

How To Handle Pressure & Responsibility

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Mental wellbeing for the modern worker



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Objectives

- What pressure & responsibility looks like in the workplace
- A new way of defining responsibility to enhance performance
- Stress
 - Types of stress
 - The biology of stress
 - The relationship of stress & performance
 - Types of coping mechanisms
- 3 Critical Concepts
 - Be Proactive
 - Prioritize Effectively
 - Effective Communication



Why this is important to you

Achieving Peak Performance

Career Advancement

Problem Solving

Team Collaboration

Effective Decision-Making

Efficiency & Productivity

Stress Reduction

Job Satisfaction

Resilience & Adaptability

Professional Reputation

Improved Leadership

Organizational Success

Pressure & Responsibility in the Workplace

PRESSURE

High Expectations

High Workload

Time Constraints

Performance Evaluations

Competitive Environment

Client or Customer Expectations

RESPONSIBILITY

Accountability

Decision-Making

Project-Management

Team Leadership

Compliance & Ethics

Client & Stakeholder Relations

Responsibility - “response-ability”

The ability to choose your response.

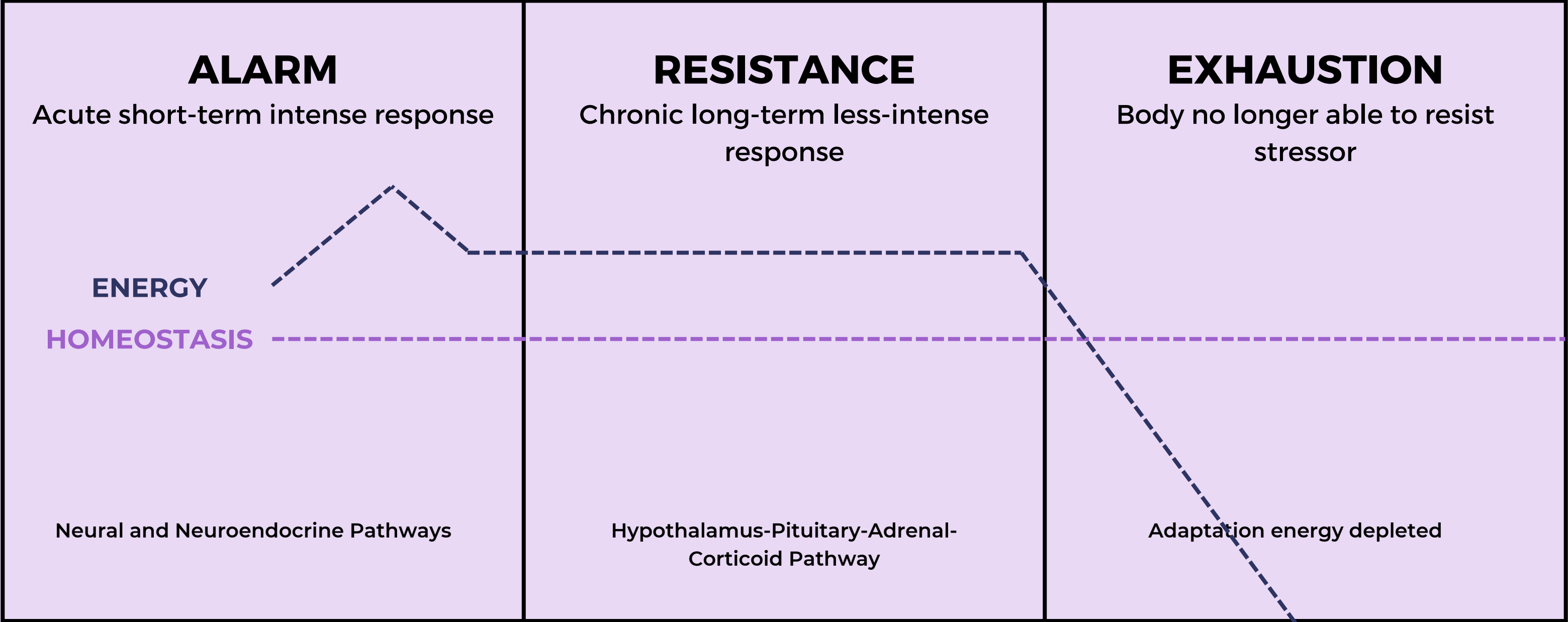
**Making a conscious choice, based on your
goals & values**

