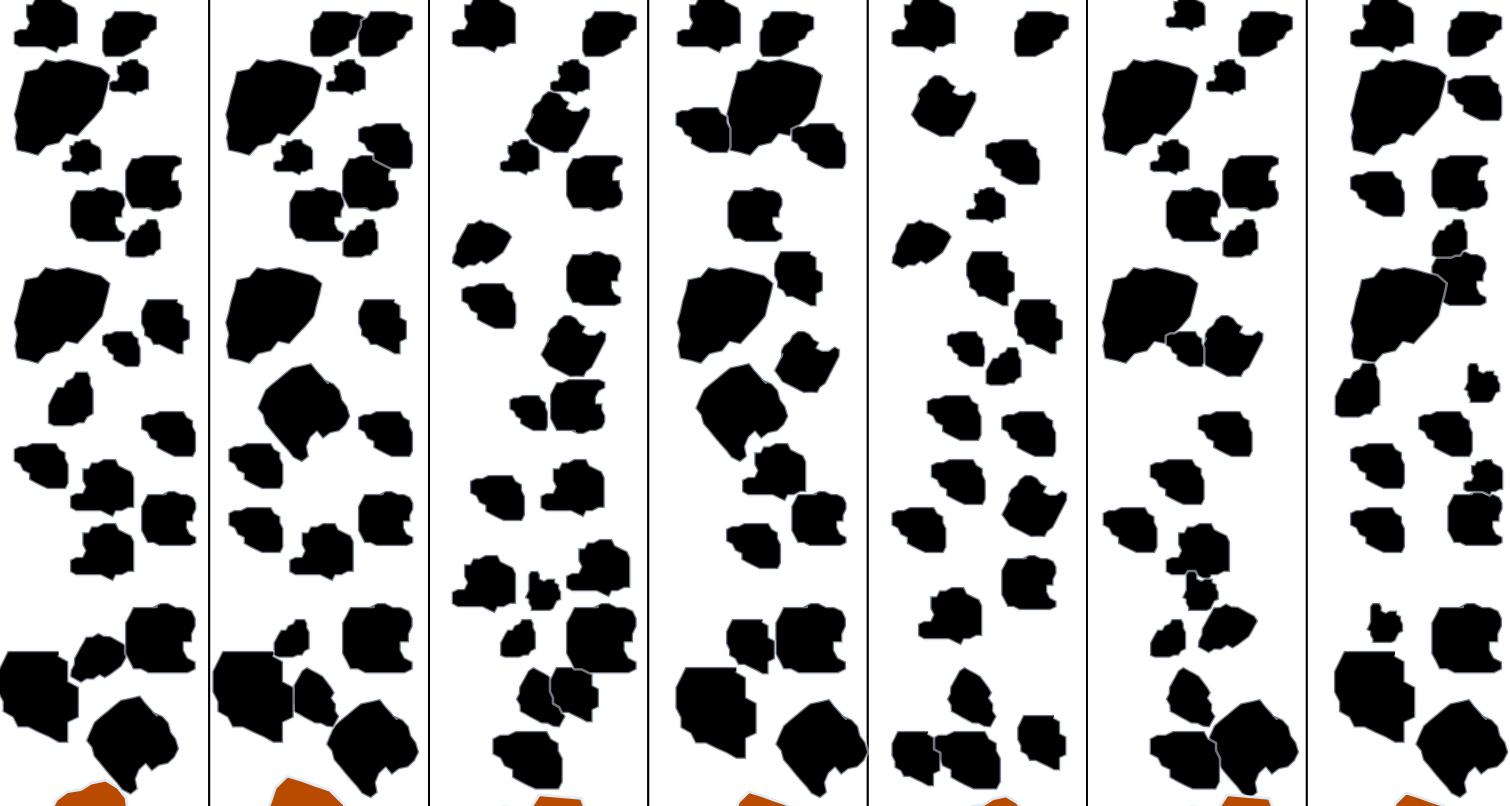
The Time Matrix

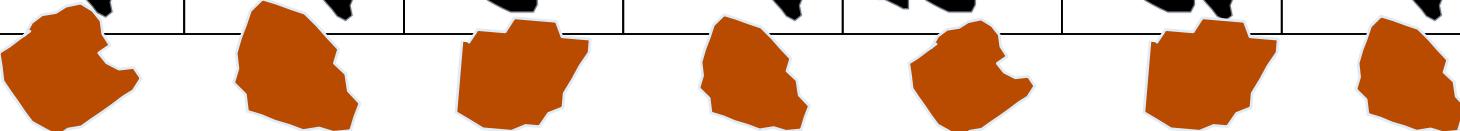


The Eisenhower Decision Matrix

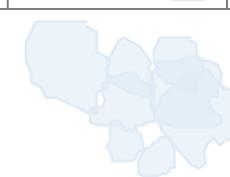
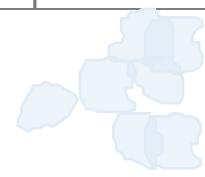
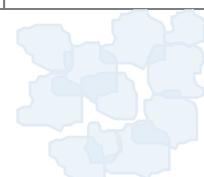
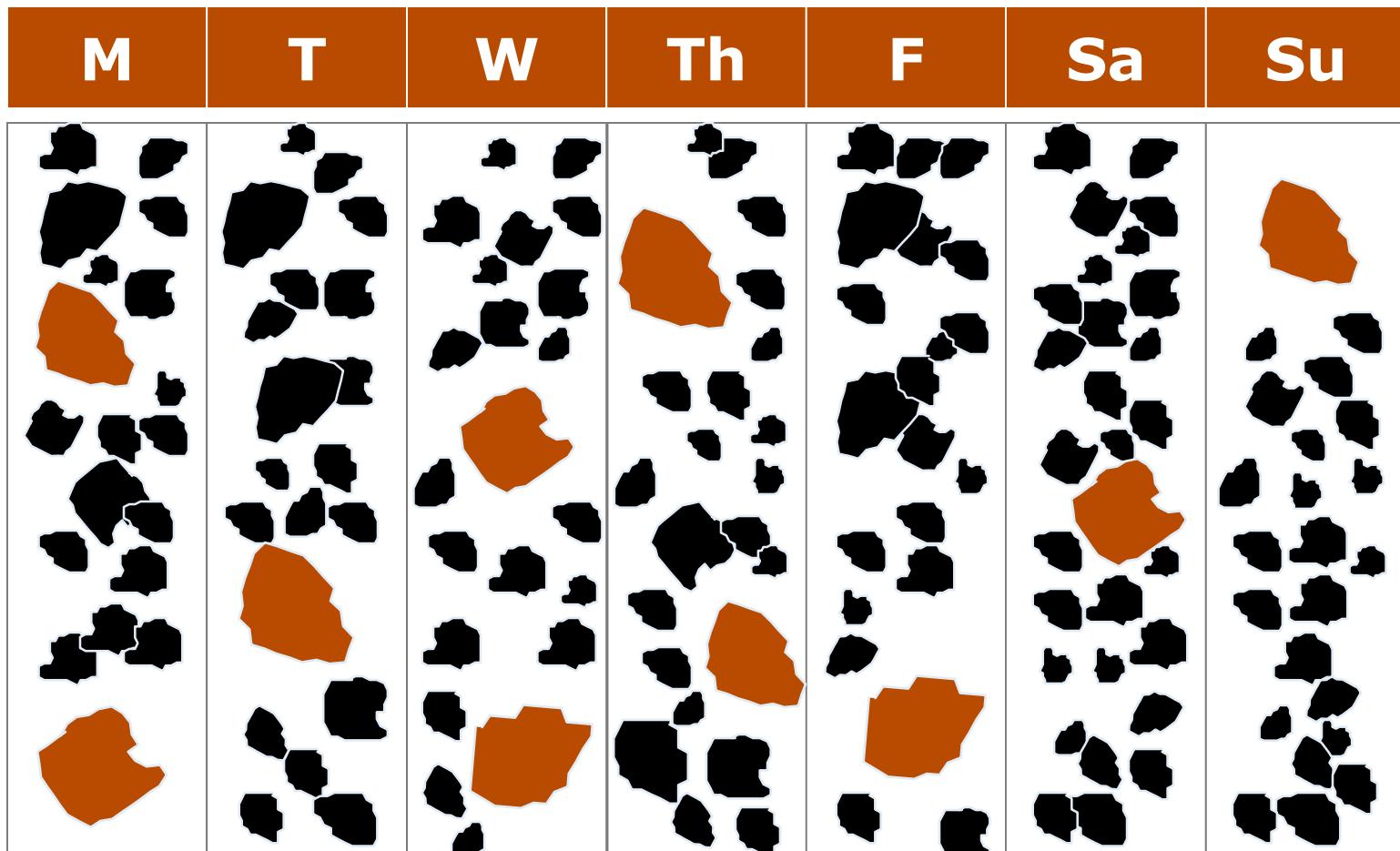


