

Tuesday 29th September 2020

How to Manage Stress and Pressure



Webinar Introduction

Approximately 1 hour

AGENDA

Knowing Yourself

Knowing Others

Triggers

Symptoms

Managing Stress

Bad Day at the Office



Know Yourself – Know Them – Know What To Do About It

Emotional Intelligence from Another Perspective

MANAGING STRESS AND PRESSURE



What/Who/When 'Gives You a 'Buzz'?
What/Who/When 'Pushes Your Buttons'?
What/Who/When 'Stresses You Out'?
What/Who/When 'Cools You Down'?

Collaboration, Communication and Relationship Style

FACTORS	FACTORS	FACTORS	FACTORS	FACTORS	FACTORS
1. How to Recognize Me	D. I React to Pressure & Tension by...	7. I Must be Allowed to...	10. For Best Results When Working with Me and/or Through Me...	13. One word or short phrase that 'sums me up' or describes me - IN MY OPINION	16. My Idea of Achieving the Vision is...
2. I Tend to Ask Something Like...	5. Best Way to Deal With Me or Work with Me	8. I Will Improve With/By...	11. How I Like to Be Communicated With	14. One word or short phrase that 'sums me up' or describes me - OTHER PEOPLE'S OPINION	17. My Idea of Strategy is...
C. What I Dislike	6. I Like to 'Measure' Myself/Assess My Effectiveness by...	I. I Like to Avoid, Prevent, Save or Reduce...	12. I Learn Best By...(My learning style or preference is...)	15. What Job I Would Be Doing if I Wasn't Doing What I Do Now? What/Who Would I Be?	18. Famous Quotation or Saying That I Can Really Relate To

