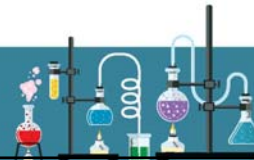


Building Resiliency to Work Related Stress

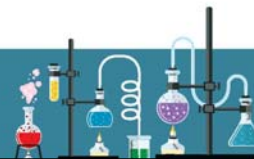
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Objectives

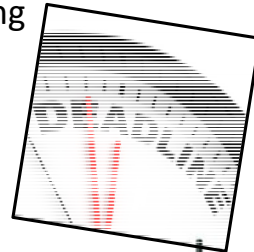
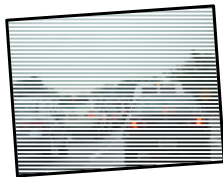
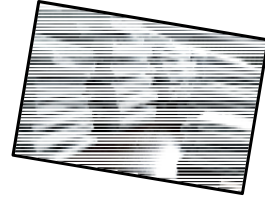
- ✓ Redefine stress and learn that stress can be good for us to perform at our best
- ✓ Understand the impact of too much cortisol in the body
- ✓ Increase your ability to perform in stressful and demanding environments without compromising your health and/or your happiness

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- Ever oversleep?
- Stuck in traffic?
- Late for a meeting or appointment?
- Have a project due tomorrow?
- Doing the work of 2 full-time employees?

These are anxiety driving and panic inducing situations.....also known as stress



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Stress defined:

- A state of mental or emotional strain or tension resulting from adverse or very demanding circumstances
- A physical response, releasing a mix of hormones and chemicals such as cortisol, adrenaline, and norepinephrine to prepare the body for physical action

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Stress

- Stress in humans results from interactions between persons and their environment that are perceived as straining or exceeding their adaptive capacities and threatening their well-being



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The Toll it Takes

- World Health Organization estimates the yearly cost of stress to American business is as high as \$300billion
- Over the past 30 years self-reported stress levels have increased \uparrow 18% for women and \uparrow 25% for men
- 65% of people say that work is the most significant source of stress



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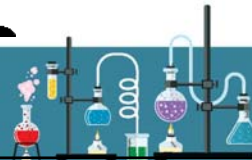


Life and Work are Complex

- As we strive to become more efficient, we expect more from our co-workers and ourselves
- Workforces are always looking how to enhance productivity and performance but reduce stress and burnout
 - Can they *co-exist*?



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- Stressing less is impossible
 - Do you think work is going to demand less of you?
 - Do you think your family is going to demand less of you?

MISSION:
IMPOSSIBLE

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Stress and Capability Crisis



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Work Related Stressors

- ✓ Must perform under pressure
 - End year evaluations
 - Project deadlines
 - Promotions
- ✓ Numbers are drivers
 - Last year's outcomes are this year's baselines
- ✓ Pushed to do more with less each year
 - Staffing shortage
 - Added job responsibilities



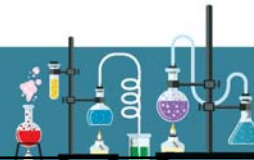
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Physiological Responses to Stress

- Effects everyone differently
 - 'Not a one size fits all' burnout approach
- Cognitive
- Emotional
- Physical
- Behavioral
- Combination

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Cortisol

- Hormone produced by adrenal glands
 - Involved in many functions
 - Proper glucose metabolism
 - Regulation of blood pressure
 - Insulin release for blood sugar maintenance
 - Immune function
 - Inflammatory response
- Highest in morning, lowest at night

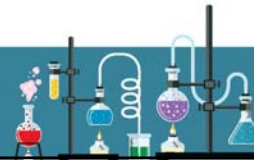
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Effects of too much cortisol

- Impaired cognitive performance
- Suppressed thyroid function
- Blood sugar imbalances
- Decrease bone density
- Decrease in muscle tissue
- Higher blood pressure
- Lower immunity and inflammatory responses
- Increased abdominal fat

