



Change and Stress on Your LMC

NYS & CSEA
Partnership



Welcome!

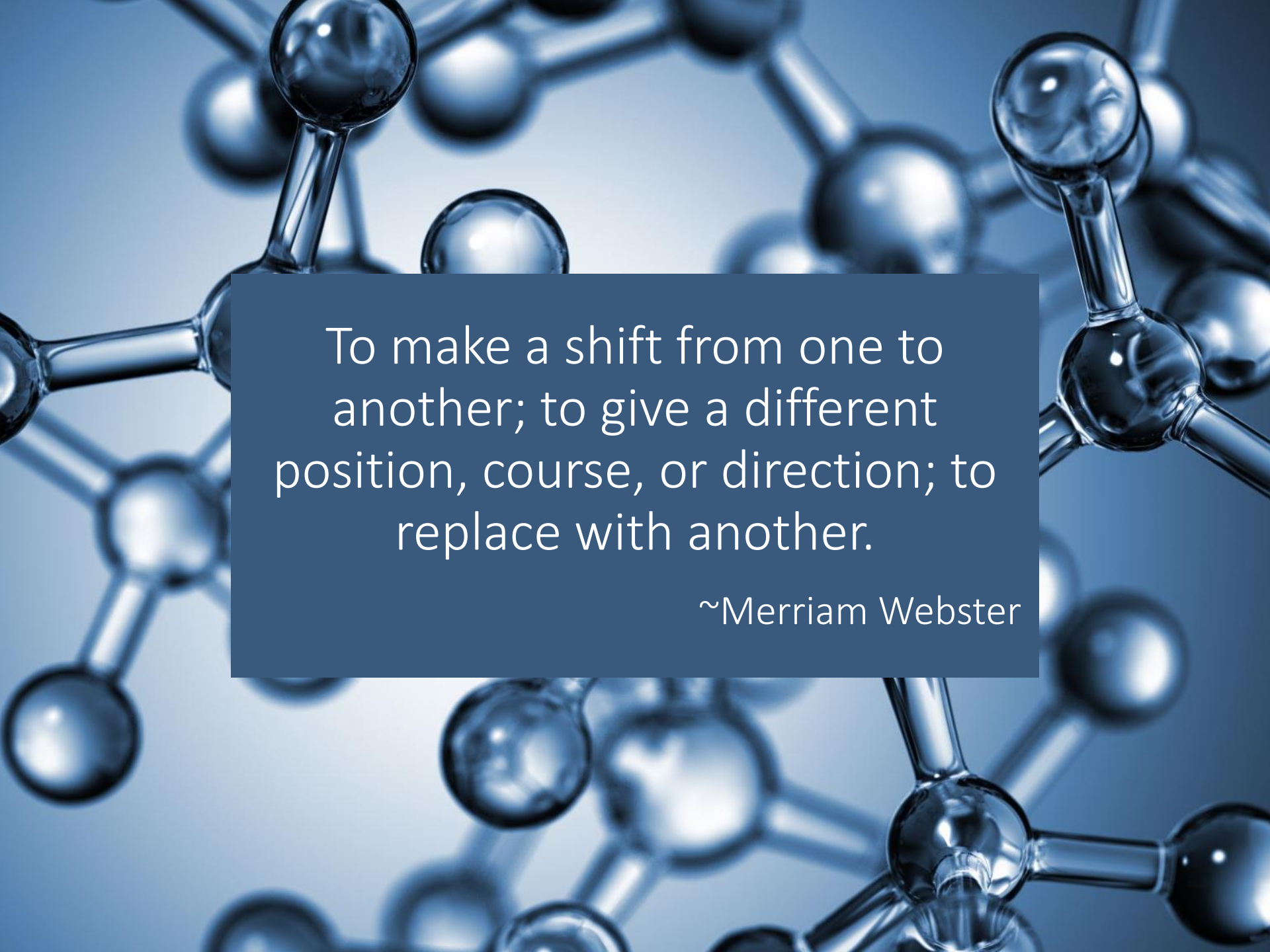


Objectives

1. Identify impact of change
2. Recognize techniques for working through change
3. Define impact of stress
4. Recognize symptoms of stress
5. Identify strategies for dealing with stress in a positive way



CHANGES



To make a shift from one to another; to give a different position, course, or direction; to replace with another.