Know Yourself – Know Them

✓ = 10

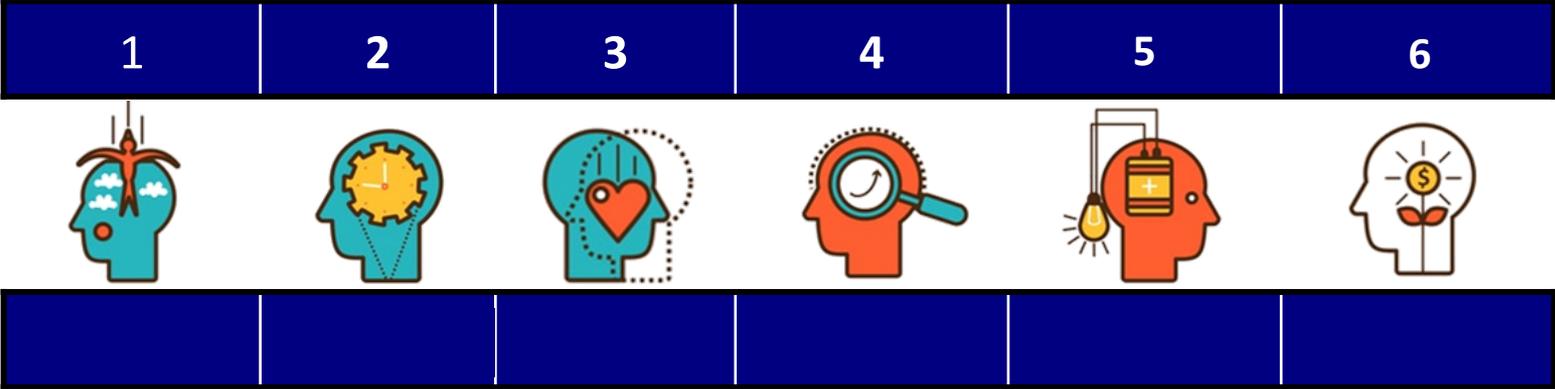
EXAMPLE

X = 5

1ST DOMINANT/STRONGEST

2ND STRONGEST

FACTORS	1	2	3	4	5	6
<p>C.</p> <p>What I Dislike</p>	<p>Long-winded, boring, lifeless explanations; wasting my time with too many facts and figures ✓</p>	<p>Someone trying to decide for me or to control me</p>	<p>Personal rejection, myself or others being treated impersonally, experiencing uncaring and cold attitudes</p>	<p>Making an error, being unprepared or asked to perform spontaneously; unpredictable things</p>	<p>Giving up too quickly on solving a problem, fixing something or finding a way to 'make it work' X</p>	<p>When leaders, systems, organizations and communities give up on helping people to learn, grow and improve</p>
<p>D.</p> <p>I React to Pressure & Tension by...</p>	<p>"Selling"/pushing my ideas harder or being argumentative and demonstrative X</p>	<p>Taking charge, commanding more or taking more control</p>	<p>Becoming silent, withdrawing, being introspective and feeling sorry for myself</p>	<p>Seeking yet more data and information and confirmation ✓</p>	<p>By nostalgically longing for or looking back to my Boy/Girl Scouting – real survival - days before Velcro, waterproof matches, Google Maps and iPhone GPS</p>	<p>Regrouping internally, emotionally and mentally and reminding myself of those times when 'pushing up people' has been special and life-changing</p>
<p>I.</p> <p>I Like to Avoid, Prevent, Save or Reduce...</p>	<p>Effort: I rely heavily on hunches, intuition, feelings and 'gut' instinct ✓</p>	<p>Time: I like to be efficient, have purpose and get things done now</p>	<p>Relationships / Friendships: You're truly rich when you have close friends</p>	<p>Face: I hate to make an error, be wrong or get 'caught' without enough information X</p>	<p>Cost and Regret: By making lemonade from a bunch of lemons suddenly dumped in my lap</p>	<p>Wasted Potential and Talent: By 'prospecting' for the wealth of ability within people and helping them turn their worth and value into satisfying outcomes</p>
	25	0	0	15	5	0





Where might there be 'Stress' and 'Pressure' Points?

Is useful to inspire others to action and get support for ideas. It is widely used to influence others to follow an idea or gain a commitment for doing. Usually animated in body language, Expressor's style may use the art of story-telling or 'anecdotal' to gain support and persuade others to join them. They appear friendly and enthusiastic and are able to motivate others easily. The style is quite fast-paced with a view to project the big picture or end result.

Disadvantages of Overuse

1. By focussing on the concept or big picture this style can lack the details required for execution of the plan.
2. Constant use of this style can create the message of exaggeration or over-promising.
3. Generalizations to enthusiastically support the idea rather than specifics can project a vague message.
4. High animation, use of vocal expression and tone can create the impression of being overdramatic.
5. And watch out when they express strong negative emotions! 😊 May be 'up' and 'down' and even unpredictable sometimes.

How does this impact others' ability work with you and you with your Team or others outside the department? And what style/type of working together works best for you and with them? Are they aware of their 'strengths' and 'weaknesses'? Are you/they aware of yours and theirs?





Where might there be 'Stress' and 'Pressure' Points?

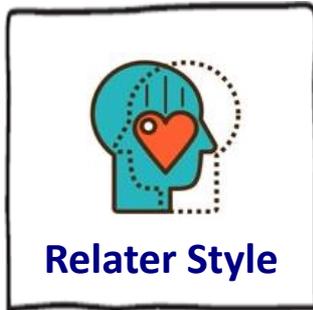
Directs others along a plan of action to get things done. The style is decisive and indicates leading others toward ideas and actions while taking control of the situation. The style indicates a clear path for action, and pushes others to move at a fast pace to work single-mindedly towards the goal. Competition and challenge are often used in this style to encourage winning and 'required' outcomes.

Disadvantages of Overuse

1. As the Driver style is decisive in what should be done and by whom, it can be hard for others with ideas to be heard; therefore people who need to be heard tend to keep quiet.
2. Overuse of this style communicates that the Driver may be a poor listener or unwillingly to hear others' opinions.
3. Because of the need to compete, complete and win, the Driver style is not particularly open to taking advice, and can be perceived as impatient when being challenged by others creating needless or unnecessary tension.
4. An over emphasis on the need to direct can appear as being bossy, pushy or overbearing.
5. Pushing to get things done quickly can lead to missing detail and making errors and mistakes.

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Where might there be 'Stress' and 'Pressure' Points?

Is useful to create and build effective teams and a cooperative work environment. This style is particularly effective to create strong personal relationships which are required for collaboration and cooperation between groups. Situations that require personal contacts and networks would use the Relater style to create the bonds of trust and reliability. The Relater style uses feelings and an intuitive response to connect to others. This style is particularly effective when motivating individuals within the team to improve or build their performance and self-confidence – but especially to prevent people feeling 'left out'.

Disadvantages of Overuse

1. Overuse of the Relater style may create the perception that the user 'gives in' easily to avoid conflict – especially if they are a leader or manager of others.
2. Through constantly focussing on the team and cooperation and not openly expressing a strong personal opinion (because they're too nice 😊), it may diminish the individual's 'presence' or 'authority'.
3. An over-emphasis on feelings could create the perception of being soft and easily swayed or manipulated.

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Where might there be 'Stress' and 'Pressure' Points?

