

**Navigating the  
New Normal:**

**Promoting  
Positive Mental  
Health &  
Resilience  
During  
Challenging  
Times**



**Joyce Marter**

# Handouts



SCAN ME

# My Background

- National EAP Account Manager
- Founder/CEO of Urban Balance
- Leadership/Refresh Mental Health
- Consultant for Behavioral Health Organizations
- Leadership in the profession
- International corporate trainer



# Stressors of the Pandemic

- Concerns for health & safety of self & loved ones
- Adjustments to working remotely and differently for essential workers
- Sheltering in place with loved ones
- Loneliness and isolation
- Dependent care—new demands such as homeschooling



# Stressors of COVID-19

- Less social support
- Financial fears & stress—unemployment
- Racial injustice issues coming to the forefront
- Political divide and unrest
- Challenges managing uncertainty and change
- Reentry



# Reintegration Challenges

- Change, transition & uncertainty are stressful
- Health anxiety
- Social anxiety
- Dependent care coverage
- Financial stress (helping loved ones)
- Workload
- Workplace safety protocols



# Mental Health Implications

- Feelings of grief and loss
- Increase in stress, anxiety and depression
- Increase in substance abuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide



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# Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational







# Internal Sources of Stress

- Unrealistic expectations
- Negative attitudes and feelings
- Self-sabotaging behaviors
- Poor self-care habits

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# What is Stress? What is Burnout?

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress



# Symptoms of Burnout

## Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

## Decrease in:

- Despair
- Cynicism
- Apathy
- Emotional exhaustion

## Increase in:

- Errors
- Absenteeism
- Hypochondria
- Sleep disruption

# Mental Health Continuum

**In Crisis**

Very anxious  
Very low mod  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

**Struggling**

Anxious  
Depressed  
Tired  
Poor  
performance  
Poor sleep  
Poor appetite

**Surviving**

Worried  
Nervous  
Irritable  
Sad  
Trouble Sleeping  
Distracted  
Withdrawn

**Thriving**

Positive  
Clam  
Performing  
Sleeping Well  
Eating normally  
Normal social  
activity

**Excelling**

Cheerful  
Joyful  
Energetic  
High  
performance  
Flow  
Fully realizing  
potential

# 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
- COVID-19
- What else?

# Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- Take time for mindfulness practices



# Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Pay attention to our thoughts and feelings without judging them
- Sense in the present moment
- Can be practiced anywhere, anytime



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

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# 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

# Benefits of Mindfulness

Cont.

- 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](http://www.mindfulnet.org/Building-the-Case-for-mindfulness-in-the-workplace_v1.1_Oct16_Full_doc.pdf)

## Presence

Be as least as interested in what goes on inside you as what happens outside. If you get the inside right, the outside will fall into place.

ECKHART TOLLE



# Strategies for Increasing Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine



# Obstacles to Mindfulness

- Distractions
- Interruptions
- Emotional obstacles (feeling too anxious)
- Doubt (e.g., “This won’t work for me.”)
- Lack of prioritization & making time for it
- Burnout or overwhelm





If you don't like  
something, change it.  
If you can't change it,  
change your attitude.

MAYA ANGELOU



# Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

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



# The disease of being busy & multi-tasking

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

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



**Positivity**

**A man is but the  
product of his  
thoughts...what  
he thinks,  
he becomes.**

**MOHANDAS GANDHI**



# Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



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## Practice Gratitude

**He is a wise man  
who does not  
grieve for the  
things which he  
has not, but  
rejoices for those  
which he has.**

EPICETETUS



# 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)



# Detachment Strategies

- Visualization of protective barrier
- Lifeguard analogy
- Unhook from conflict
- Drop your end of the rope
- Do the next right thing
- Zoom out for greater perspective



