

How y'doin'?



What did *you* measure?

e = _____ (situations & events)

i = _____ (thoughts & feelings)

Same physiological response, but, which has graver consequences: External? Or, internal?

5 Practical Choices When Managing Your Thoughts about the Situation



Recognize

Exercise

Laugh

Accept

X off time for you

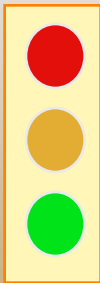
How's *Your* Self-Care?

1. I am able to distinguish between what is productive and destructive stress (for me) and am aware of what triggers one or the other.	Rarely	Sometimes	Often	Almost Always
2. When I notice stress negatively effecting my productivity, I take quick action to change my activity or focus in order to renew and restore.	Rarely	Sometimes	Often	Almost Always
3. I enjoy a good laugh.	Rarely	Sometimes	Often	Almost Always
4. I focus my attention and energy on things I <i>can</i> control and let go of or find ways to contribute positively to things beyond my control.	Rarely	Sometimes	Often	Almost Always
5. I set aside time each day to take care of me.	Rarely	Sometimes	Often	Almost Always

3 Components of Stress



1. The _____
2. Your _____ about...
3. The _____ you make when managing...



SUGGESTED READING

- **Authentic Happiness** by Martin Seligman
- **Brain Rules** by John Medina
- **Flow** by Mihaly Csikszentmihalyi
- **My Stroke of Insight** by Jill Bolte-Taylor
- **Stumbling on Happiness** by Daniel Gilbert
- **A Whole New Mind** by Daniel Pink

ROBIN GETMAN, CSP
speaker trainer humorist

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4-Letter Word

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Laugh from your toes...
Lead from your soul...
Serve from your heart...

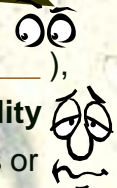
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ecognize

The Stress Response

Perceived stress (real or _____), usually triggered by **uncontrollability** provokes feelings of **helplessness** or **perceived threat**, causing the brain to signal "the _____ response"



- ◆ The hypothalamus stimulates the nervous system to make changes in the body.
- ◆ Adrenal and pituitary glands secrete hormones into the bloodstream.
- ◆ Heart rate and blood pressure _____
- ◆ Breathing and respiration _____
- ◆ Heart rate and blood pressure _____
- ◆ Breathing and respiration _____
- ◆ Extra sugar is released into the blood; insulin _____
- ◆ The digestive tract _____
- ◆ Muscles _____
- ◆ Skin _____
- ◆ Hands and feet get _____
- ◆ Blood is directed _____ the extremities & digestive system, toward the larger muscles for _____
- ◆ All five senses become _____



Response-Ability

from *My Stroke of Insight* by Jill Bolte-Taylor

I define responsibility (response-ability) as the **ability to choose** how we respond to stimulation coming in through our sensory systems at any moment in time.

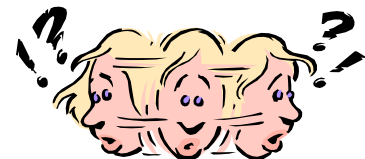
Although there are certain limbic system (emotional) programs that can be triggered automatically, **it takes less than _____? _____ for one of these programs to be triggered, surge through our body and then be completely flushed out of our blood stream.**

My anger response, for example, is a programmed response that can be set off automatically. Once triggered, the chemical released by my brain surges through my body and I have a physiological experience.

Within _____? _____ from the initial trigger, the chemical component of my anger has completely dissipated from my blood and my automatic response is over.

If however, I remain angry after those _____? _____ have passed, then it is because...

Moment by moment, **I make the choice** to either hook into my neurocircuitry or move back into the present moment allowing that reaction to melt away as fleeting physiology.



what was...

what if...

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The situation:

Spilled milk.

Possible thoughts and feelings:

Actions from which to choose:

The situation:

Aggressive driver.

Possible thoughts and feelings:

Actions from which to choose:

The situation:

Technical snafu.

Possible thoughts and feelings:

Actions from which to choose:

The situation:

Annoying coworker (or boss).

Possible thoughts and feelings:

Actions from which to choose:

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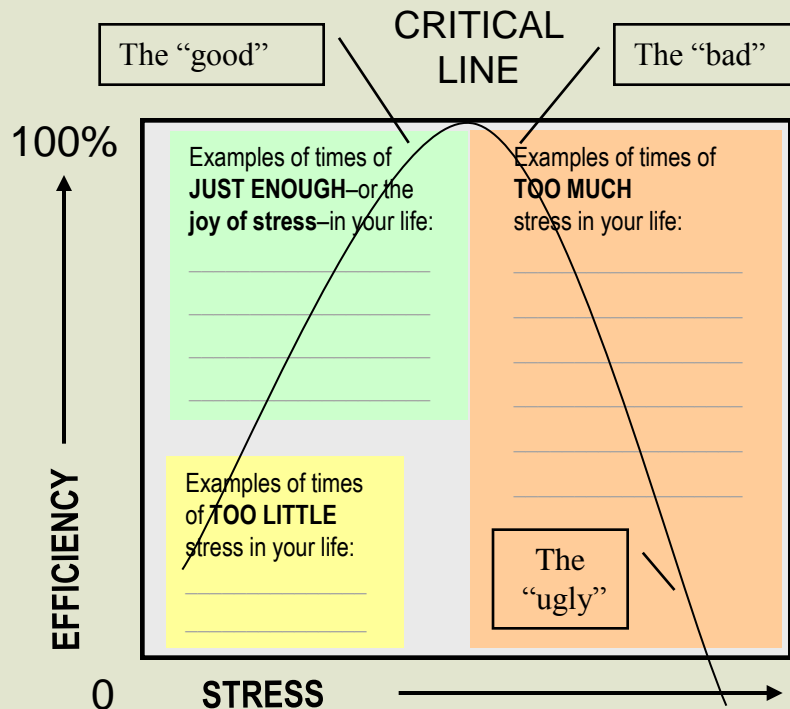
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RECOGNIZE the good, the bad & the ugly

RELAX



Source: *The Joy of Stress*, Peter G. Hanson, M.D..

Who Says Stress is Bad for You?
Newsweek Feb 23, 2009

In the past several years, a lot of us have convinced ourselves that stress is unequivocally negative for everyone, all the time.

But what's often overlooked is a common-sense counterpoint: in some circumstances, it can be good for you, too... Most people do their best under _____ stress.

In the short term, [stress] can energize us, 'revving up our systems to handle what we have to handle.' In the long term, stress can motivate us to better at jobs we care about. **A little of it can prepare us for a lot later on, making us more resilient.**

The problem? A lot of us tend to flip the stress-hormone switch to "on" and leave it there. At some point the neurons get tired of being primed, and **positive** effects become **negative** ones.

Good or productive stress (*eustress*, as in *euphoria*), refers to conditions which are:

I _____
C _____
M _____



"Olympic records are not set on the quiet training tracks, but only with the stress of competition—in front of huge crowds. The most efficient work done by a student is often during the stress of facing a deadline for a term paper or exam. The most electric performances don't come out of actors during rehearsals; they occur when the curtain rises before a live audience."

Bad or destructive stress (*distress*), refers to conditions which are:

D _____
D _____
T _____ to your overall well-being



"To find where you are... simply ask one question: 'Will the added stress of a new responsibility at work or at home (no matter how small) increase my efficiency or decrease it?'"

To make the best use of your energy, make sure your tasks are essential to your health, wealth, and happiness, and not a waste of time."

Peter G. Hanson, M.D. *The Joy of Stress*

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Recognize the Signs of Negative vs. Prolonged Stress

RELAX

Which of the following physical symptoms typically signal “bad stress” for you?



- Headache
- Dizziness
- Grinding teeth
- Neck and shoulders tighten
- Heart beats faster
- Heartburn
- Back aches
- Cramps
- Diarrhea
- Increased perspiration
- Hands/feet cold or sweaty
- Face feels hot and flushed
- Dry mouth
- Lump in throat
- Nail biting
- Can't eat
- Can't stop eating
- Sudden skin rashes
- Upset stomach, nausea
- Increased urination
- Legs shaky or tightening up

With which of the following signs of “prolonged” or “chronic stress” (shaded boxes) do you most easily identify?

Growing disillusionment with the job and life in general

- Deepening insensitivity toward customers, coworkers and the company
- Longing for the good old days
- Growing cynicism; discouraging new workers
- Sadness for no apparent reason
- Emotional withdrawal
- Increased irritability, anxiety, snapping, yelling and blaming
- Carelessness, mistakes and overall poor performance
- Increased use of tobacco, alcohol or drugs
- Escape behaviors like shopping sprees or overeating

Self-doubt and blame

- As frustration increases and performance declines, overcome with immense self-doubt
- Functioning like a robot; skills and knowledge in tact but the will to perform becomes mechanical
- Initial spirit and vitality evaporating
- Guilt, doubt and blame; questioning inability to alter behavior or attitude
- Feeling as if “the only one” with this problem; unaware that others are struggling similarly
- Unable to stand back and look at the contributing reasons for feelings of doubt and inadequacy
- Moodiness, depression and an overriding sadness
- Inertia, apathy



Emotional and physical exhaustion

- Absenteeism
- Tardiness
- Sick a lot or colds that just won't go away
- Trouble sleeping, insomnia
- Feeling tired even after adequate sleep
- Forgetful or poor concentration
- Stomach problems
- Tension headaches; neck and shoulder strain

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Recognize Your Serenity Busters & Boosters

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Examples of *Serenity Busters*

- ◆ Ambition
- ◆ Competitiveness
- ◆ Value conflicts
- ◆ Job-related events
- ◆ Family-related events
- ◆ Time pressures
- ◆ Financial concerns
- ◆ The need to assign blame



Examples of *Serenity Boosters*

- ◆ Relaxation techniques
- ◆ Connecting with others
- ◆ Physical activity, exercise, recreation
- ◆ Balanced, nutritious diet
- ◆ Hobbies (cooking, gardening)
- ◆ Sense activators (bubble baths, the sound of the ocean, cookies baking, listening to opera, candles)



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How Do *You* Restore Your...

