

*Building Skills for
Emotional & Workplace Well-Being*

Handouts

Presentation Slides
Innovative Exercises
Related Articles & Videos
Additional Resources

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The Stress Epidemic

U.S Stress Statistics

Data

Percent of people who regularly experience physical symptoms caused by stress 77 %

Regularly experience psychological symptoms caused by stress 73 %

Feel they are living with extreme stress 33 %

Feel their stress has increased over the past five years 48 %



AMERICAN
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Stressors of the Pandemic

- Concerns for health & safety of self & loved ones
- Challenges managing uncertainty and change
- Adjustments to working from home
- New demands such as homeschooling
- Sheltering in place with loved ones
- Loneliness and isolation
- Increased household duties
- Caring for elderly parents/unemployed loved ones
- Less social support
- Financial fears—unemployment
- Racial injustice issues coming to the forefront
- Political divide and unrest



Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational



Mental Health Implications

- Feelings of grief and loss
- Increase in stress, anxiety and depression
- Triggering of Trauma & PTSD symptoms
- Increase in substance abuse
- More relationship conflict
- A state of clinical burnout & exhaustion



Acceptance

“If you don’t like something, change it.
If you can’t change it, change your attitude.”

- Maya Angelou



Control what you can, let go of the rest

- What you can control:

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

- What you can't control:

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome of situations
- COVID-19

Time Management Strategies

- Prioritize
- Delegate
- Simplify (DEF Scale)
- Postpone what isn't urgent or important



- Let go of perfectionism
- Put limits on screen time
- Eliminate time wasters
- Set time limits

Fight the Disease of Being Busy

- Hampers Creativity
- Drains Energy
- Reduces Wellbeing
- Reduces Efficiency
- Kills Prioritization
- Decreases Quality

Taken from Stanford University "Cognitive Control in Media Multi-Taskers" Study

Become a Single-Tasker

- Decrease stress & overwhelm
- Increase productivity
- Increase efficiency
- Reduce errors



Structure Your Days & Weeks

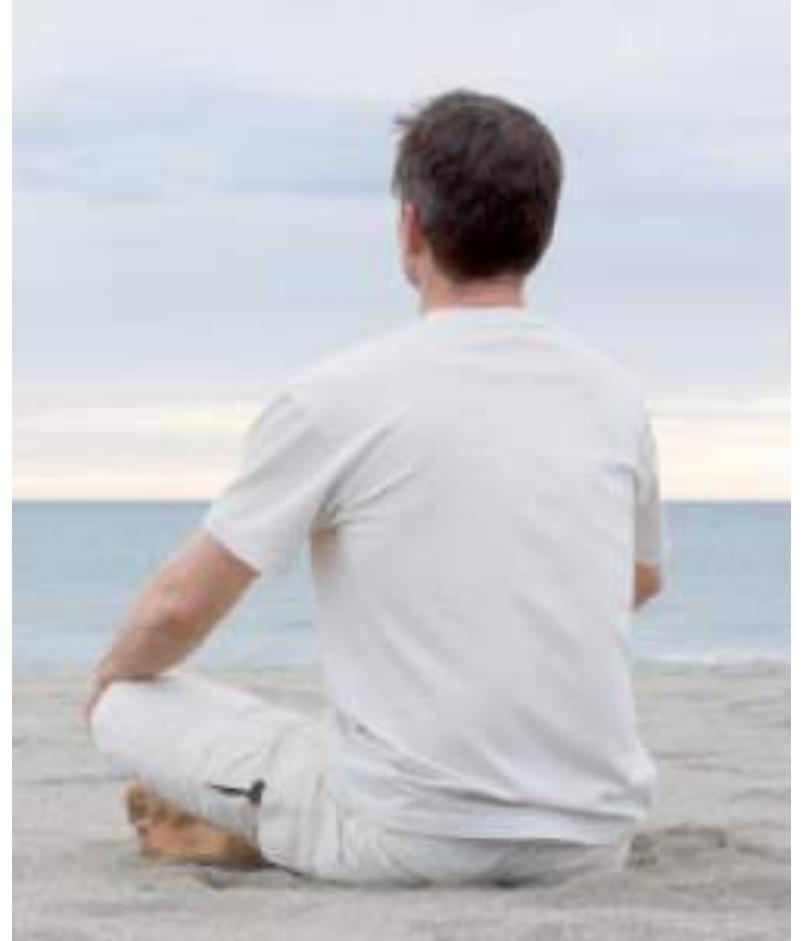
- Self-care
 - Breaks
- Sleep schedule
- Meals
- Work time
- Dependent care
- Support
- Accessing the news and social media only once or twice daily