# 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





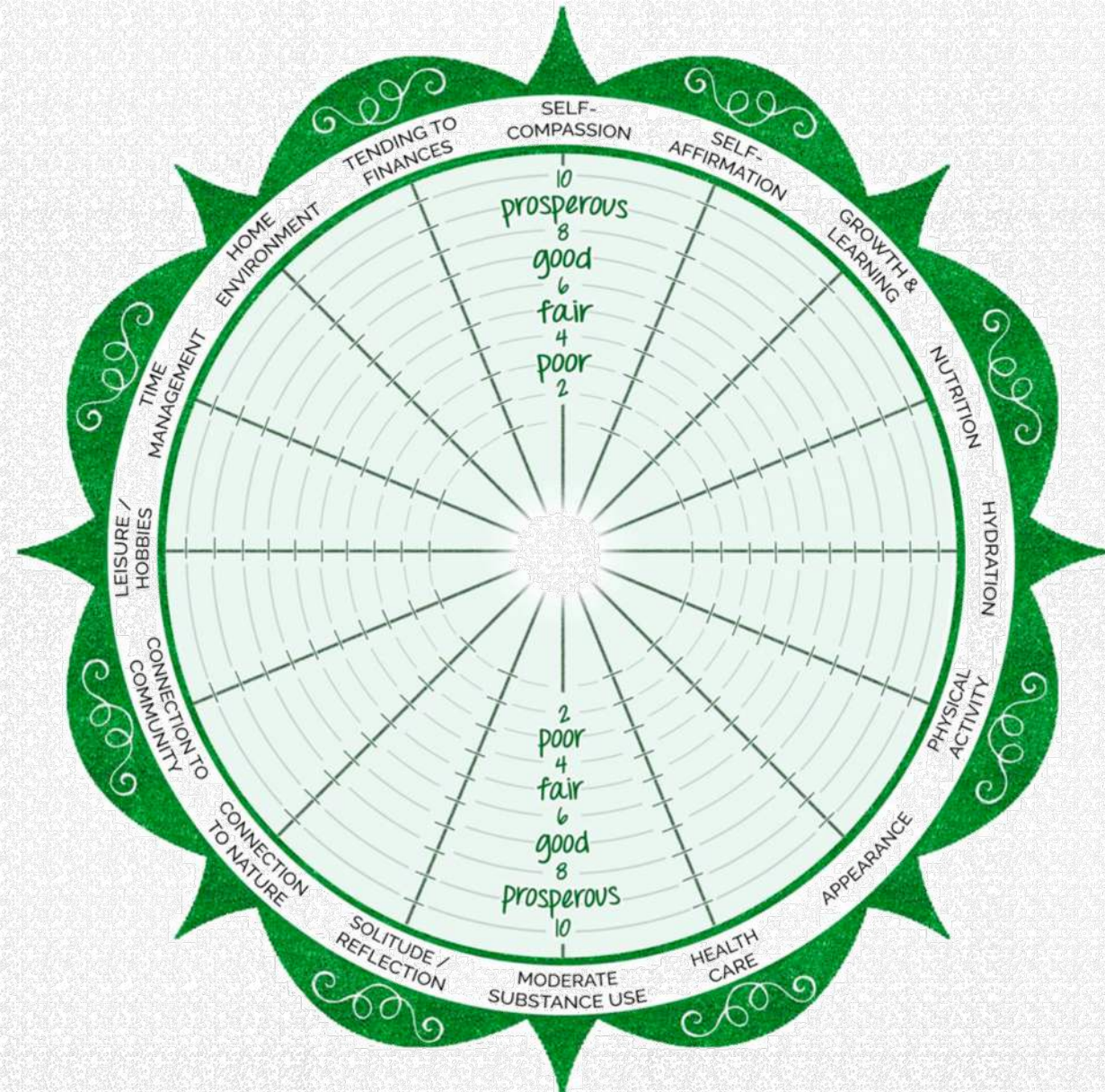
# Prioritize Your Own Well-Being

- Practice self-care
- Set healthy limits and boundaries with assertive communication

