

► 2.5.3.1 TECHNIQUES TO MANAGE ANXIETY

There are several ways to manage anxiety. Some of them are as the following :

- (a) Start doing physical activities, go to a gym, go for a walk or play any sport you like.
- (b) Write a daily journal to discover the unrealistic expectations of problems. Practice faith and surrender.
- (c) Engage in an alternative therapy such as Emotional Freedom Techniques or Self-Hypnosis Techniques to overcome these problems.
- (d) Monitor your inner-talk. Be aware of your thoughts and negativity. When you are in an anxious state, problems seem to be tenfold, everything magnifies and a little problem becomes massive and hard to overcome. Be alert about your inner-dialogue and try to surround yourself with positive and supportive friends.
- (e) Be patient with yourself.
- (f) Look for professional help if needed.
- (g) Faith in divine wisdom and justice ; that all will occur as is necessary and beneficial for our growth process. This belief allows us to surrender to the wisdom of the universe and feel secure even when externally we are being challenged by difficult situations.
- (h) Realizing that we are worthy of love and acceptance as we are. Much of our anxiety has to do with our doubts about our self-worth which we tend to measure by what others think and by the results of our efforts. Accepting ourselves as we have removed much anxiety.
- (i) Living in and enjoying the present moment.
- (j) Our fears, regrets, anxiety and worry seldom have to do with the present, but rather with the past and future. But neither actually exists. The past exists only to the degree that we carry it in our minds. The future is equally an illusion. Focusing on what we are doing in the present moment releases us from anxiety and worry.

■ 2.5. PSYCHOLOGICAL MANAGEMENT

■ 2.5.1. Stress

Although stress has been defined in many ways, a common ground of most definitions is that stress is caused by a stimulus, that the stimulus can be either physical or psychological and that individual respond to the stimulus in some way. Here, then we define stress as a person's adaptive response to a stimulus that places excessive psychological or physical demands on that person. That is, a stressor is anything that induces stress. Some of us can tolerate a great deal of stress, while others can handle much less, but everyone has a basic threshold at which stress starts to affect us. The first stage is called alarm. At this point, the person may feel some degree of panic. For example, suppose a manager is assigned a lengthy report to write overnight. His first reaction may be, "How will I ever get this done by tomorrow?" If the stressor is too extreme, the person may simply be unable to cope with it at first. In most cases, however, the individual gathers his or her strength (physical or emotional) and resists the negative effects of the stressor.

According to Cooper

"Everything that deprives the person of purpose and zest, that leaves him with negative feelings about himself, with anxieties, tensions, a sense of lostness, emptiness and futility."

Types of stresses

Stress is highly individualistic in nature. It varies from person to person. Some people have high tolerance for stress and some people have low tolerance of stress and it creates problem if there routine was interfered with undesirable factors. Stress can be broadly divided into two types :

- (a) Positive stress (Eustress)
- (b) Negative stress (Distress).

(a) Positive Stress (Eustress) : Receiving a bonus and then having to decide what to do with the money can be stressful. So, too can getting a promotion, gaining recognition, getting married and similar "good" things. This type of stress is called Eustress.

(b) Negative Stress (Distress) : There is also a negative stress, called distress, this is what most people think of when they hear the word stress. Excessive pressure, unreasonable demands on our time, bad news, so on and so forth, all fall into this category.

► 2.5.1.1. TECHNIQUES TO MANAGE STRESS

Stress management is an important part of daily living for everyone. We all need stress in order to survive. Teams need it to perform well and in the right doses, it can be very healthy or even enjoyable.

Stress management involves, at the simplest level :

1. Recognising the symptoms of stress.

2. Identifying the causes.
3. Taking action to address the causes and thereby reduce the symptoms.
4. Where necessary, taking interim steps to relieve the symptoms until the underlying causes have been addressed.

It is important to recognise and address the underlying causes of stress or else the experience of stress will never go away. For example, suppose ‘overwork’ is causing stress, which is resulting in headache. If you only address the symptoms (*e.g.*, by taking pain killer to reduce the headache), the stress remains and the headache will return. However, if restructuring the work demands. One cannot be overworked, the headache will then disappear without the need for pain killer.

Employees can decrease stress by directly changing their own work habits or the work environments they are in. One can successfully manage stress by identifying stressful events and learning how to control them. Incorporate tension-relieving techniques into your daily routine with the following strategies.

1. Role Clarification : Probably the most direct way in which individuals can cope with stress is by trying to clarify the role expectations of others. If employees feel their job assignments are unclear, they can ask their supervisors for clarification of what is expected.

