

Stress Less & Live Longer

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STRESS

Black

It's not a Problem ,

Until

White

It's a **Problem.**

Stress

The discrepancy between the demands of a situation and the capacity of the individual or group to deal with it comfortably.

Causes of Stress

- Increased workload
- Decreased autonomy
- A sense of loss of control
- Pressure to increase productivity and quality while reducing costs
- Inability to balance obligations



Failure = Lack of effort

Inability to ask for or receive help



External Stressors

- Conflict with others
- Demands for performance

The more threatening the stressor is perceived, the more stress it creates.



Internal Stressors

- Intolerance of one's own mistakes
- Unrealistic expectations of others
- Worry about things one cannot control



Causes

- Biological
- Genetic
- Psychosocial

Personality Traits

- Type A behaviors
 - driven
 - competitive
 - individualistic
 - perfectionist
 - compulsive

Vulnerability to Stress Scale

1 Almost Always

2

3

4

5 Never

Your Body's Response to Danger

- We are biologically prepared with an automatic response to the perception of danger - **fight-or-flight response.**
- Your body changes when you are in fight-or-flight mode.
 - Increased heart rate, increased breathing, etc.
- When the threat is over, your body naturally regains balance.

Your Body's Response to Danger

- When you encounter perceived threats — your hypothalamus, a tiny region at the base of your brain, sets off an alarm system in your body.
- Through a combination of nerve and hormonal signals, this system prompts your adrenal glands, located atop your kidneys, to release a surge of hormones, including adrenaline and cortisol.

Physiological Stress Response

- Autonomic nervous system:
 - in charge of fight or flight response, which is not under our conscious control.
 - Promotes physiological responses to stress
- Limbic system
 - In our brain, part of central nervous system, which responds to the emotional aspects of stress.

Chronic Stress

- If you are constantly in a state of stress, your body may have difficulty regaining balance.
- Your fight or flight never gets a chance to turn off.
- As a result, high levels of stress hormones that circulate throughout the body on a constant basis.

Chronic over-activation of the “Stress System” can lead to health problems

- Heart disease
- Sleep problems
- Digestive problems
- Depression
- Obesity
- Memory impairment
- Worsening of skin conditions, such as eczema

How do we recognize stress?

- Many complaints and symptoms that people suffer today are often a result of stress and anxiety.
- It's important for your health that you recognize the emotional, behavioral and physical symptoms of stress before the harmful effects spread.

Emotional Symptoms of Stress

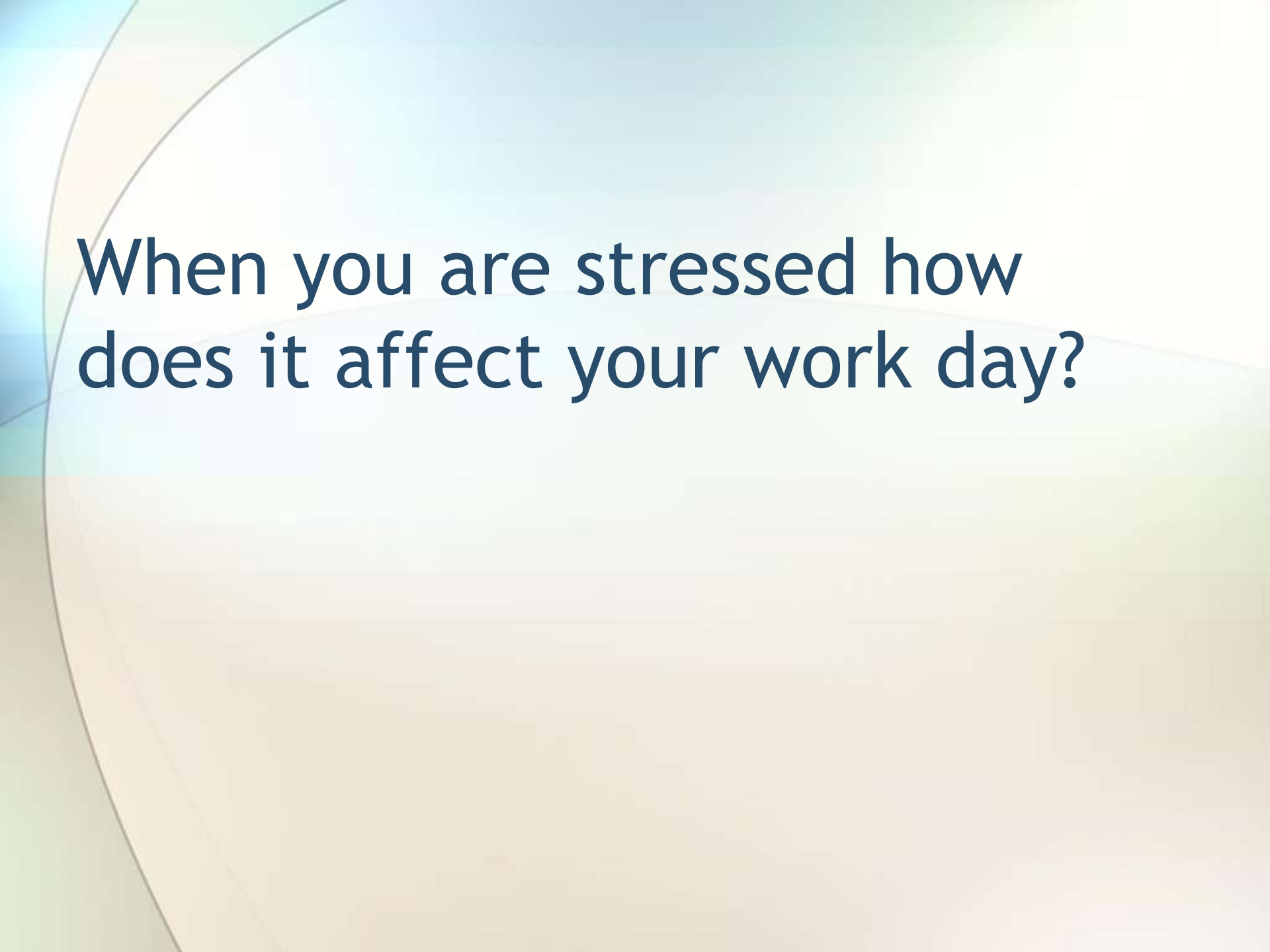
- Feeling overwhelmed
- Irritability
- Feeling depressed
- Intolerance of others
- Aggressiveness and/or anger
- Suspiciousness
- Fussiness
- Restlessness
- Anxiety