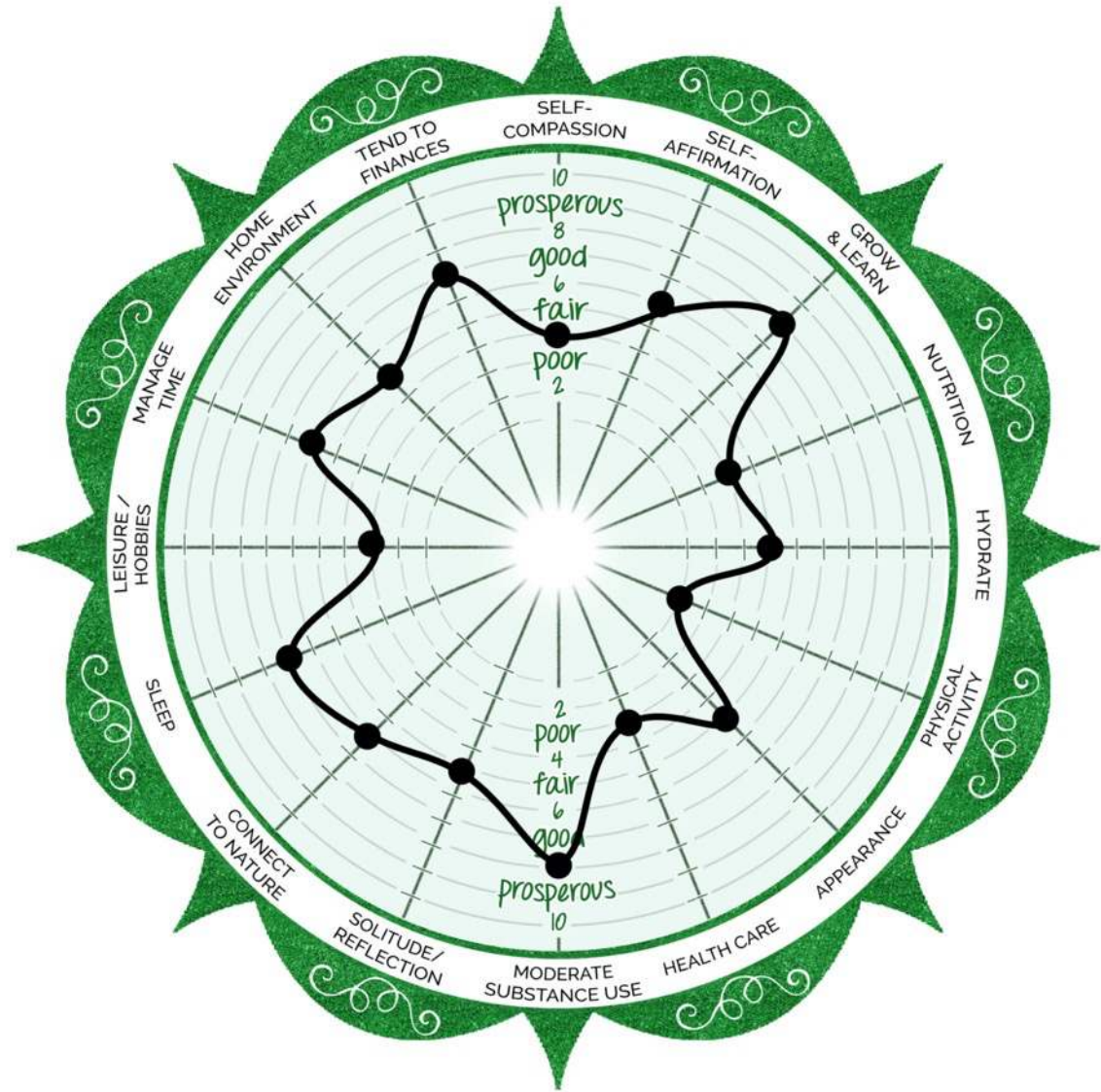


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# Self-Care Wheel



# Sample Completed Self-Care