

How y' doin' ?



What did *you* measure?

- **External** (situations & events)
-

- **Internal** (thoughts & feelings)
-

Same physiological response but which has graver consequences: External? Or, internal?

Three Components of Stress



-  The **situation** (circumstantial)
-  Your **thoughts and feelings** about the situation (emotional)
-  The **choices** you make when managing your thoughts and feelings about the situation (actionable)

5 Practical Choices When Managing Your Thoughts about the Situation



How's Your Self-Care?

1. I am able to distinguish between what is productive and destructive stress (for me) and am aware of what triggers one or the other.	Rarely	Sometimes	Often	Almost Always
2. When I notice stress negatively effecting my productivity, I take quick action to change my activity or focus in order to renew and restore.	Rarely	Sometimes	Often	Almost Always
3. I enjoy a good laugh.	Rarely	Sometimes	Often	Almost Always
4. I focus my attention and energy on things I can control and let go of or find ways to contribute positively to things beyond my control.	Rarely	Sometimes	Often	Almost Always
5. I set aside time each day to take care of me.	Rarely	Sometimes	Often	Almost Always

SUGGESTED READING

- **Authentic Happiness**, Martin Seligman, Ph.D.
- **Brain Rules**, John Medina
- **Change Your Brain, Change Your Life**, Daniel G. Amen
- **Flow**, Mihaly Csikszentmihalyi
- **The Happiness Hypothesis**, Jonathan Haidt
- **The Shallows: What the Internet is Doing to Our Brains**, Nicholas Carr
- **My Stroke of Insight**, Jill Bolte-Taylor, Ph.D.
- **Stumbling on Happiness**, Daniel Gilbert
- **A Whole New Mind**, Daniel Pink

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RELAX

Recognize

The Stress Response

Perceived stress (real or **imagined**), usually triggered by **uncontrollability** provokes feelings of **helplessness** or **perceived threat**, causing the brain to signal “the **fight or flight** response”

- ◆ The hypothalamus stimulates the nervous system to make changes in the body.
- ◆ Adrenal and pituitary glands secrete hormones into the bloodstream.
- ◆ Heart rate and blood pressure **rise**
- ◆ Breathing and respiration **increases**
- ◆ Extra sugar is released into the blood; insulin **increases**
- ◆ The digestive tract **shuts down**
- ◆ Muscles **tense**
- ◆ Skin **perspires**
- ◆ Hands and feet get **cold**
- ◆ Blood is directed **away from** the extremities & digestive system, toward the larger muscles for **action**
- ◆ All five senses become **acute**

What's happening to your body?

Response-Ability

from *My Stroke of Insight* by Jill Bolte-Taylor

I define responsibility (response-ability) as the **ability to choose** how we respond to stimulation coming in through our sensory systems at any moment in time.

Although there are certain limbic system (emotional) programs that can be triggered automatically, **it takes less than 90 seconds for one of these programs to be triggered, surge through our body and then be completely flushed out of our blood stream.**

My anger response, for example, is a programmed response that can be set off automatically. Once triggered, the chemical released by my brain surges through my body and I have a physiological experience.

Within 90 seconds from the initial trigger, the chemical component of my anger has completely dissipated from my blood and my automatic response is over.

If however, I remain angry after those **90 seconds** have passed, then it is because...

I have chosen to let that circuit continue to run.

Moment by moment, I **make the choice** to either hook into my neurocircuitry or move back into the present moment allowing that reaction to melt away as fleeting physiology.

what was...



what if...

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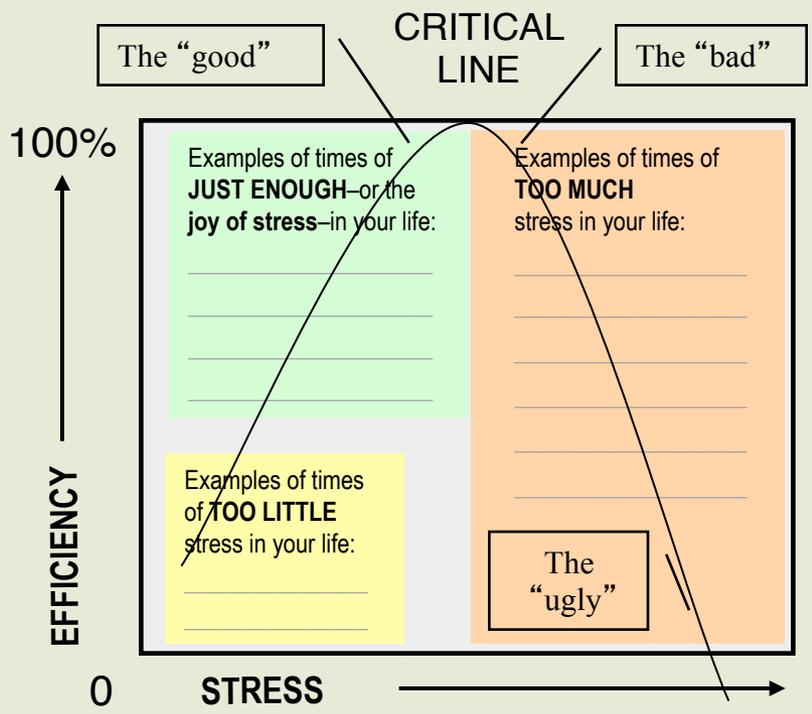
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RELAX

