



ON FIRE OR BURNED OUT?

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WARNING:
**The presenter is not a medically
trained specialist...at all.**

Action

- Facts
- Opinions
- Anxiety
- Group Exercise
- 5 Basic Human Needs
 - Physical
 - Emotional
 - Mental
 - Spiritual
 - Social



STRESS IN THE WORKPLACE – BURNED OUT

Survey Says!

2013 survey results from the American Psychological Association say that the following three things are stressing us out on the job:

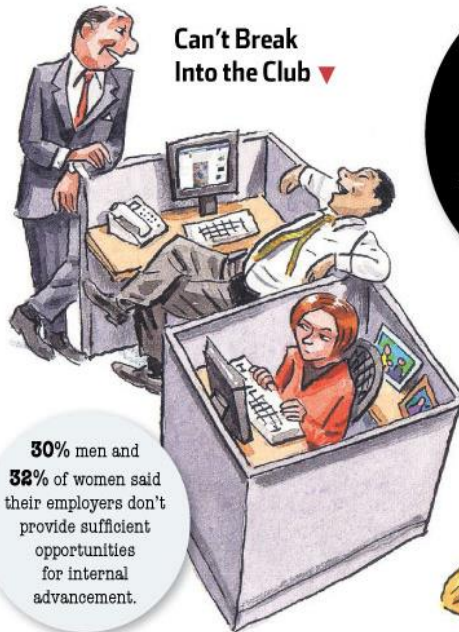
- Too much work
- Too little money
- Not enough opportunity for growth



Physical responses to stress

- Physically, the body responds to stress by secreting hormones into the blood stream that accelerate heart rate and breathing and tensing of muscles.
- Some people experience stress as a positive with increased blood flow to the brain, muscles and limbs.
- Others who feel frightened or threatened often have an erratic heart rate and constricting blood vessels.

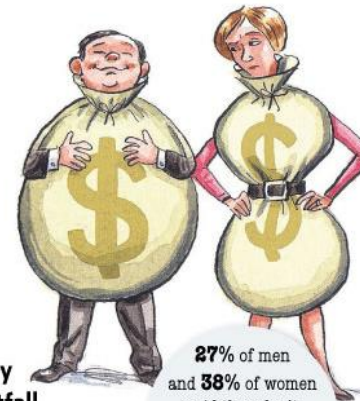
Office Stress: His vs. Hers



Can't Break Into the Club ▼

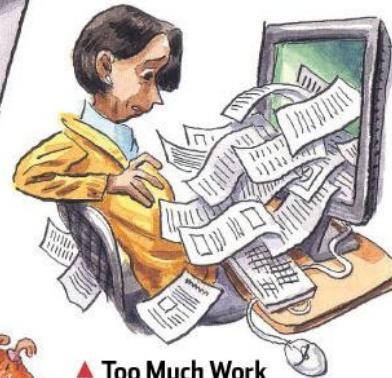
30% men and **32%** of women said their employers don't provide sufficient opportunities for internal advancement.

There are many causes of stress in the workday. Work is a significant source of stress for 65% of adults, though men and women report different levels of stress.



Salary Shortfall ▶

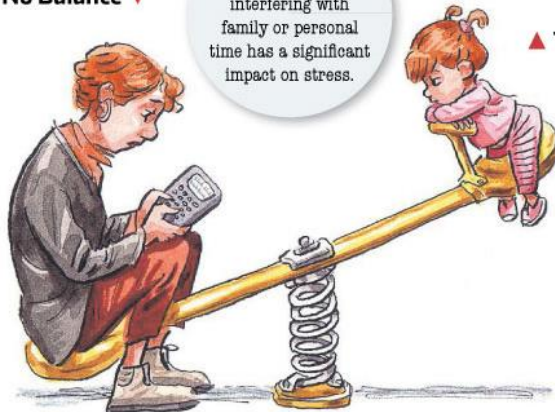
27% of men and **38%** of women said they don't receive adequate monetary compensation for their job.



39% of people said having too heavy a workload is a significant factor in their stress.

No Balance ▼

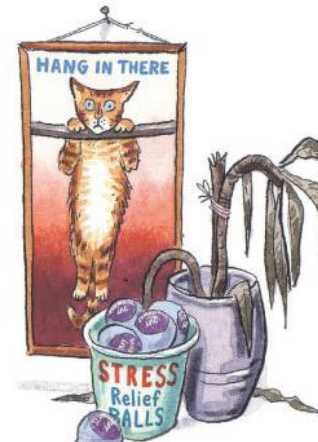
33% of people said work interfering with family or personal time has a significant impact on stress.



