

**South Carolina Association of Counties**

**Professional Development**

**Webcast Training**

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# Managing ME!

## Skills for Tackling Workplace Stress



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## What Does Stress Look and Feel Like to Me?



### What are My Primary Stressors?



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### Stress Causes Me to... (feel, think, act, believe, want to...etc.)

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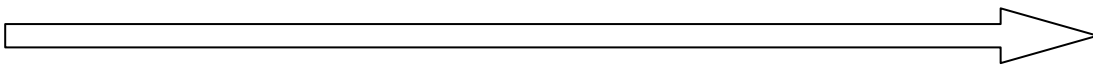
### 5 Key Factors that Impact how We Manage Stress...

- 1.
- 2.
- 3.
- 4.
- 5.

### Active Listening: A Critical Element of Reducing Stress

Building Useful Communication Practices at Work

"I KNOW THAT YOU BELIEVE YOU UNDERSTAND WHAT YOU THINK I SAID, BUT I'M NOT SURE YOU REALIZE THAT WHAT YOU HEARD IS NOT WHAT I MEANT." ~ ROBERT MCCLOSKEY



#### Smart Listening Tips

- Be quiet... just listen deeply, no interruptions
- Good eye-contact, open posture
- Ask useful, open-ended questions

Clarify and verify key points  
Thank them for their time/attention

## Personal Choices that Impact Our Entire Experience

### Constructive Choices



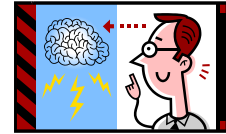
Perspective Taking  
Creating Solutions  
Expressing Emotions  
Reaching Out  
Reflective Thinking  
Delay Responding  
Adapting

### Destructive Choices

Winning  
Displaying Anger  
Demeaning Others  
Retaliating  
Avoiding  
Yielding  
Hiding Emotions  
Self-Criticizing



## Emotional Intelligence Competencies



*Emotional intelligence* (EI) is the ability to recognize our own emotions (anger, frustration, hurt, indifference, fear...etc.) and behaviors while also considering others. It is the ability to use cognitive responses with emotional understanding to improve our choices.

*E.I. calls on a balance between cognitive thinking and emotional feelings*



### Self-Awareness

How am I doing (personal pulse check)?  
How am I presenting to others from their viewpoint?

### Self-Management

How will I manage difficult moments, topics, personalities...etc.?  
What will I do if the situation becomes too frustrating for me?

### Relationship Management

How can I best connect with others?  
What will I do to best manage relationships with others (even in difficult moments)?

### Empathy/Optimism

How can I show empathy (connection and understanding) with others?  
How will I "sense" what others may need for support?

### Modeling Behavior

What will my behavior look like under pressure?  
How can I shift into behaviors for others to emulate?



## The Path to Effective Stress Management



**Identify:** What are the causes of your stress? Be specific; people, issues, time...etc.

**Clarify:** How can this problem go away?

**Create:** How can I brainstorm for solutions and what has worked in the past?

**Choose:** Consider all of your ideas, silly and serious and the impact of the choices.

**Evaluate:** Fine tune the decision; give it a second consideration in your mind.

**Implement:** Be confident, and implement your plan of action.

**Reflect:** Consider the lesson. Every outcome has a lesson.

## A Few Last Tips to Healthy Stress Management...

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_