~Merriam Webster

What is the impact of change?



Change as
Challenge



Change
as
Opportunity





Change is a
process...



Stages
of
Change

Denial

Resistance

Exploration

Commitment

Denial





Strategies

- Allow time for change to sink in
- Provide information and communicate
- Encourage discussion
- Encourage participation

Resistance





Strategies

- Encourage others to share concerns and skepticism
- Listen to people's concerns and feelings
- Communicate often providing information and training when needed

Exploration





Strategies

- Channel energy in positive directions
- Encourage brainstorming
- Acknowledge others and provide positive feedback
- Provide training

Commitment





Strategies

- Reward success
- Acknowledge accomplishments
- Include others

Stage of Change

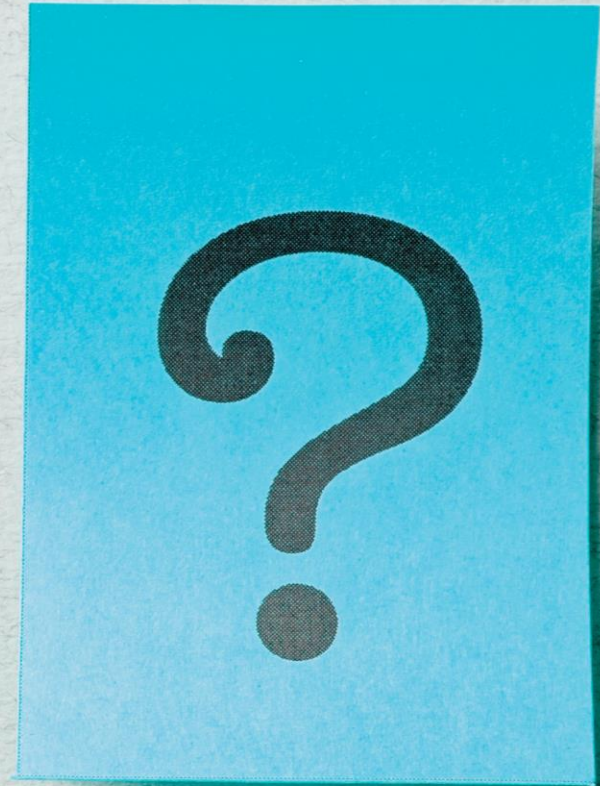
“Wow, this actually might work!
I think I see the benefit of this.”

- A. Denial
- B. Resistance
- C. Exploration
- D. Commitment

LMCs can be a bridge to change



Questions?