▲ Too Much Work

Programs That Don't Help ▶

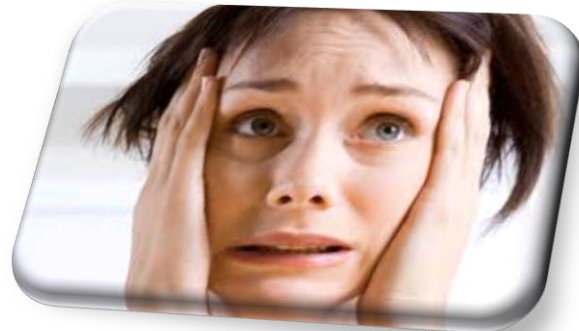
27% of men and **31%** of women said their employers don't provide sufficient resources to help them manage stress.



Illustrations by Rob Shepperson; photo: Giles Photography

No escape?!?

- 1/3 of employees experience chronic stress related to work, with women reporting higher levels of work stress than men.
- 71% of people reported checking email while on paid time off; 30% participated in conference calls, and 44% said they use these nominal days off to catch up on work.

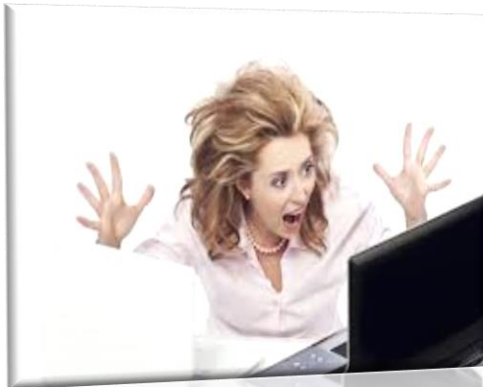


If any of the following statements sound familiar...it may be time to release your workaholic ways!

**I Feel Guilty
When I Goof Off**

**I Can't Seem
to Say No**

**It's Hard For Me
To Ask For Help**



ANXIETY IN THE WORKPLACE

Think too much....

...and you'll create a
problem that was not even
there in the first place.

The Worrier

Worrying, obsessing, and controlling are illusions.

They are tricks we play on ourselves.

We feel like we are doing something to solve our problems, but we're not.

There are ways, though, that we can practice changing our physical and mental reactions to worry.



WORRY = FANTASY

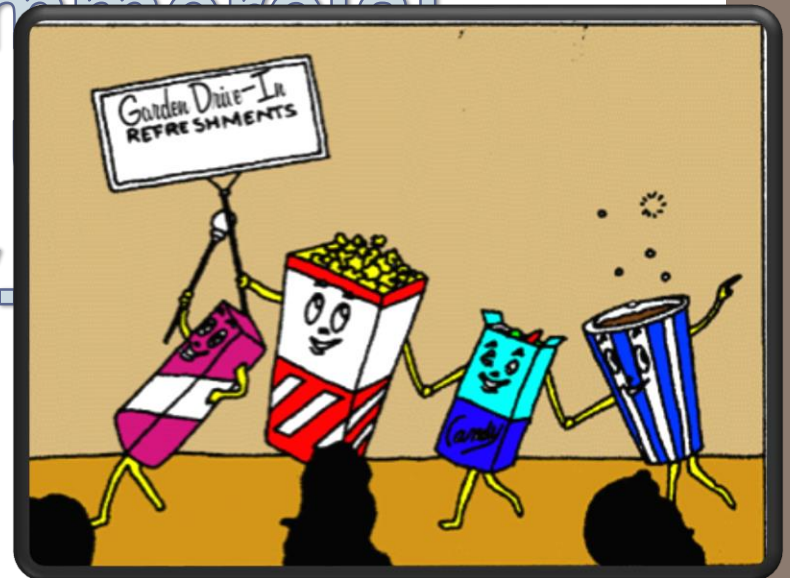
**Use “phantom
excitement”
by replacing worry
with an
exciting thought.**

CALMING WORRY

**“Failed excitement”
is something that could
excite
you, but doesn’t anymore.
λον’ ρητ qoesu,τ ανλμoιe’
excite**

CALMING WORRY

Pretend you are at the drive-in.
Play your worry for 20 seconds
on the screen; then play a
refreshment commercial.
Continue to repeat
calmer.