2. Time Management : Another way of coping with stress is to manage time more effectively. For example, managers often waste time by answering all calls and letters as they come in. Instead, they could put off unimportant activities until slack periods and try to do their most important work in the morning, when they are feeling fresh.

Making priorities and managing your time wisely may help to reduce stress throughout the day. Try these techniques to set priorities and help to manage time better :

- (i) Ask yourself what's important.
- (ii) Identify what doesn't really matter.
- (iii) Write down daily tasks and cross them off the list when completed.
- (iv) Learn to say “no” sometimes.
- (v) Complete tougher tasks when you have the most energy or when you have help.

3. Delegation : A third way of coping with stress is to delegate some responsibilities to others. Managers can let subordinates gather some of the data they need or represent them at some meetings. Secretaries can take care of many of the bureaucratic details, managers don't need to attend personally.

4. Co-operative Work Strategies : Sometimes an effective way of dealing with too much work is to co-operate with other people in the same situation. For instance, in preparing major reports, dividing the work and sharing information can help employees complete their projects faster and with much less effort. However, more often than not, people will realize it is in their own best interest to share the load and will co-operate enthusiastically.

5. Reduced Perfectionism : One of the biggest sources of stress in people's lives is the attempt to live up to the impossible standards they set for themselves. People expect themselves to perform consistently at high levels, even when they are trying to get too much done in too little time. Learning to live with a little less is not compromising standards. It is dealing with the job more realistically. Know your limits and stick to them. Whether in your personal or professional life, refuse to accept added responsibilities when you are close to reaching them. Taking on more than you can handle is a surefire recipe for stress.

6. Increased Social Support : A very effective way of coping with stress is to seek out social support from others. When people feel stressed, it helps to have friends and colleagues who are supportive. Friends can provide an outlet for blowing off steam; they can support lagging self-confidence or self-esteem; they can be confided in about personal and work-related problems. If someone consistently causes stress in your life and you can't turn the relationship around, limit the amount of time you spend with that person or end the relationship entirely.

7. Relaxation Techniques : Relaxation techniques are another type of emotion-focused coping device. Some researchers have found that people experience a "relaxation response" if: (i) they are in a quiet environment; (ii) they close their eyes; (iii) they get into a comfortable position and (iv) they keep on repeating a simple sound to block out work-related thoughts. While, the research in this area is still relatively new and sketchy, there is some evidence that such a "relaxation response" can decrease muscle tension, heart rate, blood pressure and rate of breathing.

8. Health Maintenance : Researchers in the area of stress have advocated increased health maintenance for those in high stress jobs. Proper diet, proper exercise and enough sleep can keep the body in better shape for dealing with stress. When employees are tired and run down, they are much more likely to let their jobs get on their nerves. They eat too much junk food, drink coffee to keep them going and consider walking to the vending machine as sufficient exercise. People are much more likely to get physically sick or emotionally depressed if they are out of shape, over tired or poorly nourished.

9. Alter the Situation : If you can't avoid a stressful situation, try to alter it. Figure out what you can do to change things so the problem is avoided in the future.

10. Accept the things you can't change : Some sources of stress are unavoidable. You can't prevent or change stressors such as the death of a loved one, a serious illness or national recession. In such cases, the best way to cope with stress is to accept things as they are. Acceptance may be difficult, but in the long run, it's easier than railing against a situation that can't change.

(i) Don't try to control the uncontrollable : Many things in life are beyond our control—particularly the behaviour of other people. Rather than stressing out over them, focus on the things you can control, such as the way you choose to react to problems.

► 2.5.2.1. TECHNIQUES TO MANAGE EMOTIONS

The following techniques were used to manage emotions :

(a) Use Humour : You have heard that humour is the best medicine. You have undoubtedly experienced humour's decent effects on such negative emotions as anger, depression, sadness and anxiety. There's actually a scientific explanation for this phenomenon. Laughter, a byproduct of humour, stimulates the release of protein substances called endorphins. As the level of endorphins in the brain increases, the perception of pain-whether physical or emotional decreases. Essentially, laughter causes the body to produce its own pain killer.

(b) Redirect Your Emotional Energy : As you experience an intense emotional, energy is being expanded. You tend to tense muscles and move your body more. Your circulatory and respiratory systems work much faster. Your mind goes at a quicker pace, with those automatic thoughts.

(c) Take Time Out : In the same way that relaxation techniques can calm down your excitement level, taking a break from an emotionally difficult situation can slow down your emotional responses. Sometimes the time out can be almost momentary : You take three deep breaths before responding to your angry boss. A brief time-out gives you the moment you need to keep yourself from saying something you might regret. Deep breaths are the first form of time-out you should practice.