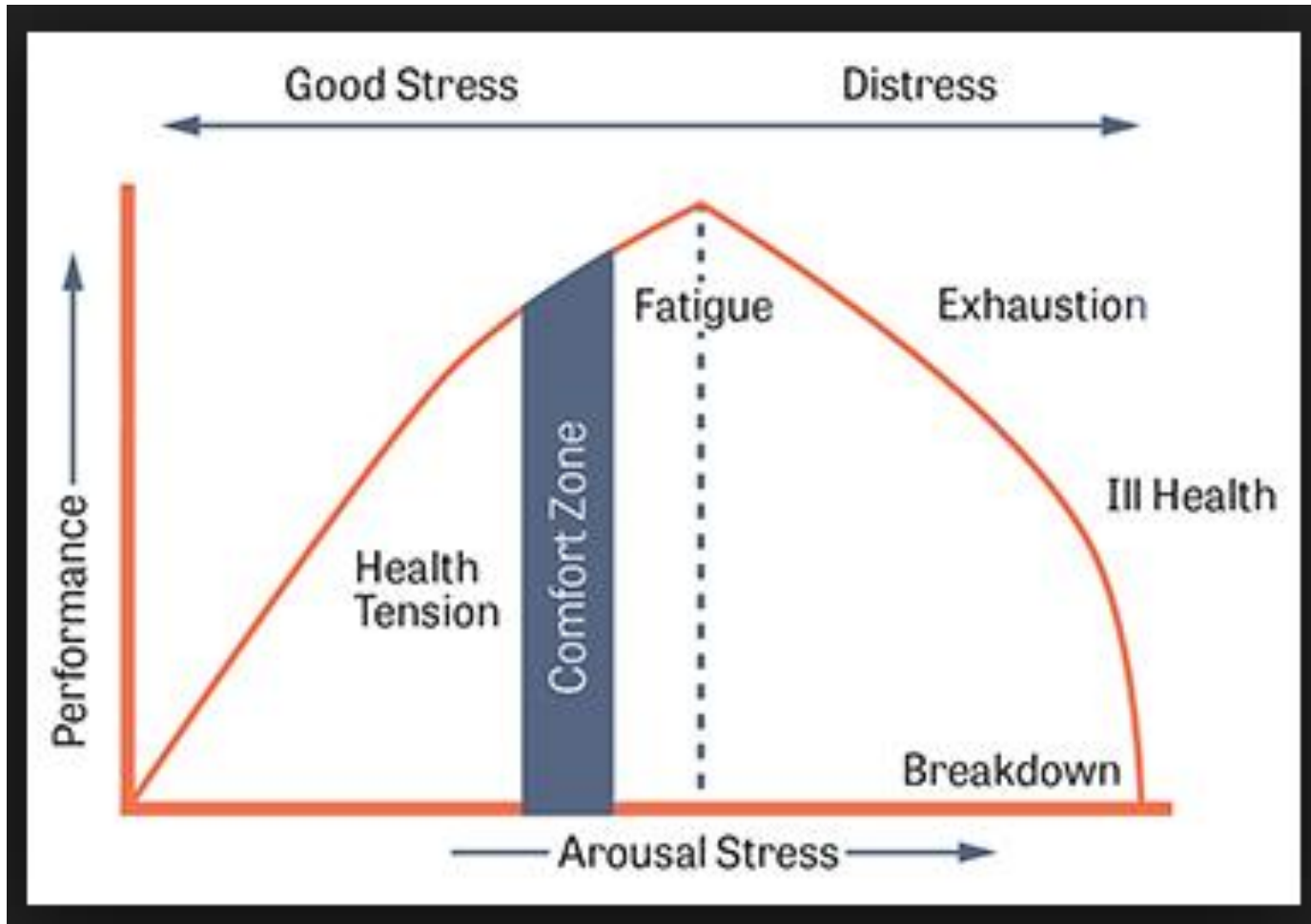
What is Stress?



“The stimulus, experience, or response that occurs when we need to adapt or change.”

