



Overcoming Overwhelm

Handling Stress
Well

CONCERN: EMPLOYEE ASSISTANCE PROGRAM

A Benefit for Employees and
Families



CONCERN:EAP Services

Work/Life Benefits

- Parenting and Childcare Resources
- Eldercare Services
- Legal Consultations

Short-Term Counseling

Free confidential 24/7 800 number answered “live”



Getting Started

- Call for an appointment 6:30am to 5:00pm (Pacific Time) Monday through Friday
- In crisis situations, call 24/7 for immediate telephone support
- For more information
 - Ask your HR/Benefits Department
 - www.concern-eap.com
 - Call CONCERN at (800) 344-4222





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Agenda

- Definition of Stress
- Cycle of Stress
- The Components of Stress
- Breaking the Cycle
- Review of the Resources in Guide
- Wrap Up



Definition of Stress

The non-specific response of the body to any demand placed upon it—real or imagined.



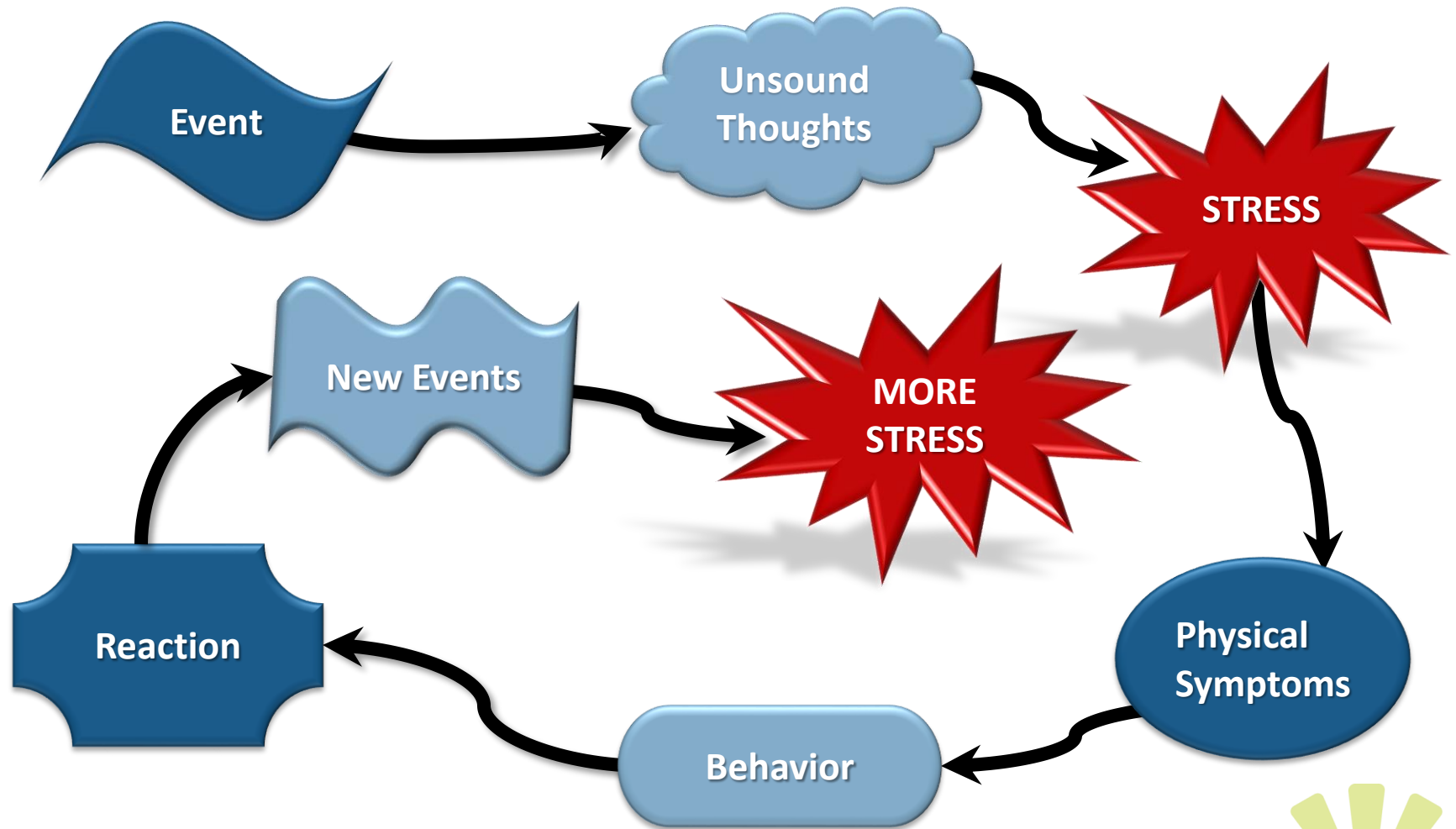
If you want some changes in your life, you must make some changes in your behavior.



