



Stress Management

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IT'S THE FINAL DRAFT OF THE BIG
BUMPER BOOK OF HR JOKES.

AH YES, WE NEED MORE
TITLES IN THE 'CURES FOR
'INSOMNIA' SECTION.



Introduction

- **What is Stress?**
- **Stressors**
- **Causes of Stress**
- **Health Impacts**
- **Strategies**
- **Stress Management**
- **Summary**

What is Stress?

- **Stress:** The process of adjusting to circumstances that disrupt, or threaten to disrupt a person's daily functioning
- **Stressors:** The events or situations to which people must adjust
- **Stress Reactions:** Physical, psychological and behavioural responses to stressors

Business Stressors

- **Loss adjusters and managers**
- **Constant deadlines**
- **Change ;**
industry, economy, technology, client
requirements, staff/management
- **Driving – both city & rural**



Stressors

- **Economic challenges**
- **Irate and stressed clients/insured**
- **Distractions**

We haven't even started on family life!



Are you feeling stressed yet?



State of Mind

- **Predictable stressors have less impact than unpredictable stressors**
- **Perception of control mediates the effects of stressors**
- **Go with the flow/flexible or resistance and conflict**

Warning Signs & Symptoms

Cognitive Issues

Memory problems
Inability to concentrate
Poor judgment
Seeing only the negative
Anxious or racing thoughts
Constant worrying

Emotional Issues

Moodiness
Irritability or short temper
Agitation, inability to relax
Feeling overwhelmed
Sense of loneliness and isolation
Depression or general unhappiness

Physical Symptoms

Aches and pains
Diarrhea or constipation
Nausea, dizziness
Chest pain, rapid heartbeat
Loss of sex drive
Frequent colds

Behavioral Symptoms

Eating more or less
Sleeping too much or too little
Isolating yourself from others
Procrastinating or neglecting responsibilities
Needing alcohol, cigarettes to relax
Nervous habits (e.g. pacing)

Rat Research

- **Rats exposed to frequent, uncontrollable stressors;**
 - The rat does not learn to cope
 - The rat cannot do the task
 - The rat exhibits learned helplessness
 - They learn not to bother paying attention
 - They stop grooming themselves
 - They lose interest in food and mating
 - Some begin biting themselves
 - Many get cancer!



Health Impacts

- **Immune system**
- **Headaches**
- **Irritable bowel**
- **Depression**
- **Phobias/anxiety disorder**
- **Chronic leads to disease (dis-ease) eg heart, stroke, cancer**

Ways of Coping

Problem focussed coping

- confronting
- seeking support
- problem solving

Emotional focussed coping

- self controlling
- distancing
- accepting responsibility
- escape/avoidance (wishful thinking)

Response Options

- **Watch more TV**
- **Over/under eat**
- **Blame others**
- **Smoke, drink, drugs**
- **Drive too fast/reckless**
- **Withdraw**
- **Exercise**
- **Eat a balanced diet**
- **Talk about it**
- **Actively involved with family/friends**
- **Take steps to remedy**



Efficient vs Effective

- **What is the best use of my time?**
- **To Do List**
- **Electronic Calendar**
- **Procrastinating**
- **Delegate**
- **Perfectionist**
- **Emails**
- **Smart wood choppers**



Efficient vs Effective

- **Delegate, diarise, delete/discard, decide or do it now!**
- **Anticipate problems & consequences**
- **Be assertive**
- **Organised**
- **Balance work and personal time**
- **Friday review**



Maintain Your Engine

- **B Complex**
- **Vitamin C**
- **Magnesium/Calcium**
- **Fish Oil**
- **Multi vitamin & multi mineral**
- **Water**



Be open minded



Summary

- You are what you eat
- Take action to avoid feeling helpless;
 - plan, take responsibility
- Identify your stressors,
- Notice your body's reaction
- Have techniques/strategies
- Don't be addicted to adrenalin