Traditional Scheduling

M	T	W	Th	F	Sa	Su
						



“Big Rocks” Scheduling





**Unimportant
things;
Facebook,
Pinterest, T.V.,
etc**



03

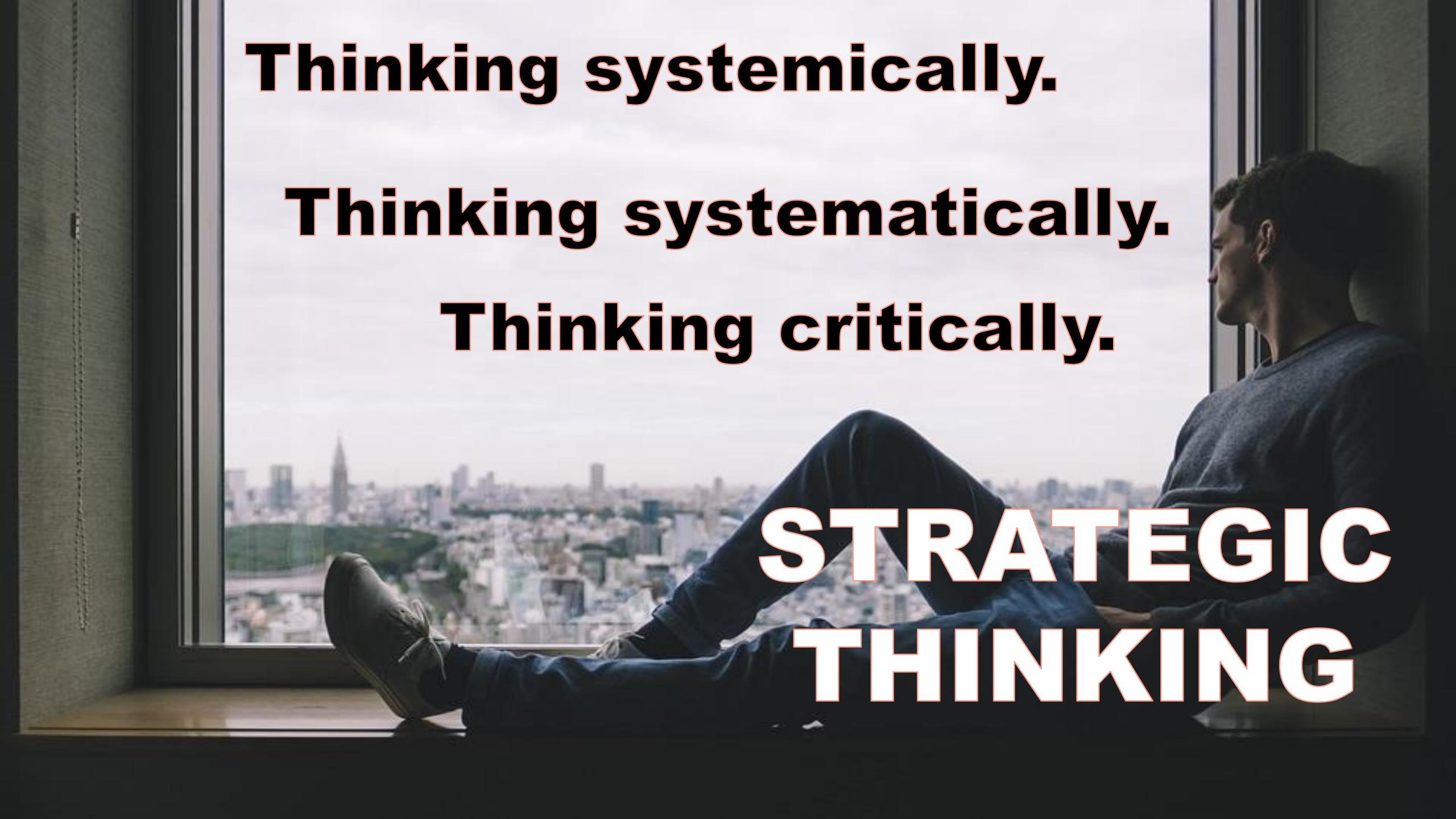
Effective Planning , Organization and Execution

SA
PULA
SA
PUTI



STRATEGIC THINKING



A photograph of a man sitting in a chair by a large window. He is looking out at a city skyline with numerous buildings and green spaces. His legs are propped up on the windowsill, and he is wearing dark trousers and shoes. The lighting suggests it might be early morning or late afternoon.

Thinking systemically.

Thinking systematically.

Thinking critically.