Stress & Performance: What you need to know

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DISTRESS	EUSTRESS
“THREAT”	“CHALLENGE”
NEGATIVE STRESS	POSITIVE STRESS
Negative Emotions	Positive Emotions
Performance Suffers	Performance Enhancing
Negative Health Outcomes	Motivational
Impaired Mental Health	“Psychological Thriving”
Impaired Physical Health	“Physiological Thriving”

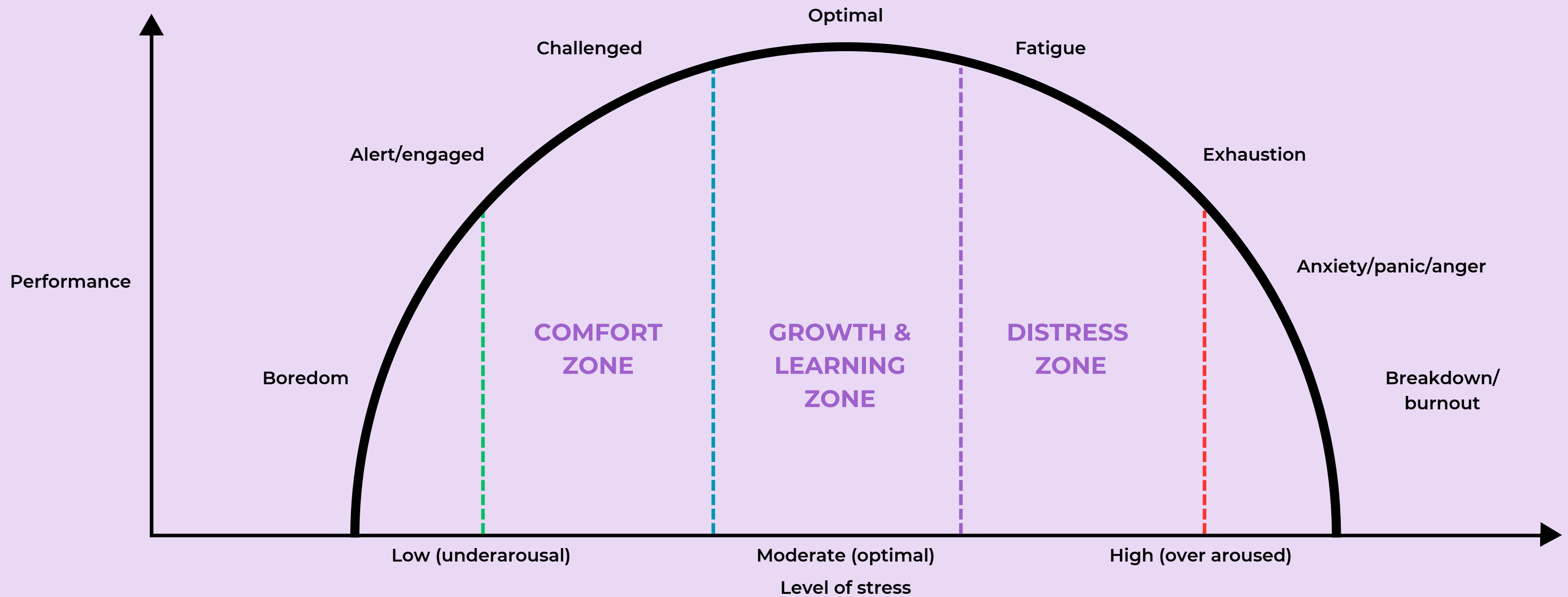
The Biology of Stress



Healthy Short-Term Stress Response	Long-Term Harmful Effect of Chronic Stress
Raised BP & HR transport more blood to brain & muscles	Chronic high BP > Heart disease & Stroke
Increased blood clotting to stop bleeding more quickly	Increased blood clotting > Stroke, Heart Attack, DVT
Increased insulin resistance to prevent storage of glucose so you have more energy	Long-term insulin resistance > T2DM, Obesity
Anything deemed nonessential e.g. digestion	Digestive complaints e.g. IBS, bloating, indigestion
Increased cortisol improves brain function & performance	Cortisol kills nerve cells in hippocampus (memory) > Alzheimer's Disease
Short term inflammation to help prepare for recovery from wounds	Chronic Inflammation > Lifestyle Diseases e.g. T2DM, Depression, Heart Disease, Obesity
Emotional brain on high alert to look out for threats	Sustained worry, anxiety and hypervigilance

The Yerkes Dodson Curve

The Relationship Between Stress & Performance



Types Of Coping Mechanisms: What & When

WAYS OF COPING	EXAMPLES	A SITUATION YOU CAN CHANGE	A SITUATION OUTSIDE OF YOUR CONTROL
PROBLEM-FOCUSED	<ul style="list-style-type: none">• Improving time management• Working extra hours• Delegating	<div>✓</div> <div>Helps reduce stressors</div>	<div>✗</div> <div>Liabile to increased frustration</div>
EMOTION-FOCUSED	<ul style="list-style-type: none">• Meditation• Journaling• Social support	<div>✗</div> <div>Leaves problems unresolved and deteriorating</div>	<div>✓</div> <div>Helps reduce your internal stress levels</div>

3 Critical Concepts for Handling High Pressure & Stress

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No. 1

Be Proactive

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Reactive vs. Proactive

REACTIVE	PROACTIVE
Emotion-based & feelings driven	Values-based & goals driven
Blames, criticizes, makes excuses	Takes ownership & responsibility
Inconsistent action	Consistent action
Situational	Strategic
Handles problems as they occur	Anticipates problems & plans solutions
Doesn't feel in control	Feels in control
No time for what's important	Important things are prioritized

Proactivity in the Workplace

Focusing on what you can control

Have clearly defined goals

Planning your day

Setting realistic targets

Planning for challenges and difficulties

Asking for help when needed

Managing the expectations of others

Delegating tasks effectively and maintaining ownership

Taking responsibility for your health & wellbeing

How To Be Proactive: Responding to Challenges & Difficulties

Bring to mind a difficult or challenging situation you're facing at work

What am I doing about it?

What aspects do I NOT have control over?

What do I have control over?

What could I do to improve the situation?

What will I try first and why?

What do I want to create?

What values or qualities of behavior does this require of me?

If a similar situation was to arise again, what would I do differently?

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How to Manage Expectations of Others

When you're given a new task or project

What does the task specifically involve?

Why is it important?

How do they want it done?

Communicate your current responsibilities

Make them aware of any urgent or pressing deadlines

Agree on a completion date that is realistic based on your current workload

Check how they want to receive feedback and updates along the way

Remember to “under promise and over deliver”

How to Renegotiate Deadlines in the Workplace

1 - Don't agree in the first place

- If you know a deadline is unreasonable from the beginning, don't accept it
- If they think a task takes much less time than it actually does, inform them

2 - Act sooner rather than later

- If you're working with an established deadline, don't wait until the last minute to tell the necessary parties that it's become impossible to meet. As soon as you realize there's a chance it can't be done, speak up

3 - Offer a reasonable alternative

- Instead of simply saying you can't meet a deadline, provide a reasonable alternative that can be met

How to Renegotiate Deadlines in the Workplace

4 - Negotiate

- Be prepared to compromise to find a solution that works for everyone
- Make them aware of anything that needs to be reprioritised to meet their needs
- Don't get talked into another unreasonable deadline