Practice Mindfulness-Based Stress Reduction

- Moment-to-moment awareness of our thoughts, feelings, bodily sensations, and environment
- Rooted in the here-and-now, taking life one day at a time
- Noticing our thoughts and feelings without judging them
- Allows us to respond, rather than react to stressors

Source: <http://greatergood.berkeley.edu/topic/mindfulness/definition>



Mindfulness in the Workplace

- GOOGLE
- NIKE
- ACCENTURE
- SONY
- LOREAL
- BRITISH AIRWAYS
- NOKIA
- MICROSOFT
- AMERICAN EXPRESS
- JOHNSON & JOHNSON



Benefits of Mindfulness

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being



Source: <http://www.mindwork.co/what-is-workplace-mindfulness/the-research-on-mindfulness>, <https://www.helpguide.org/harvard/benefits-of-mindfulness.htm>,
http://www.mindfulnet.org/Building-the-Case-for-mindfulness-in-the-workplace_v1.1_Oct16_Full_doc.pdf

Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system



Source: Glomb, T. M, Duffy, M. K, Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

[Int J Yoga](#). 2015 Jul-Dec; 8(2): 128–133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

Strategies for Increasing Mindfulness

- Breath work
- Body scans
- Connection to nature
- Meditation
- Morning intentions
- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga



Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Give others your undivided attention

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>



Keep Your Thinking Positive

- Turn down volume of your Inner Critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra
- Practice gratitude