Recognize the good, the bad & the ugly



Source: *The Joy of Stress*, Peter G. Hanson, M.D..

Who Says Stress is Bad for You?
Newsweek Feb 23, 2009

In the past several years, a lot of us have convinced ourselves that stress is unequivocally negative for everyone, all the time.

But what's often overlooked is a common-sense counterpoint: in some circumstances, it can be good for you, too... Most people do their best under mild to moderate stress.

In the short term, [stress] can energize us, 'revving up our systems to handle what we have to handle.' In the long term, stress can motivate us to better at jobs we care about. **A little of it can prepare us for a lot later on, making us more resilient.**

The problem? A lot of us tend to flip the stress-hormone switch to "on" and leave it there. At some point the neurons get tired of being primed, and **positive** effects become **negative** ones.

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Good or productive stress (*eustress*, as in *euphoria*), refers to conditions which are:

- **Interesting**
- **Challenging**
- **Motivating**



"Olympic records are not set on the quiet training tracks, but only with the stress of competition—in front of huge crowds. The most efficient work done by a student is often during the stress of facing a deadline for a term paper or exam. The most electric performances don't come out of actors during rehearsals; they occur when the curtain rises before a live audience."

Bad or destructive stress (*distress*), refers to conditions which are:

- **Dangerous**
- **Debilitating**
- **Threatening** to your overall well-being



"To find where you are... simply ask one question: 'Will the added stress of a new responsibility at work or at home (no matter how small) increase my efficiency or decrease it?'"

To make the best use of your energy, make sure your tasks are essential to your health, wealth, and happiness, and not a waste of time."

RELA**X** Recognize the Signs of Negative vs. Prolonged Stress

**RELA
X**

Which of the following physical symptoms typically signal “bad stress” for you?



- Headache
- Dizziness
- Grinding teeth
- Neck and shoulders tighten
- Heart beats faster
- Heartburn
- Back aches
- Cramps
- Diarrhea
- Increased perspiration
- Hands/feet cold or sweaty
- Face feels hot and flushed
- Dry mouth
- Lump in throat
- Nail biting
- Can't eat
- Can't stop eating
- Sudden skin rashes
- Upset stomach, nausea
- Increased urination
- Legs shaky or tightening up

With which of the following signs of “prolonged” or “chronic stress” (shaded boxes) do you most easily identify?

Growing disillusionment with the job and life in general

- Deepening insensitivity toward customers, coworkers and the company
- Longing for the good old days
- Growing cynicism; discouraging new workers
- Sadness for no apparent reason
- Emotional withdrawal
- Increased irritability, anxiety, snapping, yelling and blaming
- Carelessness, mistakes and overall poor performance
- Increased use of tobacco, alcohol or drugs
- Escape behaviors like shopping sprees or overeating



Self-doubt and blame

- As frustration increases and performance declines, overcome with immense self-doubt
- Functioning like a robot; skills and knowledge in tact but the will to perform becomes mechanical
- Initial spirit and vitality evaporating
- Guilt, doubt and blame; questioning inability to alter behavior or attitude
- Feeling as if “the only one” with this problem; unaware that others are struggling similarly
- Unable to stand back and look at the contributing reasons for feelings of doubt and inadequacy
- Moodiness, depression and an overriding sadness
- Inertia, apathy

Emotional and physical exhaustion

- Absenteeism
- Tardiness
- Sick a lot or colds that just won't go away
- Trouble sleeping, insomnia
- Feeling tired even after adequate sleep
- Forgetful or poor concentration
- Stomach problems
- Tension headaches; neck and shoulder strain

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RELAX

Recognize Your Serenity Busters & Boosters

Examples of *Serenity Busters*

- Ambition
- Competitiveness
- Value conflicts
- Job-related events
- Family-related events
- Time pressures
- Financial concerns
- The need to assign blame



Examples of *Serenity Boosters*

- Relaxation techniques
- Connecting with others
- Physical activity, exercise, recreation
- Balanced, nutritious diet
- Hobbies (cooking, gardening)
- Sense activators (bubble baths, the sound of the ocean, cookies baking, listening to opera, candles)



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How Do *You* Restore Your...

