

Stress Management



Updated by Phil Andrews
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Stress Today

- We are under more stress than ever before
 - **Some stress is good** - it helps us grow and keeps us motivated. In fact, every action or reaction that we have comes from stress
 - In the workplace, Stress is rated in the top 10 of health hazards
 - Job burnout experienced by 25% to 40% of U.S. workers is blamed on stress.



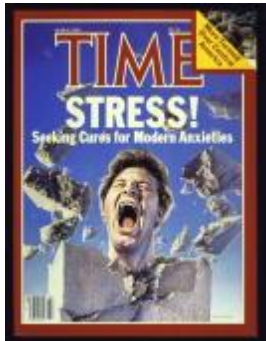
Stress and Health

- **43% of all adults** suffer adverse health effects due to stress
- **75-90% of all visits** to primary care physicians are for stress-related complaints or disorders
- **Stress has been linked to all the leading causes of death** including heart disease, cancer, lung ailments, accidents, cirrhosis, and suicide
- **Nearly half of all American workers** suffer from symptoms of burnout, a disabling reaction to stress on the job. The proportion of workers who reported, “feeling highly stressed” more than doubled from 1985 to 1990



Stress and Absenteeism

- An estimated **1 million workers are absent** on an average workday because of stress related complaints. Stress is said to be responsible for more than half of the 550,000,000 workdays lost annually because of absenteeism
- A three-year study conducted by a large corporation showed that **60% of employee absences** were due to psychological problems such as stress
- Job stress is estimated to cost U.S. Industry **\$300 billion annually**, as assessed by absenteeism, diminished productivity, employee turnover, direct medical, legal and insurance fees, etc.



Stress and Absenteeism

- The \$300 billion translates to \$7,500 per employee
- Depression, only one type of stress reaction, is predicted to be the leading occupational disease of the 21st century, responsible for more days lost than any other single factor



Stress and Work

- Workers' Compensation awards for job stress, rare two decades ago, have skyrocketed and threaten to bankrupt the system in some States. California employers shelled out almost \$1 billion for medical and legal fees alone. Nine out of ten job stress suits are successful, with an average payout more than four times that for regular injury.
- In California, the number of Workers' Compensation claims for mental stress increased by almost 700 percent over eight years and ninety percent were successful with an average award of \$15,000 compared to a national average of \$3,420



Stress and Productivity



- Stress is linked to physical and mental health, as well as decreased willingness to take on new and creative endeavors
- More than ever before, employee stress is being recognized as a major drain on corporate productivity and competitiveness
- Memo: People cannot concentrate on future ideas, building a brave new world, or developing a great enterprise when they are stressed out. If you want them to think about such things, then please remove their stress. Daaah!



Stress and Costs

- 60-80% of industrial accidents are due to stress. Some, like the Exxon Valdez oil spill and Three Mile Island nuclear disaster have direct cleanup costs of billions of dollars, not to mention environmental damage that cannot even be estimated
- 40% of worker turnover is reportedly due to job related stress
 - Xerox estimated that it cost them \$1 to \$1.5 million to replace a top executive and that was two decades ago
 - Note: Replacing an average employee today costs between \$3,000 and \$16,000



Sources Of Stress

- Unhappy boss
- Unhappy customers
- Unhappy employees
- Unhappy family
- Unhappy self
- Unsatisfied ego
- Poor performance, results
- Poor quality



Sources Of Stress

- One's own brain
 - Being paranoid
 - Being two-faced
 - Being untrusting
- One's own behavior
 - Slaving at work
 - Playing political games
 - Playing mental games
 - Being anti-social



Sources Of Stress

- Errors, mistakes
- Business problems, losses
- Employee turnover
- Difficult employees, employee problems
- Work load, long hours
- Unappreciation
- Blaming