Mental energy?

Physical energy?

Spiritual energy?

Emotional energy?

R

E**xercise** (your senses, your body and your options)

L

A

X



Expand Your Attitude of Gratitude

According to University of California at Davis psychologist, Robert Emmons, gratitude exercises improve physical health, raise energy levels and, for patients with neuromuscular disease, relieve pain and fatigue. In fact, the [study group participants] who benefited *most* tended to elaborate *more* and have a wider span of things for which they're grateful.

1. Hourly: Activate your senses. Write a description of something or someone in the room. Concentrate on recording vivid details (What *shade* of blue? What do you smell and what does it remind you of? Of what sounds are you aware?)

2. Daily: Notice the good stuff. List three things that went well each day and why.

3. Weekly: Expand your attitude of gratitude. Keep a weekly journal of the people, places, and things for which you feel grateful. Consider writing a thank you to one of the people on your list and making a gratitude visit to read your thank you aloud.

People (teachers, mentors, family, communities) for whom you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Places (travel, nature, recreation, entertainment) for which you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Things (animals, food, drink, health, opportunities) for which you feel grateful...

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

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RELAX

Laugh for the Health of It!

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Laughter IQ Test

Laughing...

- T or F 1. Makes you feel better.
- T or F 2. Improves imagination, enhances creativity and sharpens your thinking ability.
- T or F 3. Transforms debilitating emotions such as anger, anxiety, fear and embarrassment.
- T or F 4. Increases learning and raises self-confidence.
- T or F 5. Raises your endorphin level and bolsters your body's immune system to help fight illness and pain.
- T or F 6. Enhances respiration and burns calories.

Sources: Varied



Don't Laugh...

Truth? or Myth?

- ◆ You need a reason to laugh
- ◆ You have to be happy to laugh
- ◆ You need a sense of humor to laugh

Source: Dr. Annette Goodheart, Ph.D.,
Santa Barbara, CA, USA



The After Laughter Mapper

- ◆ Eyes
- ◆ Cheeks
- ◆ Lungs
- ◆ Muscles
- ◆ Blood pressure
- ◆ Heart rate
- ◆ Endorphins

RELAX

Grant me the serenity to accept the things I cannot change,
 Courage to change the things I can,
 And the wisdom to know the difference.

Reinhold Neibuhr

Accept the Things You Cannot Change

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Examples of things you cannot change...

Change the Things You Can



Healthful choices

- Relaxation techniques (yoga, meditation, deep, slow, rhythmic breathing)
- Laughter
- Vitamin supplements
- Balanced, nutritious diet
- Go to bed at the same time every night; awake same time each morning
- Positive stress (recreation, non-competitive exercise)



Unhealthy choices

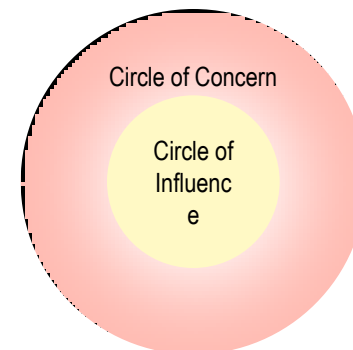
- Sugar
- Caffeine
- Sodium
- Nicotine
- Alcohol
- Negative stress (anxiety, blame, resentment, etc.)



A **negative win** occurs when a negative situation exists—having a headache, feeling depressed, employee problems—so you do something—take an aspirin, have a drink, threaten employees—and as a result the negative situation goes away—headache stops, you feel better, employees cooperate.

A **positive win** occurs when you do something—make a sale, come up with a good idea, look sharp—and as a result something positive occurs—get a bonus, feel satisfied, receive compliments—positive wins are called: rewards, pats on the back, reinforcements.

Preventing Job Burnout: Transforming Work Pressures into Productivity Beverly A. Potter, Ph.D.



Ask yourself:

- 1) What are the worries over which you have no real control?
- 2) What are some things you can do something about?

