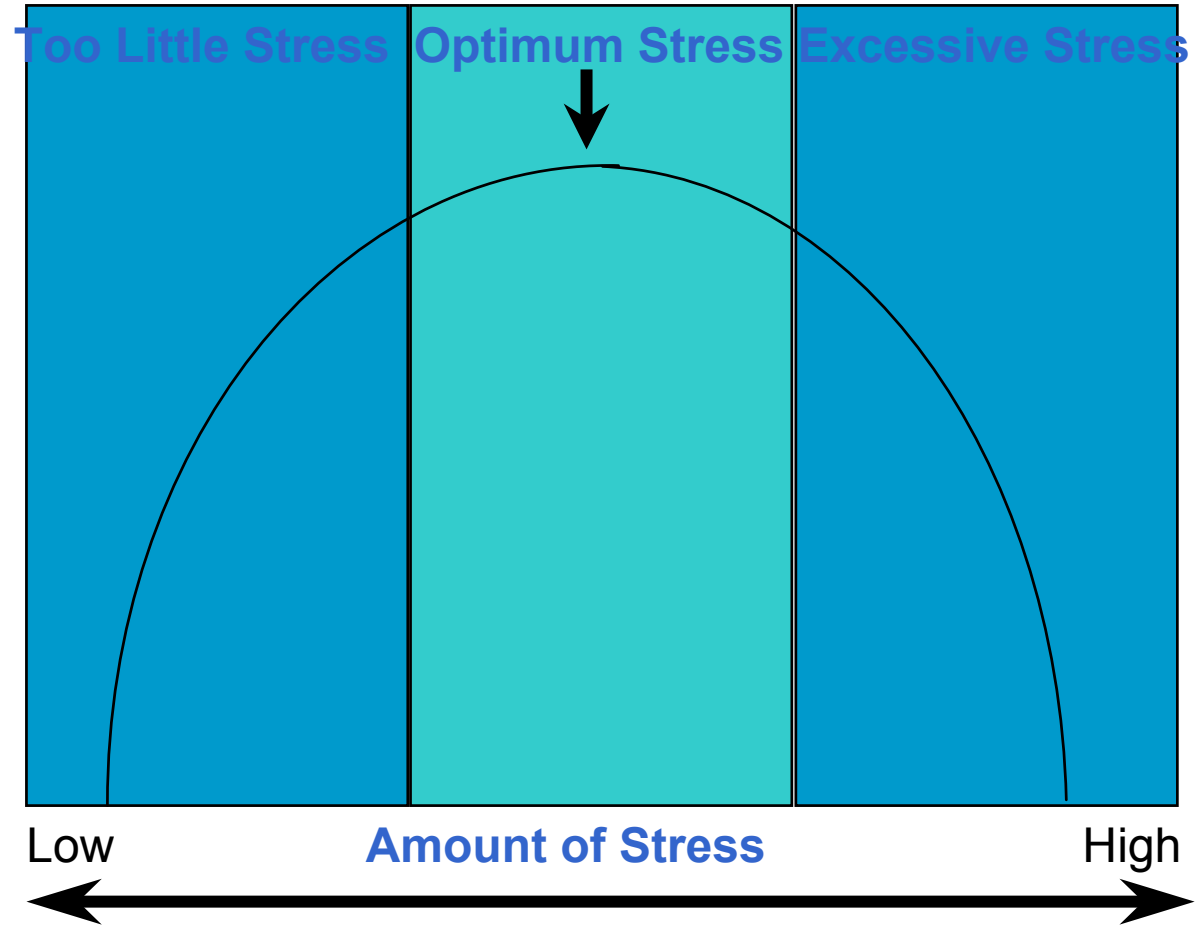


Not all stress is bad

High
(excellent)

Level of
Performance

Low
(poor)





What happens when we're stressed.....