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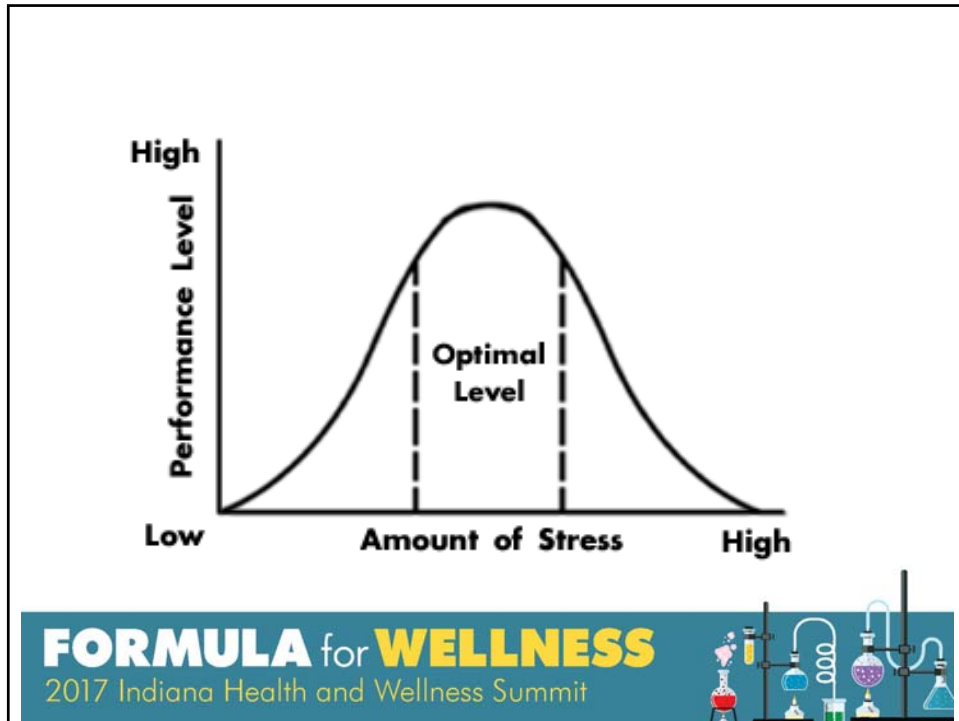


Stress Isn't the Problem

- Stress is actually good for us
 - There's a fine line – eustress and distress
 - Athletes perform best stressed
 - Project deadlines
- The problem is:
 - We are not getting adequate rest and recovery from the stress
 - This is different from “managing”
 - Massage, meditation, mindfulness, vacations

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Defining Resiliency

- Process of adapting well in the face of adversity, trauma, tragedy, and other sources of stress (family, financial, work)
 - The ability to bounce back
- Cannot avoid or minimize stressors that come out of nowhere. But we can be prepared by being resilient on how to deal with it



How do we compromise resiliency?

1. Too much stress with too little rest (overuse)
2. Too much rest with too little stress (underuse)

Overuse
<ul style="list-style-type: none">• exhausted• burned out• defeated• hopeless• sad• grieving• angry• frustrated• tense• defensive• fearful• anxious

Underuse
<ul style="list-style-type: none">• carefree• peaceful• relieved• mellow• relaxed• unfocused

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Optimal -the Performance Zone

- energized
- connected
- challenged
- hopeful
- aligned
- passionate
- mindful

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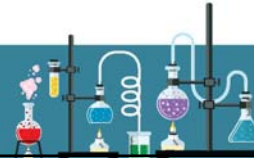
Paradigm Shift

Redefine stress

- *Stress is needed to perform at our best*
 - *Control stress for growth and performance*
- *No need to minimize it or avoid it*



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Stress is important

- Stress is important for growth
 - Must have stress!
 - Lifting weights example
- But rest and recovery is of same importance

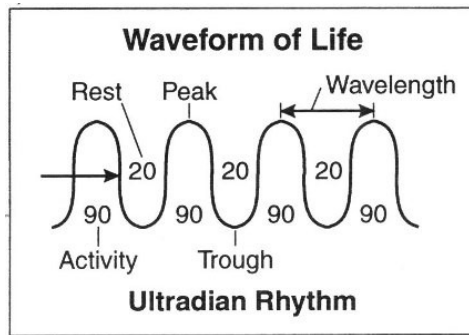


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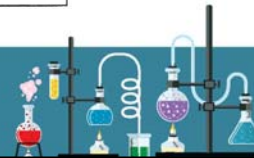


Stress Spectrum

Oscillation or alternating between stress and rest helps us to expand our ability and capacity to meet increasing demands and become resilient



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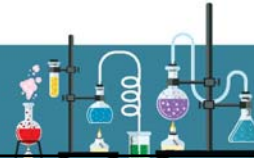


To Build a Foundation of Resilience

- Exercise
 - Stress hormones like cortisol are reduced
 - 'Feel good' chemicals such as serotonin and endorphins are released
- Eat balanced
 - What we eat can increase energy and calm mood
 - Eat until the next meal or snack, not more, not less



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Resiliency Wheel

-Rank your level of stress in each area of wellness with a circle around the number

*1 is little stress, 10 is a lot of stress

-Rank your level of recovery/rest in each area of wellness with a square around the number

*1 is little rest and recovery, 10 is too much rest

- Connect your circles and squares and reflect:
 - How smooth or bumpy is your wheel?
 - Are there areas that need attention to increase your capacity to be resilient?

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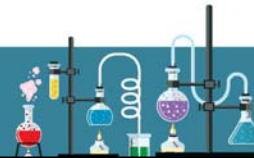


What is does resiliency look like?

- ✓ Aligned, focused, connected, and energized
- ✓ Improved performance and productivity
- ✓ Improved happiness
- ✓ Improved health
- 70% of American workers are “not engaged” or “actively disengaged”

Source: Gallup – The State of the American Workplace: Employee Engagement Insights for the U.S. Business leaders, 2013

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Raising Threshold for Stress – Becoming Resilient

- Wellness Goal Setting with Employees
 - Strategically stress and rest/recover
 - Choose 1 area of wellness to work on

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