Mental energy?

Physical energy?

Spiritual energy?

Emotional energy?

RELAX Exercise (your senses, your body and your options)



Expand Your Attitude of Gratitude

According to University of California at Davis psychologist, Robert Emmons, gratitude exercises improve physical health, raise energy levels and, for patients with neuromuscular disease, relieve pain and fatigue. In fact, the [study group participants] who benefited *most* tended to elaborate *more* and have a wider span of things for which they're grateful.

1. Hourly: Activate your senses. Write a description of something or someone in the room. Concentrate on recording vivid details (What *shade* of blue? What do you smell and what does it remind you of? Of what sounds are you aware?)

2. Daily: Notice the good stuff. List three things that went well each day and why.

3. Weekly: Expand your attitude of gratitude. Keep a weekly journal of the people, places, and things for which you feel grateful. Consider writing a thank you to one of the people on your list and making a gratitude visit to read your thank you aloud.

People (teachers, mentors, family, communities) for whom you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Places (travel, nature, recreation, entertainment) for which you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Things (animals, food, drink, health, opportunities) for which you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____

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RELAX

Laugh for the Health of It!



Laughter IQ Test Laughing...

- T or F 1. Makes you feel better.
- T or F 2. Improves imagination, enhances creativity and sharpens your thinking ability.
- T or F 3. Transforms debilitating emotions such as anger, anxiety, fear and embarrassment.
- T or F 4. Increases learning and raises self-confidence.
- T or F 5. Raises your endorphin level and bolsters your body's immune system to help fight illness and pain.
- T or F 6. Enhances respiration and burns calories.

Sources: Varied

Don't Laugh... Truth? or Myth?

- You need a reason to laugh
- You have to be happy to laugh
- You need a sense of humor to laugh
 - Source: Dr. Annette Goodheart, Ph.D., Santa Barbara, CA, USA



The After Laughter Mapper

- ◆ Eyes
- ◆ Cheeks
- ◆ Lungs
- ◆ Muscles
- ◆ Blood pressure
- ◆ Heart rate
- ◆ Endorphins

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RELAX

*Grant me the serenity to accept the things I cannot change,
 Courage to change the things I can,
 And the wisdom to know the difference.*

Reinhold Neibuhr

Accept the Things You Cannot Change

Examples of things you cannot change...



Change the Things You Can



Healthful choices

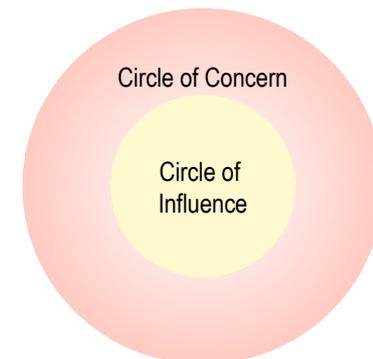
- Relaxation techniques (yoga, meditation, deep, slow, rhythmic breathing)
- Laughter
- Vitamin supplements
- Balanced, nutritious diet
- Go to bed at the same time every night; awake same time each morning
- Positive stress (recreation, non-competitive exercise)



Unhealthy choices

- Sugar
- Caffeine
- Sodium
- Nicotine
- Alcohol
- Negative stress (anxiety, blame, resentment, etc.)

Breathe..
 Hydrate..
 Nourish..
 Sleep..
 Exercise..



Ask yourself:

- 1) What are the worries over which you have no real control?
- 2) What are some things you can do something about?

A negative win occurs when a negative situation exists—having a headache, feeling depressed, employee problems—so you do something—take an aspirin, have a drink, threaten employees—and as a result the negative situation goes away—headache stops, you feel better, employees cooperate.

A positive win occurs when you do something—make a sale, come up with a good idea, look sharp—and as a result something positive occurs—get a bonus, feel satisfied, receive compliments—positive wins are called: rewards, pats on the back, reinforcements.

Preventing Job Burnout: Transforming Work Pressures into Productivity Beverly A. Potter, Ph.D.

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X-Off Time for What Matters

From the list below, choose just six (hey, you can't do it all) priorities. To what extent is your time invested in doing what matters most to *you*?