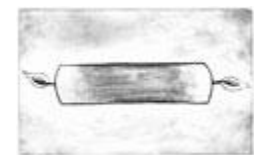
Sources Of Stress

- The way one treats others or being treated by others



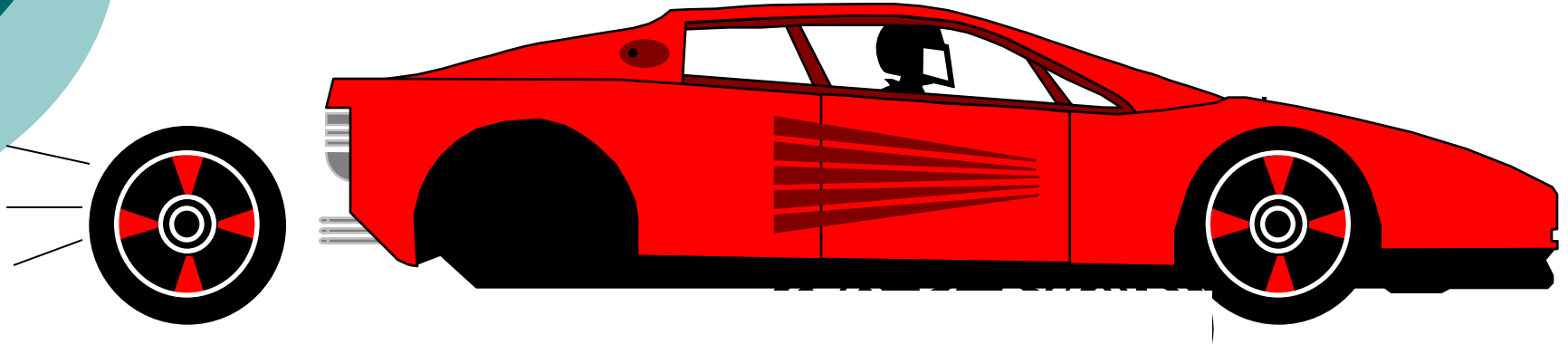
Sources Of Stress

No explanation needed!



Sources Of Stress

Enterprise Transformation



**We are changing the tires, while going
100 miles/hour**

Reminder: Transformation or Change Are A Must

- Change is the only thing permanent in the universe. It is important that we learn to welcome change - otherwise we will expose ourselves to intense stress. We should be aware that we are currently in the middle of a huge information revolution. As this runs its course, its impact on ways of life and society will be at least as great as the Industrial Revolution. As with the Industrial Revolution, people who resist change will be crushed by it. People who welcome change will be able to exploit the new niches opening up on a constant basis. Success depends on adaptation to and anticipation of change!



Sources Of Stress

- ... and 1,000 more sources of stress



- Key Realization:

- Business is stress
- Family is stress
- Relationships are stress
- People are stress
- Being you is stress
- Life is stress

Time, Deadlines
Traffic, Accidents
Safety, Security
Debt, Money, Taxes
Pollution, etc.

What Is Your Total Score?

- If you have experienced total stress within the last twelve months of 250 points or greater, even with normal stress tolerance, you may be **OVERSTRESSED**. Persons with Low Stress Tolerance may be **OVERSTRESSED** at levels as low as 150
- **OVERSTRESS** will make you sick. Carrying too heavy a stress load is like running your car engine past the red line; or leaving your toaster stuck in the "on" position; or running a nuclear reactor past maximum permissible power. Sooner or later, something will break, burn up, or melt down
- What breaks depends on where the weak links are in your physical body. And this is largely an inherited characteristic



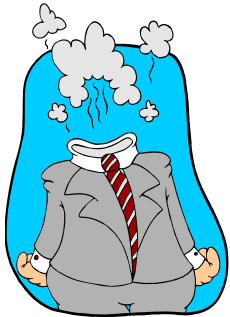


Here Are The Common “Weak Links”

- Brain OVERSTRESS
 - Fatigue, aches and pains, crying spells, depression, anxiety attacks, sleep disturbance
- Gastrointestinal Tract
 - Ulcer, cramps and diarrhea, colitis, irritable bowel
- Glandular System
 - Thyroid gland malfunction
- Cardiovascular
 - High blood pressure, heart attack, abnormal heart beat, stroke
- Skin
 - Itchy skin rashes, hives, loss of hair
- Immune System
 - Decreased resistance to infections and neoplasm

New Awareness

- We have known for a long time that OVERSTRESS can cause physical damage to the gastrointestinal tract, glandular system, skin or cardiovascular system. But only recently have we learned that OVERSTRESS actually causes physical changes in the brain. One of the most exciting medical advances of our decade has been an understanding of how OVERSTRESS physically affects your brain. We now know that the fatigue, aches and pains, crying spells, depression, anxiety attacks and sleep disturbances of OVERSTRESS are caused by brain CHEMICAL MALFUNCTION