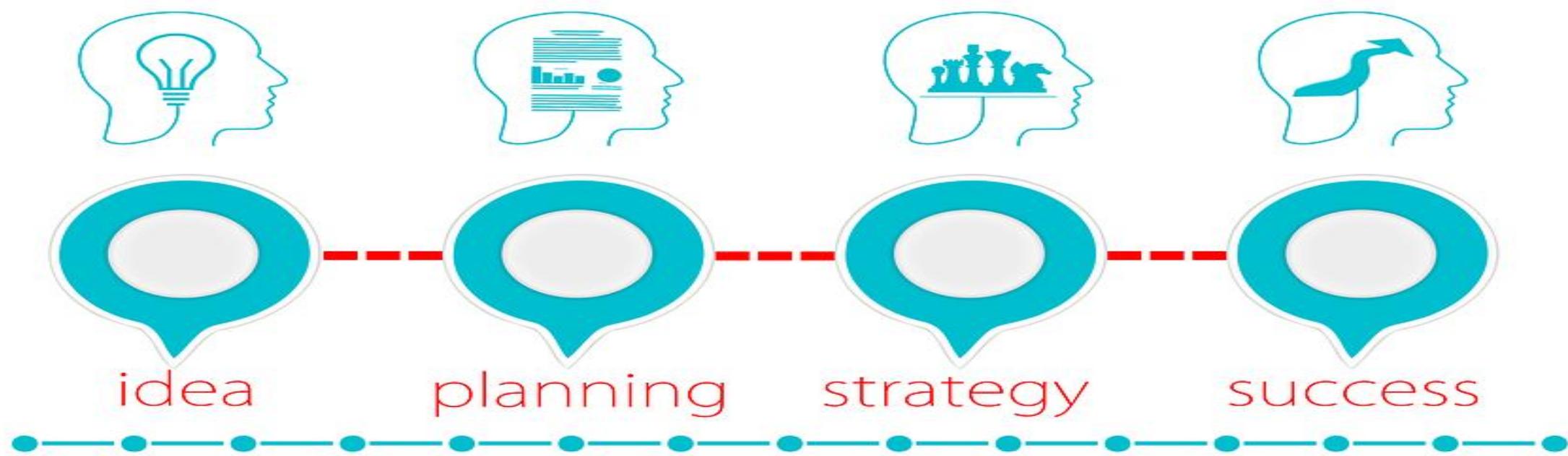
**STRATEGIC
THINKING**

SYSTEMIC
vs.
SYSTEMATICALLY

**What's the
Difference**



PRINCIPLES OF STRATEGY

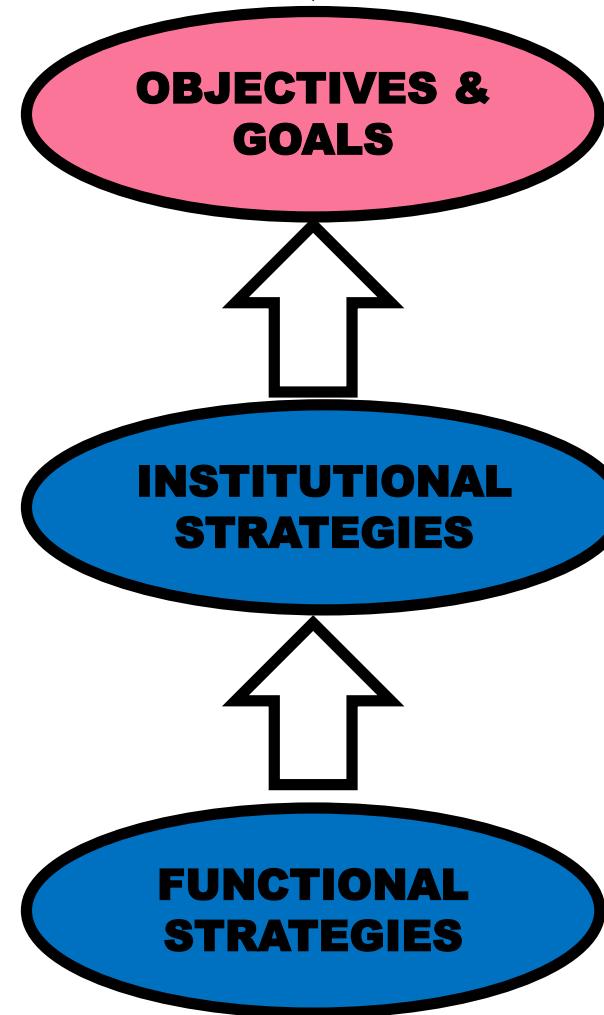


1. BEGIN WITH THE END IN MIND.



VISION

MISSION

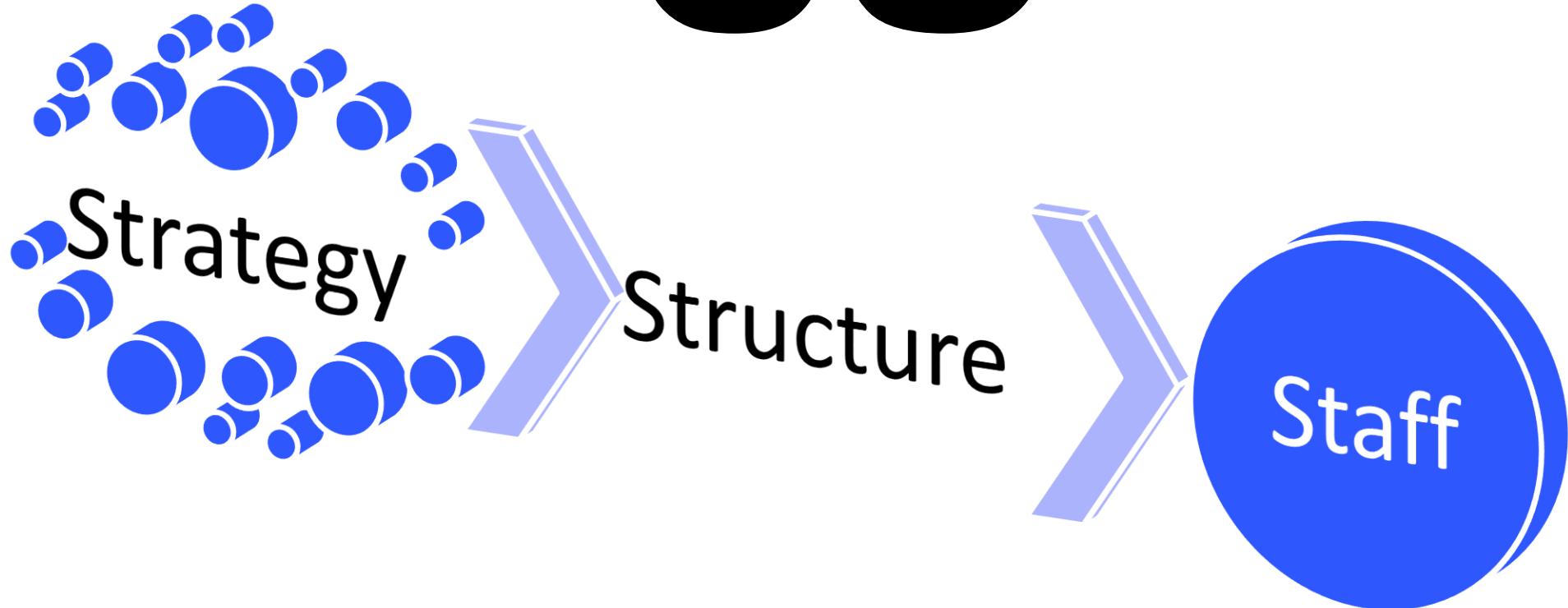


2. FOLLOW THE RIGHT SEQUENCE



3S

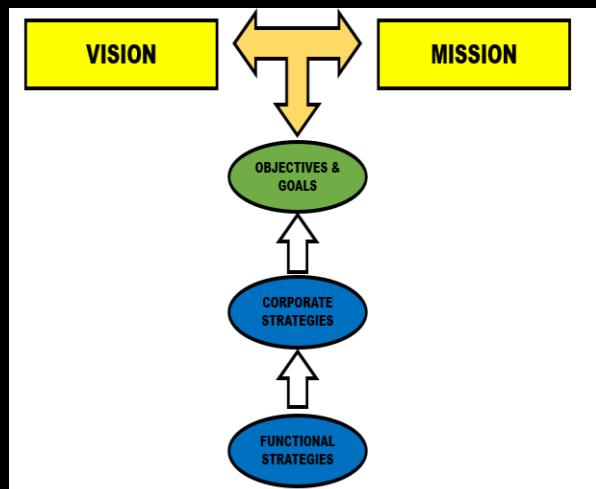
3S



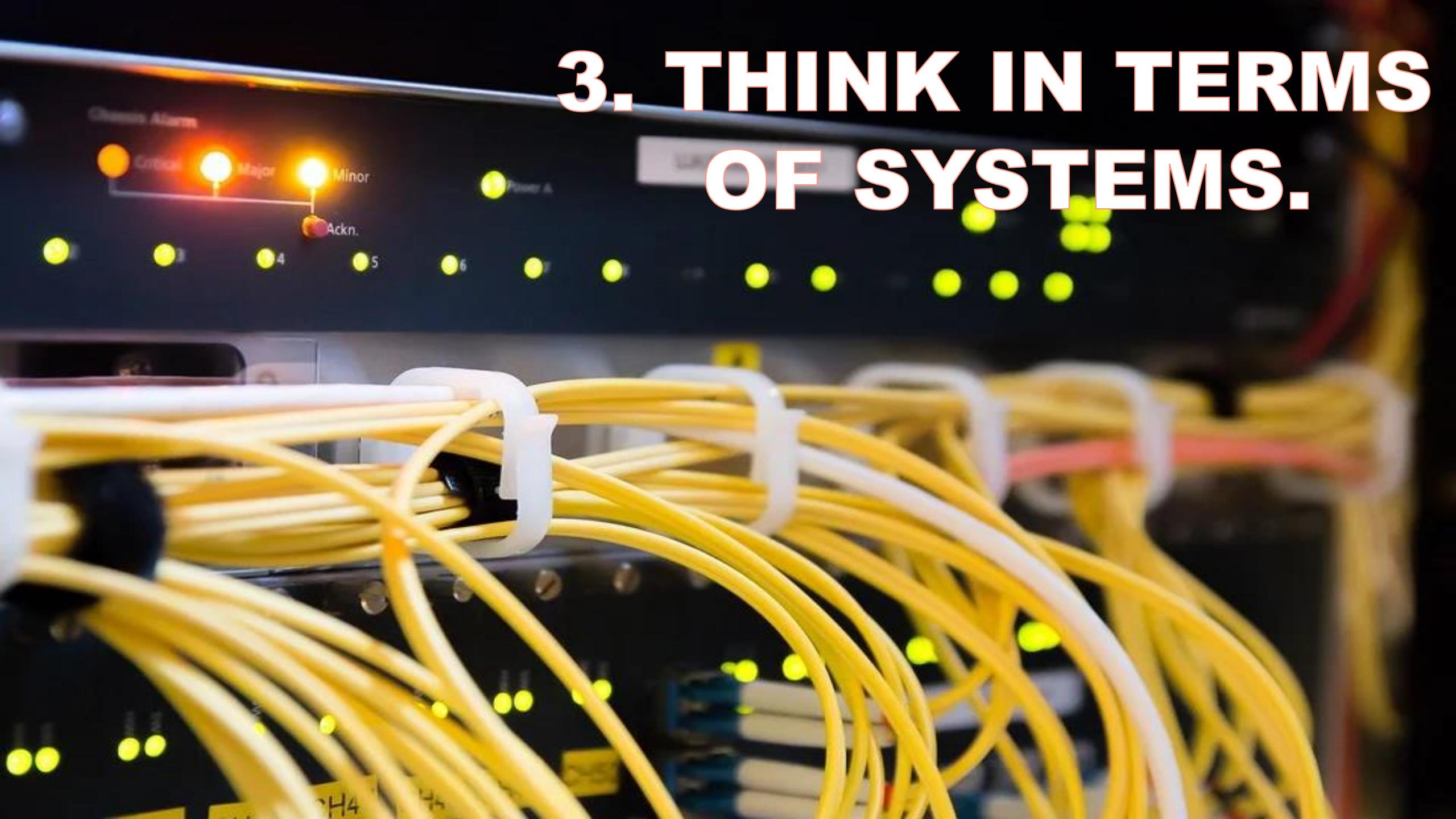
ACHIEVEMENT



OBJECTIVES & GOALS



3. THINK IN TERMS OF SYSTEMS.



Traditional thinking

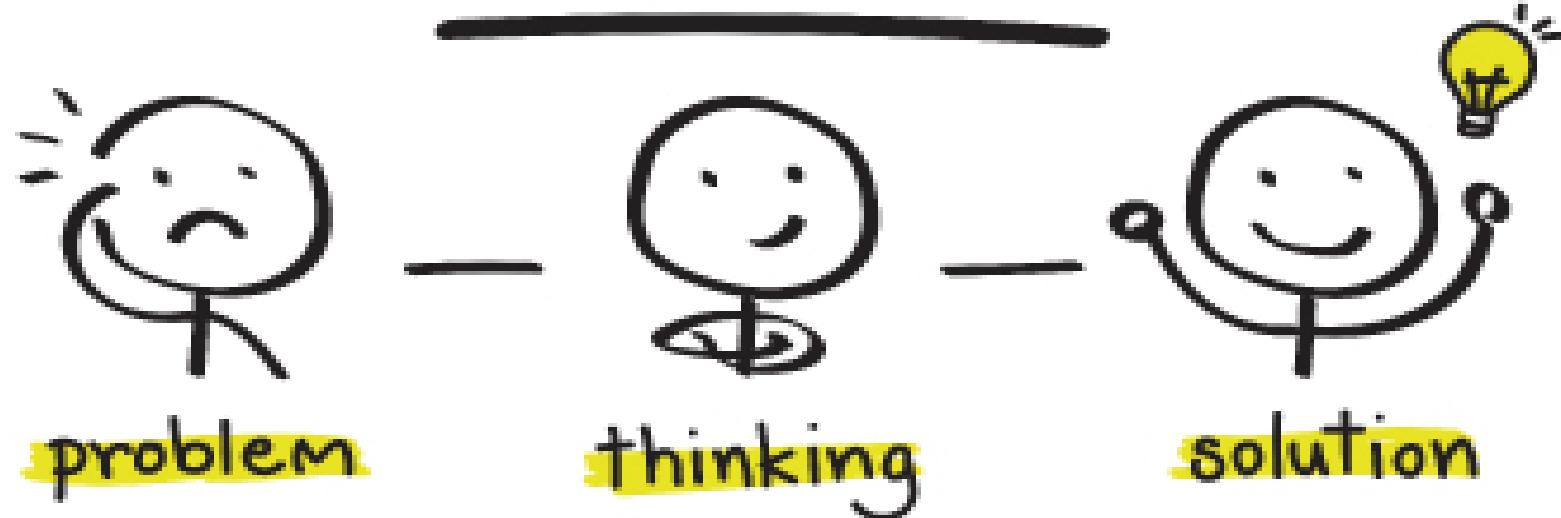


INTER-RELATEDNESS

Systems thinking



CRITICAL THINKING



OBJECTIVITY

**GATHER
INFORMATION**

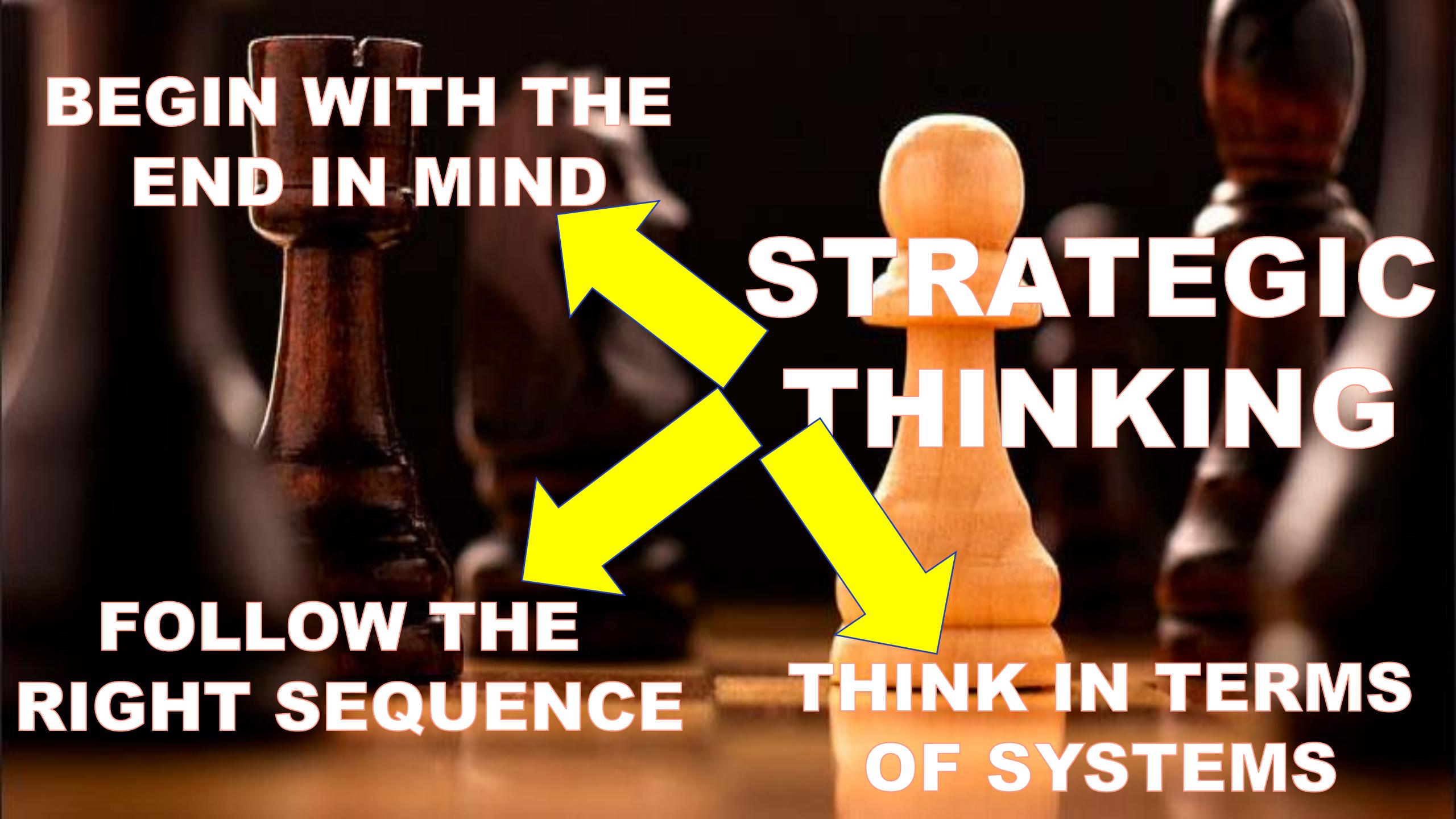
**INFORMED
DECISION**



**STRATEGIC
THINKING**



**FORWARD
THINKING**



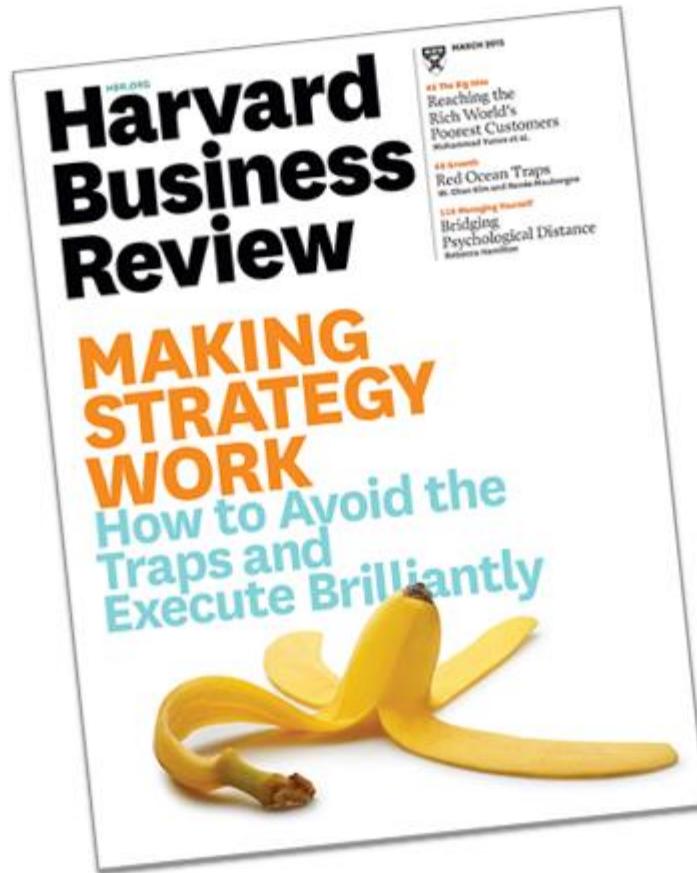
**BEGIN WITH THE
END IN MIND**

**STRATEGIC
THINKING**



**FOLLOW THE
RIGHT SEQUENCE**

**THINK IN TERMS
OF SYSTEMS**



Why Strategy Execution Unravels—and What to Do About It

Donald Sull / Rebecca Homkes / Charles
Sull

The #1 Challenge

Strategy Execution

Innovation

Geopolitical Instability

Top Line Growth

People who say they understand how the strategic priorities fit together:



55%

**C-Suite
Employees**



32%

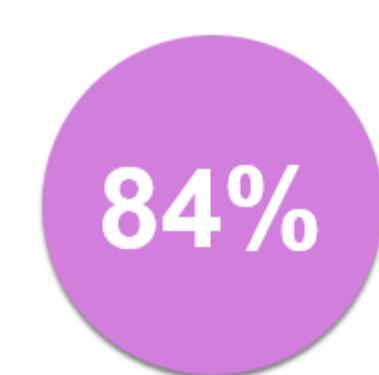
**of their
direct reports**



16%

**of team leaders
& frontline
supervisors**

People who say they can count on others to deliver on their promises:



can rely on their boss and direct reports most or all of the time