- _____ Career or work
- _____ Community service
- _____ Education
- _____ Entertainment
- _____ Family
- _____ Financial security
- _____ Health
- _____ Hobbies/recreation
- _____ Luxury
- _____ Material wealth
- _____ Relationships
- _____ Rest and relaxation
- _____ Spirituality
- _____ Social life

X-Off Ways for Others to Help

Child care

- Attending school events
- Chauffeuring children
- Helping children with homework
- Watching and caring for children

Home and garden

- Coordinating home repair services
- Home repairs and maintenance
- Shoveling walks and driveway
- Yard work

Housekeeping

- Vacuuming
- Dusting
- Picking up
- Scouring & sanitizing
- Doing laundry
- Taking out the trash
- Sorting the recycling
- Watering houseplants

Meals and Entertaining

- Meal planning
- Grocery shopping
- Meal preparation
- Cleaning up after meals

Miscellaneous

- Auto maintenance
- Banking
- Cards and gifts
- Clothes and necessities shopping
- Dry cleaners
- Fueling the car
- Paying bills and budgeting
- Pet care
- Post office

X-Off Things that Steal Valuable Time at Work

Check the things that consume a **disproportionate** amount of your time.

- Answering the phone
- Attempting too much or over-committing
- Confused roles and responsibilities
- Drop-in visitors
- Email
- Filing
- Inadequate controls
- Inadequate staffing
- Interruptions
- Lack of self-discipline
- Poor planning or preparation
- Procrastination
- Retraining
- Returning phone calls
- Sales calls
- Socializing
- Standing in line
- Surfing the internet
- Time wasted in travel
- Unclear or incomplete communication
 - One-on-one meetings
 - Group meetings
 - Electronic correspondence
 - Written correspondence
- Unfinished tasks
- Under-delegating
- Unnecessary paperwork
- Waiting on hold
- Writing

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The Meaningful Life
transformational

The Good Life
transitional

The Pleasant Life
transactional

The Empty Life

Serve from your heart...
Lead from your soul...
Laugh from your toes...

Use your strengths in service to something larger than you

Experience "flow"
Cultivate your fundamental strengths.

Engage and deepen connections
Discover your strengths.
Exercise kindness.

Build on pleasurable moments
Take ten (seriously). Let it go.
List your gratitudes.

Savor sensory experiences
Stop. Look. Listen. Notice the good stuff. Laugh.

Firm up the foundation
Breathe. Hydrate. Nourish. Sleep. Exercise.

MEANING AND SIGNIFICANCE

- Work is a calling
- Motivated by the better angels of your nature; giving of yourself
- Rising to the occasion; using your skills to meet the challenge

ENGAGEMENT

- Re-crafting work, love and play in order to use your signature strengths
- Absorbed, as if time stops
- Building psychological capital
- Discovering your signature strengths
- Investing in people and activities
- Opting in (not out)
- Building social capital

PLEASURE

- Mindfully nurturing, amplifying and increasing joy in order to create an upward spiral
- Giving thanks
- Practicing appreciative joy
- Consuming pleasurable moments
- Engaging your senses: touch, taste, smell, seeing, hearing

inspired by *Authentic Happiness: Using the New Positive Psychology to Realize Your Potential for Lasting Fulfillment* by Martin E.P. Seligman, Ph.D.

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About Your Presenter



Want to positively elevate and energize interactions with customers and coworkers? Want people to experience the best your organization has to offer? Want your customers to come back for more—and tell others about their experience too?

Tired of tiptoeing around sour attitudes and poor work habits? Feeling squeezed by tight margins? Pressured to fill critical positions – even as your best people weigh job offers from employers eager to take your top talent?

Robin Getman gets the job done. With 20+ years experience in training and management, she speaks frankly about workplace experiences that people can relate to. Robin's expertise in communication styles, service excellence, humor in the workplace and powerful personal leadership is on the mark and immediately relevant in today's work environment.

With low morale and job burnout reaching near epidemic levels, Robin steps in, inspires people to step up and gives them the skills to step out. She seamlessly demonstrates how to talk to customers and co-workers with purpose, passion and personality. Your organization will learn how to handle even the most challenging situations with finesse and professionalism.

Robin's hallmark is her humor and a broad experience in all manner of jobs including: managing three of Minneapolis' most popular restaurants, teaching two Minnesota governors' (no, not *that* governor) service staffs how to deliver exceptional guest service, administering a \$12 million operating budget with a staff of 600 supervisory and union employees, and, writing and delivering five gut-wrenching performances as a standup comic.

Entertaining, informative and inspirational with a gift for injecting humor to reinforce a powerful message, Robin thinks on her feet, delivering programs that are pertinent, memorable and uncommonly fun. Robin Getman is the positive, laughing difference you've been waiting for!

- ◆ Laugh for the Health of It!
- ◆ Take This Job and Love It!
- ◆ You're in the Driver's Seat: Moving Communication Forward
- ◆ You're in the Driver's Seat: Defusing Difficult Situations
- ◆ Are You Leading from Your Soul? (instead of a position of authority)
- ◆ Mission Possible? The Truth about Delivering Customer Service Excellence
- ◆ Hold Onto Your Horses! Energize and Elevate Performance in the Workplace

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