Behavioral Signs of Stress

- Difficulty getting to sleep
- Increased smoking
- Increased alcohol consumption
- Increased casual sex
- Over eating
- Obsessive dieting
- Grinding of teeth
- Facial tic
- Finger or foot tapping

Physical Symptoms of Stress

- Headaches
- Dry mouth and/or throat
- Indigestion
- Nausea
- Constipation
- Diarrhea
- Sudden weight loss or weight gain



When you are stressed how
does it affect your work day?

Signs of Stress in Workplace

- Absenteeism
- Working long hours
- Missing deadlines
- Drop in productivity
- Conflicts with co-workers
- Resentment over pay
- Inability to take feedback
- Boredom
- Frustration

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“The Relaxation Response”

- Popularized by Herbert Benson, MD
- Not the same as “relaxing”
- Is an actual physiological change that your body produces
- Example physiological changes:
 - Heart Rate decreases
 - Pulse decreases
 - Muscle Tension is reduced
 - Brain waves often change

Tips for Relaxation

- It is most effective when used often.
- It is useful in both stressful moments and at the end of each day.
- Learn to feel relaxed to help you fall asleep.

Diaphragmatic Breathing

- Breathing with our abdomens rising and falling rather than being a “chest breather”
- Gives you a fuller and more complete breath than a chest breath
- When purposefully done, can produce a feeling of calm and relaxation because it induces changes in the autonomic nervous system.

Diaphragmatic Breathing Tips

- Place your hand over abdomen
- Can be done anyplace, anytime, sitting or standing
- Make sure you are sitting up straight to improve air flow

Diaphragmatic Breathing Tips

- Focus on your breathing and heart rate
 - Think “Breathe, 1, 2, 3” while inhaling
 - Think “Relax” while you exhale

Progressive Muscle Relaxation

- With practice, we can teach ourselves to loosen up and relax contracted muscles and muscle fibers.
- The basic idea is to systematically train groups of muscles through tensing and relaxing.
- First, you learn to exercise each group of muscles separately (forearm, upper arm, etc.).
- Then the exercises will be combined so that you will be able to relax your whole body at once.

Tips for Relaxing Your Muscles

- Go through each part of your body slowly tensing and relaxing each part.
- Focus on the difference between the tension you create and the resulting relaxation.
- Notice the sense of warmth and relief you feel when you relax each part.

Progressive Muscle Relaxation

- Face
- Arms/Hands
- Chest
- Shoulders
- Stomach
- Hips
- Legs
- Feet

Visual Imagery

- Think of visual imagery as taking a mental vacation.
- You will give yourself a sense of peace.

Visual Imagery Tips

- Imagine a memory of where you felt relaxed, happy, and safe.
- Mental pictures include feelings of warmth, sun, air, water, and pleasant sounds or scenes.
- Use all of your senses when you are in your special place.

Visual Imagery Tips

- Focus on how you feel in your “special place” and try to keep this feeling with you as you leave.
- Leave slowly so you can maintain your sense of peace.
- Remember, you created this sense of peace so you can give it to yourself.