can rely on colleagues in other functions most of the time

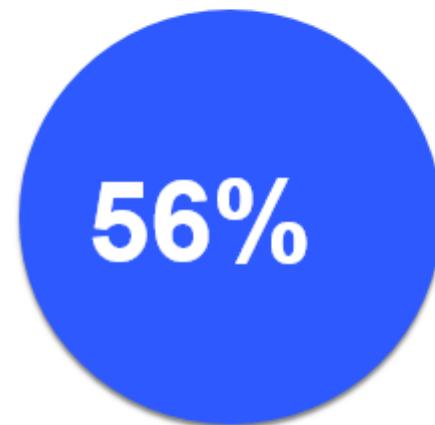


can rely on colleagues in other functions all of the time

People who say they can count on others to deliver on their promises:



can rely on
**colleagues in other
functions most or all
the time**



can rely on **external
partners most or all
the time**

Results of lack of alignment across functions

Results of lack of alignment across functions

Duplicated Efforts

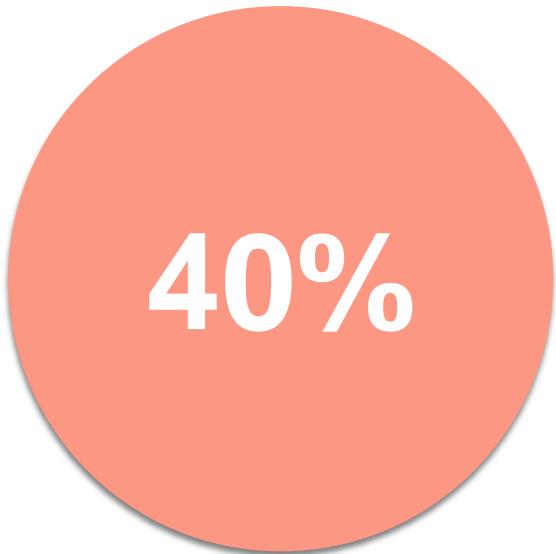
Unfulfilled Promises

Delayed Deliverables

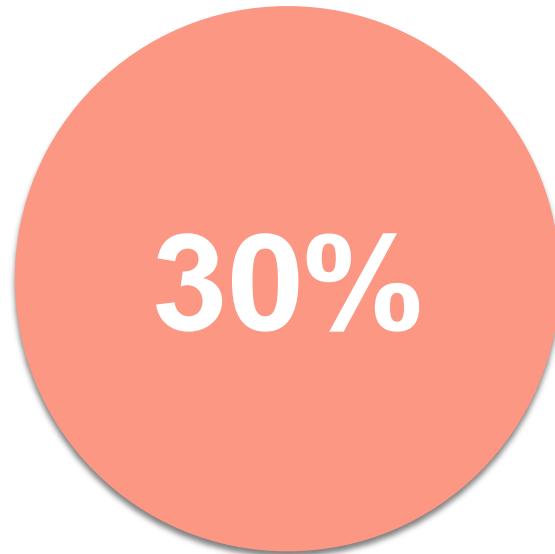
Lost Opportunities

Unhealthy Conflict

Greatest challenges to execute strategy!



Failure
to align



Failure to
coordinate
across units

Are we strong in collaboration?

Do we have silos?



There are NO BOUNDS

Increase self-awareness
on collaboration

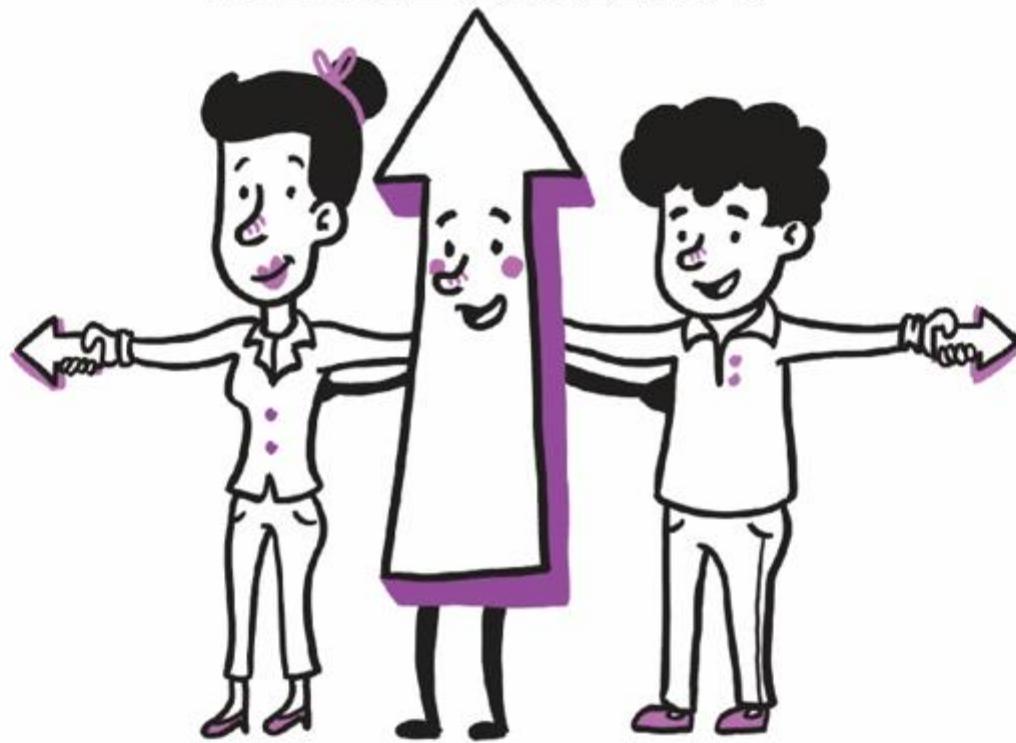
What does
COLLABORATION
in your institution
mean?

We have the power to break
down boundaries

Challenge the status quo and
our own silos

Collaboration begins
with
ALIGNING GOALS

#1 ALIGNED to strategy, vertically & horizontally



#2 ABIDES by the MARTS principle



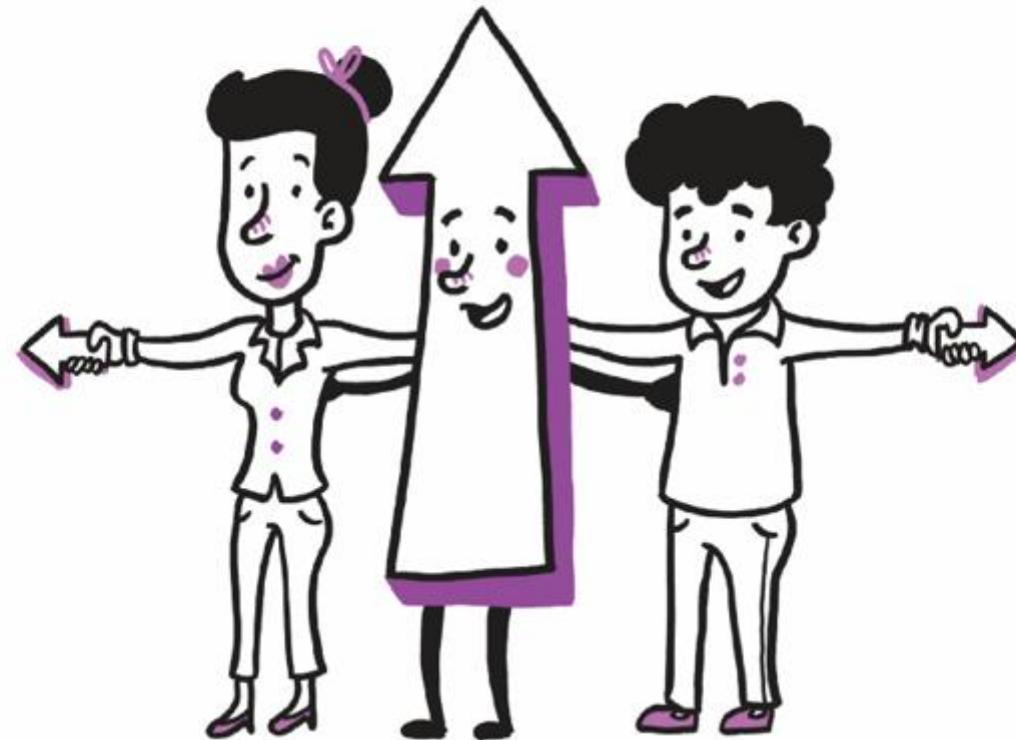
Motivational
Attainable
Relevant
Trackable
Specific

#3 AGREED with all parties involved



#3 AGREED WITH

To succeed, we align not just **vertically**,
but also **horizontally!**



Connecting to the rest of the organization empowers your team!