5 - Don't renegotiate twice

- If you have to, heed advice in steps 3 & 4 to ensure you don't get stuck again

6 - Don't make excuses

- Keep the conversation simple and clearly define what you want/need to successfully resolve the situation

No. 2

Prioritize Effectively

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The BIG Mistakes

Striving for perfection in everything - not managing your effort

Prioritizing everything as “urgent”

Multitasking

Overestimating what can be done in one day

Busy vs. Effective

BUSY	EFFECTIVE
Scattered focus	Hyper-focused
Slow progress	Consistent meaningful progress
No defined meaningful outcome	Goal-orientated
Chronically stressed	Energized, engaged & motivated
Failing health & wellbeing	Good health & wellbeing
No time for what's important	Important things are prioritized

The Eisenhower Matrix



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Become More Effective

- Identify 1-3 important but not urgent activities that you have been neglecting, that if done well & consistently, would have a significant impact on your professional results?
- List 1-3 tasks or responsibilities that you could delegate to free you up to focus on your important tasks and activities
- List any activities e.g. meetings, calls or other interruptions, that are unnecessary because they contribute very little to your overall impact or work outcomes, that you need to say no to, so you can focus on your more important tasks and activities

Budget Your Efforts

RANKING	WHAT THEY INVOLVE	HOW MUCH EFFORT?
A TASKS ★★★★	Tasks that are really important to do well	100% Give it your absolute best
B TASKS ★★★	Tasks where an adequate job would be acceptable	About 80% Try fairly hard. Be satisfied with “good enough”
C TASKS ★★	Basic tasks that require only minimal effort	Apply just enough effort to get by

Effectively Schedule Your Day

- Start every day with a plan
- Urgent-Important followed by Important
- Delegate where appropriate
- Work in blocks of time
- Single task
- "Eat your ugly frog first"
- Schedule your breaks