CALMING WORRY

**USE INTERNAL CONTROL TO BE
A PROBLEM SOLVER INSTEAD
OF AN OUT-OF-CONTROL
PROBLEM DWELLER!**

PROBLEM DWELLER!
OF AN OUT-OF-CONTROL

CALMING WORRY

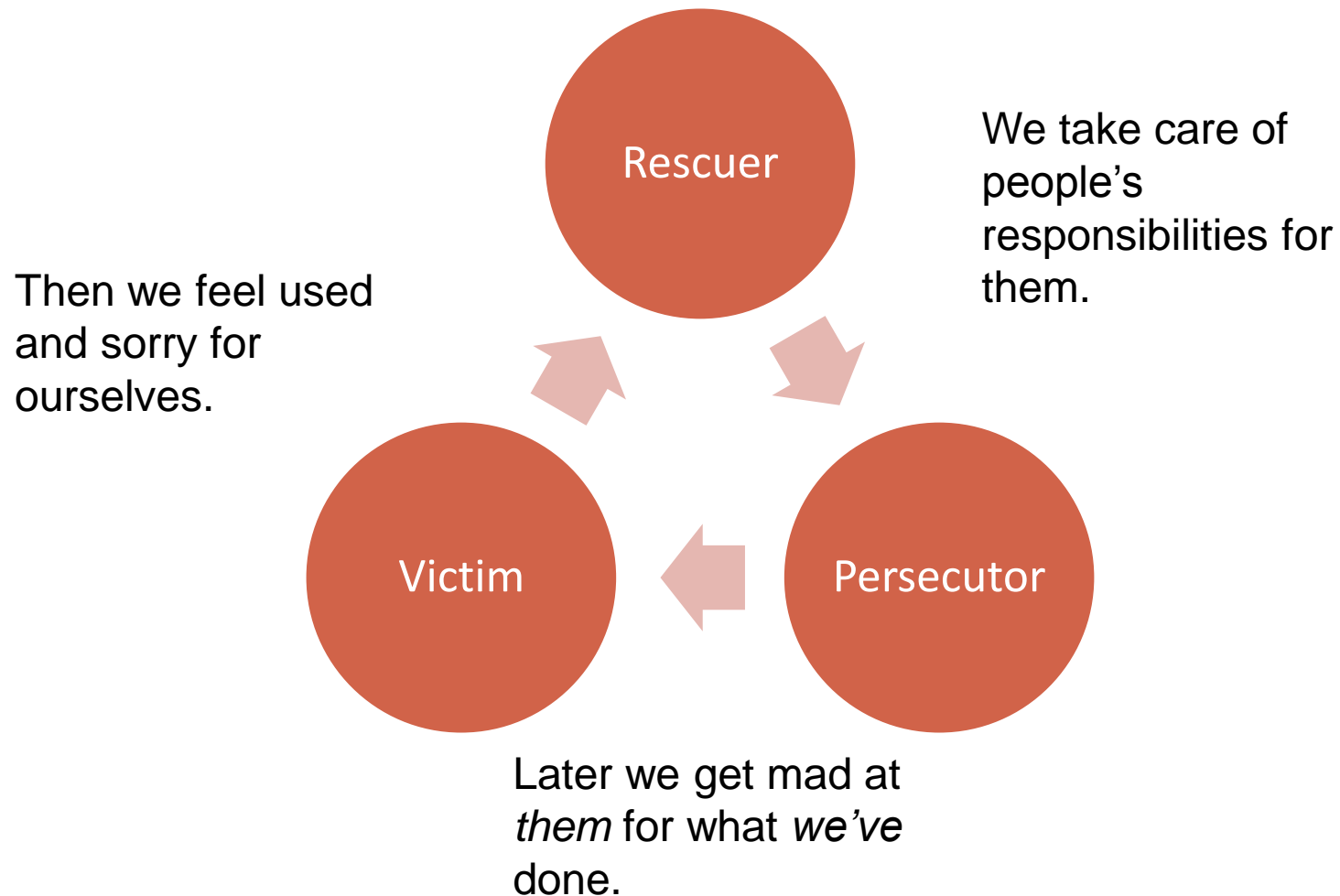
DETACH

To the rescue!