Wheel



# Support

**Alone we can  
do so little,  
together we can  
do so much.**

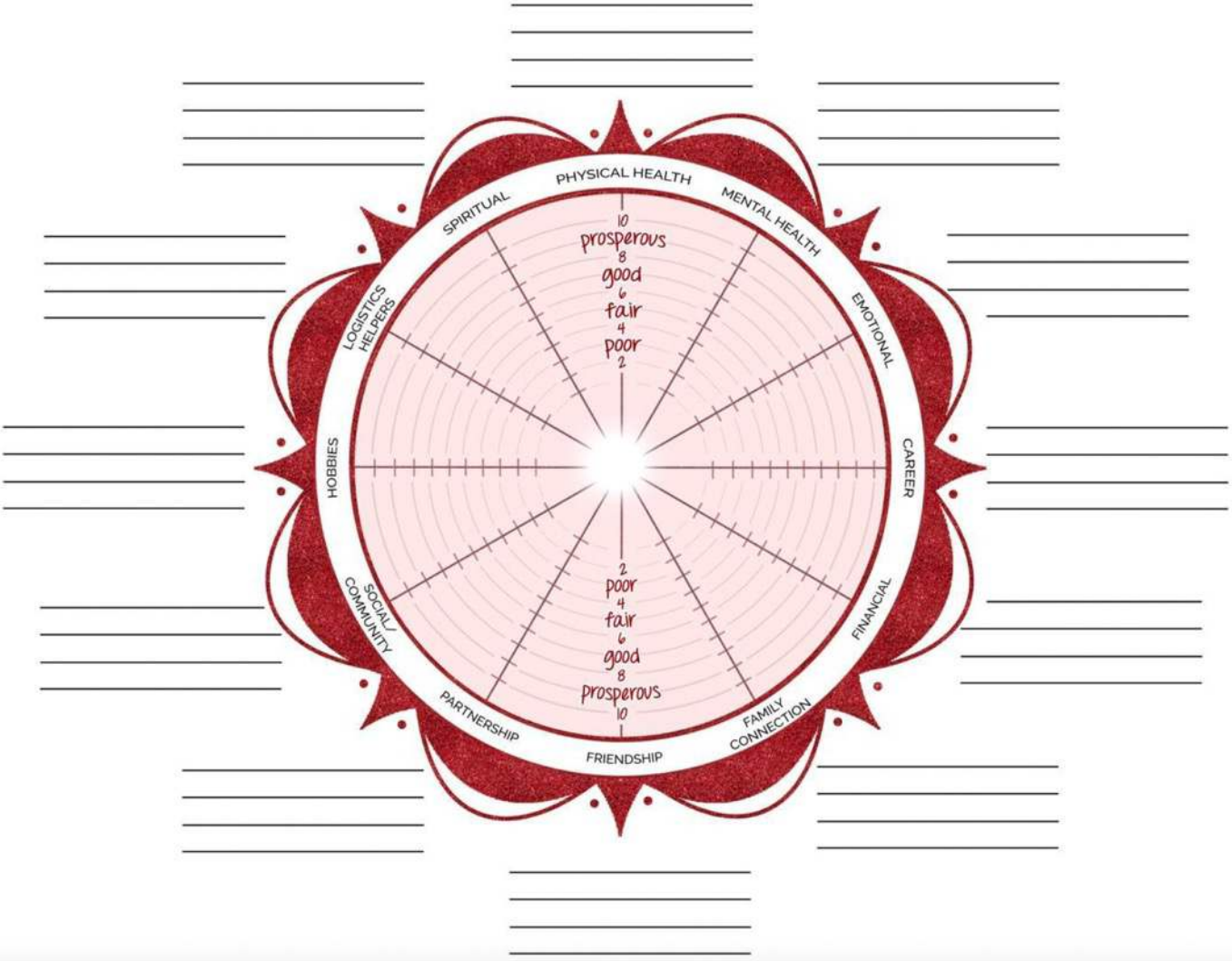
HELEN KELLER