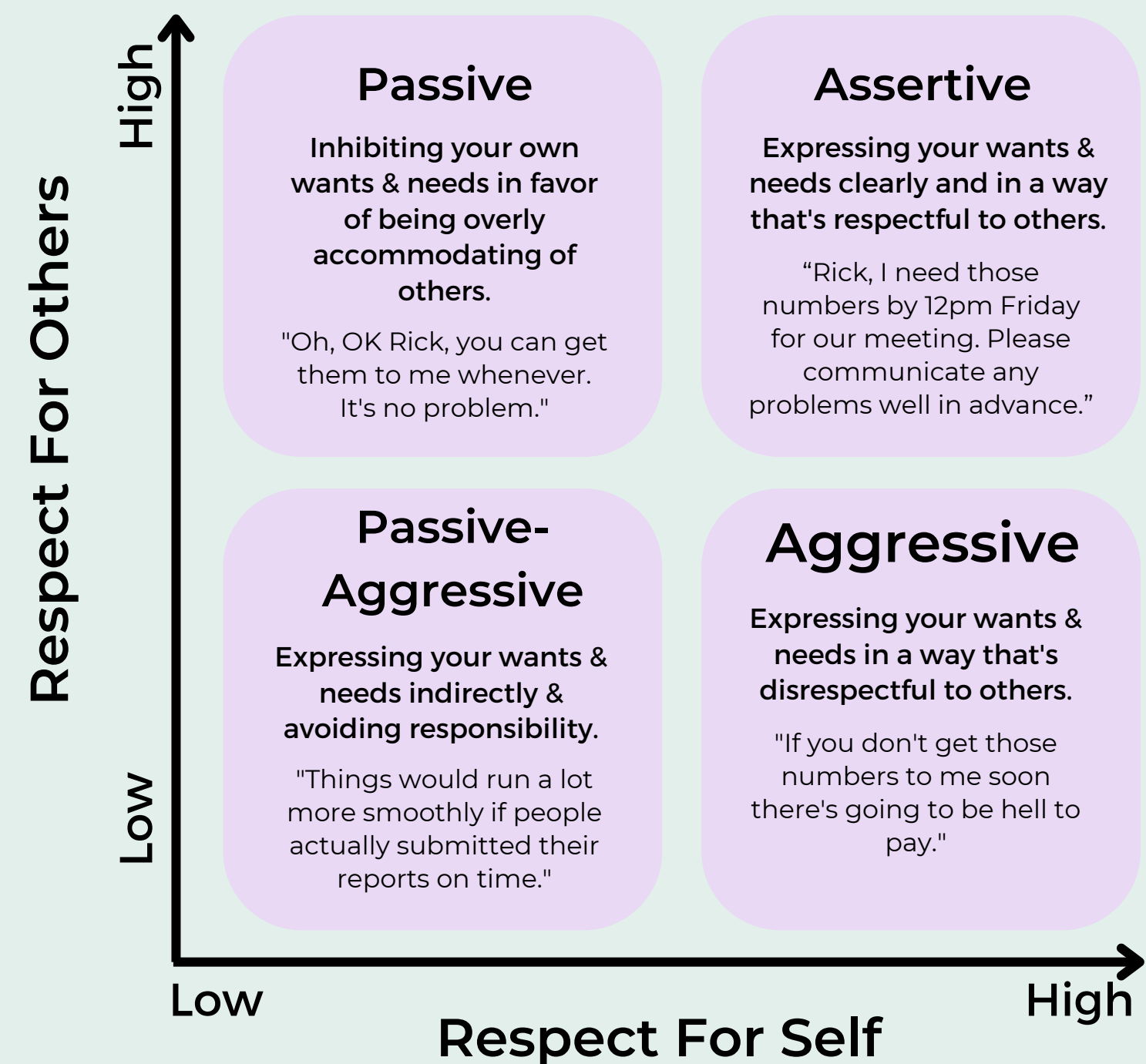


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