Effectiveness of Relaxation Training for Medical conditions

- Addictions
- Alcoholism
- Anorexia Nervosa
- Anorgasmia
- Anxiety/Panic Attacks
- Asthma
- Binge Eating
- Binge Drinking
- Low Blood Pressure
- High Blood Pressure
- Bulimia Nervosa
- Cancer
- Depression
- Eating Disorders
- Hypertension
- Irritable Bowel Syndrome
- Insomnia
- Migraines
- Nightmares
- Obsessive Compulsive Disorder
- Overeating /Weight Control
- Pain Relief
- Sexual Problems
- Teeth Grinding (Bruxism)

Physical Benefits of Relaxation

- Muscular tension will be released giving you greater flexibility
- Increased energy, reduced fatigue
- Strengthens your immune system
- Fosters easier and deeper breathing
- Encourages sound sleep
- Reduces blood pressure
- Decreases heart rate
- Relieves chronic pain and acute pain naturally

Psychological Benefits of Relaxation

- Enables you to recognize when your health is out of balance
- Reduces (or eliminates) stress and anxiety
- Eases discomfort
- Enables you to be relaxed - on your own and with others
- Allows you to take control, instead of feeling as though other people and events are controlling you!

Differential Diagnosis

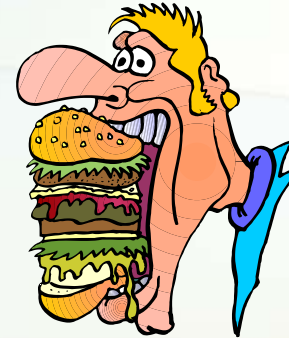
- Addiction
- Medical illness
- Stress
- Psychiatric illness
- Personality disorder





Addiction

- Loss of control
- Compulsivity
- Continuation despite consequences
 - Legal
 - Financial
 - Medical
 - Social



Indicators Specific Addictions

- Long lunch hours
- Long sleeves
- Bathroom use
- Breath
- Coming in late and leaving early
- Overt intoxication

Less Specific Indicators

- Irritability, moodiness, verbal abuse
- Complaints from clients or staff
- Changes in schedule or absences
- Decline in quality of work
- Family problems
- Financial difficulties
- Isolation
- Physical deterioration



How to listen well

- Be quiet
- Use your body language to let the person know you are there
- Give an occasional “uh huh” or nod
- Stay focused on the conversation. No email!
- Ask non-judgmental questions
e.g. “That’s not clear to me. Will you say it again?”
- Make a guess about a feeling
- Restate some of what the person said

More on how to listen well

- Try to pick up on the speaker's signals
- Keep in mind that a person who is different than you may be looking for something different in a “listener” than what you would want
- You may not understand
- Remember that most people just want someone to listen

When listening, try not to...

- Judge or criticize
- Ask excessive questions while he or she is talking
- Offer advice or diagnose the “problem”
- Change the subject
- Immediately tell your own experience
- Think of what you will say while the person is talking
- Assume the speaker feels the same way you would
- Be overly reassuring

Let's practice...

- Spend a minute thinking about a problem you are trying to solve or a challenge you are trying to address
- Be prepared to describe this situation to your partner in detail including both the situation and any potential solutions you are considering
- The listener should do his or her best to apply the skills we just discussed
- I'll ask you to switch roles after a few minutes

Example 1

Instead of:

You're doing a great job.

Try:

You didn't want to take the job as manager and yet you are doing a great job of scheduling, listening to complaints, helping the team to meet its goals, and keeping up with the budget.

Example 2

Instead of:

You are wasting everyone's time.

Try:

In the meeting this morning you talked about your idea for 5 minutes. Others didn't have a chance to give their input.

Example 3

Instead of:

You always get so upset.

Try:

Just now when I asked you to explain why you made that decision you snapped, “Why do you always question me?!?!” It seems you are frustrated with me, but I do need to understand why you made the decision. Is there a way I could have asked the question differently that might be less frustrating for you?

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Effective Communication

Important Aspects of Communication

Active listening

Emotional expression

Assertiveness

**REMEMBER: We are ALWAYS communicating
SOMETHING.**

Active Listening

Active listening is:

- Demonstrating that you are listening through your words and actions.
- Body Language
- Reflective Statements

Active listening is not:

- Simply *hearing* what someone has said to you
- Letting walk all over you
- Losing an argument or giving in
- Fully agreeing with what is being said to you
- Just waiting for your turn to talk

Nonverbal Cues & Emotional Expression

Need good awareness of your emotions.
We are always communicating something.

Nonverbal cues

- Avoid those that communicate anger, hostility, criticism
- Avoid appearing overly “open”, friendly, sexual, or casual to clients.

Essential non-verbal behaviors

- touch
- glance
- eye contact (gaze)
- volume
- vocal nuance
- proximity
- gestures
- facial expression
- intonation
- dress
- posture
- smell
- word choice & syntax
- sounds

Actions speak louder.....

Repeat the verbal message

Accent a verbal message

Complement or contradict

Regulate interactions

Substitute for the verbal message

Assertiveness

Assertiveness is:

- Expressing our thoughts, feelings, and beliefs in a direct, honest, and appropriate way.
- Being respectful of your own rights and feelings AND those of the other person
- A behavior that takes practice
- Aimed at finding a win-win situation
- The middle ground between passive and aggressive behaviors

Assertiveness

An assertive person effectively influences, listens, and negotiates so that others choose to cooperate willingly.