Rescuing and caretaking mean almost what they sound like. We rescue people from their responsibilities. The following acts constitute a rescuing or caretaking move:

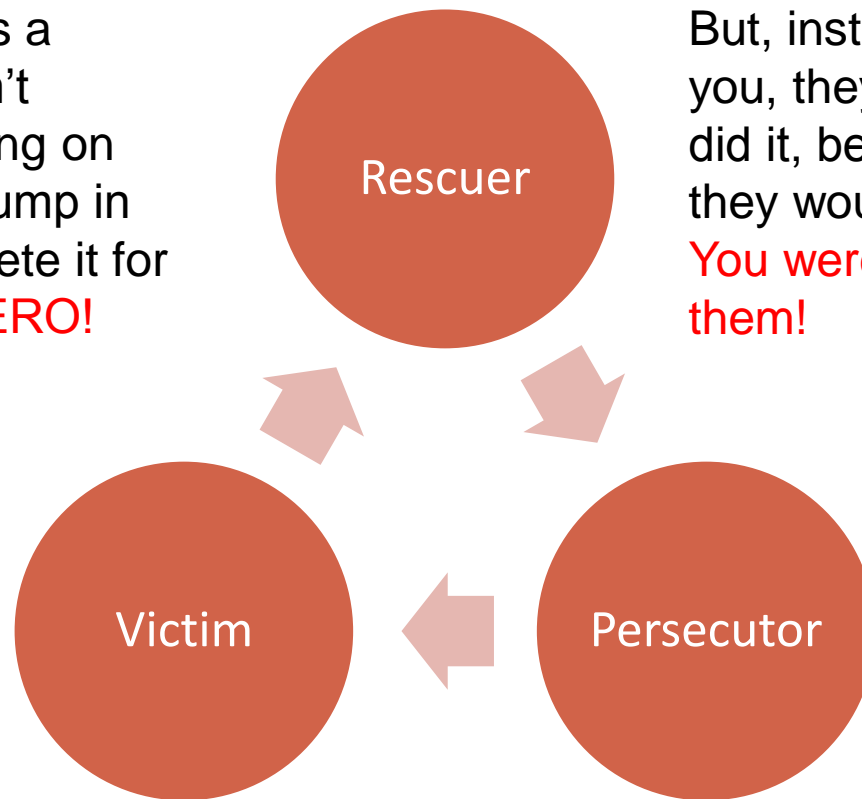
- Saying yes when we mean no;
- Doing something for someone although that person is capable and should be doing it for themselves;
- Meeting people's needs without being asked and before we've agreed to do so;
- Doing more than a fair share of work after our help is requested
- Not asking for what we want, need, and desire.

The Stephen B. Karpman Drama Triangle



The Stephen B. Karpman Drama Triangle

Your co-worker has a deadline but doesn't appear to be working on the project....you jump in the fray and complete it for them...**You're a HERO!**



But, instead of thanking you, they criticize how you did it, because it isn't what they would have done.
You were only trying to help them!

Then you **feel used and underappreciated. You feel upset or angry.** You feel sorry for yourself and the only way to make us feel better is to find someone else to help throwing ourselves back into the cycle.

Detachment from worry is not....

...a cold, hostile withdrawal;

...a resigned, despairing acceptance of anything life and people throw our way;

...a robotical walk through life oblivious to, and totally unaffected by people and problems;

...a shirking of our true responsibilities to ourselves and others;

...a severing of our relationships.

...nor is it a removal of our love and concern, although sometimes these ways of detaching might be the best we can do, for the moment.

Detachment is....

...based on the premises that each person is responsible for himself, that we can't solve problems that aren't ours to solve, and that worrying doesn't help.

We need to adopt a policy of keeping our hands off other people's responsibilities and tend to our own instead.

We allow people to be who they are.

We give them the freedom to be responsible and to grow. And we give ourselves that same freedom.

We live our own lives to the best of our ability.

Detachment is....

...ideally, detachment is releasing, or detaching from, a person or problem. We mentally, emotional, and sometimes physically disengage ourselves from unhealthy entanglements with another person's life and responsibilities, **and from problems we cannot solve.**

We strive to ascertain what it is we can change and what we cannot change. Then we stop trying to change things we can't. And we try to live happily—focusing heroically on what is good in our lives today, and feeling grateful for that.

Detachment

Detachment involves “present moment living” – living in the here and now.

We allow life to happen instead of forcing and trying to control it. We relinquish regrets over the past and fears about the future.

It also involves accepting reality– the facts. It requires faith – in ourselves, in other people, and in the natural order and destiny of things in this world.

Detachment

The rewards from detachment are great: serenity; a deep sense of peace; the ability to give and receive love; and the freedom to find real solutions to our problems.

We find the freedom to live our lives without excessive feelings of guilt about, or responsibility toward others.

We stop worrying about them, and they pick up the slack and finally start worrying about themselves.