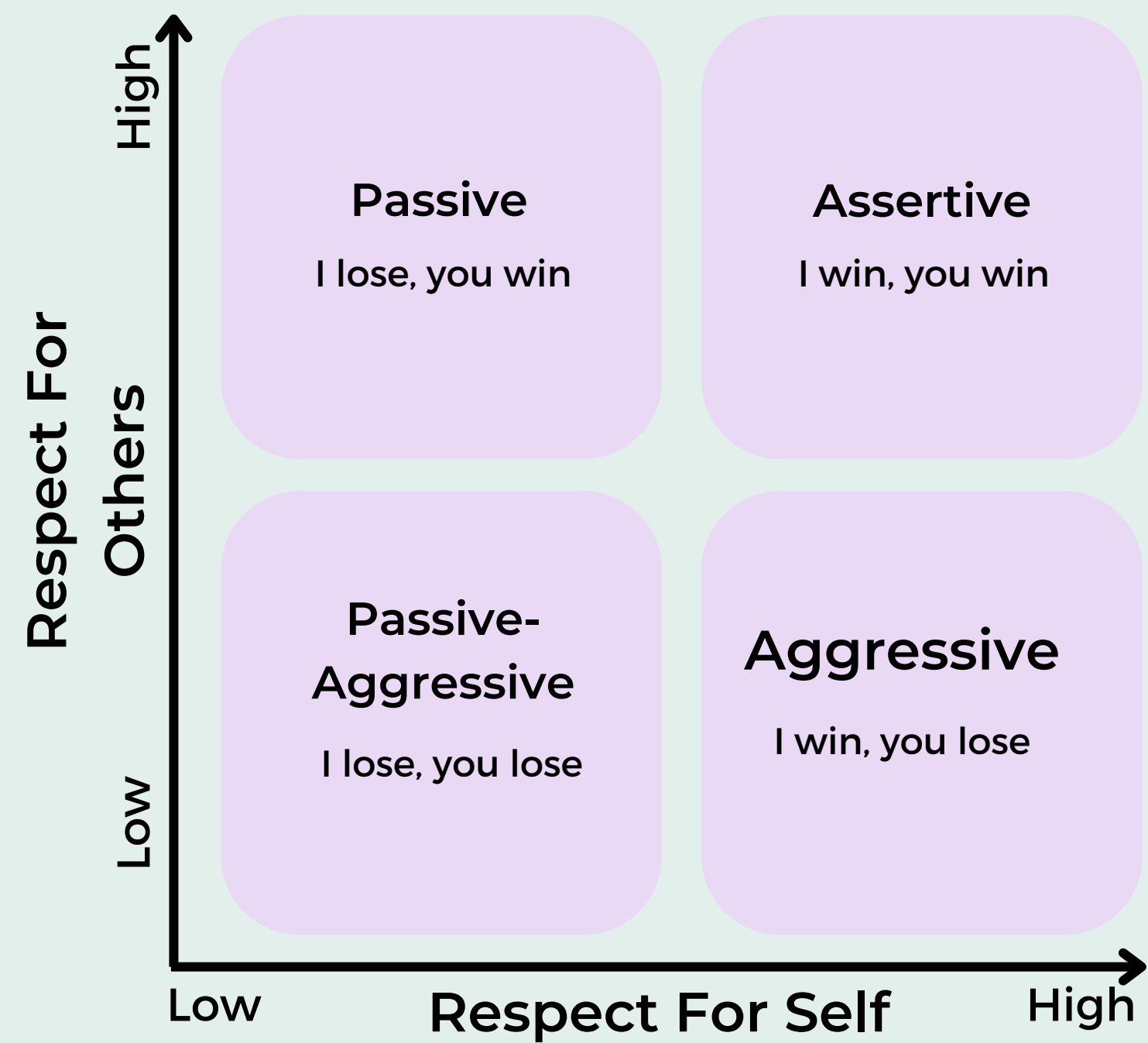
Effective Communication