R E L A



X-Off Time for What Matters

- ___ Career or work
- ___ Community service
- ___ Education
- ___ Entertainment
- ___ Family
- ___ Financial security
- ___ Health
- ___ Hobbies/recreation
- ___ Luxury
- ___ Material wealth
- ___ Relationships
- ___ Rest and relaxation
- ___ Spirituality
- ___ Social life

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X-Off Ways for Others to Help

Child care

- Attending school events
- Chauffeuring children
- Helping children with homework
- Watching and caring for children

Home and garden

- Coordinating home repair services
- Home repairs and maintenance
- Shoveling walks and driveway
- Yard work

Housekeeping

- Vacuuming
- Dusting
- Picking up
- Scouring & sanitizing
- Doing laundry
- Taking out the trash
- Sorting the recycling
- Watering houseplants

Meals and Entertaining

- Meal planning
- Grocery shopping
- Meal preparation
- Cleaning up after meals

Miscellaneous

- Auto maintenance
- Banking
- Cards and gifts
- Clothes and necessities shopping
- Dry cleaners
- Fueling the car
- Paying bills and budgeting
- Pet care
- Post office

X-Off Things that Steal Valuable Time at Work

Check the things that consume a **disproportionate** amount of your time.

- Answering the phone
- Attempting too much or over-committing
- Confused roles and responsibilities
- Drop-in visitors
- Filing
- Inadequate controls and progress reports
- Inadequate staffing
- Interruptions
- Lack of self-discipline
- Poor planning or preparation
- Procrastination
- Retraining
- Returning phone calls
- Sales calls
- Socializing
- Standing in line
- Surfing the internet
- Time wasted in travel
- Unclear or incomplete communication
 - One-on-one meetings
 - Group meetings
 - Electronic correspondence
 - Written correspondence
- Unfinished tasks
- Under delegating
- Unnecessary paperwork
- Waiting on hold
- Writing

Reflect

E
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X

1. What will you remember most about today's program? What sights, sounds or sensations are most vivid for you?

2. What were your favorite moments? When did you feel happiest, most energized, most engaged?

3. What's becoming clearer to you about your relationship to stress?

In the Pali language, the word **mudita** (moo-DEE-tah) describes the universal human experience of feeling happy when we see happiness in someone else. Translated into English, *mudita* means "appreciative joy."

List 3-5 ways in which you can practice and strengthen *mudita* in your workplace.

- 1) _____
- 2) _____
- 3) _____
- 4) _____

5) Visit <http://www.thesmoochproject.com/>

3 Fundamentals of Happiness

1. Pleasure (*savor sensory experiences*)

- **L** augh loudly and often (at yourself).
- **E** xercise (your senses, your body, your options)
- **T** ake ten (recognize, relax, reflect)

2. Engagement (*deepen your involvement with family, work, romance, hobbies*)

- **I** nitiate (take the first step; "be the change you want to see")
- **T** alk about it (connect, communicate, build relationships)

3. Meaning (*use your personal strengths to serve a larger end*)

- **G** ive thanks (and give of yourself)
- **O** pt in (not out)

Inspired by
Authentic Happiness by Martin Seligman



Psst...
And, **never** try to teach a pig to sing...

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About Your Presenter



Want to create lasting relationships with your customers and coworkers? Want people to experience the best your organization has to offer? Want your customers to come back for more—and tell others about their experience too?

Tired of tiptoeing around sour attitudes and poor work habits? Feeling squeezed by tight margins and pressured to fill jobs – even as your best people weigh job offers from employers eager to take your top talent?

Hospitality expert, Robin Getman gets the job done. With 15+ years experience in training and management, she speaks frankly about workplace experiences that people can relate to. Robin's expertise in communication styles, service excellence, humor in the workplace and personal leadership is on the mark and immediately relevant in today's work environment.

With high employee turnover, low morale and job burnout reaching near epidemic levels, Robin steps in, inspires people to step up and gives them the skills to step out. She seamlessly demonstrates how to talk to customers and co-workers with purpose, passion and personality. Your organization will learn how to handle even the most challenging situations with finesse and professionalism.

Robin's hallmark is her humor and a broad experience in all manner of jobs including: managing three of Minneapolis' most popular restaurants, teaching two Minnesota governors' (no, not *that* governor) service staffs how to deliver exceptional guest service, administering a \$12 million operating budget with a staff of 600 supervisory and union employees, and, five gut-wrenching performances as a standup comic.

Entertaining, informative and inspirational with a gift for injecting humor to reinforce a powerful message, Robin thinks on her feet, delivering programs that are pertinent, memorable and uncommonly fun. Robin Getman is the positive, laughing difference you've been waiting for!

- ◆ Laugh for the Health of It!
- ◆ Can You Hear Me Now? Part 1: Communicating for Results
- ◆ Can You Hear Me Now? Part 2: Defusing Difficult Situations
- ◆ Mission Possible? The Truth about Customer Service Excellence
- ◆ Is Your Net Working? (even when your computer isn't)
- ◆ Are You Leading from Your Soul? (instead of a position of authority)

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