BREATHE. JUST BREATHE.

Benefitting from anxiety and adversity

1. First step is to do what you can to change your cognitive style. If you are a pessimist, consider meditation, cognitive therapy, or even Prozac.

All three will make you less subject to negative rumination, more able to guide your thoughts in a positive direction, and therefore more able to withstand future adversity, find meaning in it, and grow from it.



Benefitting from anxiety and adversity

2. The second step is to cherish and build your social support network. Having one or two good relationships help adults face threats. Trusted friends who are good listeners can be great aid to making sense and finding meaning.
3. Religious faith and practice can aid growth, both by directly fostering sense-making (religions provide stories and interpretive schemes for losses and crises) and by increasing social support (religious people have relationships through their religious communities).

“Posttraumatic growth”

- Rising to a challenge reveals our hidden abilities. We are much stronger than we realize, and this new appreciation of our strength then gives us the confidence to face future challenges.
- Trauma changes priorities and philosophies.
- Adversity is a filter for relationships. It doesn't just separate the fair-weather friends from the true; it strengthens relationships.

Anti-anxiety activity...

Replace “but” with “and”. This will help you weigh out the constant debates in your head. Sometimes it isn’t an either/or situation; it is both. Each time you catch yourself saying “but” replace it with “and” to see if that applies. Sometimes you have to change your syntax for it to make sense, but ultimately this will help replace negative thinking and help create a more positive reaction both in general and to decision making.

REACTING, RESPONDING, CONTROLLING

Reacting

- We keep ourselves in a crisis state – adrenaline flowing and muscles tensed, ready to react to emergencies that usually aren't emergencies.
- Someone does something, so we must do something back. Someone says something, so we must say something back. Our emotions and behaviors are being controlled - - triggered by everyone and everything in our environment.
- We are indirectly allowing others to tell us what to do. That means we have lost control and are being controlled.

Reacting

- We react because we think things shouldn't be happening the way they are.
- We react because most people react.
- We react because we think we have to react.
- We don't have to. We don't have to forfeit our peace. We don't have to forfeit our power to think and feel for anyone or anything. We don't have to take things so seriously.

Being a reactionary

- When we react we forfeit our personal power to think, feel, and behave in our best interests.
- We allow others to determine when we will be happy; when we will be peaceful; when we will be upset; and what we will say, do, think, and feel.
- We forfeit our right to feel peaceful when we are at the whim of our environments.



S T O P

Stressing out and acting like a psycho!

Reactionaries, Unite!

- Lighten up. Give yourself and others room to move, to talk, to be who they are – to be human. Give life a chance to happen. Give yourself an opportunity to enjoy it.
- We don't have to take other people's behaviors as reflections of our self-worth. We don't have to be embarrassed if someone we love chooses to behave inappropriately. It's normal to react that way. But each person is responsible for his or her behavior. If another person behaves this way, let him or her feel embarrassed about it.

Liberate yourself from reacting

- We don't have to take rejection as a reflection of our self-worth. If somebody who is important (or even someone unimportant) to you rejects you or your choices, you are still real, and you are still worth every bit as much as you would be if you had not been rejected.



Respond rather than react

- Feel any feelings that go with rejection; talk about your thoughts; but don't forfeit your self-esteem to another's disapproval or rejection of who you are or what you have done.
- If you have done something inappropriate or you need to solve a problem or change a behavior, then take appropriate steps to take care of yourself. But don't reject yourself, and don't give so much power to other people's rejection of you. It isn't necessary.

Use reactions as tools

- Reactions can be useful. They help us identify what we like and what feels good. They help us identify problems in and around us. But most of us react too much. And much of what we react to is nonsense. It isn't all that important, and it doesn't merit the time and attention we're giving it.

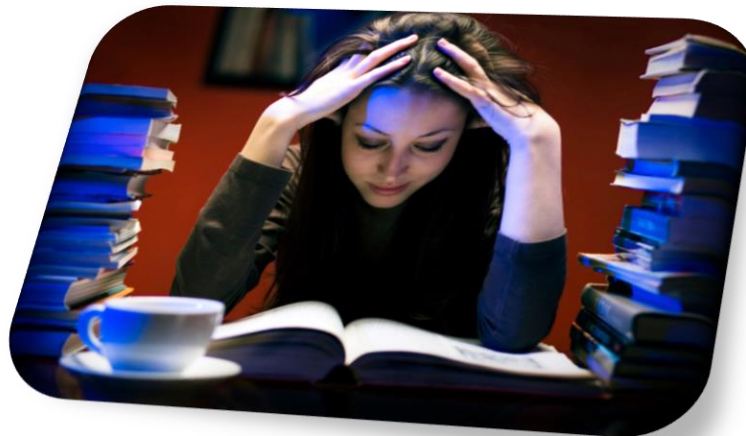


Pull something useful out of reactions...

