

**StressSmarts® at Work...**  
**Practical Skills to Reduce Job Stress &**  
**Achieve Healthy Work-Life Balance**





# Learning objectives...

- Understand the nature of stress & conflict
- Assess personal stress symptoms
- Assess work-life balance
- Apply learned coping skills:
  - strengthen relationships
  - make the most of your time & energy
  - build resistance to stress
  - achieve healthy work-life balance



# The nature of stress & conflict...

- Stress is \_\_\_\_\_.
- Conflict occurs when \_\_\_\_\_  
\_\_\_\_\_.
- Stress...Conflict...good or bad?
- 2 types of workplace conflict issues

A group of people, including men and women, are gathered around a table, looking at documents and talking. The image is faded and serves as a background for the title.

# Coping skills: **Attitude & Outlook...**

- positive attitude
- expectations
- perspective
- acceptance



# Coping skills: Communication...

- Speaking
  - you
  - can't
  - should
  - always / never
  - why / how come



# Coping skills: Communication cont'd...

Self-Assessment: *How Good A Listener Am I?*

- Listening
  - verbal / non-verbal cues
  - mental focus
  - questioning
  - paraphrasing
  - 80/20 rule



# Coping skills: Work-Life Balance...

## Self-Assessment: *Work-Life Balance Quiz*

- Maximizing your “must” time:
  - “to do” list
  - assertiveness
  - preparation
  - multi-tasking
  - procrastinating
  - delegating
  - letting go

# Coping skills: Work-Life Balance cont'd...

## Self-Assessment: *How My Body Reacts to Stress*

- Maximizing your “free” time
  - goals
  - relaxation
  - 1x 3x 7x = 21x Self-Care Plan