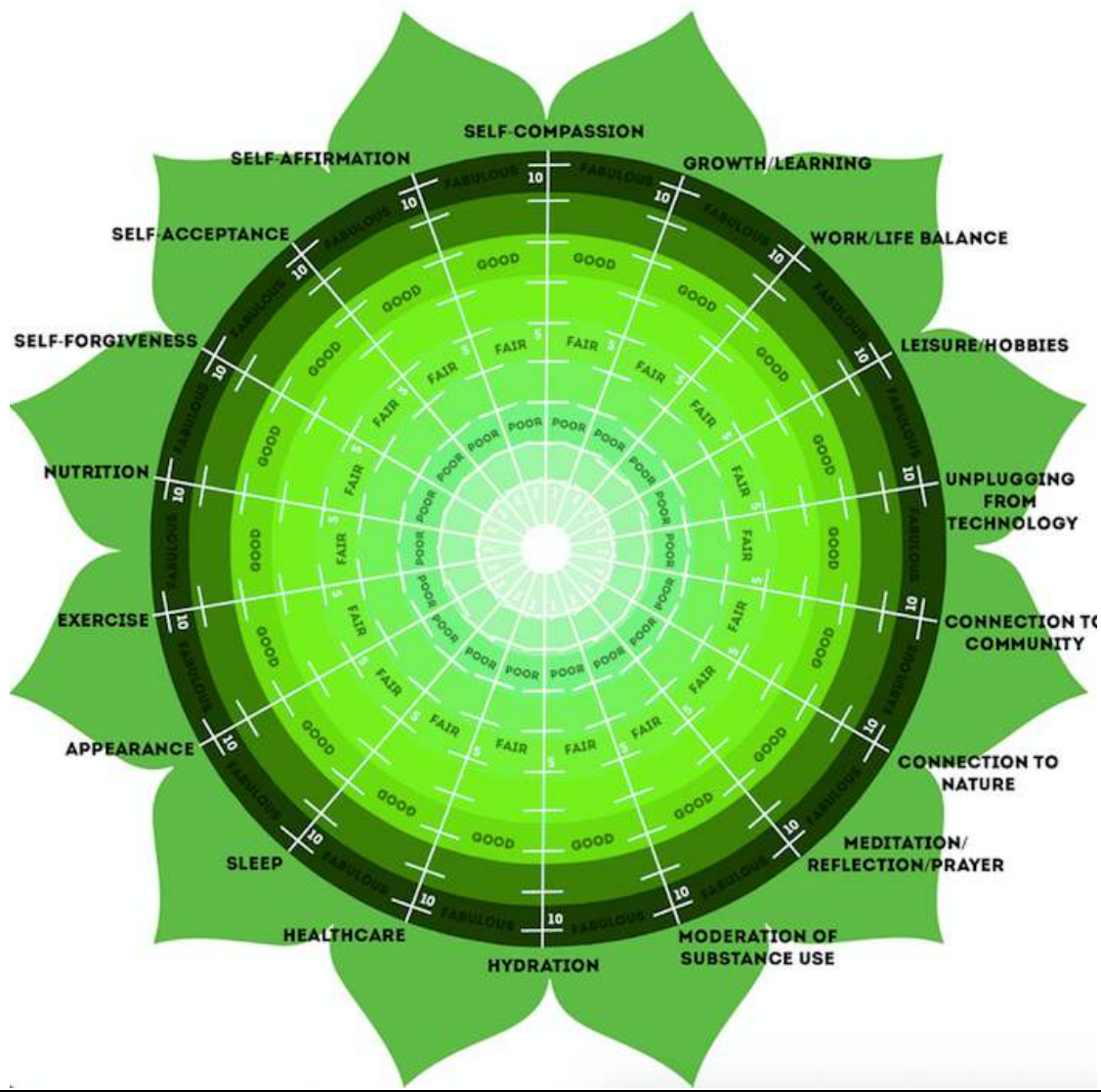
Practice Self-Care

You can search throughout the entire universe for somebody who is more deserving of your love and affection than you are yourself, and that person is not to be found anywhere. You yourself, as much as anybody in the entire universe, deserve your love and affection.

- *Buddha*



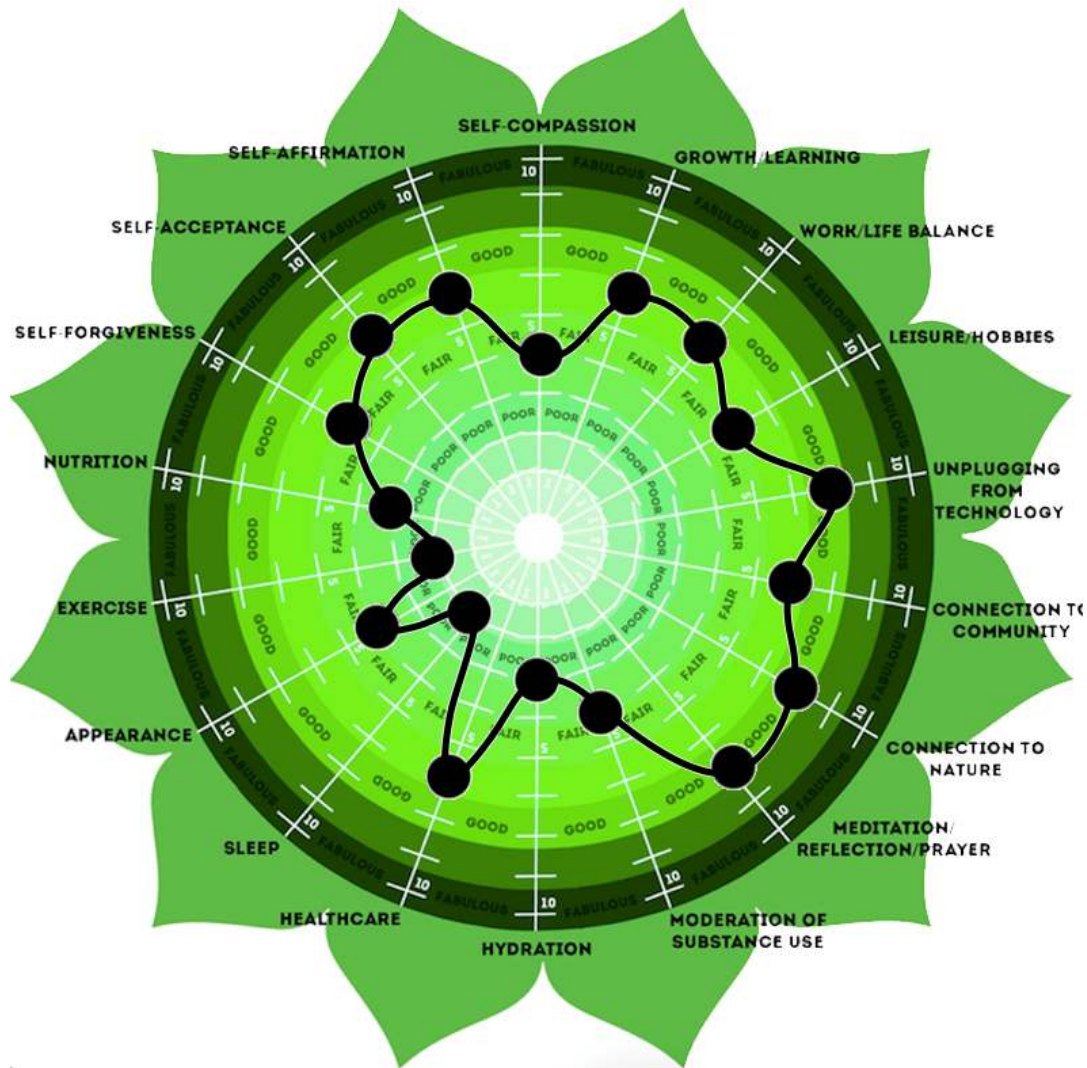
1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 FABULOUS