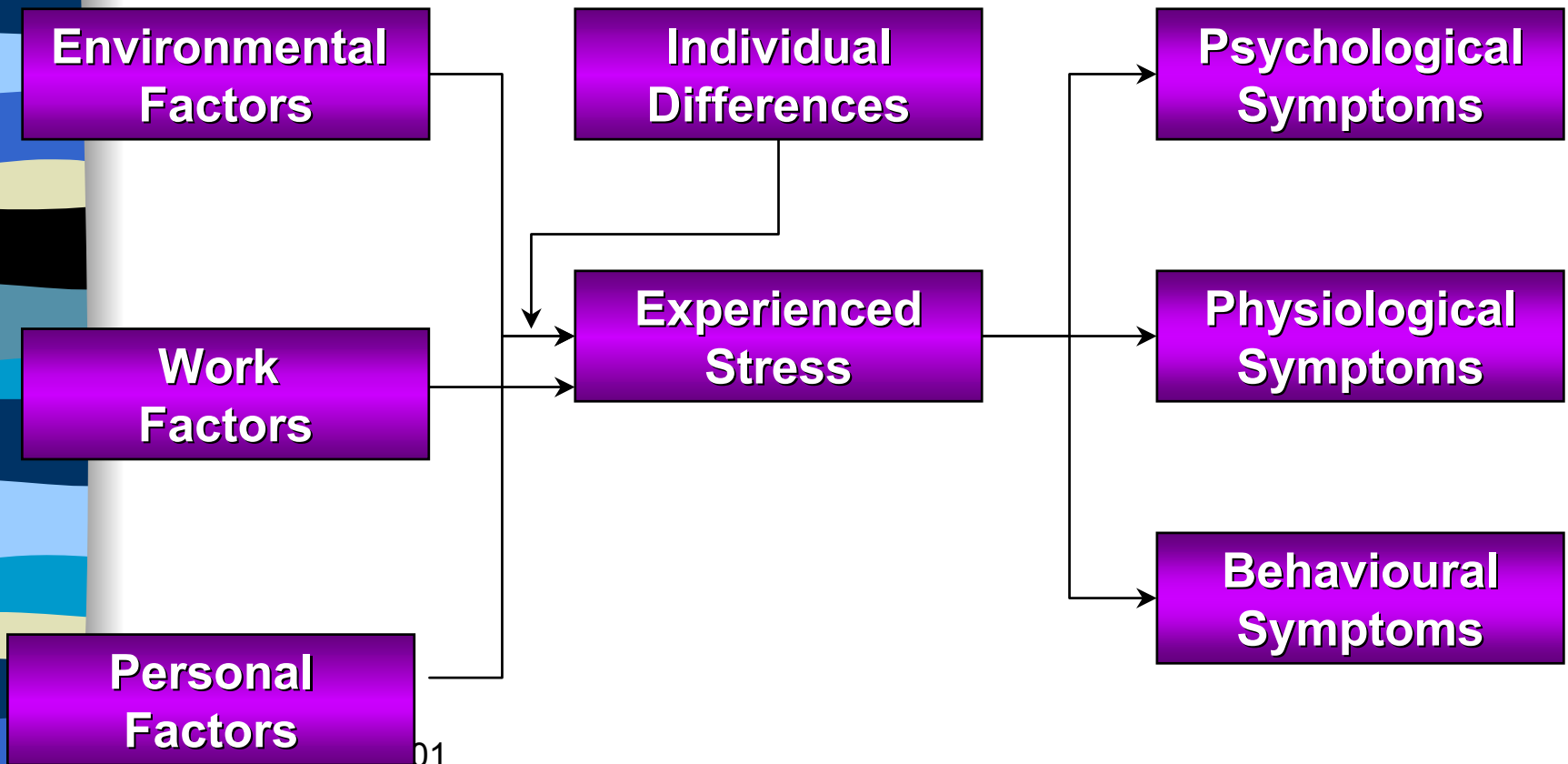
When the stress response is activated:

- Our senses become increasingly alert to the threat of potential danger.
- Adrenaline and cortisol, the stress hormones, flood our bloodstream to increase the body's metabolism and overcome the effects of fatigue.
- **Breathing** becomes **shallow** as it speeds up to supply increased oxygen to our muscles.
- Heart rate and blood pressure are increase to rush blood to our arms and legs.
- Sugars and fats and cholesterol from the liver are converted into fuel for quick energy.

Understanding Stress

Potential Sources

Consequences





What Can Laughter Do For You

- Gives your heart and lungs a workout
- Helps you relax
- Boosts the immune system
- Reduces pain
- Improves mood
- Relieves muscular tension
- Pumps endorphins into the bloodstream - the body's natural painkillers
- Gives a feeling of control
- Makes us more creative
- Fights depression
- Reduces anger
- Helps with chronic breathing problems



Rewriting your self-talk

“It’s overwhelming” →

“I’ll take it step by step.”

“Here we go again” →

“This time things can be different.”

“This won’t work” →

“I’ll give it another try.”

“I should help out in my child’s classroom” →

“It’s okay to say ‘no’ sometimes.”



Breathing exercises

- Close your eyes and pay attention to your breathing. Just notice and be aware of it. Don't do anything to change it. Notice that there are four parts to your breath—the inhalation and then a slight pause, the exhalation and then a slight pause. Continue to pay attention to your breathing and notice these four parts.
- Now slow your breathing down, taking longer, slower breaths. Inhale slowly—then pause just a second or two—Exhale slowly and pause just a second or two before you inhale again.



Assertive Skills

- Establish good eye contact but don't stare
- Stand or sit comfortably and don't fidget
- Talk in a firm, steady voice
- Use positive body language
- Say 'I think' / 'I feel'
- Ask 'What do you think?' 'How do you feel?'
- Are Concise and to the point



The price of not being organised

- Missed deadlines.
- Overlooked opportunities.
- Wasted time.
- Lost customers due to poor or slow service.
- Wasted money.
- A lack of achievement.
- High proportion of time spent socializing at work.
- Excessive amount of time on the telephone.
- Indecisiveness leading to delayed work.
- Constantly interrupting others and being interrupted.



Prioritising questions

- What is the objective?
- How will I know if I'm successful?
- How will I be rewarded?
- Is this task something I want to do?
- Do I have the time to do it?
- What have I got to lose?
- Is there a better way to do it?
- Should it even be done at all?
- Will the world come to an end if?



Poor planning consequences

- Despite obstacles we should make planning a priority to avoid:
 - Decreased productivity
 - Dissatisfaction among coworkers
 - Misunderstandings and confusion
 - Pressure from others
 - Poor work quality, accidents, errors
 - Wasted time/resources



The “To Do” List

- Use it as a master planning tool – put everything on it
- Write down everything you must and would like to do
- Put approximate time to be taken next to it
- Update your list everyday
- Spend no more than 10 minutes planning your day
- Keep your list handy
- Use annual, monthly, weekly, daily versions
- Statistics prove you’ll be more productive
 - It’s a visual schedule
 - It acts as a reminder
 - It gives direction
 - You get satisfaction when items are crossed off



Phone Calls

- Make phone calls in blocks of time
- Treat phone calls as meetings – have an agenda, set an upbeat tone and get to the point
- Stand up to talk – it keeps you more focussed
- Never hold on. Instead agree a time to ring back or leave a message and your phone number.(or work with speaker phone on)
- If someone is unavailable find out the best time to call back, or leave your number.
- If you need to make regular calls agree upon a mutually beneficial time.
- Learn to leave clear messages on other people's answer phones. Always leave your name and phone number if you want them to ring you back.