

A stylized green landscape illustration. The background is a light green gradient with a large, bright sun in the center, emitting rays. Three white birds are flying in the sky. The foreground features rolling green hills. On the left and right sides, there are stylized green vines with leaves and white spiral patterns. The overall aesthetic is clean and modern.

Stress Management

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What is stress?

- In medical terms, **stress** is a physical or psychological stimulus that can produce mental or physiological reactions that may lead to illness.
- Technically speaking, stress is a disruption of homeostasis, which may be triggered by alarming experiences, either real or imaginary.

Homeostasis

- Stress response=fight or flight, cortisol release, increase in BP, HR, respirations.
- Body response=hormone release bringing the body back down (decrease BP, HR, respirations)



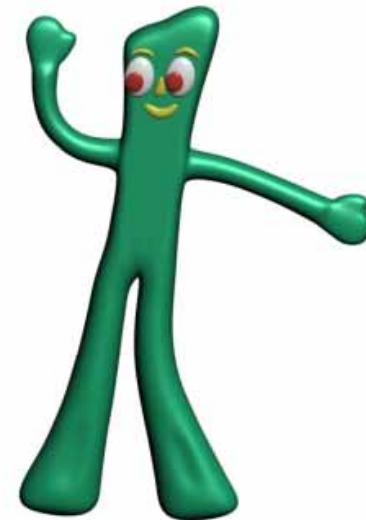


Do you find yourself...?

- Working through lunch
- Too much to do
- Not enough time
- Feeling rushed
- Frustrated with other's work

Time Management

- Prioritize
- Plan/schedule
- Back up plan
- Be flexible
- Delegate
- Do not procrastinate
- Keep a record





Do you find yourself...?

- Taking work home with you
- Unable to leave work at work
- Worrying/thinking about work at home
- Taking on too many tasks
- Feeling like you can't say 'no'
- Feeling like you are loosing control?

Letting Go

- Breathe
- Delegate
- Accept help
- Superwoman/man-you are not!
- Establish an end day ritual
- Wear the right hat



Do you find yourself...?

- Feeling helpless
- Being a buffer
- At the receiving end of...
- Taking the brunt of other's frustration
- Redirecting people for proper documentation



A green header banner with a white wavy bottom edge. On the left side, there are three white silhouettes of birds in flight.

Communication

- **H-hear them out**
 - Active listening
- **E-empathize**
 - I can see that your upset , I can see how that's a problem, I might feel the same way
- **A-apologize/acknowledge**
 - I'm sorry this has happened. Acknowledge and assure
- **T-take responsibility**
 - Find common ground, offer choices & ideas

Do you find yourself...?

- Feeling what they feel
- On the edge of burnout
- Taking on other people's stuff



A decorative header with a light green background. On the left side, there are three white birds in flight, one larger than the other two. The word "Boundaries" is centered in a large, dark grey font.

Boundaries

- Keep your stuff separate from their stuff
- How to deal with angry customers
 - I would really like to help you, I would appreciate the same level of respect from you that I am giving
 - Call a supervisor/colleague
 - I think we need to talk about this at a later time.

Do you find yourself...

- Unable to say no
- Trying to control
- Putting too much on yourself
- Expecting to be perfect



A decorative header with a light green background. On the left side, there are three white silhouettes of birds in flight. The word "Expectations" is centered in a large, dark grey, sans-serif font.

Expectations

- Define your role/tasks
 - Talk with supervisor, job description, PE
- Discuss obstacles
 - Get specific strategies
- Be realistic



Tips to Manage Stress

- Exercise
 - Tai Chi, yoga, cardio, weights, meditation, breathing
- Nutrition
 - Healthy balance
- Sleep
 - Routine, 8 hours, cool temp, lights
- At work
 - 10 min. bouts, meditation rooms, stretching



Relax...



Beach Visualization Relaxation Clip

http://www.youtube.com/watch?v=mPKKTnL18Zg&feature=player_embedded



Resources

- www.uky.edu/hr/wellness
 - Walking
 - Training info
 - Body Shop
- <http://life.gaiam.com/gaiam-life-meditation-rooms>
- Cloud, H. & Townsend, J. (2004). *Boundaries: When to say yes, when to say no-To take control of your life*. Running Press.