Self Love Wheel

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1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 FABULOUS



Self Love Wheel

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Access Support

“Alone we can do so little,
together we can do so much.”

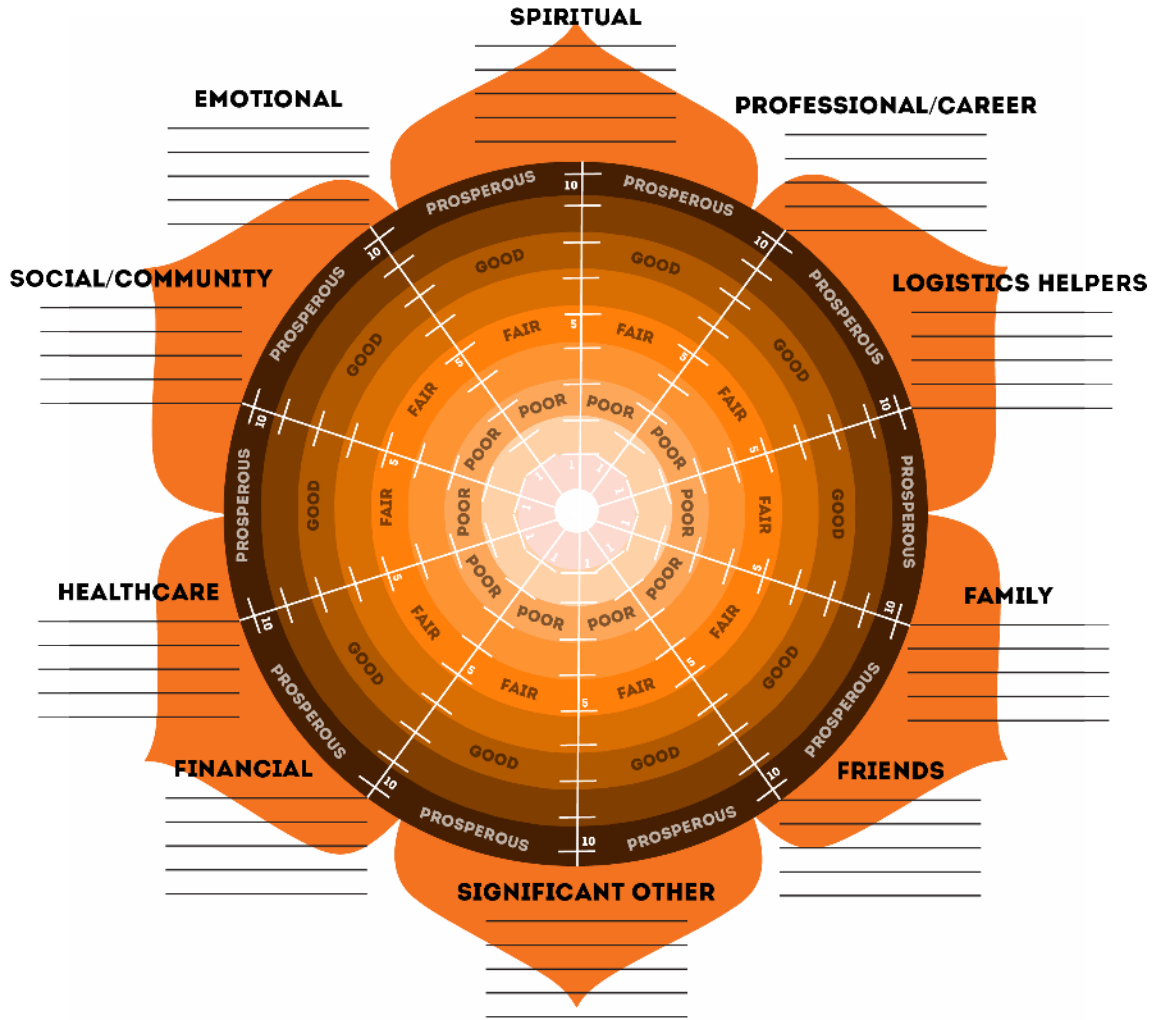
- *Helen Keller*



Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness

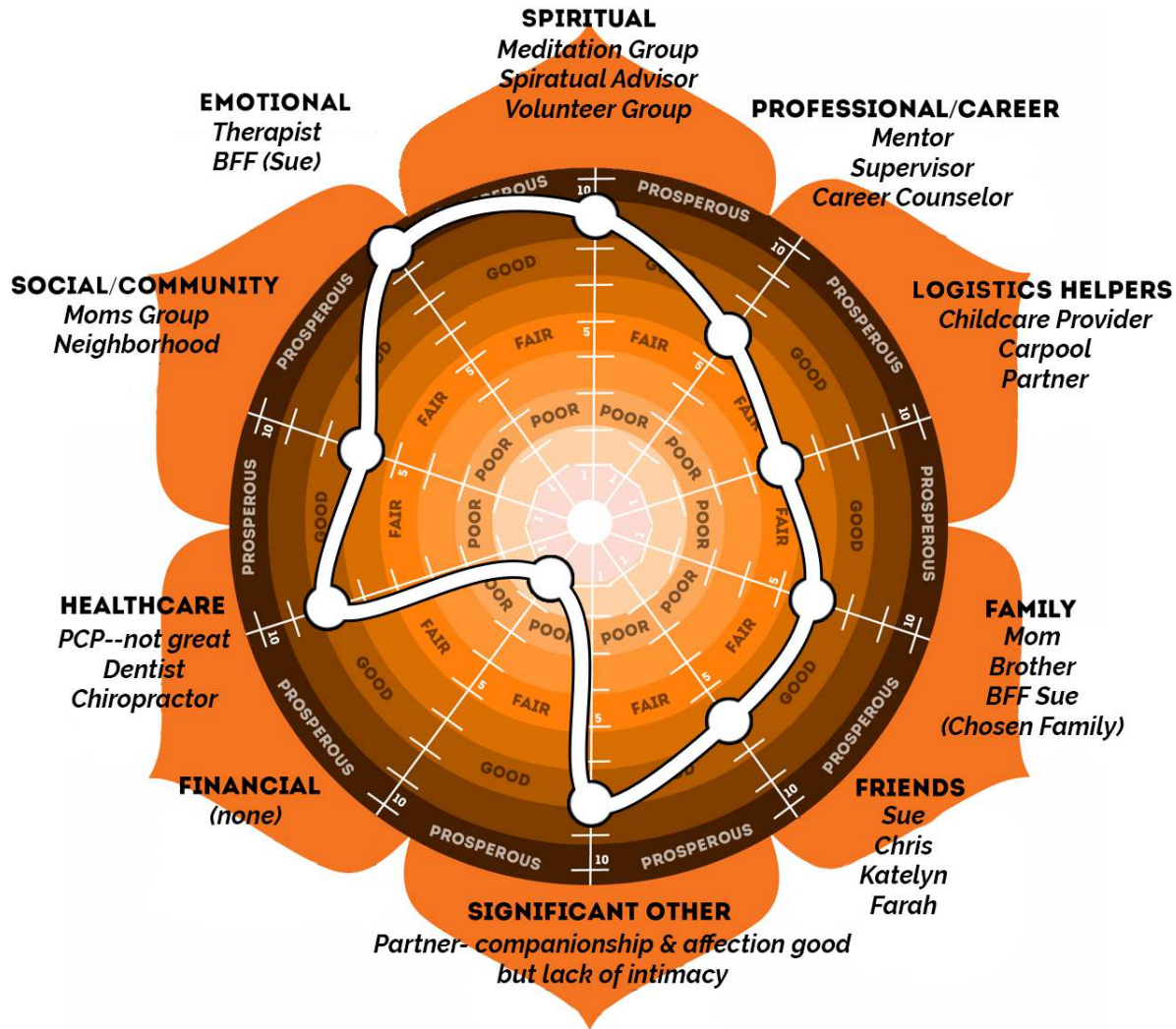
1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 PROSPEROUS