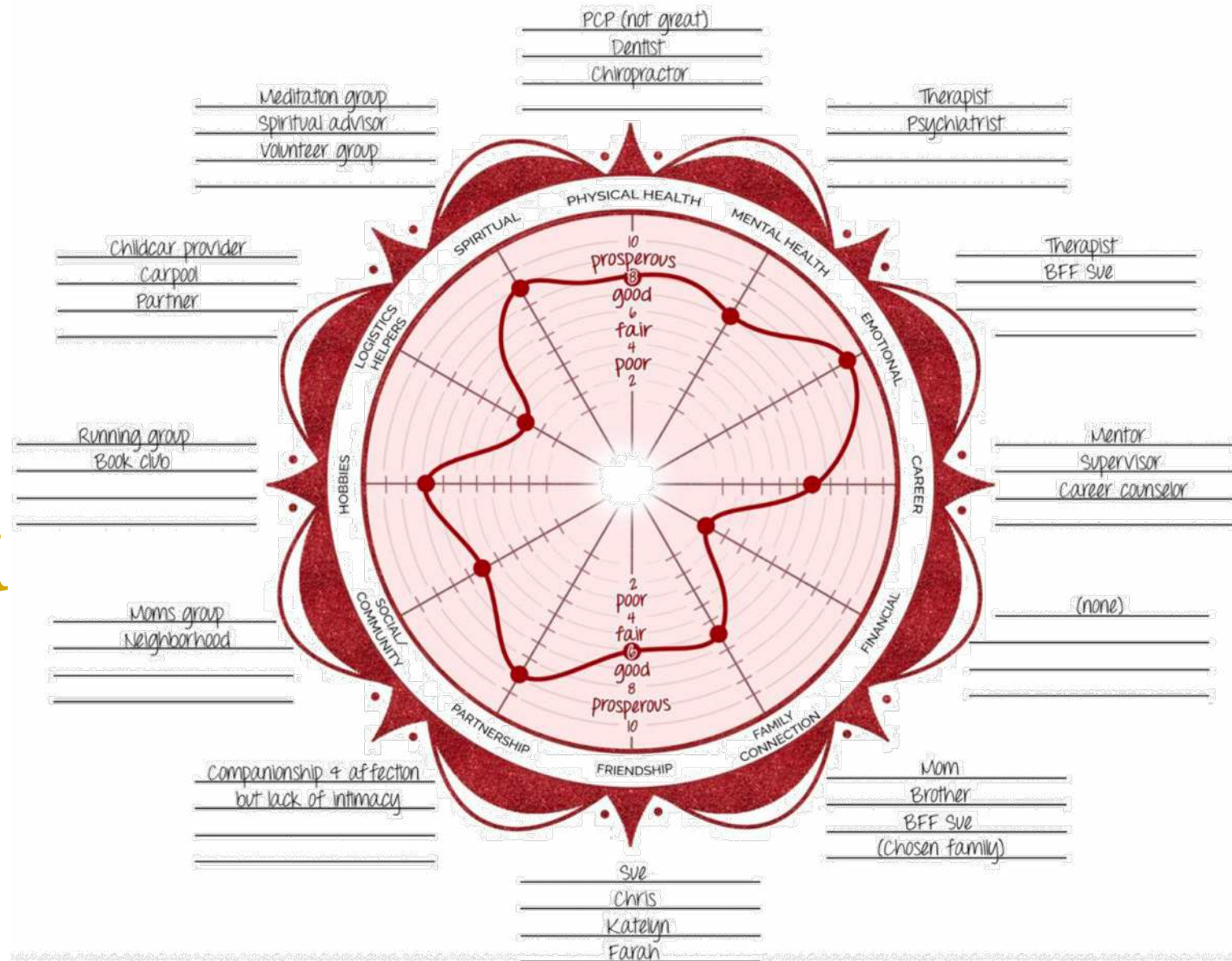
# Barriers to Accessing Support

- 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
- Introversiveness or shyness