... and It Gets Worse

- Exhaustion; chronic fatigue
- Depression
- Burn Out
- Nervous Breakdown
- Illnesses →

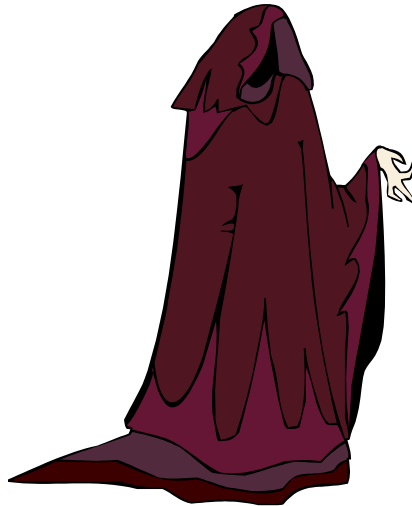


Numerous common health problems are linked to stress:

- The leading six causes of death in the U.S.: heart disease, cancer, lung ailments, accidents, cirrhosis of the liver, and suicide
- Immune response and deficiency
- Memory loss
- Obesity

... Much Worse

Caution: Unmanaged Stress May Lead To This:



The Early Warning Signs Of Stress Of Having Too Much Stress

- **Emotional** - Anger, fear, hurt, sadness, uneasiness
- **Mental** - Either an overactive or inactive mind
- **Behavioral** - Overdoing or underdoing, avoiding, developing clutter, being pushy or unpredictable, increased whining and swearing
- **Intuitive** - dreams, odd inner feelings
- **Physical** - Pain, illness, energy level changes, different body sensations

These Are Not The Answer





Number One Goal

- Remove stress from yourself and from others
- Make stress removal a team effort. Ask in every meeting what the team has done to remove stress
- Save a life today --- it may be yours

Is This What You Want To See Before You Help?



Dealing With Stress



Key Realizations

- We give each other stress --- most of it unknowingly and unwillingly
- Most of the stress is in the head --- it is not reality. It is based on the way people translate events and words
- Some people like stress and get a thrill out of stressing others



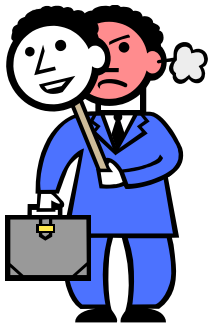
It All Starts With “The Boss”

- If s/he is cool, calm, and collected then all employees become cool, calm, and collected
- If s/he is impatient, full of anger and fury then some employees become impatient and angry, while others become numb and scared. There should be no question that the boss' behavior affects every one



Advice To “The Boss”

- Try to be as stable and calm as possible --- even keel
 - Avoid mood swings --- with many highs and lows. It upsets people
- Don't wear your feelings on your face as people observe you a lot closer than you think
- Find the positive behind every negative. Be a happy person





Advice To All

- Work more effectively rather than longer hours. Work smart, not hard
- Discuss personal problems with wise listener (in-house sage)
- Defuse anxieties by looking at the big picture --- list possible future events and determine outcomes (both good and bad)



Advice To All

- Avoid procrastination. Analyze reasons for procrastination and face them squarely. Then set yourself a deadline for action. Have a Hot List and work on it with passion for results
- Get excited about challenges in a positive matter --- don't be a naysayer and a negativist

Dealing With Stress

1. **Become aware of your stressors and your emotional and physical reactions.**

- Notice your distress. Don't ignore it. Don't gloss over your problems
- Determine what events distress you. What are you telling yourself about meaning of these events?
- Determine how your body responds to the stress. Do you become nervous or physically upset? If so, in what specific ways?



Dealing With Stress

2. Recognize what you can change.

- Can you change your stressors by avoiding or eliminating them completely?
- Can you reduce their intensity (manage them over a period of time instead of on a daily or weekly basis)?
- Can you shorten your exposure to stress (take a break, leave the physical premises)?
Can you devote the time and energy necessary to making a change (goal setting, time management techniques, and delayed gratification strategies may be helpful here)?



Dealing With Stress

3. Reduce the intensity of your emotional reactions to stress.

- The stress reaction is triggered by your perception of danger...physical danger and/or emotional danger. Are you viewing your stressors in exaggerated terms and/or taking a difficult situation and making it a disaster? Are you really walking on eggshells?