THE POWER OF WE



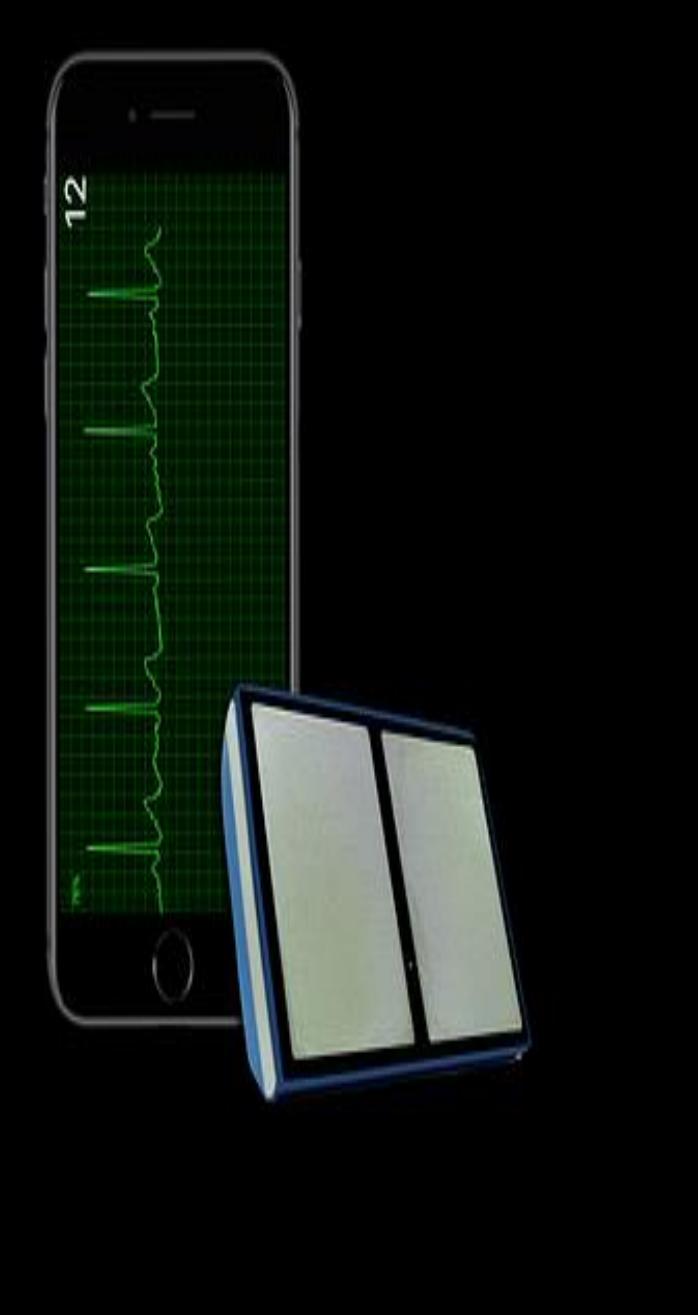


04

Recognizing and Managing Stress

STRESS





**WHAT IS YOUR
LEVEL
OF STRESS?**

1 - 10

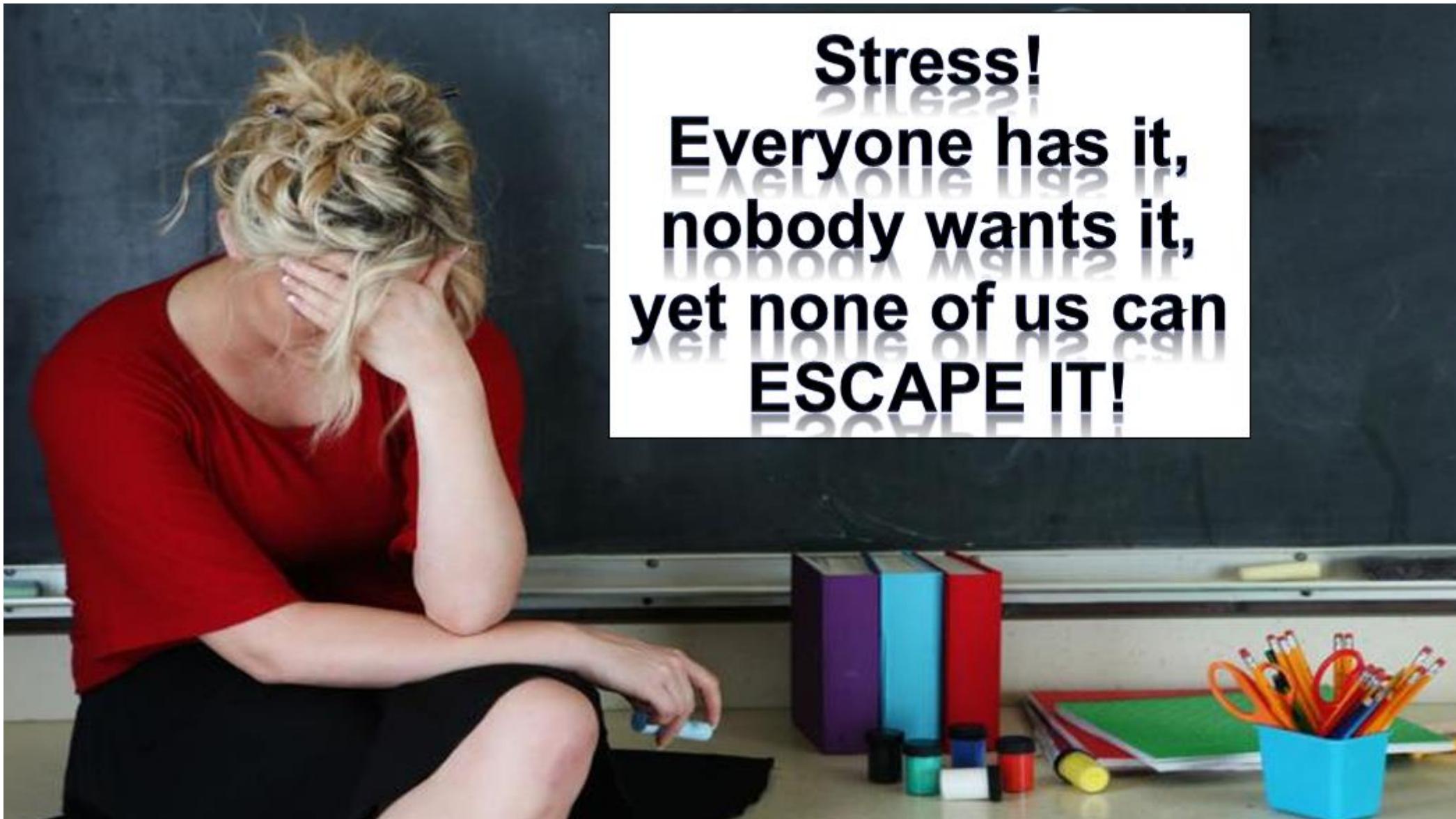
Can you find the
the mistake?

1 2 3 4 5 6 7 8 9

TITANIC







Stress!
Everyone has it,
nobody wants it,
yet none of us can
ESCAPE IT!

ONLY THE
DEAD



IS
SPARED
OF
STRESS

WHAT IS STRESS?





Stress

**A person's adaptive response
to a stimulus that places
excessive psychological or
physical demands on him or
her. (Robles 2022)**

A photograph of a young woman with long brown hair, wearing a purple long-sleeved shirt. She is sitting with her head in her hands, her fingers covering her eyes and nose, conveying a sense of distress, sadness, or despair. The background is a plain, light-colored wall.

Stress is a state of
mental or emotionally
disruptive or upsetting
conditions occurring in
response to unpleasant

Stressors.

(WHO, 2023)

A man in a light blue shirt and dark tie sits at a desk, looking weary. He has his right hand to his forehead and his left hand resting on the desk. A white mug is on the desk to his left. A silver tablet and a black smartphone are also on the desk. The background is dark.

