

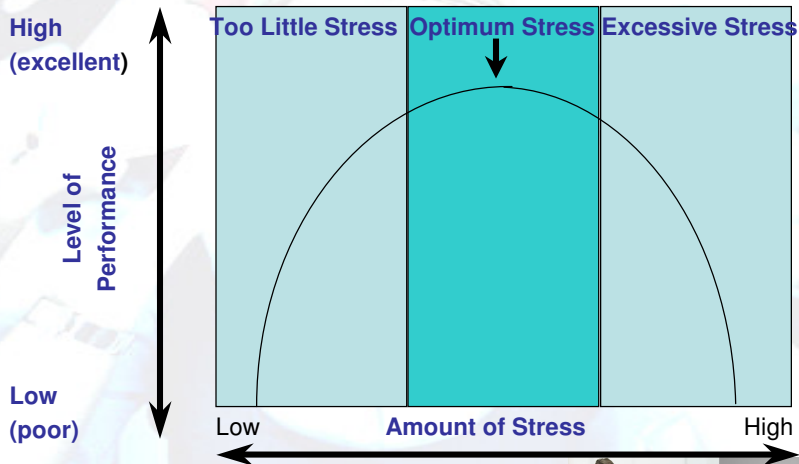
Time and Stress Management



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Not all stress is bad



Stress Statistics

Stress in the workplace is increasing

- 1 in 3 adults suffers from moderate to extreme stress. (ABS National Health Survey 2001/ Grant Thornton IBOS Survey 2004)
- This represents an increase of nearly 40% in just 4 years. (ABS National Health Survey 2001)

Stress in the workplace costs money

- Stress-related workers compensation claims have increased by 400% in the last 10 years. (WorkCover SHM June 04).
- The payout costs have doubled in the last 6 years. (Vic WorkCover Hugh Keller @bdw July 04)
- Average claim costs, in NSW in 2000, were over \$23,000 each. (WorkCover SMH June 04)
- The total cost of Australian workplace stress, is now estimated to be \$1.2 billion pa. (ACTU Bill Mansfield May 2000)

Stress not only costs in terms of compensation claims, but also in lost productivity

- Work-related stress accounts for the longest stretches of absenteeism. (National Health and Safety Commission, Better Health Channel Vic Gov July 04)
- The average NSW claimant, takes over 20 weeks off work, a year. (WorkCover SHM June 04)



Shift Behaviours

BEHAVIOURS	SHIFTS
REFRAMING	<ul style="list-style-type: none"> • Re-framing is a technique to change the way you look at things in order to feel better about them. • There are many ways to interpret the same situation so pick the one you like. • Re-framing does not change the external reality, but helps you view things in a different light and less stressfully.
POSITIVE THINKING	<p>Stress leaves us vulnerable to negative suggestion so focus on positives. Negativity wastes energy</p> <ul style="list-style-type: none"> • Focus on your strengths • Look for opportunities • Seek out the positive - make a change. • Practice "I can" rather than "I can't"
REWRITING YOUR SELF-TALK	<p>"It's overwhelming", "Here we go again", "This won't work" to "I'll take it step by step.", "This time things can be different." and "I'll give it another try."</p>



Jacobson's Progressive Relaxation

- Edmund Jacobson – American researcher – 1930s
- Key ideas:
 - Muscular tension is due to the contraction of muscular fibre, generated through stress events and sustained by long term stress symptoms.
 - Sustained muscular tension bombards our limbic system, therefore reactivating the sympathetic nervous system to create more stress: a vicious circle.
 - By relaxing the muscular fibre, muscular tension goes away – so do stress symptoms.
 - Relaxation can be artificially created through the active experience of the difference between contracted and relaxed muscle.



Affects of Sleep Deprivation

- Problem solving skills are impaired. Sleep loss noticeably impairs our ability to comprehend rapidly changing situations, increases the likelihood of distraction, makes us think more rigidly, and reduces our ability to produce innovative solutions to problems.
- Communication skills suffer. Sleep loss reduced the words in one's vocabulary both verbally and in writing, resulting in stilted conversations and a greater use of cliches.
- Learning and memory suffer. Research studies show that the cerebral cortex is the part of the body most affected by inadequate sleep. A direct connection has been shown between sleep loss and our abilities to concentrate and remember.
- Motor skills are impaired. Numerous studies from both England and the US National Highway Traffic Safety Administration have demonstrated a direct connection between sleepiness and impaired hand-eye coordination. The degree of impairment has led researchers to compare it in severity to drunkenness.



3 Myths of time management

- Time management is a complex subject. (The basic process has only a few major steps.)
- Once you learn the basics of time management you automatically make better use of your time. (You have to actually *use* time management techniques consistently.)
- Good time managers are born not made. (Some people seem to be more naturally organized, but everyone can learn to manage his/her time.)



The 80/20 (Pareto) Rule

- 80% of the sales come from 20% of the customers
- 80% of sick leave is taken by 20% of the employees
- 80% of the work you do each day results in 20% of goal related accomplishments
- Work 80% of your time on job description related activities and 20% on goal –related activities
- *Knowing when not to work hard is as important as knowing when to “Harvey Mackay – “Swim with the sharks without being eaten”*



Handling interruptions

- “Have you got a minute?”- I can give you 5 minutes now or I can come to see you in about an hour”
- You can walk away from meetings in someone else’s office.
- Don’t let phone calls take precedence over meetings
- Handle emails eg twice, four times a day
- Have an open/closed door policy
- Help other’s solve *their* problems, don’t take them over