Assertiveness
seeks a win-win
solution.

Assertiveness is not...

Aggressiveness

- Is expressing thoughts and beliefs in a way that is inappropriate.
- Violates the rights of others
- Can be active or passive
- Is focused on self
- Searches for a
win-lose situation

Assertiveness is not...

Nonassertiveness

- Is passive and indirect
- Permits others to violate our rights
- Shows a lack of respect for our own needs
- Communicates a message of inferiority
- Creates a lose-win situation

Choose Assertive Words Carefully

Use factual descriptions instead of judgments

- “This is sloppy work.” (incorrect)
- “The pages in this report are out of order.”

Avoid exaggerations

- “You are never on time!” (incorrect)
- “You were 15 minutes late today. That’s the third time this week.”

Choose Assertive Words Carefully

Use “I” not “You”

- “You always interrupt my stories!”
(incorrect)
- “I would like to tell my story without being interrupted.”

Express thoughts, feelings, and opinions reflecting ownership

- “He makes me angry.” (incorrect)
- “I get angry when he breaks his promises.”

Obstacles to Assertiveness

Fear of hurting or offending others

Fear of rejection or embarrassment

Fear of appearing selfish, rude, or pushy

Believing that other people's
wants/needs/opinions are more
important (devaluing yourself).

Three Parts of “I” Messages

Behavior - What is it, exactly, that the other person has done or is doing?

Effect - What is happening because of their behavior?

Feelings - What effect does their behavior have on your feelings?

“I” Messages are Effective

- Using “I” messages helps you give the other person complete information.
- “I” messages leave no room for second guessing or doubts.
- They are more productive than ignoring the problem.
- They are more assertive than just expressing your anger or frustration.

“I” Messages are Effective

- *“I feel _(emotion)_____ when you _(behavior)_____.”*
- *I would prefer _(suggest alternative) _____.”*
- What are some examples?



Conflict is . . .

any situation

in which your

concerns or desires

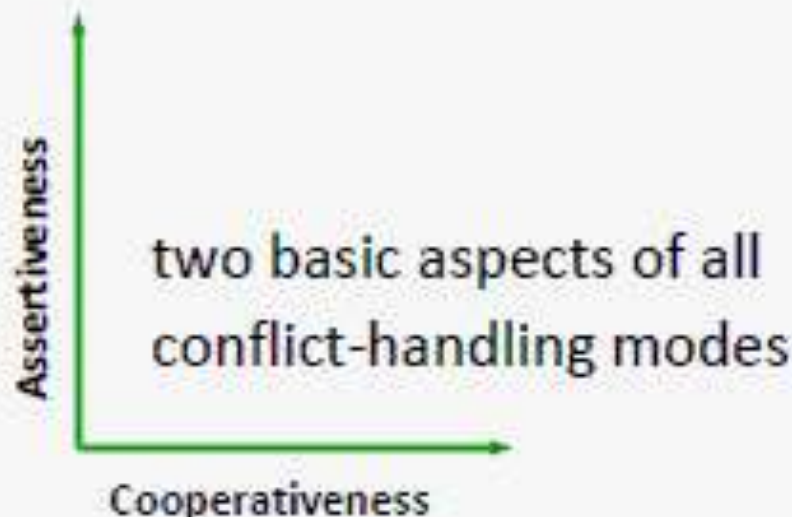
differ from those of

another person

Objectives

- Become more aware of your own conflict style
- Recognize the conflict styles of others
- Assess conflict situations
- Practice using different conflict modes
- Transform Conflict
- Restore Productivity