Support Wheel

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1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 PROSPEROUS



Support Wheel

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Access Support

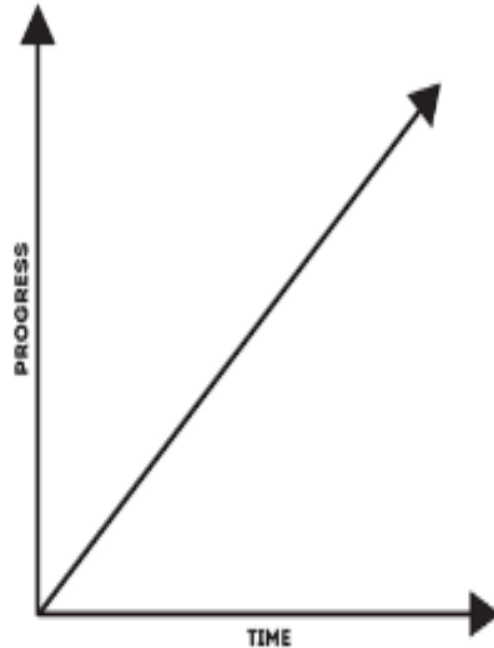
- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need from people who are capable of providing it
- Nurture and tend to your support network
- Participate in online communities
- Utilize telehealth services



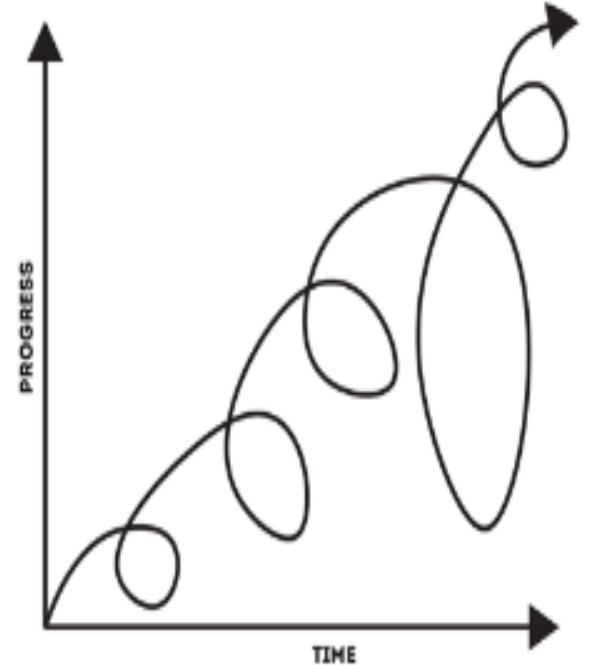
Promote Resilience

“Life will give you whatever experience is most helpful for the evolution of your consciousness.”

- Eckhart Tolle



WHAT WE EXPECT



REALITY

Resilient People

- Understand that challenges are a part of life
- Promote health and wellbeing
- Enjoy connection & collaboration
- Are open, flexible and adaptive
- Are emotionally intelligent
- View challenges as opportunities
- Learn from mistakes
- Avoid worrying
- Have a sense of humor even when stressed



Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Discover & develop a sense of purpose or meaning in life



The Nature of Conflict



Control



Hurt feelings/bruised egos



Power



Fear



Contrasting Beliefs



Misunderstanding



How Your Loved Ones May Affect You



Feelings → Anger, Frustration, Irritation, Fear, etc.