Is a great style for problem-solving, where an objective, accurate approach is required. The focus on data and information creates a systematic and methodical response. The Analyzer style is effective in situations where optimization of process and compliance with procedures or guidelines is required. This style is supported by an orderly and organized work environment. Quality and accuracy are key within this style.

Disadvantages of Overuse

1. Too much focus on details, facts and figures can create confusion and distract from the end result...particularly for others who are not familiar with the detail of the tasks or processes.
2. The style can appear impersonal and task focused, especially if communicated in a lower energy or monotone voice or uninspiring manner.
3. Overuse of collecting details can be interpreted as avoiding issues or not understanding the wider subtle or 'hidden', important meaning of a situation.
4. Overuse can mean it may 'take forever' to get something done!

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Where might there be 'Stress' and 'Pressure' Points?

Is a great style for thinking outside the box, exploring alternatives and making adjustments and using whatever resources you have available to 'make it work'. When they have a people-bias combined with effectiveness/productivity focus, Adapters may resist saying too often, *'adapt or die!'*, but sometimes they think it – and would like to say it! 😊 The Adapter is the person who helps the team get unstuck, who 'forces' you to look at things from another perspective – but most importantly, to not give up. They'll pick you up, dust you off and point to an alternative route to reach the objective and will have alternative suggestions to reach it. Depending on their personal values, they are often a messenger of hope with practical skills.

Disadvantages of Overuse

1. Secret dissatisfaction with the status quo – even when the good ole *'tried and trusted'* way is still the best – which can result in them doing some boat-rocking.
2. Has a tendency to go off on tangents – and if they have some 'creative dreamer' genes in them, they can tend to imagine things are possible when they really aren't – and you can waste time exploring and/or trying them.
3. Sometimes if you're on the receiving end of an Adapter's input or 'pressure', you just want to say, *'I can't and/or I don't want to try an alternative!...I'm happy doing things my way (or the way we've always done it).'* 😊

How does this impact others' ability work with you and you with your Team or others outside the department? And what style/type of working together works best for you and with them? Are they aware of their 'strengths' and 'weaknesses'? Are you/they aware of yours and theirs?





Where might there be 'Stress' and 'Pressure' Points?



Always seeing latent potential, this is an excellent style for making things, people and process better and stronger. The Developer looks inward for latent potential, vision and purpose, then outward for the goals that need seeking and reaching – and then stands alongside and helps it become a reality. Not content to sit and dream or hope, they get a huge, humble buzz out of being part of new growth opportunities and tend to go beyond what 'might be' to making it actually happen. Considered by others to be an 'Un-locker' of the good wealth inside others and will take the time it takes to bring good things to life and fruition. 'Pushing up others' is their hallmark characteristic.



Disadvantages of Overuse

1. Can sometimes push people outside their comfort zone when they shouldn't or are not ready to 'go there'.
2. May tend to be a little unrealistic and have trouble allowing others to learn from mistakes.
3. May be inclined to transfer their idea of a final development goal on to the other person – creating performance or achievement stress or 'pressure'.
4. Can tend to rush toward a goal because they believe in or 'see' the potential – but may grow impatient when others don't share the same view or commitment to reach it.



How does this impact others' ability work with you and you with your Team or others outside the department? And what style/type of working together works best for you and with them? Are they aware of their 'strengths' and 'weaknesses'? Are you/they aware of yours and theirs?



How Your 'Wiredness' Can Affect How You Work with or Lead and Manage Others?

Know Yourself – Know Them

how are you
WIRED?



Feeling the Pressure and Recognising and Managing Stress



Triggers

RECOGNIZING YOUR EMOTIONAL TRIGGERS

Stress vs. Passion

“Working hard for something we don’t care about is called **Stress Working hard for something we love is called **Passion**”**