Understanding the Conflict Modes



**Your
Conflict
Mode** = **Skill** + **Situation**



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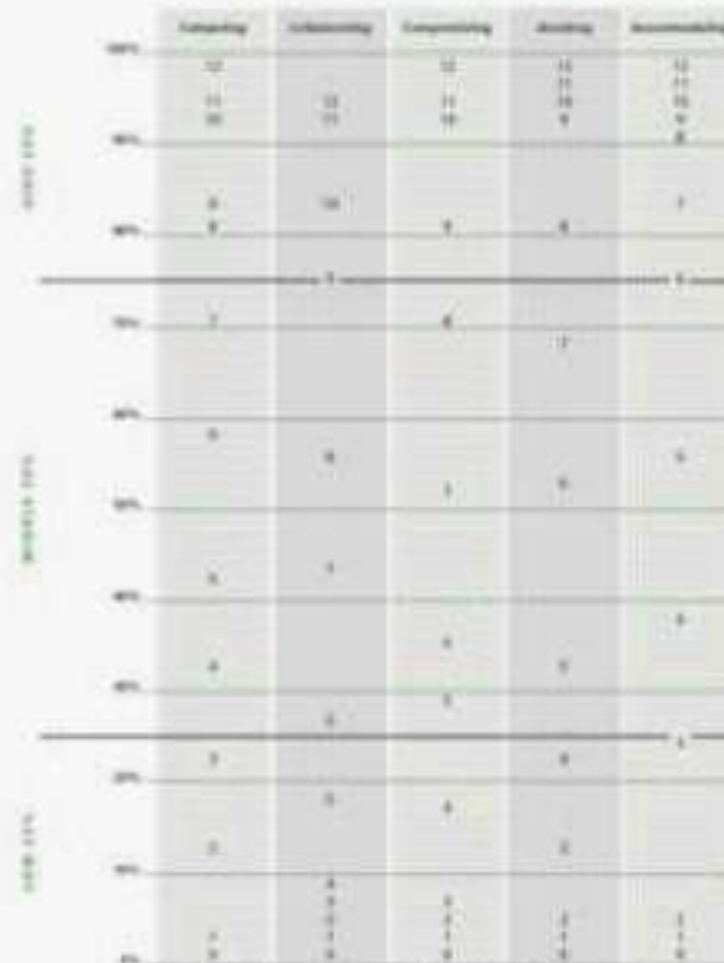
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Graphing Scores



Scores are plotted in relation to the scores of the original test scores. Conversion of percentages to whole numbers is not required.

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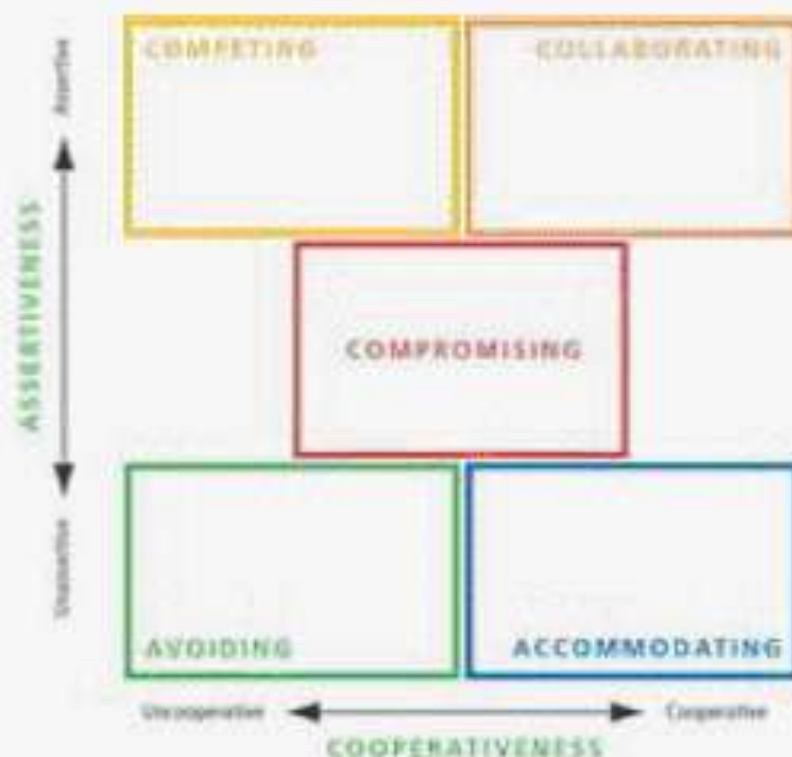


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The Five Conflict-Handling Modes



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Conflict Resources

Getting to Yes: Negotiating Agreement Without Giving In (Roger Fisher and William Ury)

Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively (Craig E. Runde and Tim A. Flanagan)

Building Conflict Competent Teams
(Craig E. Runde and Tim A. Flanagan)

<http://www.wmcaclerks.org/Resources/Documents/2012-2013/2013%20Conference/Handouts/Dr.Seuss-KilmanConflictModelInstrument.pdf>