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Four Styles of Communication



Four Styles of Communication



Assertive ‘Win-Win’ Communication

THE EVENT	Tell the other person exactly how you see the situation or problem	“Jane, the production costs this month are 23% higher than average. You didn’t give me any indication of this, which means that I’m completely surprised by the news.”
YOUR FEELINGS	Describe how you feel about the situation and express your emotions clearly	"This frustrates me, and makes me feel like you don't understand or appreciate how important financial controls are in the company."
YOUR NEEDS	Tell the other person exactly what you need from them so that they don't have to guess	"I need you to be honest with me, and let me know when we start going significantly over budget on anything."
THE CONSEQUENCES	Describe the positive impact that your request will have for the other person or the company if your needs are met successfully	“If you do this, we will be in a good position to hit our targets and may get a better end-of-year bonus.”

**Think of a conversation you've been
putting off...**

How to Manage Uncomfortable Conversations

1 - Purpose & Intention

- What is your purpose for having the conversation? What do you hope to accomplish?

2 - Assumptions

- What assumptions are you making about this person's intentions?

3 - Take a look at your back story

- What buttons of yours are being triggered? Is a personal history being triggered?

4 - Attitude & Perceptions

- How is your attitude towards the conversation influencing your perception of it?
- How can you adjust your attitude for maximum effectiveness?

How to Manage Uncomfortable Conversations

5 - Shift from opposition to partnership

- Are they aware of the problem?
- What are their needs and fears?
- What outcome do they want? What solution do you think they would suggest?

6 - Consider yourself

- What are your needs and fears?