Stress Triggers

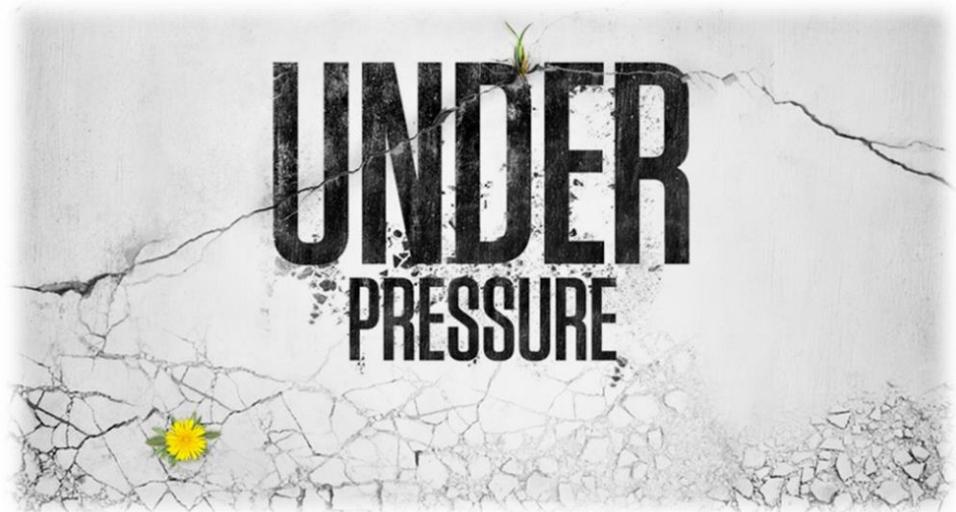


The balance between what you have to do and the resources you have to do it with.

A word cloud centered around the word "triggers". The word "triggers" is the largest and most prominent, written in a bold, dark purple font. Surrounding it are various words in different colors and sizes, including: "sweat", "numbness", "racing", "dread", "anxiety", "cold", "trembling", "hiding", "nervous", "heartbeat", "distress", "unpredictable", "tingling", "panic", "running", "sudden", "agitated", "fear", "pounding", "anger", "trauma", "uncontrolled", and "pounding". The words are arranged in a circular pattern around the central word.

Sources of Pressure Leading to Stress

- **Internal (mental, emotional, spiritual)**
- **External (people, places, things, events)**
- **Undefinable (irrational, unknowns)**
- **Self-imposed/self-created**
- Catch 22's
- Allowable
- Permissible
- Beneficial



Stress Triggers

- Health concerns
- **Financial difficulties**
- Relationship difficulties
- Divorce or changes in personal life
- **Changes in your work life**
- Issues with children/step-children
- Major change/event in personal life
- Victim of crime or accident
- **Change in responsibilities**
- **Difficulties with boss or co-workers**
- Bereavement
- Legal issues
- Family problems
- **Goals/targets outside of your capabilities/skills**



Physical Symptoms of Stress

- Fatigue
- Headaches
- Weight gain/loss
- High blood pressure
- Nervousness
- Cold hands/feet
- Chest pain
- Diarrhea
- Nausea
- Palpitations
- Angina
- Upset stomach
- Neck aches
- Shortness of breath
- Muscle pain
- Sweaty palms
- Increased heart rate
- Perspiration
- Dizziness
- Trembling
- Sleep disturbances
- Hypersensitivity
- Unexplained itching
- **Others???**



Cognitive Symptoms of Stress

- **Poor concentration**
- Errors/Accidents
- Calculation difficulties
- **Decreased decision-making**
- Irrational thinking
- **Distortion**
- Memory loss/ability to retain information
- Forgetfulness
- Paranoia
- Limited Attention Span
- **Decreased problem-solving ability**
- **Others?**



Behavioural Symptoms of Stress



- Anger
- **Withdrawal**
- Compulsive overeating
- Escapist drinking/drug use
- **Absenteeism/lateness to work**
- Continual use of sedative/tranquilizer
- Irritability
- **Relationship problems**
- Changes in sleeping habits
- Increased smoking
- Emotional outburst
- **Desk Rage**
- **Others???**



Managing Work-Related Stress

Know Yourself!

Track your own 'Stressors'!
(Keep a journal)



Managing Work-Related Stress

ACCEPTANCE!

Recognise and accept when it is a difficult time.

Recognise and accept the likely cause(s).

Recognise and accept you have a solution.



Managing Work-Related Stress



- Don't ignore health warning signs
- Practice self-compassion
- Good food
- Exercise
- Establish boundaries
- Learn Time Management (even if it kills you!)
- Develop healthy responses (not reactions)
- Learn to say, 'No'
- Take time to recharge
- Learn how to relax
- Find a 'Sounding Board' you can trust
- Talk to your supervisor
- Write
- Dance
- Sing
- Breathe
- Pray
- Care for/give to someone less fortunate
- Get some support





Q & A

Upcoming Courses

■ Virtual Workshops

- 20+++
- Managing Stress and Pressure

■ Classroom and Online Courses

- “3 Day MBA in O&G – Online 12th – 16th October, 2x2 hours per day
- Mini MBA in O&G in Erbil in November - Classroom

■ FREE Webinar Series

- Next webinar in October, topic TBD

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