CAMEL IN THE TENT





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1 Almost Always

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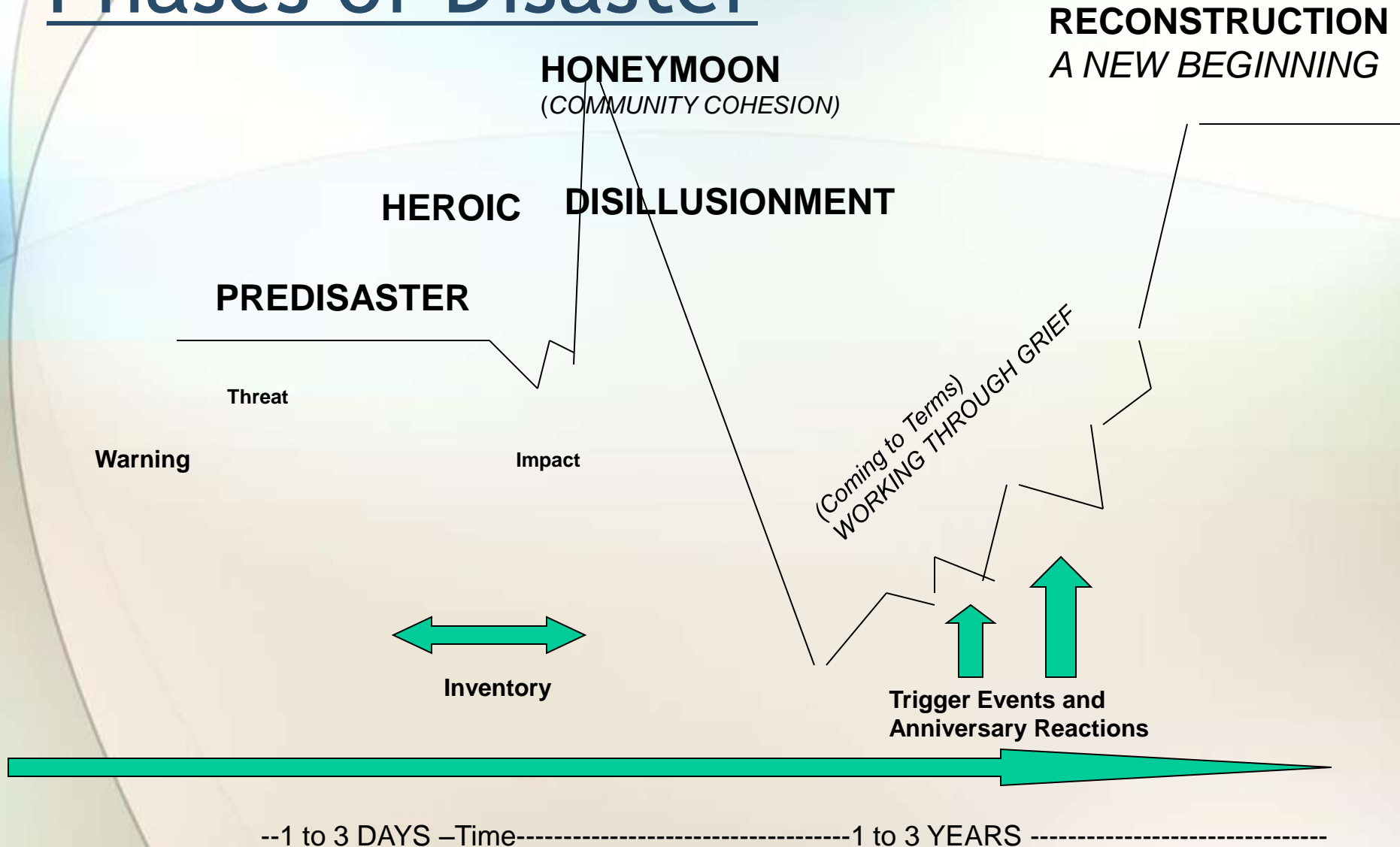
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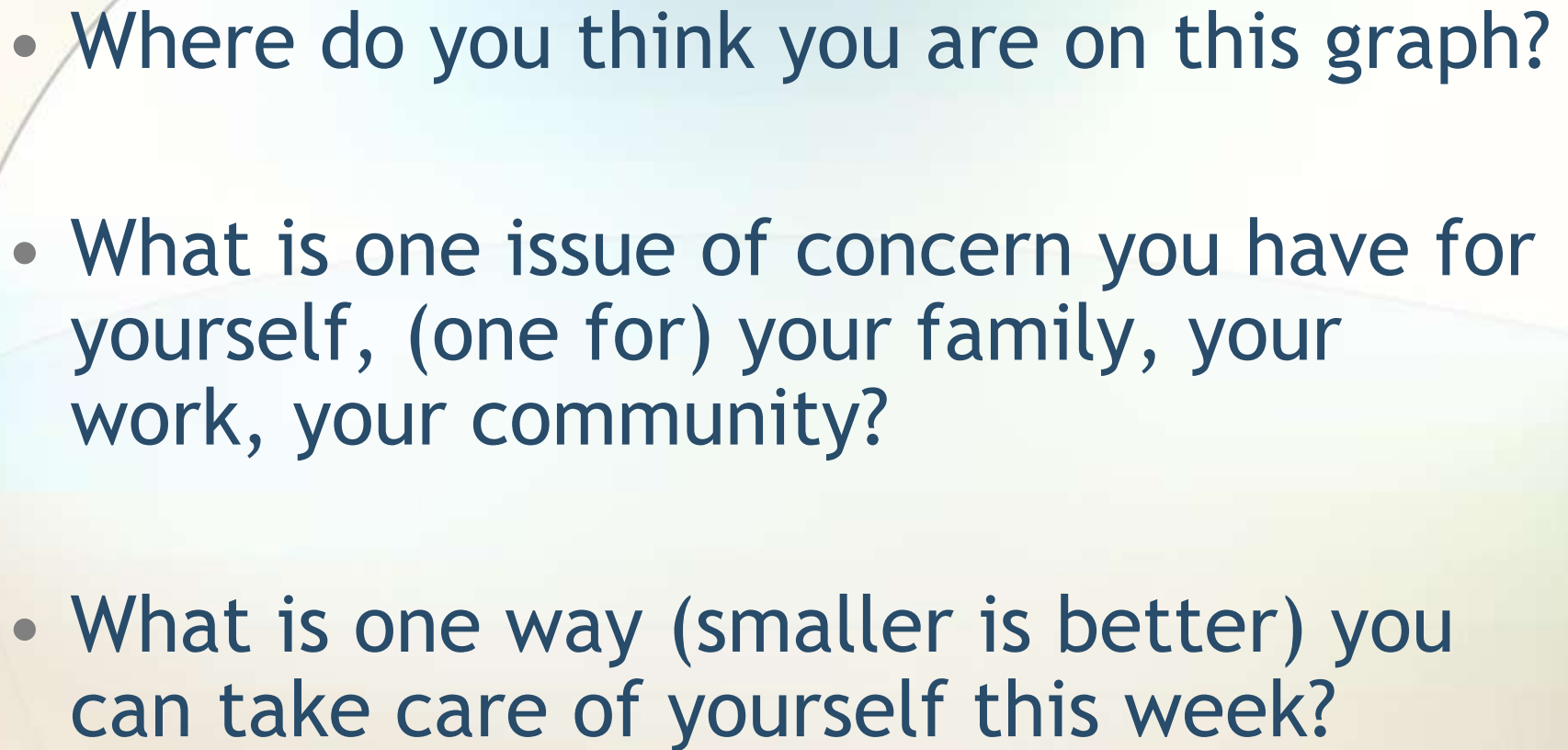
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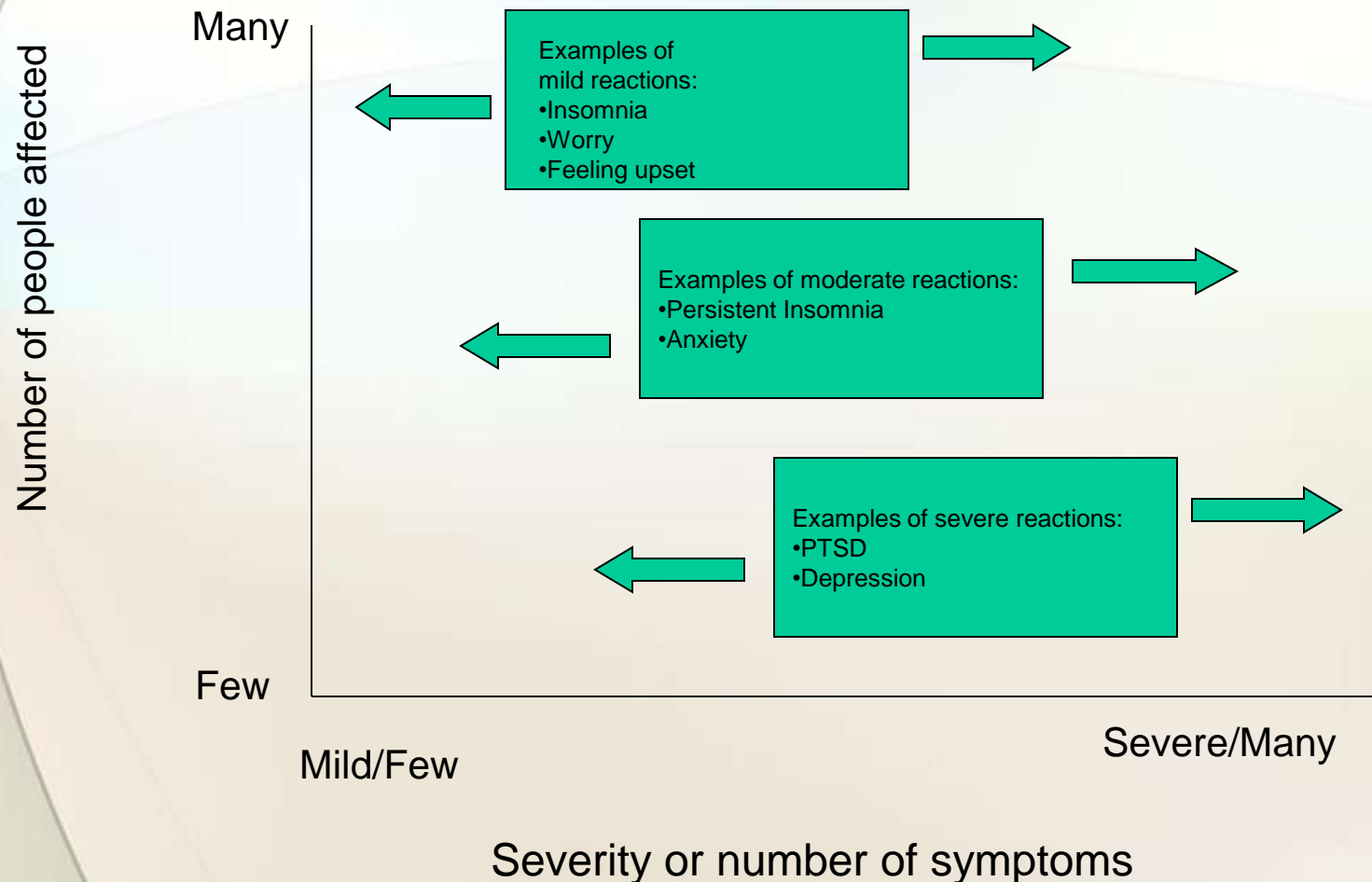
PRE-INCIDENT <i>(if appropriate)</i>	PRE-IMPACT PHASE:	The majority of persons make some effort to prepare for the potential impact of a disaster. Others become indifferent and deny that there is any impending danger and still others become anxious and somewhat disorganized. A few persons remain quite calm and focused.
	WARNING PHASE:	During this phase a greater proportion of persons tend to become agitated and over-react but a few continue to remain calm and purposeful.
IMPACT PHASE		Persons tend to be fearful and they attempt to cope by either giving up, running away, or rescuing others.
POST-INCIDENT	HEROISM PHASE:	During this phase, efforts are made to survive and recover property. This is a time of great altruism and overwork with possible irritability and exhaustion
	HONEYMOON PHASE:	Persons tend to share their experiences. Good outcomes are anticipated and hope and elation prevails.
	DISILLUSIONMENT PHASE:	Disappointment occurs when aid is not as readily forthcoming as was anticipated and some people are seen as less fortunate than others. Depression often follows.
	REBUILDING PHASE:	People need to accept that they must depend on themselves if they are going to move on and rebuild their lives. Failure to do this leads to bitterness and animosity.