Thinking → Judgment, Negativity, etc.



Behaviors → Reactivity, defensiveness, engaging in conflict

Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

– William James



Conflict Styles

- Passive
- Aggressive
- Assertive
- Passive Aggressive
- Avoidant



Use Assertive Communication

- Aim midway between Diva & Doormat
- Use “I” Statements
- Be honest, direct, clear, and diplomatic
- Do not triangulate
- Set healthy boundaries
 - [Drs. Cloud & Townsend](#)



Conflict Solutions

- Avoid a fight, flight, or freeze response
- Avoid engaging in tug-of-war
- Don't lock horns
- Unhook from the minutia and see the big picture
- Cultivate mindful self-awareness



Avoid Behaviors that add Fuel to the Fire

- Criticism
- Contempt
- Stonewalling
- Defensiveness

→ Dr. John Gottman



Mindfulness & Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself to improve communication
- Recognize & understand the other people's emotions
- Manage relationships (manage the emotions of others)

Adapted from Daniel Goleman's book "Emotional Intelligence"



Low EQ

- Emotionally triggered
- Aggressive, passive or passive aggressive
- Participation in:
 - Scapegoating
 - Blaming
 - Bullying
 - Gossiping



High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions



Detachment

“Feelings are waves of energy which we can choose to surf, rather than allowing them to overcome us.”

- Arlene Englander



Detach From:

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



Detach with Love

- Detachment doesn't mean you don't care, aren't connected or are in denial
- Detachment is a mindfulness practice that involves:
 - Healthy separation
 - Not attaching your wellbeing to others
 - Not trying to control others
 - Not getting hooked
 - Not becoming defensive
- Lifeguard analogy



Detachment Strategies

- Zoom out
- Visualization of protective barrier
- Unhook
 - Drop your end of the rope
 - Do the next right thing



Practice Empathy

- Magic wand in relationships
- Don't assume you know what others are feeling
- Don't minimize or agree with feelings
- Ask for what they need
- Give space and time
- Keep a developmental lens
- [Useful article](#)



Improve the Communication Process

- 1** First seek to understand the other party
- 2** Recognize that you may not be understood
- 3** Notice when your emotional brain has been activated
- 4** Observe your process
- 5** Watch the other's reaction to you as a way toward self-awareness
- 6** Take a break and regroup if needed
- 7** Seek help when needed
- 8** Re-engage when you are not triggered



Relationship Solutions

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Practice flexibility, adaptability, & compromise



Forgive Yourself & Others

“Resentment is like drinking poison and then hoping it will kill your enemies.”

- *Nelson Mandela*



Helping Kids Cope with COVID-19 & E-Learning

- Devise a plan with your partner
 - Clear division of labor
- Practice compassion (anxiety, fear, etc.)
- Create structure & routine:
 - Sleep schedule
 - Getting dressed
 - Designated spaces
 - Designated times
- Provide positive reinforcement, extra support & accountability
- Limit screen time and promote exercises and healthy play
- Recalibrate expectations and be mindful of fear-based thinking



Helping Kids with COVID-19 & E-Learning

- Access support from the school
 - Teachers
 - Counselors
 - Tutors
 - Programming
 - Extracurriculars
- Access support from community resources
- It takes a village
 - Family
 - Friends
 - Your kids' friends
 - Your friends with kids similar ages
- Ask for what you need



Promote Mental Fitness in the Workplace as Supervisors

- Promote work/life balance
- Set realistic performance expectations
- Provide support from supervisor & HR
- Create a collaborative, positive team environment
- Reduce stigma--be mindful of language related to mental health & addiction
- Learn Mental Health First Aid



Early Signs of Mental Health Issues

- Excessive worrying or fear
- Feeling excessively sad or low
- Confused thinking or problems concentrating/learning
- Extreme mood changes, including uncontrollable “highs” or feelings of euphoria
- Prolonged or strong feelings of irritability or anger
- Avoiding friends and social activities
- Difficulties understanding/relating to other people
- Changes in sleeping habits or feeling tired

Early Signs of Mental Health Issues

- **Changes in eating habits**
- **Difficulty perceiving reality**
- **Inability to perceive changes in one's own feelings, behavior or personality (lack of insight)**
- **Multiple physical ailments without obvious causes (such as headaches, stomach aches, vague and ongoing "aches and pains")**
- **Inability to carry out daily activities or handle daily problems and stress**

Address Employee Mental Health Issues

- Act swiftly, don't delay or minimize, enable or go into denial
- Express care & concern, not criticism
- Practice active listening & empathy
- Focus on specific behaviors, not character or personality
- Avoid labeling or diagnosing
- Get consultation & support from HR
- Document (factual, objective, clear)
- Respect confidentiality



Define Your Role

What are your responsibilities?