Stress Equation



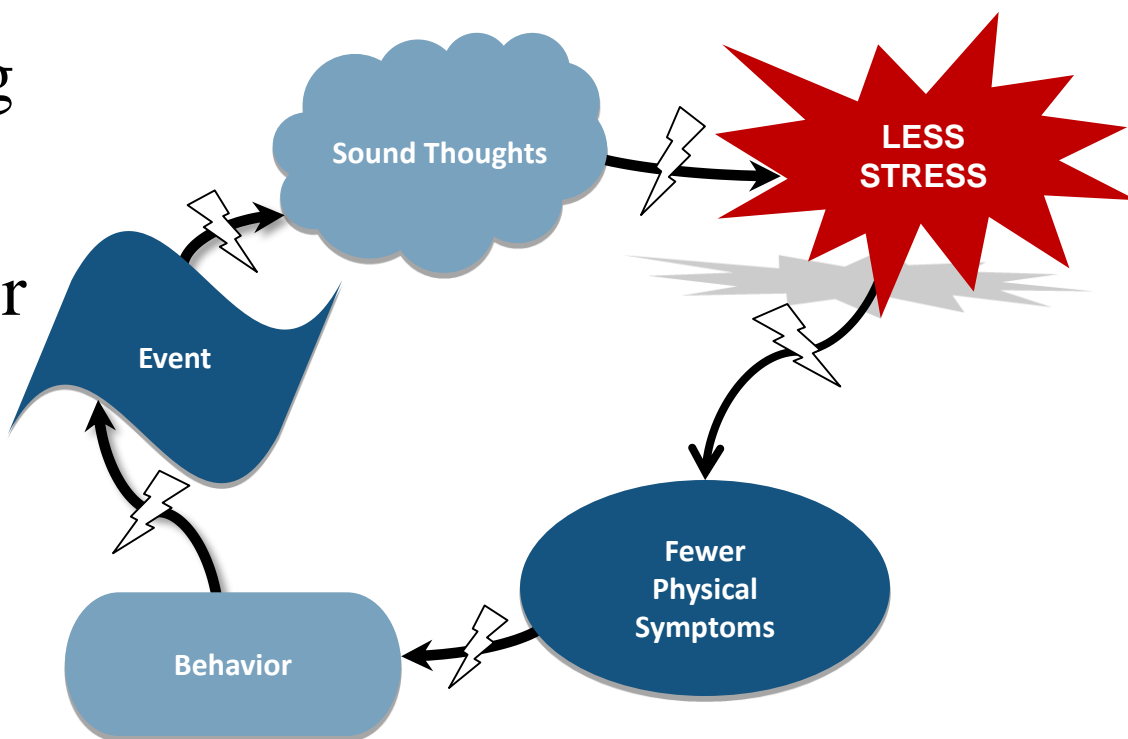
Chain Reaction



Breaking the Chain

We can break the chain if we...