Phases of Disaster



- 
- Where do you think you are on this graph?
 - What is one issue of concern you have for yourself, (one for) your family, your work, your community?
 - What is one way (smaller is better) you can take care of yourself this week?

Common Reactions of Normal People to an Abnormal Situation







Anger

Anger in the Workplace...

- Disrupts the work environment
- Leads to conflict, stress, and depleted morale
- Contributes to higher rates of staff turnover
- Presents safety concerns
 - Escalation → physical violence
 - Disruption leading to decline in patient care
- May be an expression of burnout that emerges in response to frustration

Common Factors That Can Lead to Anger

- Frustrations with technology
- Co-workers and superiors
- Patient factors
 - Generally difficult patients
 - Feel they're not receiving enough personalized attention
 - Can lead to anger whether their complaints are legitimate or not

Common Factors That Can Lead to Anger

- Features of the healthcare work environment that lead to stress
 - Staff spread too thin
 - Time pressures
 - Long hours
 - Heavy workloads
 - Constantly dealing with life & death situations

Is My Anger a Problem?

- Are you...
 - Quick-tempered or hot-headed?
- Have you...
 - Felt furious when criticized in front of co-workers or others?
 - Verbally or physically threatened someone?
 - Become so mad that you've broken things, thrown around objects, or slammed doors?
 - Felt extremely irritated when someone is tapping their fingers or similar behavior while you're trying to concentrate?

What Can Help...

- Identify triggers in the workplace that lead to anger & disruptive behavior
- Learn strategies to diffuse & manage anger & conflict in an appropriate professional way
 - Healthy communication strategies such as...
 - Speaking calmly, clearly, & rationally
 - Being appropriately assertive

What Can Help...

- Cognitive strategies - reminding yourself that...
 - Most patients don't intend to be difficult
 - Mentally labeling/condemning others is not helpful
 - Getting defensive won't help the situation
 - I can't control others, only myself
 - Dealing with this kind of thing is part of my job, I shouldn't take it personally

Recommendations

- Encourage, support and recognize yourself
- Encourage, support and recognize coworkers
- Take care of yourself physically by eating, exercising, and getting fresh air
- Take breaks when you feel your stamina, coordination, or tolerance for irritation diminishing
- Defuse briefly after work or when you witness a troubling incident

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Types of Intimacy

Physical

Recreational

Aesthetic

Intellectual


Spiritual

Emotional


Sexual

10 REASONS WHY SOME PEOPLE LOVE WHAT THEY DO







1. They feel connected to their initial challenge.



2. They're remarkably
well-attuned to the early
years.




3. They are portfolio
thinkers.




4. They don't care what
you think.



5. They are born
succession planners.



6. They will stay, but
they'll also leave.




7.They won't be stopped.



8. They draw people to
them without even trying.



9. They live in the now.



10. They never limit their vision to serve petty competitiveness.

Taming **Disruptive** **Behavior**



by William "Marty" Martin, Psy.D., and
Phillip Hemphill, PhD

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DISCUSSION AND QUESTIONS?