- Education
- Resources
- Intervention
- Know and update Policies & Procedures

What are not your responsibilities?

- To diagnose or determine their degree of suffering/impairment
- To be a therapist
- Treatment outcome



4 Steps to Intervention:

- **Approach:** state what you are noticing in a kind, compassionate and confidential manner
- **Listen:** without judgment
- **Give reassurance,** information and resources
- **Be the bridge:** Encourage professional help, support & follow-up



Encourage Utilization of:

- **EAP Services**
 - Voluntary referrals
 - Supervisory referrals
 - Services for family members
 - Resources to alleviate stressors
 - Childcare & Eldercare
 - Legal & Financial
- **Flex Spending/Health Savings Accounts**
- **Sick benefits & FMLA for time as needed**
- **Insurance Benefits (Mental Health Parity Law)**



What are you going to do now?

KEEP (doing)	START (doing)	STOP (doing)

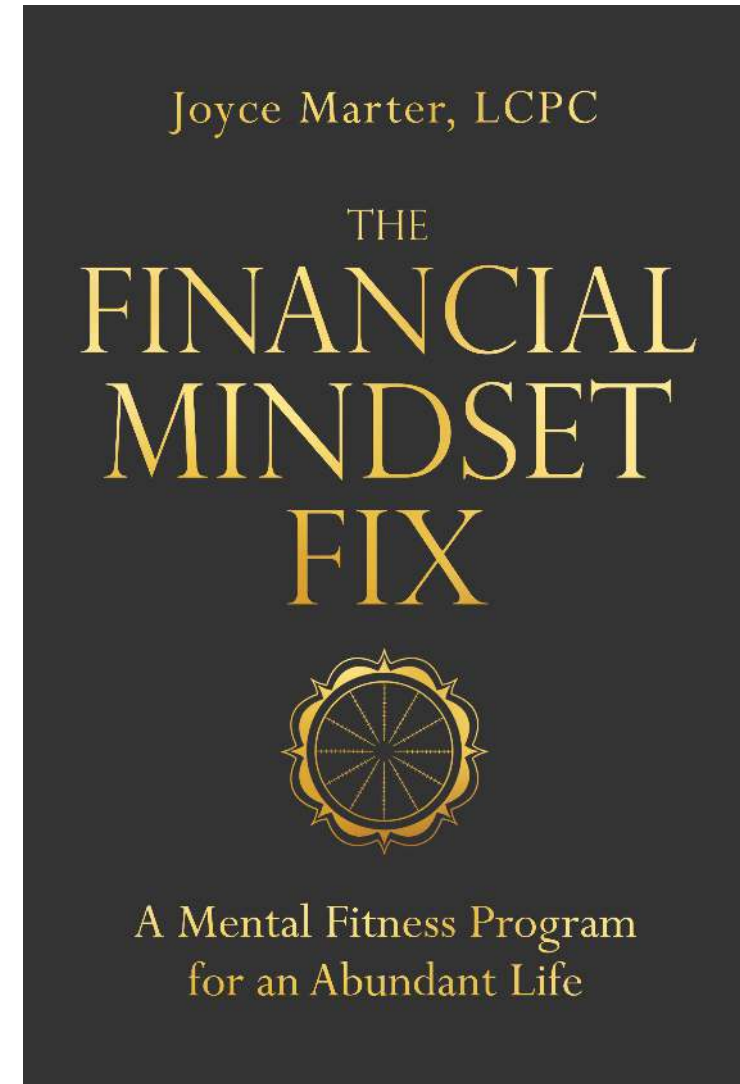
Upcoming Resource

Published by [Sounds True](#)

Available for pre-order on Amazon in January 2021

Available in bookstores July of 2021

Mental Health & Financial Health Corporate Wellness Program



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