Dealing With Stress

3. (Continued) **Are you expecting to please everyone?**

- Are you overreacting and viewing things as absolutely critical and urgent? Do you feel you must always prevail in every situation?
- Work at adopting more moderate views; try to see the stress as something you can cope with rather than something that overpowers you
- Try to temper your excess emotions. Put the situation in perspective. Do not labor on the negative aspects and the "what ifs"



Dealing With Stress

4. **Learn to moderate your physical reactions to stress.**

- Slow, deep breathing will bring your heart rate and respiration back to normal
- Relaxation techniques can reduce muscle tension. Electronic biofeedback can help you gain voluntary control over such things as muscle tension, heart rate, and blood pressure. Medications, when prescribed by a physician, can help in the short term in moderating your physical reactions. However, they alone are not the answer. Learning to moderate these reactions on your own is a preferable long-term solution



Dealing With Stress

5. **Build your physical reserves.**

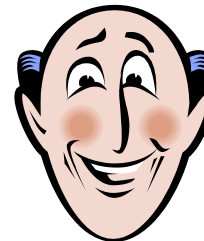
- Find relaxation methods that suit you and use them
- Exercise for cardiovascular fitness three to four times a week (moderate, prolonged rhythmic exercise is best, such as walking, swimming, cycling, or jogging)
- Eat well-balanced, nutritious meals
- Maintain your ideal weight
- Get a hobby
- Mix leisure with work. Take breaks and get away when you can
- Get enough sleep. Be as consistent with your sleep schedule as possible



Dealing With Stress

6. **Maintain your emotional reserves.**

- Develop some mutually supportive friendships/relationships
- Pursue realistic goals which are meaningful to you, rather than goals others have for you that you do not share
- Expect some frustrations, failures, and sorrows
- Always be kind and gentle with yourself -- be a friend to yourself



Dealing With Stress

7. Take drastic actions.

- Change jobs/professions
- Change companies
- Change States
- Change families
- Change religion
- Change whatever it takes for your to be happy again



Backup Slides

For Additional Discussion



Other Good Advice

- Get off the treadmill
- Don't allow others to put through the wringer
- Get the monkey or gorilla your back --- learn to delegate
- Don't allow fear to get to you
- Don't let them shrink you



More Importantly, Don't Be Stupid

Doctor, when I do this it hurts!
So, what should I do?



"Please
Stop!!!"



In Other Words ...

- Most of it is in your head!
 - So, what are you saying to your self?
 - Why do you believe the garbage that you believe or others feed to you?
- Make a decision to fight “Stress”



Dealing With Stress

- Relaxation methods work on the idea that you can't be relaxed and uptight at the same time. Basically, anything you do that is the opposite of what the danger alarm system does will tend to shut it off. Some examples include:

- **Deep breathing** - taking deep, slow breaths rather than the shallow, fast breathing we feel when we are stressed. This really works physiologically to help shut off the danger alarm



Dealing With Stress

- **Muscular relaxation** - tensing and relaxing various muscle groups can work wonders. Try your neck and shoulders, your shoulder blades, your forehead and eyes, tensing these groups for a few seconds, then relaxing them. You can also combine this with deep breathing by inhaling while you tense, then exhaling when you relax the muscles. There are more sophisticated versions of these muscular methods, like the shower of relaxation and progressive relaxation



Dealing With Stress

- **Visualization** - imagine a very peaceful scene, like laying on the beach, out in a fishing boat on a lake, in a mountain cabin or whatever. It can be a real place or you can make it up. Try to invoke all your senses as you imagine being in this very peaceful, relaxing place. What do you see? What sounds are there? What sensations of touch, temperature or smell? For example, you might imagine the sun on your skin, the cool breeze on your forehead, the salt tang of the ocean, the grit of the sand



Dealing With Stress

- **Quiet time.** Taking some quiet time for yourself can often reduce stress. Find a place at home and at work where you can get away from everyone and take a few minutes for yourself. You can practice any relaxation technique or simply spend the time thinking through a problematic situation. Use the time to do whatever will help you to relax
- **Relaxation media.** There is a variety of relaxation media on the market in the form of cassettes, CD's, videos and even computer software. These products can provide you with multiple forms of stress management techniques, step-by-step instruction, soothing music and more