- Adjust thinking
- Adjust activity
- Adjust behavior



The Event

“If you change the way you
look at things, the things
you look at change”

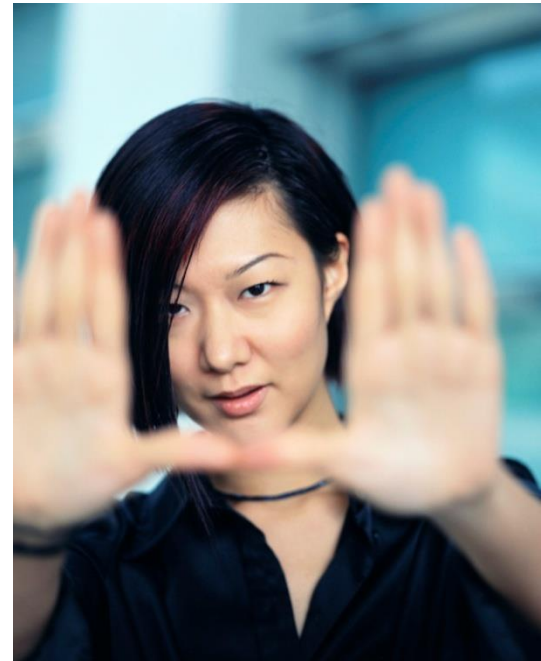
A Beautiful Mind



Acceptance

Coming to terms with events

- Personal responsibility for fulfilling my needs
- Knowing I can't change what is done
- Focus on what is possible



An Attitude of Acceptance

When faced with things you cannot change

- Ask yourself:
 - Are my expectations and goals realistic?
 - Am I asking *What can I do* instead of *Why is this happening to me*?
 - Is my behavior in concert with my values and my goals?



Unsound Thoughts–Self Talk

Don't think with questions that begin with “Why,” “When,” or “Who”

- Why can't the owner/employee do their job?
- Who is to blame for this problem?
- When will they get us what we need to do the job?



Unsound Thoughts–Self Talk

Do think with questions that begin with “How and I” or “What and I”

- How can I improve this situation?
- What can I do to make this better?



Pain to Power Vocabulary

| PAIN | POWER |
|---------------------|----------------------------|
| I can't | I won't |
| I should | I would |
| It's not my fault | I'm totally responsible |
| It's a problem | It's an opportunity |
| I'm never satisfied | I want to learn and grow |
| Life's a struggle | Life's an adventure |
| I hope | I know |
| If only | Next time |
| What will I do | I know I can handle it |
| It's terrible | It's a learning experience |

Feel the Fear and Do It Anyway by Susan Jeffers



Sound Thinking

Faulty Thinking

- Should's
- Mind Reading
- Polarized Thinking
- Blaming
- Expectation
- Negativity
- Being Right

Correct Thinking

- Negotiating
- Asking
- Assertiveness
- Total Responsibility
- Realistic Goals
- Positive Thoughts
- Equality

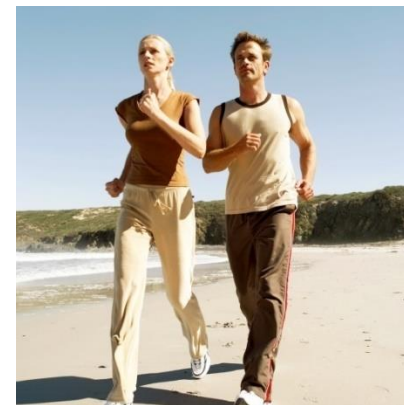


Physical Aspects of Stress

| <i>Fight or Flight</i> | <i>Relaxation</i> |
|-------------------------------|----------------------------|
| ↑ Heart Rate/Pulse | ↓ Heart Rate/Pulse |
| ↑ Blood Pressure | ↓ Blood Pressure |
| ↑ Shallow Chest Breathing | ↑ Full Abdominal Breathing |
| ↑ Muscle Tension | ↓ Muscle Tension |
| ↓ Blood Vessel Size | ↑ Blood Vessel Size |
| ↓ Skin Temperature | ↑ Skin Temperature |
| ↓ Digestive System Changes | ↑ Digestive System Changes |
| ↓ Immune System | ↑ Immune System |



Easing the Stress



CONCERN: EAP Services

The Resilience Hub™ & Life Adviser

- Online members exclusive resources center
- Articles, videos, training courses and more
- Self-help toolkits, guides and tips
- Triumph over stress, improve your well being
- Learn how to manage stress, build resilience and create positive habits

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