STRESS
S = P > R
PRESSURE
RESOURCES

|| Common Causes of Stress

01



Heavy workload
and time pressure



02



Dealing with
difficult clients



03



High expectations
and performance
demands



04



Lack of support
from colleagues or
supervisors

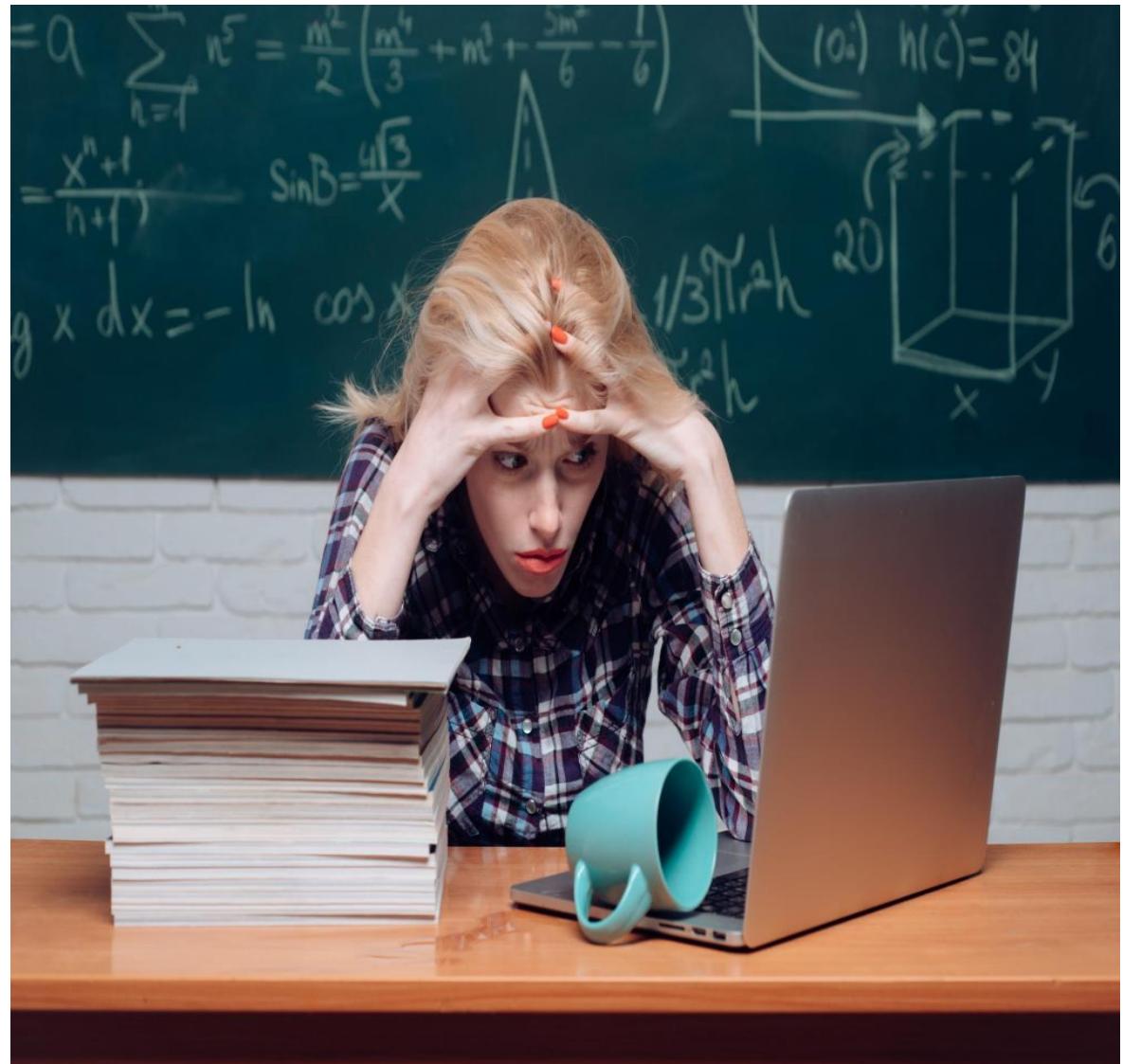


KNOW THE SIGNS



What are Stressors?

Stressors are environmental events or conditions that give the potential to bring on stress.



Major Stressors

- Environmental sources of stress
- Organizational sources of stress
- Personal sources of stress



1.Environmental Factors



- **Economic uncertainty**
 - **Political uncertainty**
 - **Technological uncertainty**

2.Organizational Factors

- Task demands
- Role demands
- Interpersonal demands

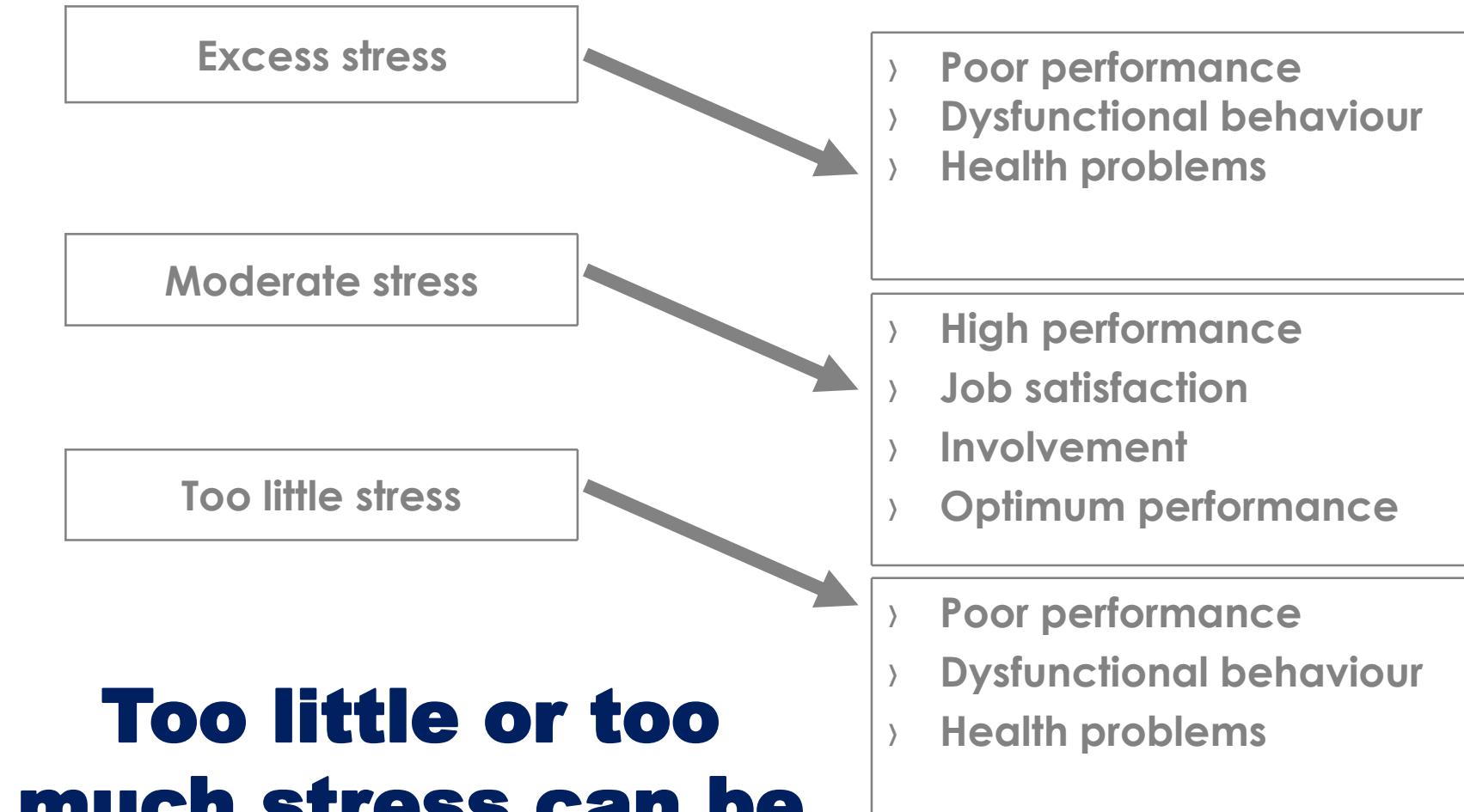




- **Family problems**
- **Economic problems**
- **Financial position**
- **Personality**



Reactions



**Too little or too
much stress can be
harmful.**

Stress itself is not harmful - it is our reaction to stress/ stressors that causes or disease.



4 AS

4 A's

- **Avoid**

- Take control of your surroundings.
- Avoid people who bother you.
- Learn to say no.

- **Alter**

- Respectfully ask others to change their behavior.
- Communicate your feelings openly.
- Manage your time better, set priorities, and work hard.
- State limits in advance.
- Rehearse success.

Accept

- Talk with someone.
- Forgive.
- Practice positive self-talk.
- Learn from your mistakes.

Adapt

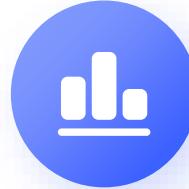
- Adjust your standards.
- Practice thought-stopping.
- Reframe the issue.
- **Adopt a mantra.**
- Look at the big picture
- Choosing the right technique



05

Personal Well-Being and Self-Care Practices

|| Physical Health and Exercise



Physical health and exercise are crucial for overall well-being and work-life balance.



Regular exercise can reduce stress, improve mood, and increase energy levels.

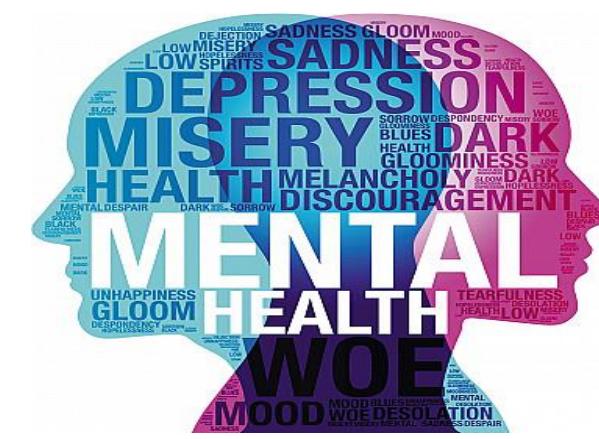


Employers can promote physical health through initiatives like gym memberships or wellness programs.

|| Mental and Emotional Well-Being



Mental and emotional well-being is essential for work-life balance and productivity.



Employers can promote mental health by offering counseling services or providing stress management resources.



Creating a supportive work environment and fostering work-life balance can contribute to mental and emotional well-being.

THE SIX R's FOR TONING DOWN STRESS



RESPONSIBILITY

You are in control!
Establish priorities and take one thing at a time. Keep it simple

REFLECTION

Know your stress triggers
Be aware of stress symptoms
Check your work balance in life

RELATIONSHIPS

Maintain supportive relationships where you can talk about what is stressing you.
Manage your relationships and avoid negative people.
Improve your relationship with yourself.

THE SIX R's FOR STRESS MANAGEMENT



RELAXATION

Do something good for yourself

Schedule “worry time” during your day for a few minutes and if it isn’t during that time, don’t worry about it!

Schedule time out including unplugging from your phone and other electronics

REFUELING

Eat a balanced diet and drink plenty of water

Be aware of foods that exacerbate stress: caffeine, fats, nicotine, fast food

Exercise regularly- even just a short walk for 20 minutes

RECREATION

Laugh and love and enjoy the moment

Learn how to have fun with your family

Enjoy your life and treat others the way you want to be treated

A silhouette of a person standing with arms raised, set against a vibrant sunset or sunrise sky with scattered clouds.

**HOW TO
RELAX
IN 5 MINUTES
OR LESS**

Close Your Eyes

James Taylor said it: You can close your eyes, it's all right. Take a quick break from a busy office or a chaotic household by just lowering your eyelids. It's an easy way to regain calm.



Give Yourself a Hand Massage

When there's no professional masseuse in sight, try DIYing a hand massage for instant relaxation that calms a pounding heart. Massages can be especially helpful for people who spend a lot of time typing on a keyboard. Hands in general can carry a lot of tension. Apply some luxurious lotion and start kneading the base of the muscle under the thumb to relieve stress in the shoulders, neck, and scalp.



Try Progressive Relaxation

Anxious? Just squeeze, release, and repeat. Progressive relaxation involves tensing the muscles in one body part at a time to achieve a state of calm. The method is a great way to help fall asleep.



Count Backward

Nope, it's not an IQ test, but it is a way to relax. When worries are running rampant, try slowly counting to 10 and then back again to calm down. It's harder to freak about an upcoming date or job interview when you're busy remembering what number comes before seven. (Hey, kindergarten was a long time ago.)



Stretch

Standing up for a quick stretch can relieve muscle tension and help us relax during a stressful workday. Why not try a shoulder roll-out or a chest-opening stretch right from the desk chair?



Run in Place

We may not be able to run away from stress, but it's worth practicing. Try running in place for a few minutes to get those endorphins flowing. Even brief physical activity can help beat stress.



Sip Green Tea

Instead of turning purple with rage, get green with a cup of herbal tea. Green tea is a source of L-Theanine, a chemical that helps relieve anger . Boil the water, pour it out, and take a soothing sip.