# Support Network Wheel



# Sample Support Network Wheel

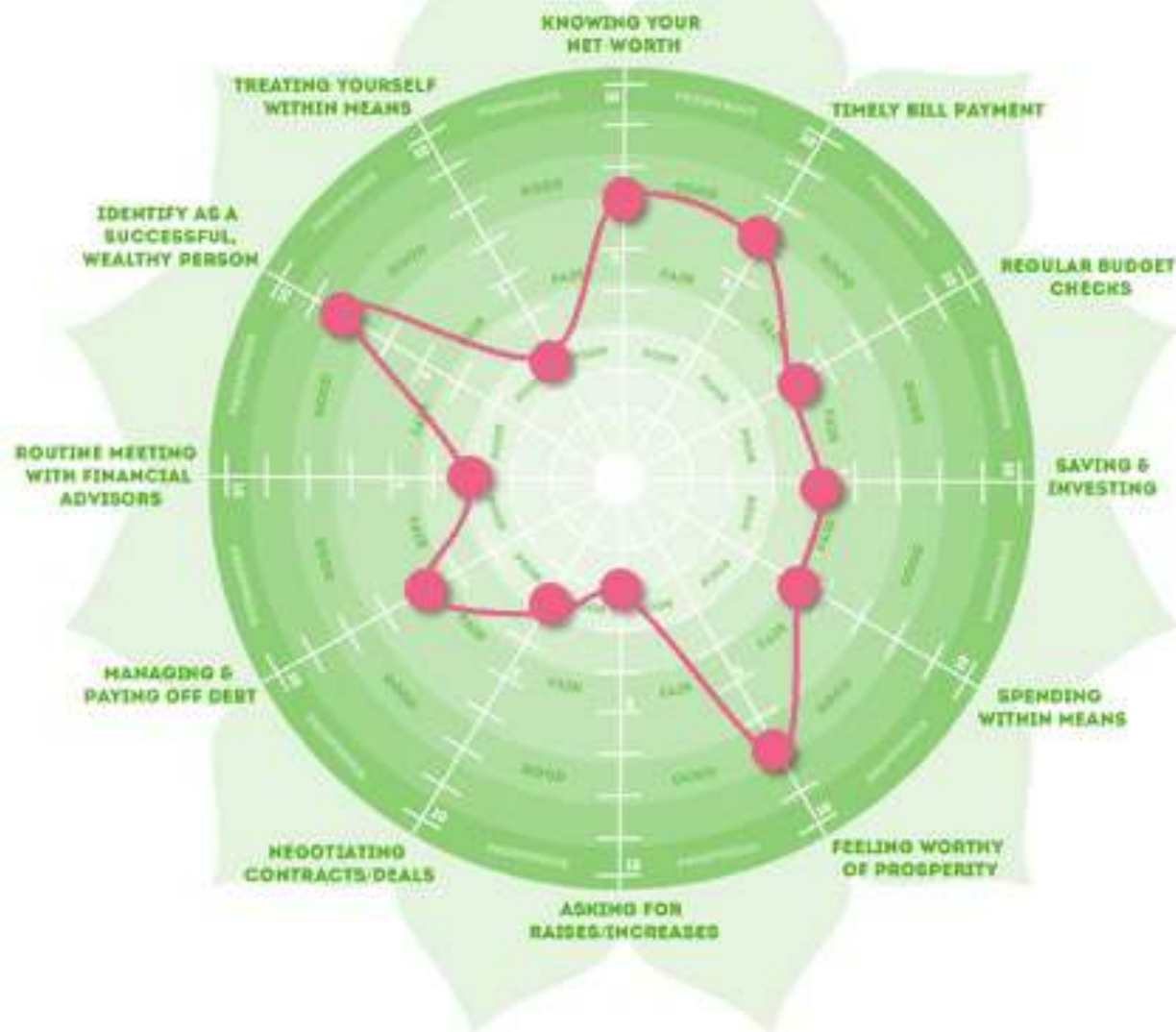


# Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Participate in online communities
- Utilize teletherapy







# Financial Self-Care Wheel Exercise

# Resilience

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

**ECKHART TOLLE**



# Mindfulness as Resilience Training





# 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
- Develop a sense of purpose/meaning in life

**We are in this together!**



**Joyce Marter**



# 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



# Utilize Your Benefits:

- Vacation
- Flex Spending/Health Savings Accounts
- Sick benefits & FMLA for time as needed
- Insurance Benefits (Mental Health Parity Law)

# EAP Services (US):

- 3 free sessions per issue, per year
- Immediate family members also eligible
- Counseling for stress, mental health, substance abuse, relationship issues, etc.
- Resources to alleviate stressors
- Childcare & Eldercare
- Legal & Financial
- Educational resources







# Meditation Resources

- [Calm: 30 Days Free](#)
- [Headspace: Free Trial](#)
- [Jack Kornfield: Compassion in the Time of Coronavirus](#)
- [Eckhart Tolle](#)
- [Jon Kabat-Zinn](#)
- [Tara Brach](#)