- Learn to recognize when you're reacting. Usually when you start to feel anxious, afraid, indignant, outraged, rejected, worried, or confused, something in your environment has snagged you.
- Make yourself comfortable. When you recognize that you're in the midst of a chaotic reaction, say or do as little as possible until you can restore your level of serenity and peace. Find a way to emotionally, mentally, and (if necessary) physically separate yourself from whatever you are reacting to.

Pull something useful out of reactions...

- Examine what happened. If it's a minor incident, you may be able to sort through it yourself. If the problem is serious, or is seriously upsetting you, you may want to discuss it with a friend to help clear your thoughts and emotions. Troubles and feelings go wild when we try to keep them caged inside.



Pull something useful out of reactions...

- Figure out what you need to do to take care of yourself. Make your decisions based on reality, and make them from a peaceful state. Do you need to apologize? Do you want to let it go? Do you need to have a heart-to-heart talk with someone? Do you need to make some other decision to take care of yourself?
- When you make your decision, keep in mind what your responsibilities are. You are not responsible for making other people “see the light” and you do not need to “set them straight.”

Any of these sound familiar???

- Nag
- Lecture
- Scream
- Cry
- Beg
- Bribe
- Hover over
- Protect
- Accuse
- Try to talk into
- Try to talk out of
- Attempt to induce guilt in
- Check on
- Demonstrate how much we've been hurt
- Hurt people in return so they'll know how it feels
- Deliver ultimatums to
- Refuse to do things for
- Get even with
- Whine
- Vent
- Suffer in loud silence
- Try to please
- Lie
- Do sneaky little things
- Grab our heads and threaten to go crazy
- Enlist the aid of supporters
- Gauge our words carefully
- Bargain with
- Drag to counseling
- Talk mean about
- Talk mean to
- Insult
- Supervise
- Dictate
- Command
- Complain
- Write letters about
- Write letter to
- Stay home and wait for
- Go out and look for
- Call all over looking for
- Teach lessons to
- Advise
- Set straight
- Insist
- Placate
- Provoke
- Try to make jealous
- Remind
- Inquire
- Hint
- Look through pockets
- Peek in wallets
- Search dresser drawers
- Dig through glove boxes
- Try to look into the future
- Reason with
- Settle issues once and for all
- Punish
- Reward
- Almost give up on and then try even harder

Controllers

- We aren't the people who "make things happen." We are the people who consistently, and with a great deal of effort and energy, try to force things to happen.
- We do it because we're "only trying to help."
- We do it because we know best how things should go and how people should behave.
- We control because we think we have to.
- We control because controlling is all we can think about.

Controllers

- When we attempt to control people and things that we have no business controlling, we are controlled.
- We forfeit our power to think, feel, and act in accordance with our best interests.
- We frequently lose control of ourselves.
- Often, we are being controlled not just by people but by diseases such as eating disorders.

I'm sorry to tell you this...

Control is an illusion. It doesn't work. We cannot control anyone's behaviors. We cannot (and have no business trying to) control anyone's emotions, mind, or choices. We cannot control the outcome of events. We cannot control life. Some of us can barely control ourselves.



Controllers

- We cannot change people. Any attempts to control them are a delusion as well as an illusion. People will either resist our efforts or redouble their efforts to prove we can't control them. They may temporarily adapt to our demands but the moment we turn they will return to their natural state.



Controllers

- Furthermore, people will punish us for making them do something they don't want to do or be something they don't want to be. No amount of control will effect a permanent or desirable change in another person. We can sometimes do things that increase the probability that people will want to change, but we can't even guarantee or control that.



What can you control?

- The only person that it is your business to control is yourself.
- Detach. Sometimes when we do let go the result we have been waiting and hoping for happens quickly. Sometimes it doesn't. Sometimes it never happens. But you will benefit. You only need to put your emotional, mental, spiritual, and physical hands back in your own pockets and leave things and people alone. Let them be.



Responding is so different from reacting

- Reflect and learn from past mistakes and use that knowledge to make positive changes;
- Give your ideas time to grow;
- Swallow the instant reaction and find ways to take action;
- Do not respond for others;
- When you say “no”, tone and gestures are significant use them to emphasize your unwillingness to over-commit or to do others work.