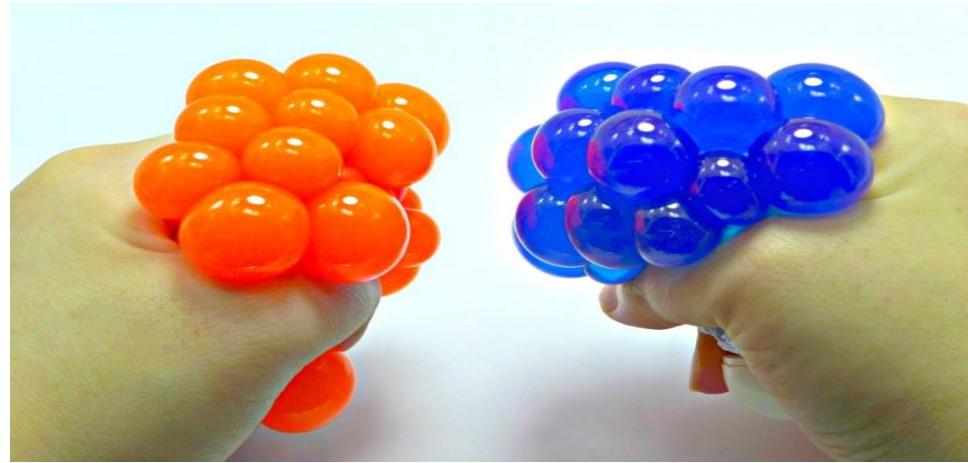
Meditate

No need to go on a retreat to the mountains—five minutes of peace is all it takes to reap the benefits of meditation. There's evidence that just two quick bouts of silent meditation per day can relieve stress and depression. Find a comfortable spot in a quiet place, concentrate on your breath, and feel those anxieties start to disappear.



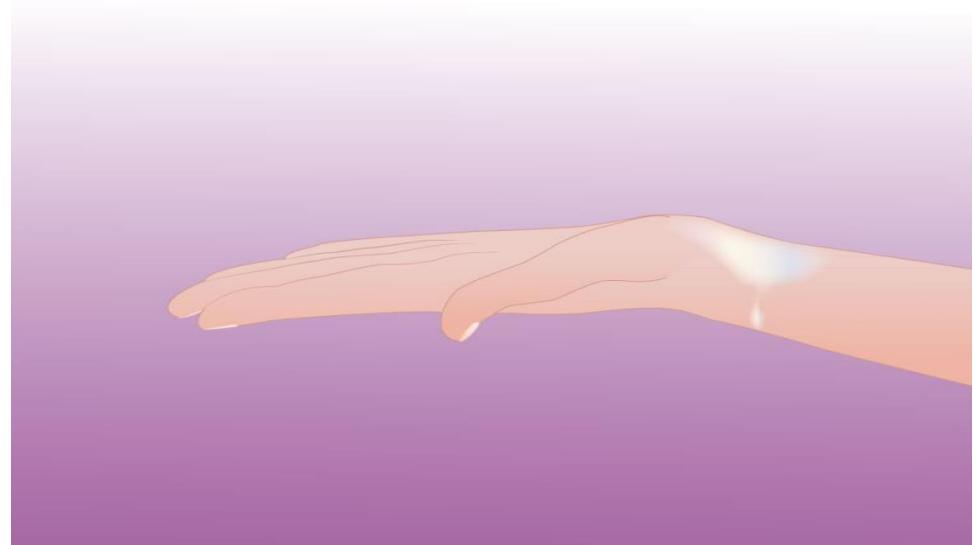
Squeeze a Stress Ball

On days when you want to strangle a coworker, your BFF, or the driver in the next lane, squeeze a stress ball instead. It's an easy, portable, and non-violent way to relieve tension.



Drip Cold Water On Your Wrists

Pass on the perfume and go with water. When stress hits, head for the bathroom and drop some cold water on your wrists and behind your earlobes. There are major arteries right underneath the skin, so cooling these areas can help calm the whole body.



Be Alone

Not everyone needs a cabin in the woods, but five minutes of alone time can help you collect your thoughts and clear your head.



Create a Zen Zone

Hiding in a bathroom stall might not sound calming, but do make (or find) a space that's completely free of stress where you can go to relax. Set up a comfortable chair or light some incense and disappear there for a few minutes until the tension dissipates.



Take a Quick Walk

“Now walk it out, now walk [stress] out.” When you’re feeling overwhelmed or having trouble concentrating, go for a quick stroll around the block. You’ll get the benefits of alone time, physical activity, and a few minutes to gather your thoughts!



Find the Sun

Here comes the sun—and some stress relief. If it’s a sunny day, head outside for an easy way to lift your spirits. Bright light can be an effective treatment for people who suffer from depression, and can even cheer up otherwise healthy folks.



Listen to Your Favorite Song

Beyonce, Blondie, or the Biebster, sometimes belting out the lyrics to a favorite tune makes everything seem all right. If you're in a public place (that isn't the opera), just listening to music can be a quick fix for a bad mood. Classical music can be especially relaxing right before bedtime.



Dance

To the music! Research suggests people feel less anxious after a few months of modern dance, but if that's not your style, five minutes of the funky chicken probably works, too . (At the very least, dancing's a great form of cardio!)



Positive Body Image

- Meditating & Yoga
- Laughing
- Doing something childish
- Getting a massage
- Singing along to music
- Spending time with family
- Trying something new
- Writing in a journal

Self-care





06

Building Resilience

Building Social Support Networks



Strengthening relationships with family, friends, and colleagues.



Joining support groups or communities with shared interests.



Seeking mentorship and guidance from experienced professionals.



Connecting with others through volunteering or participating in community events.

MINDSET

CHANGING...

MOVE



Agile Mindset

QUICKLY EASILY

Carol Dweck

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

"Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged"

"I can either do it, or I can't"

"My potential is predetermined"

"When I'm frustrated, I give up"

"Feedback and criticism are personal"

"I stick to what I know"

GROWTH MINDSET

Is Freedom

Persevere in the face of failures

Effort is required to build new skills

Find inspiration in others success

Embrace challenges

Accept criticism

Desire to learn

Build abilities

FIXED MINDSET

Is Limiting

Avoid challenges Give up easily

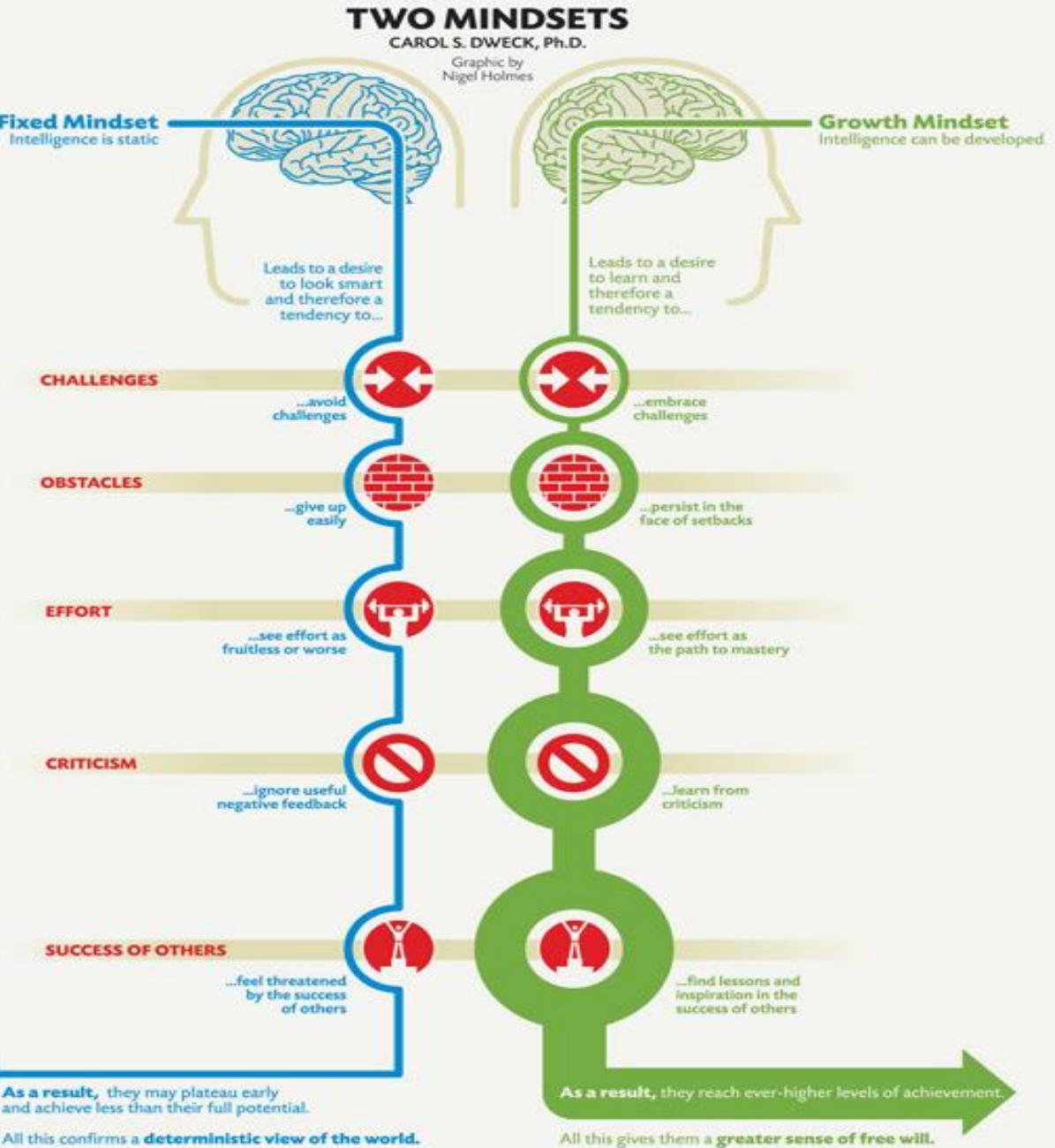
Threatened by others success

Desire to look smart

Effort is fruitless

Ignore feedback

Fixed abilities



A wide-angle photograph of a desert highway. The road is dark asphalt with white dashed lines, receding towards a distant mountain range. The landscape is dry and brown, with low hills and sparse vegetation. The sky is filled with large, billowing clouds, with patches of blue visible. In the foreground, the words "REALITY CHECK" are written in large, bold, white letters that appear to be painted directly onto the road surface.