# What are you going to do now?

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

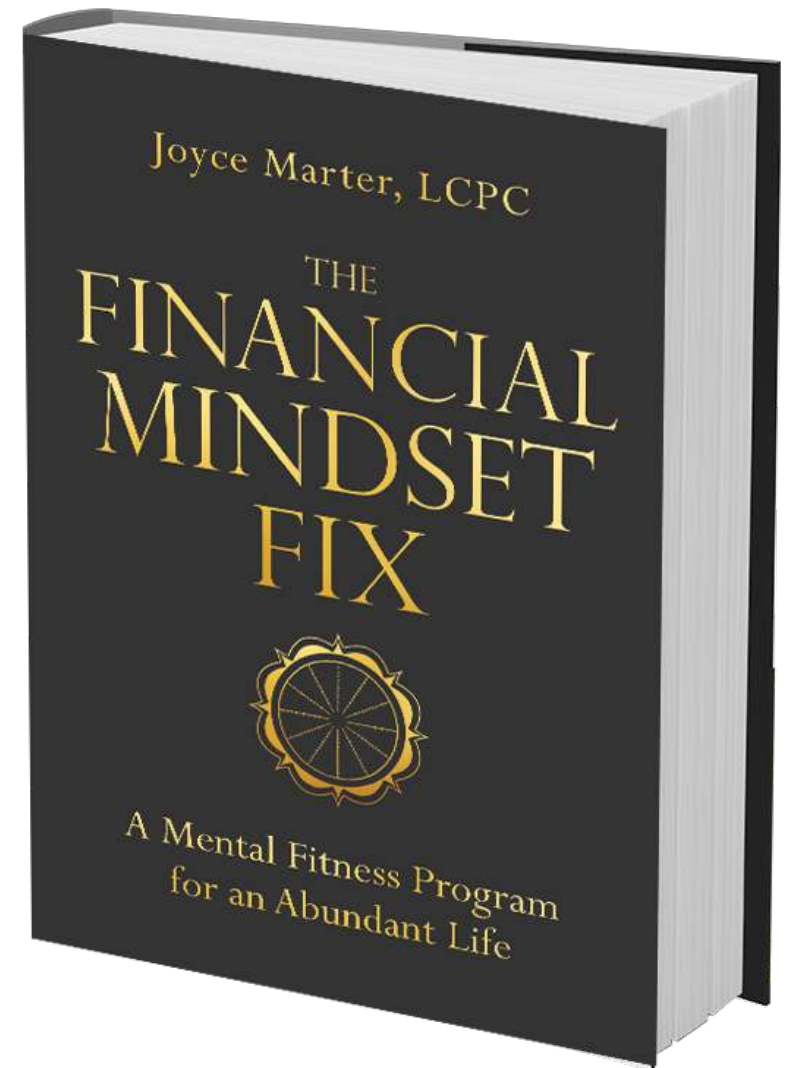
# Wellness Programming Resource

*Mental Health & Financial Health Corporate Wellness Program*

[Available for pre-order on Amazon](#)

*Available in bookstores July 27, 2021*

Published by [Sounds True](#)



# Q&A





# Thank You!

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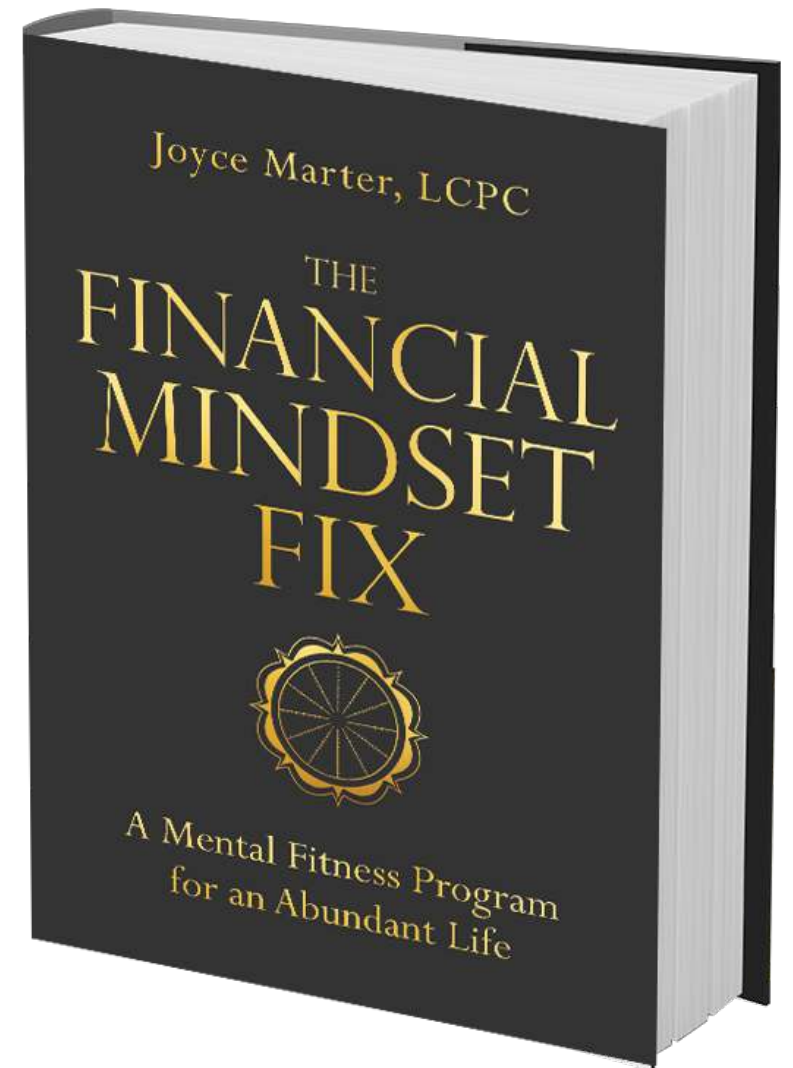
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