How to respond rather than react

- Think big picture: when you think about how this situation fits into your overall goals and objectives it will be easier to respond.
- Put the situation in context. What is happening? How the next step will best serve you, the organization and everyone involved?
- Blend logic and emotion. The best decisions are both informed by facts and infused with emotion. The goal isn't to deny your emotions, but to balance those immediate emotional responses with thoughts and facts to fill in the blanks.

Find the way to respond that works best for you

- Ask yourself the key reaction question. The key question is: Am I reacting? Simply asking yourself that question can ground you and give you a quick mental break to perhaps choose differently.
- Recognize choices. Often reacting comes when you don't know or think you don't have any other option. When you realize that you always have choices, you can remember to consider them and the consequences they bring before moving forward.
- Create 20/20 vision. You know hindsight is 20/20. Your goal in the moment is to mentally move yourself into the future and look back with imagined 20/20 vision to determine your best response to the current situation.

How to help others respond....

- Expect. The first step always is to make your expectations clear and help people understand when and where you expect response rather than immediate reaction.
- Model. It is hard to encourage or inspire others to respond if you aren't modeling it yourself.
- Coach. Once you are responding rather than reacting, you are in a better position to coach others based on your experience, citing examples and more.

TAKING CARE OF YOUR STRESS AND ANXIETY

Basic Human Needs



These are the five aspects of health...are you addressing each of them in some way?

PHYSICAL NEEDS

Daydream about sleep because your mind races at night?

Try these things to help settle it down:

- Create a “worry list” of things that keep you awake (like finishing a work project), including how and when you plan to tackle each task.
- One hour before bed, turn off electronics, dim the lights, and do something you find relaxing: fold laundry, read a book, stretch, listen to music, or complete a puzzle. Make sure the activity won't stress you out and can be done every night so that your body will begin to recognize it as a signal to wind down.
- Once you're in bed (which should be reserved for sleep) do a relaxation exercise to shift your focus and decrease anxiety. Suggestion: counting up in twos or threes.

LIVE. REST. LIVE.

Sweat Away Stress

- Feeling anxious? A study in *Medicine & Science in Sports & Exercise* found that not only did people score lower on anxiety tests right after working out, but they also kept their cool 30 minutes later.
- Physical activity boosts blood flow to the parts of the brain that keep you calm. But consistency is key: A single bout of sprinting on a day of a high-stress event could cause more strain than relief if your body isn't used to that level of intensity.

Get Physical!

- Standing more isn't just good for your body: Getting off your tush for roughly one additional hour a day can decrease stress and heighten your mood, energy, focus, and productivity, reports the Centers for Disease Control and Prevention. Get vertical for a few minutes every hour to feel the boost because even light activity can elevate your mood!

After Exercise

After your cardio workout (includes house cleaning!):

1. Use corpse pose and enjoy alpha state and get a meditative effect. Concentrate on just breathing, nothing more.
2. Afterwards stretch, do weights, whatever...putting you into beta brain.



EMOTIONAL

Emotional

- Many of us practice appreciating others, our spouses, children, co-workers...how many of us take the time to appreciate ourselves? Be complimentary at least once a day!
- Feel like you're on the verge of tears...watch a sad movie and get them out. Flush out anger, hurt and frustration. Take care of your emotional needs.



Emotional - Coping

- Active coping: taking direct action to fix the problem
- Reappraisal: doing the work within—getting one's own thoughts right and looking for silver linings
- Avoidance coping: working to blunt one's emotional reactions by denying or avoiding the events, or by drinking, drugs, and other distractions

Emotional - Active coping

People who have a basic-level trait of optimism tend to develop a coping style that alternates between active coping and reappraisal.

Because optimists expect their efforts to pay off, they go right to work fixing the problem. But if they fail, they expect that things usually work out for the best, so they can't help but look for possible benefits. When they find them, they write a new chapter in their life story, a story of continual overcoming and growth.

Emotional - Reappraisal coping

- If you can find a way to make sense of adversity and draw constructive lessons from it, you can benefit, too.
- The nature of trauma is almost irrelevant, what matters was what people did afterward: Those who talked with their friends or with a support group were largely spared the health-damaging effects of trauma.

Emotional - Avoidance coping

- People who have a relatively negative affective style, live in a world filled with many more threats and have less confidence that they can deal with them.
- They develop a coping style that relies more heavily on defense mechanisms. They work harder to manage their pain than to fix their problems, so their problems often get worse.