7 - Take responsibility

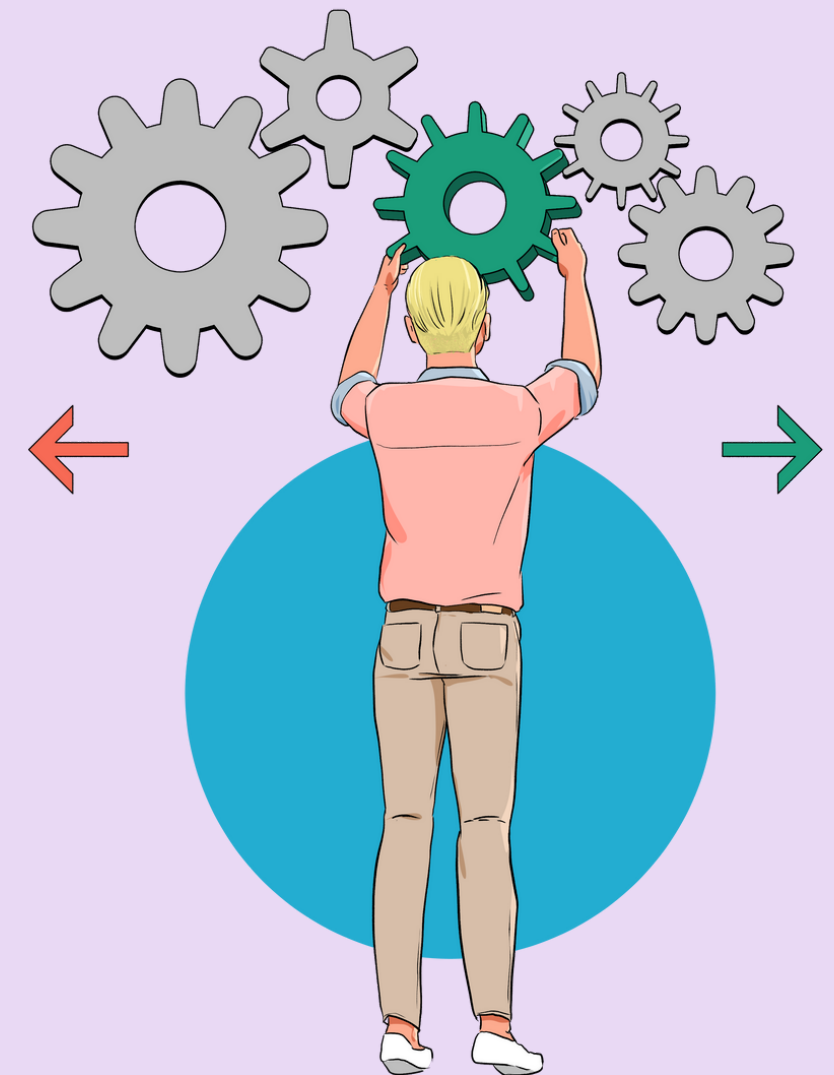
- What have you done that's perpetuated or escalated the problem?
- What could you have done but you've not done, that could have helped to resolve the problem?

Having the conversation: **CALM, CURIOUS, COMPASSIONATE**

- Share your purpose/intention and what you hope to achieve
- Ask them what they would like to get out of the conversation
- Be open about what you'd like to avoid during the process
- Ask them for their point of view first
- Actively listen & acknowledge
- Be curious and use inquiry
- Be vulnerable & take responsibility - don't blame or get defensive
- Know and return to your purpose in difficult moments

What we have covered

- What responsibility really means
- Stress
 - Distress vs. Eustress
 - General Adaptation Syndrome
 - Acute vs. Chronic stress response
 - The relationship between stress & performance
 - Types of coping mechanisms
- Concept 1: How to be Proactive
 - Responding to challenges & difficulties
 - Managing expectations of others
 - How to renegotiate deadlines



What we have covered

- Concept 2: How to Prioritize Effectively
 - Busy vs. effective
 - The Eisenhower Matrix
 - Budgeting your efforts
 - Effectively scheduling your day
- Concept 3: Effective Communication
 - Four styles of communication
 - Assertive communication
 - How to manage uncomfortable conversations



What did you find most useful today?

Post in the chat

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ONE HRCI Credit and
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Support the wellbeing of your clients and people

Companion, from Terryberry, is a robust and impactful mental wellbeing solution for modern enterprises offering:

- an evidence-based, self-management app for work-focused stress and anxiety management
- personalized mental wellbeing plans for each user
- expert-led, online training sessions help improve and sustain the mental wellbeing of you and your team
- our content program focused on meeting seasonal and emerging needs across the workforce

Start your conversation with **Scott Laird** via slaird@terryberry.com.



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