**REALITY
CHECK**

ARE WE

REALLY

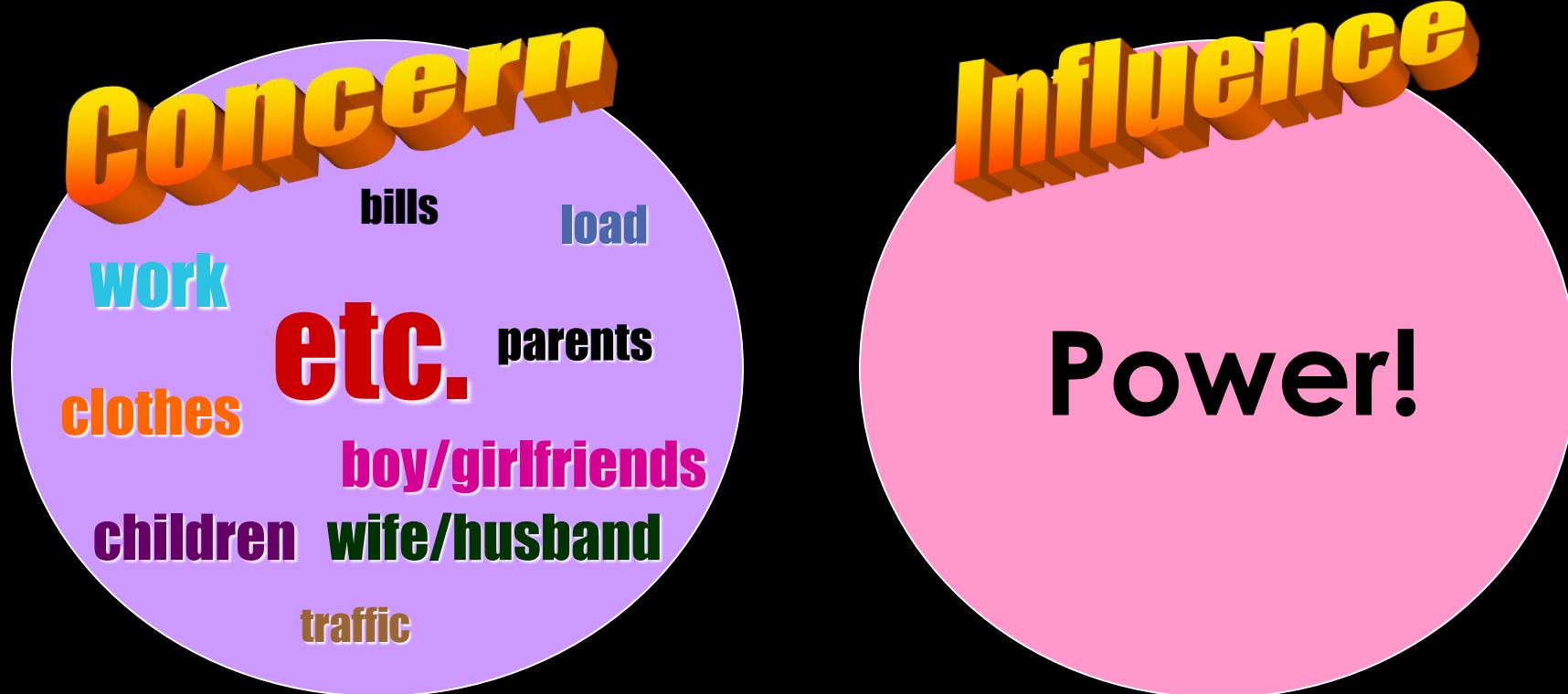
GOOD? NOT YET!!!

BETTER?

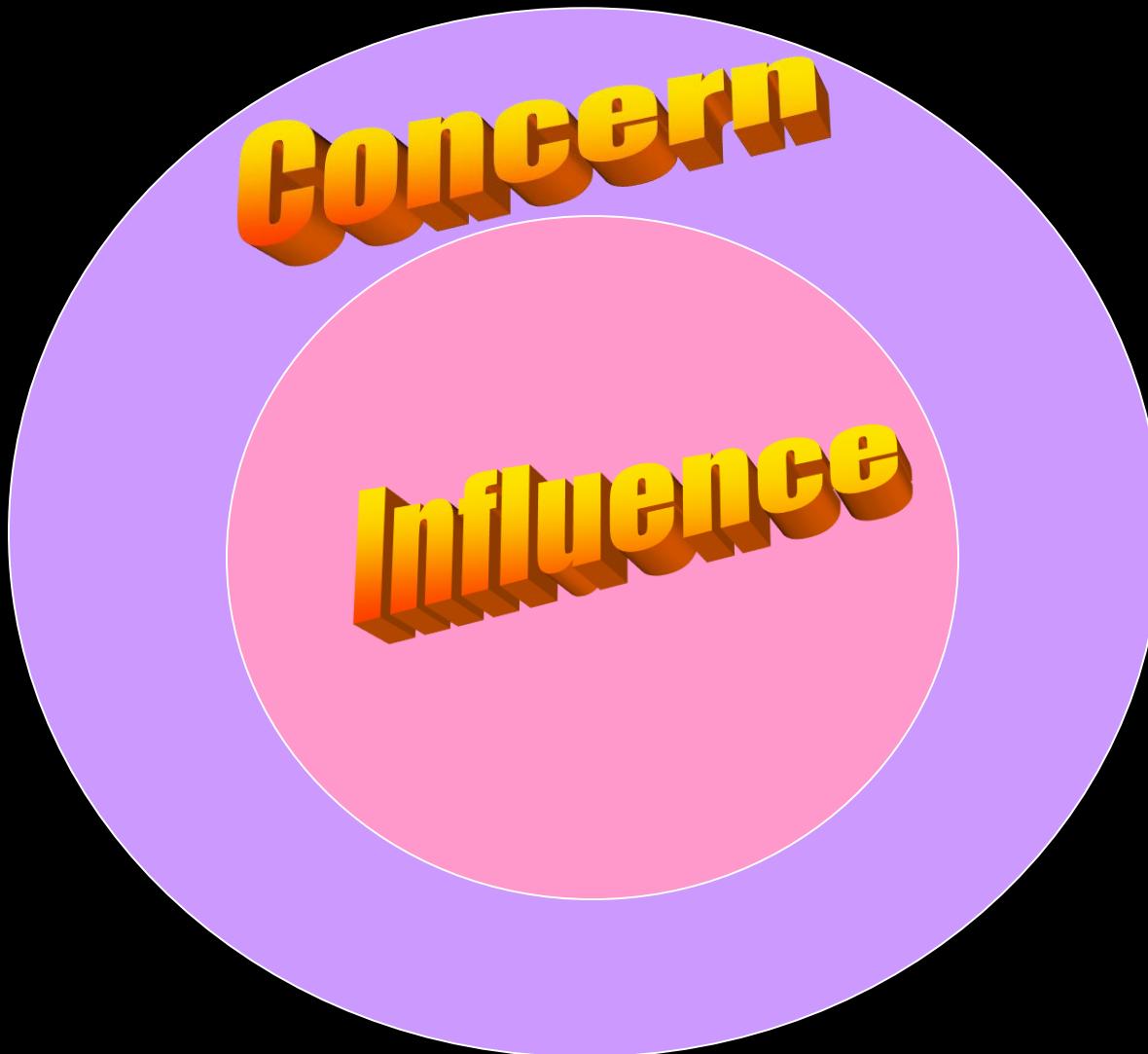
THE BEST?



Our Circles



Our Circles



Attitude





What Is Attitude?

A mental disposition
regarding a certain object, person or situation

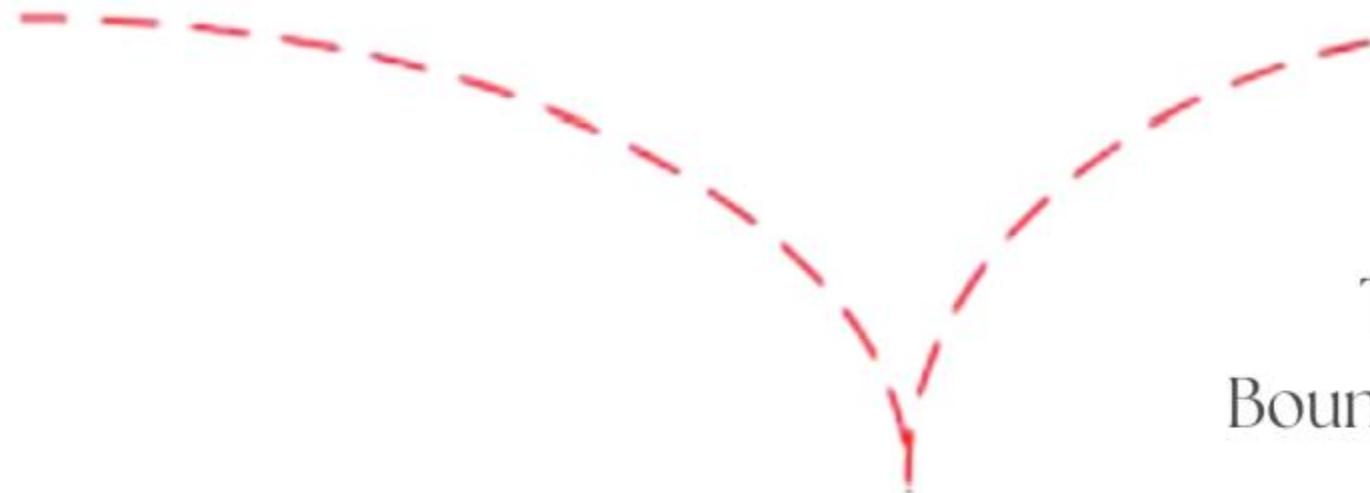




QUICK SENSE & RESPONSE

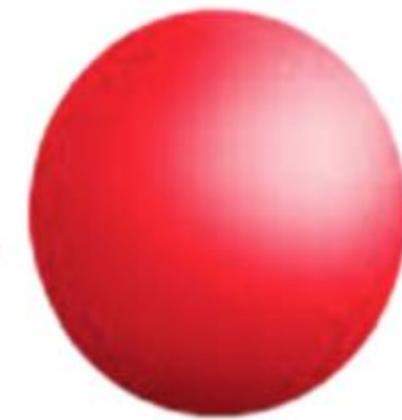
RESILIENCE

RESILIENCE



"Bouncing Forward shows us how adversity can turn us toward our deepest inner resources of trust, wisdom, and love." —Tara Brach, PhD, author of *Radical Acceptance* and *True Refuge*

BOUNCING FORWARD



The Art of
Bouncing Forward

A silhouette of a person standing in a field of tall grass, facing right and waving their right hand. The background is a dark blue and purple sunset sky with a few scattered clouds and a small tree branch visible.

BEFORE I GO



TALE OF TWO WOLVES

*An ancient
Cherokee Story*



An old Cherokee chief teaching his grandson about life...

"A fight is going on inside me." he said to the boy.

"It is a terrible fight and it is between two wolves."



One is evil, he is anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority, self-doubt, and ego.



**The other is good, he is joy,
peace, love, hope, serenity,
humility, kindness,
benevolence, empathy,
generosity,
truth, compassion, and faith.**



**The same fight is going on
inside you and inside every
other person too."**



The grandson then asked his grandfather.

"Which wolf will win?"



The old chief simply replied
"The one you feed."

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DON'T STOP BELIEVING!!



THANK YOU