MENTAL

Taking out the Garbage

Think about how dirty your house would be if you didn't take out the trash.

Your mind is no different. If you don't clear negative thoughts and invite mental clarity, your head just fills up with junk.



3 ways of approaching work

- A job – You do it only for the money, you look at the clock frequently while dreaming about the weekend ahead, and you probably pursue hobbies, which satisfy your needs more thoroughly than does your work.
- A career – You have larger goals of advancement, promotion, and prestige. The pursuit of these goals often energizes you, and sometimes you take work home with you because you want to get the job done properly .

3 ways of approaching work

(A career, continued....) Yet, at times, you wonder why you work so hard. You might occasionally see your work as a rat race where people are competing for the sake of competing.

- A calling – You find your work fulfilling – you are not doing it to achieve something else. You see your work as contributing to the greater good or as playing a role in some larger enterprise the worth of which seems obvious to you. You neither look forward to “quitting time” nor feel the desire to shout, “Thank God it’s Friday!”

Career Desires

- Write what you would like to see happen with your career. Some suggestions could be a certain salary, how you fit in the organization (vision and colleagues), growth opportunities.
- Try to be specific. Write down at least 2 or 3.



desiree's Desires

- To be appreciated and valued
- To utilize my skills and have an opportunity to learn more
- To support a organization that does good work
- To be challenged and empowered
- To earn at least \$\$\$ annually.

SPIRITUAL

Spiritual

Wisdom:

- Curiosity
- Love of learning
- Ingenuity
- Emotional intelligence
- Perspective

Courage:

- Valor
- Perseverance
- Integrity

Humanity:

- Kindness
- Loving

Justice:

- Citizenship
- Fairness
- Leadership

Temperance:

- Self-control
- Prudence
- Humility

Transcendence:

- Appreciation of beauty and excellence
- Gratitude
- Hope
- Spirituality
- Forgiveness
- Humor
- zest



SOCIAL

Relationships

- Having strong social relationships strengthens the immune system, extends life, speeds recovery from surgery, and reduces the risks of depression and anxiety disorders.
- We need to interact and intertwine with others; we need to give and take; we need to belong. An ideology of extreme personal freedom can be dangerous because it encourages people to leave homes, jobs, cities, and marriages in search of personal and professional fulfillment, thereby breaking the relationships that were probably their best hope for such fulfillment.

Needing external acceptance?

A high external acceptance need will create a caretaker/nurturer person. This type of person can be missing a self-acceptance core, which makes them sad and empty.

It is difficult to instill self-acceptance in someone after their life has convinced these people they are not acceptable. As a result, these people practice being accepted by others on a deed-by-deed basis each day externally.



Expecting External fulfillment

People who expect external fulfillment are usually generous, caring, hardworking, considerate, and attentive.

*BUT, we need to put **self-approval** first.*

- We need to self-nurture;
- Learn to receive graciously;
- Say “no” more often when we don’t want to do something;
- Take some risks in going from passive to assertive behavior;
- And basically appreciate ourselves.

We should more readily give ourselves some gifts and rub our own back with a smile.

Still anxious at the office?

- In a study out of the University of Notre Dame, researchers evaluated the workplace attitude of 600 twins – some that were raised in the same household, others who weren't. They found:
 - Nature (our genes) had a bigger influence over nurture (our environment) in regards to perceived work stress and job satisfaction.
 - Shared genes turned out to be around four times more important than a shared environment.

Sage Advice

Daniel Kirsch, PhD and president of the American Academy of Stress offers these three tips:

1. Know your triggers: Spend a day using small stickers to “tag” whatever raises your office ire (don’t tag your boss!), or keep a running list. Tapping into those triggers is the best way to start minimizing their influence.
2. Just breathe: Relax your face, then inhaling deeply while visualizing warm air moving through your body. Try a breathing app on your phone to lead you through exercises everyday.
3. Stay moving: Even if you are chained to your desk, remind yourself to clench and release different muscles to give stress the boot!

Last thoughts....

Workplace stress anxiety happen, how we respond to it is the only thing we have control over.

Our personality type makes us great at our jobs, but it can cause us harm if we don't take care of ourselves.

Address your five basic needs so you can be in top form to help those that in return help you.

If you're ready for more....

You can start by utilizing the Employee Assistance Program (EAP)

Call toll free 1-877-313-4455

Olympia number 360-407-9490

<http://www.hr.wa.gov/more/EAPResiliencyProject/pages/default.aspx>