In order to create the healthy, happy and harmonious reality we all desire, we will need to create emotional harmony. This process can be divided into six basic steps :

- (i) Recognize our emotions.
- (ii) Accept them as they are.
- (iii) Release them when necessary.
- (iv) Understand how they are created.
- (v) Transform the negative ones through understanding and create more positive ones.
- (vi) Transcend them.

(d) Identify how you feel : Sit quietly for a moment ; close your eyes and then wait and see what you notice from inside. Notice how different areas of your body feel.

Focus on the areas of tension, breathe and see if anything comes to your awareness. You don't have to think about it. Notice whether any thoughts, images, feelings, memories, sounds come to you. If nothing comes, that's okay. You may still want to continue. Ask yourself how you are feeling and be aware of what comes up.

(e) Express or release your feelings : Focus on how you feel. Open your mouth and let a sound come from that feeling. Move with the feeling. You can dance, stomp around, kick and hit something. Scream ; if you are worried about the sound, you can scream into a pillow. Cry ; if you feel like crying, give yourself permission to do this. Write or draw from this feeling place. Don't censor yourself, let the feelings do the writing or drawing. Say out loud what you need to say to someone. Tell someone supportive how you are feeling.

■ 2.6. USE OF IT TOOLS FOR GOOD AND IMPRESSIVE PRESENTATIONS

While traditional tools such as PowerPoint, Google Slides and Keynote can all be used to create presentations, you can break the conventional method – basic points on simple slides – by including images, creating movement, and limiting each slide or section to only a couple key points. Following are some tools which can be used to improve the presentation skills and deliver a presentation which is different from the regular ones.

1. Visme : It is a cloud-based presentation tool that allows you to create highly visual presentations to engage viewers and communicate your ideas. It features an intuitive, drag-and-drop design method for creating presentations. The business version also prioritizes brand consistency and company-wide image storage. When you or your employees create a presentation, it will feature colours, logos and images that are on brand for your organization. This promotes consistency

across presentations among your employees. Visme also offers a built-in analytics system, so you can see who has viewed your presentation and who finished it.

2. Haiku Deck : It is a platform that prioritizes simplicity. Business owners can create elegant, basic presentations with high-quality images. The spartan approach allows for connecting with audiences instead of losing them in information overload due to text-heavy slides. What separates Haiku Deck from traditional presentation tools is its library of images and array of fonts. It makes it easy to craft simple, powerful presentations that are accessible on any device.

3. Pitcherific : It is not only a presentation solution, but also a platform for building and practicing your presentation. It's a template-based program that guides you through the presentation creation process. Instead of drafting a few slides, Pitcherific prompts you to write out the areas of each part of your speech. The outline for an elevator pitch, for example, includes a hook, problem, solution and closing. There are various templates for different kinds of pitches and presentations, so you'll have guidance on many kinds of speeches and presentations. Pitcherific also recommends a character count for each section and a timeclock, allowing you to track how long your speech or presentation is and stay within a desired range.

4. Canva : It is an online platform that provides templates for a wide range of business-related publications, like resumes, newsletters, business cards, media kits, brochures and infographics. You can also use it to construct presentations. There are hundreds of design layouts and templates to start with, and you can upload your own images or choose from more than 1 million of Canva's stock images. As you build your presentation, you can adjust text and fonts, add filters to images, and drag and drop different elements for design. You can also upload and save your company logo.

5. SlideCamp : It provides slide templates for creating company presentations. You can adjust colour schemes, add company logos, import charts and data, build infographics, and organize presentations into sections with SlideCamp. This is a great solution for maintaining presentation consistency across multiple presentations from your organization. After you set up branding details, employees will be able to work with predesigned slides to easily craft professional presentations. It's geared for larger businesses, so if you are a startup or one-person company, this may not be an ideal solution for you.

6. Microsoft Events : While PowerPoint may be a tired way to handle a business presentation at times, Microsoft has other tools that can introduce a new level of practicality to the standard presentation. It recently introduced the ability to create live and on-demand events in Microsoft 365. These events can be viewed in real time or on demand by remote co-workers or even workers who were present in the meeting but want to reference what was said. It combines HD video with machine learning to create a speaker timeline, speech-to-text transcriptions and time coding, and closed captioning.

7. Powtoon : It is an animated presentation and video platform for creating short informational videos and presentations about your brand or product. Explainer videos are an important part of a brand's message, and Powtoon is an affordable tool for creating animated videos and presentations to educate consumers and clients about your business. You can easily edit presentations and videos, add voiceover, and build a professional experience for your customers.