Dealing With Stress

- **Yoga.** The word yoga comes from Sanskrit language meaning union and is believed to be at least 6000 years old, originating in India. Yoga combines dynamic physical exercise with a lifestyle philosophy. There are many forms of yoga but the goal is always the same, perfect self knowledge. More specifically, the ultimate goal of yoga philosophy is complete detachment from reality, as we understand it, and complete self knowledge. By separating our "self" from the environment we are able to come to terms with our individual personality and start putting our mind and emotions in order



Dealing With Stress



- **Meditation.** Meditation is meant to bring about awareness, nothing else. It's a time to connect to your inner "source" and let go of the issues, responsibilities and situations that bind your life. The benefits of mediation are uniquely individual, but both physiological and psychological balancing is common
- **Blow off some steam.** It's OK to vent. Venting releases pressure. If one does not vent s/he will end up blowing up a valve and maybe shutting down the entire system (= body). Be a "crying towel" for others



Dealing With Stress

- **Give yourself reminders.** Part of the problem with some of these techniques is simply remembering to practice them. At home, at work, or in the car you may want to put up little reminders to practice a technique. For example, purchase some small round colored dots. Put them in various places in your home, car or work area. Whenever you see one of these colored dots, practice deep breathing. Or, remind yourself with sticky notes, an on-screen computer message that pops up at various intervals during the day, schedule it in your daily appointment book, etc. Just be inventive in finding things that will remind you to take some time to de-stress



Dealing With Stress



- **“Is this worth the stress?”** Often we become involved in situations that simply aren’t worth the stress that they cause. Ask yourself this question occasionally, and if the answer is “No,” move on
- **Be aware of situations you can’t control, or desires that you cannot fulfill.** Have the wisdom to realize when you’re in a situation you can’t control, then accept it. Don’t waste your time trying to change it. Instead, focus on reacting to the situation in a stress-free manner

The Five Main Unrealistic Desires Or Beliefs That Cause Anxiety:

1. The desire always to have the love and admiration of all people important to us	This is unrealistic because we have no control over other people's minds. They can have bad days, see things in odd ways, make mistakes or can be plain disagreeable and awkward
2. The desire to be thoroughly competent at all times	This is unrealistic because we only achieve competence at a new level by making mistakes. Everybody has bad days and makes mistakes
3. The belief that external factors cause all misfortune	Often negative events can be caused by our own negative attitudes. Similarly our own negative attitudes can cause us to view neutral events negatively. Someone else might find something positive in something we view as a problem
4. The desire that events should always turn out the way that we want them to, and that people should always do what we want	Other people have their own agendas and do what they want to do
5. The belief that past bad experience will inevitably control what will happen in the future	We can very often improve or change things if we try hard enough or look at things in a different way

Dealing With Stress

- **Don't bottle up your feelings.** Often stress occurs out of frustration and lack of communication. Learn positive ways to express your feelings and desires to people who may be causing you stress. If talking to a person isn't the answer, then put your feelings on paper in a journal. Many times the simple act of "getting it off your chest" in an appropriate manner will reduce your stress level



Two-part Stress Management Program:

1. Don't sweat the small stuff
2. It's all small stuff



... So, Please ...

- **Let go and let it be!**
- Trust those you've hired to do the job. Learn to get out of their way, quit micromanaging them, second guessing them, and being in pain in the behind
 - If you don't trust them, change them





Dealing With Stress

- **Are chemicals the culprit?** Surprisingly, much of the stress you experience daily could be due to what you are putting into your body in the form of chemicals. Be sure to eat a balanced, healthy diet to assure you're giving your body the nutrients it needs to operate and maximum efficiency.
 - **Caffeine is a stimulant.** If you drink more than a couple cups a day, try decaf. You may find that switching to a good decaffeinated coffee will reduce a significant amount of stress.
 - **Alcohol** in small doses may help you relax. However, in larger amounts it may increase stress as it disrupts sleep and causes hangovers. Large amounts over an extended period will start damaging your body

Dealing With Stress

○ **Are chemicals the culprit?**

- **Nicotine** in the very short-term may appear to relax your body, but it doesn't. Nicotine's toxic effect raises the heart rate and stresses the body and lungs. Consider quitting! There are a number of stop-smoking aids available on the market today.
- **Sugar** can raise energy in the short term. Unfortunately, your body has to counteract the high dose of sugar in your blood by raising your insulin level. Once your blood-sugar level is normalized, the insulin will continue acting and you will experience a decrease in energy lower than before you ate the sugar. Try not to overtax your body by feeding it high dosages of sugar



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