A Practical Skills Building Workshop proposed for

Handling Stress in the Office

Workshop WRAP-UP

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Handling Work Stress (Wrap-up)

Stress was qualified as “the health epidemic of the 21st century” (WHO). Work-related stress ranks at the top.

A lasting exposure to repetitive stress has psychological, physical, behavioral and organizational consequences.
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Stress can be defined as the subjective evaluation of a given situation and estimated based on the answers to 2 questions:

1. Is the situation / event at stake a problem or a threat?
2. Do I have enough resources to face it?
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Stress-related hazards (stressors)

From personal sources: individual condition, social situation

From professional sources: work content, work context

Workload, people issues, salary level, work/life balance frequently listed as stressors in the workplace.
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Overstressed: How to detect?
Know your Emotional, Physical, Intellectual, Conceptual limits

Listen to your body’s signals

Use Emotional Intelligence (EI)
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How to cope? The Fundamentals

Learn how to release pressure, enjoy guilt-free rest, be curious and try new things, improve your life hygiene.

Stay socially active with your family, friends, community, sport teams...
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How to cope? **Build on your EI Personal Competences**

- **Detect** negative emotions
- **Describe** them explicitly
- **Accept** them neutrally
- **Recycle** them into positive actions
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How to cope? **Relate to your self-concept**

Create a “sanity zone” by learning how to give a **constructive NO** to your unrealistic self-expectations and to others. Look for alternatives, propose options.

**Zoom out:** Approach realistically new challenges. Exercise critical judgment. Step back to draw lessons learned from your success and failures. Act on your values, review your self-concept.
## Handling Work Stress (Wrap-up)

### How to cope?

**Plan and prepare your critical interactions**

<table>
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<th><strong>O</strong>bjective Setting</th>
<th>Agenda, attendees, realistic goals, success criteria</th>
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</thead>
<tbody>
<tr>
<td><strong>C</strong>ontext</td>
<td>Counterparts expectations and position, situation</td>
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<td><strong>A</strong>nticipation</td>
<td>Possible objections, challenges and their answers</td>
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<td><strong>R</strong>ehearsal</td>
<td>Logistics, mental rehearsal, dry-run, role-play</td>
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How to cope? **Leverage other external resources**

Identify the **useful resources in your environment** to share about your stress-related concerns and coping action plans:

- work colleagues and other official structure within your company
- a personal “board of advisors” and/or a professional for a 3rd-party view and support
Handling Work Stress (Wrap-up)

Useful resources and references

- DELTANOMIX posts on its Leader Syndrome blog
  http://leadersyndrome.wordpress.com/2013/11/03/one-key-rule-for-successful-business-interactions-be-prepared/
- World Health Organization
  http://www.who.int/occupational_health/topics/stressatwp/en/
- American Psychological Association
- Japan Ministry of Health, Labour and Welfare
  http://www.mhlw.go.jp/english/
- Harvard Business Review articles
  https://hbr.org/2004/01/what-makes-a-leader
  https://hbr.org/2013/11/emotional-agility