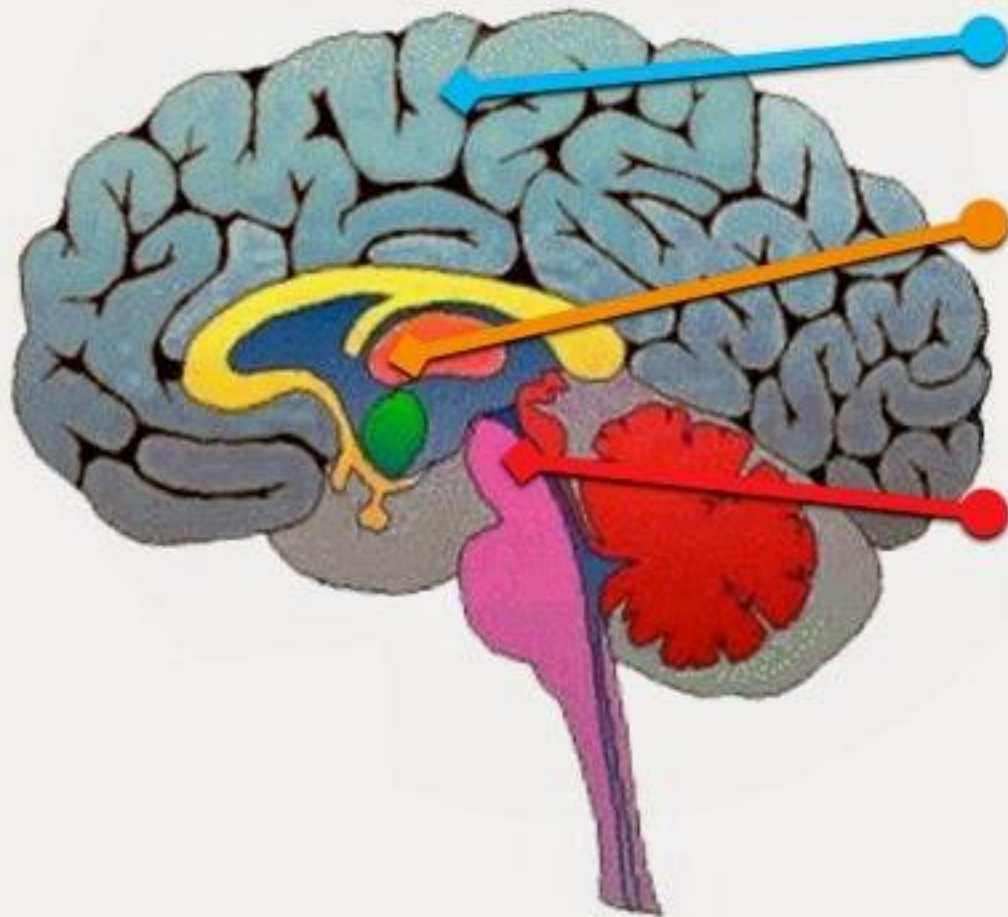
~American Institute on Stress

The Human Function Curve





What Stresses You Out?



Neocortex:

Rational or Thinking Brain

Limbic Brain:

Emotional or Feeling Brain

Reptilian Brain:

Instinctual or Dinosaur Brain

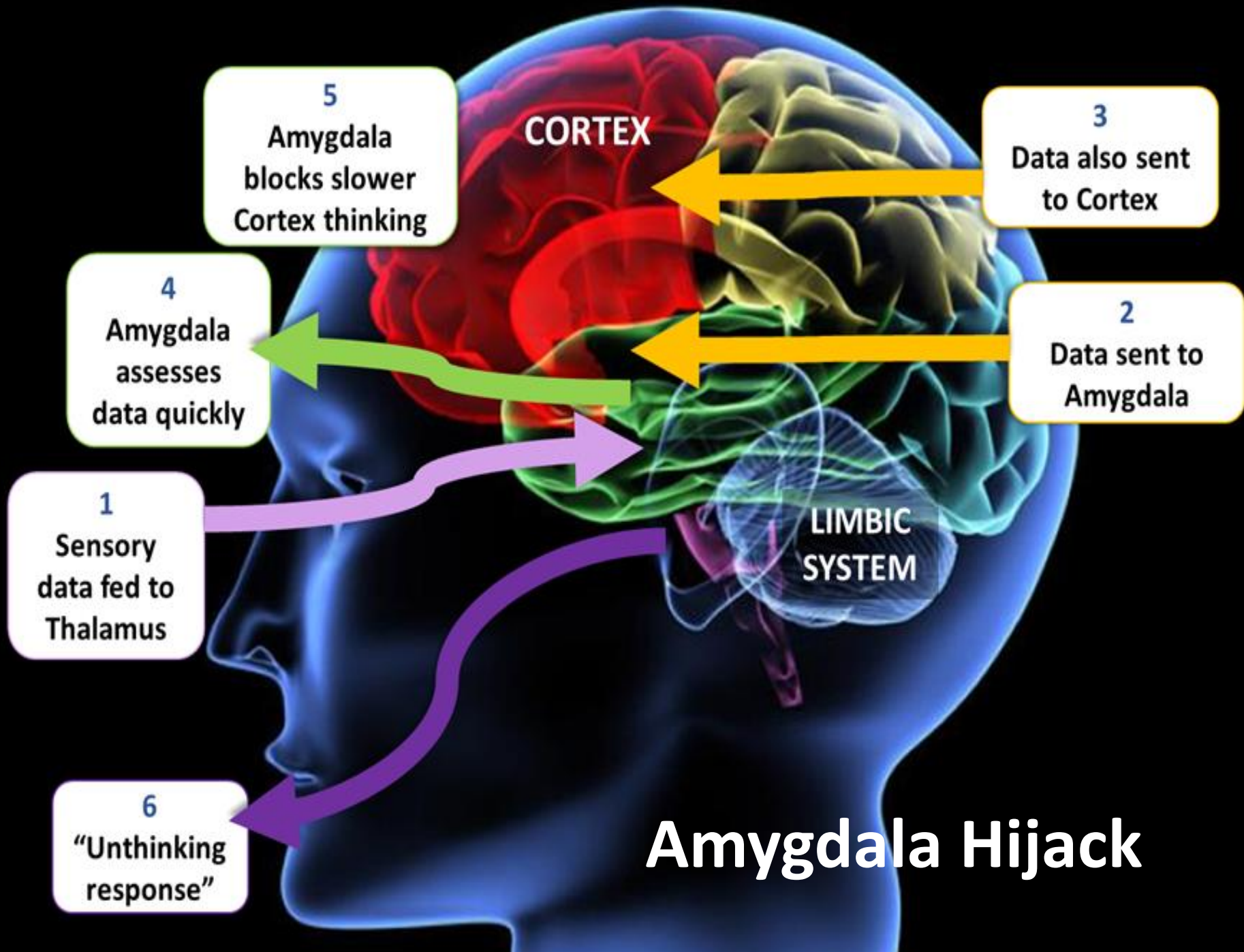


Fight or Flight

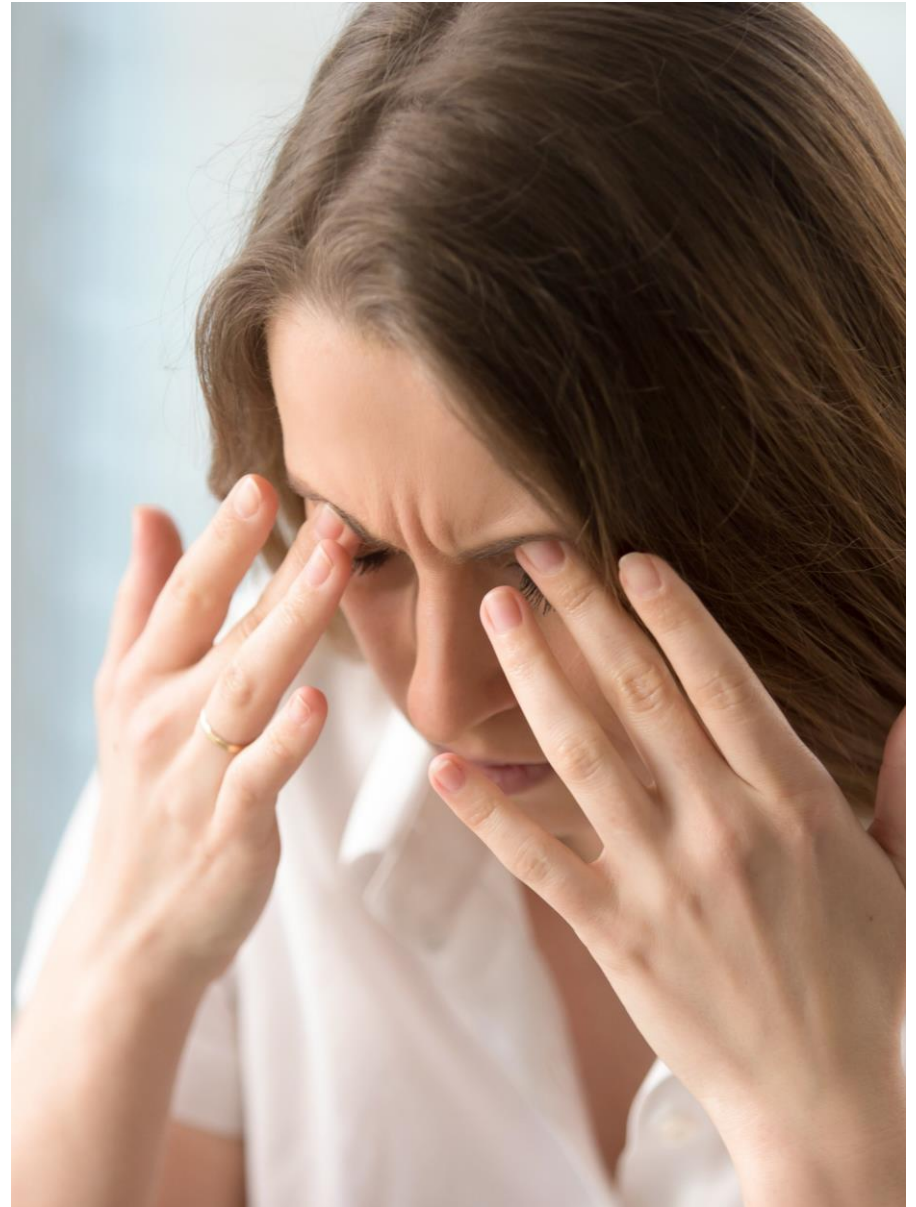
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Amygdala Hijack



- The Power of the pause
- Breathe
- Label it



General Adaptation Syndrome

Alarm Stage

Resistance Stage

Exhaustion Stage

How do you know you are stressed?



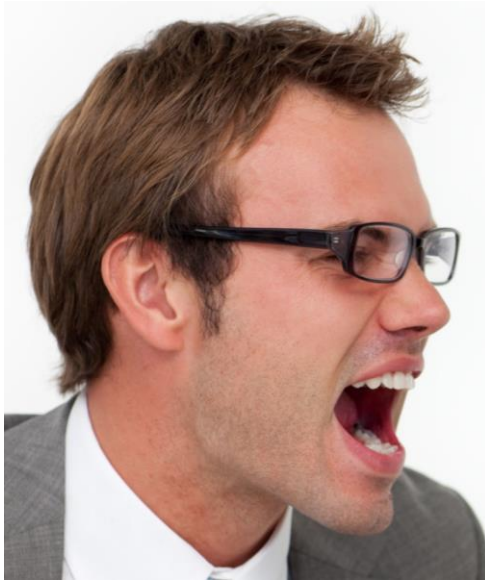
Symptoms of Stress

- Accidents
- Anxiety
- Changes in appetite
- Colitis
- Depression
- Fatigue
- Headaches
- High blood pressure
- Neck, back pain
- Poor concentration
- Nervousness
- Increased susceptibility to illness
- Sleep disturbances
- Teeth grinding
- Trembling/tics
- Ulcers
- Crying
- Fearfulness
- Heart attack/stroke/heart pain
- Inability to relax without drugs or alcohol

Stress Cycle



Responses to Stressful Situations



Power Plays

- Shouting
- Threatening
- Pre-empting
- Getting others to take sides
- Hostile gestures

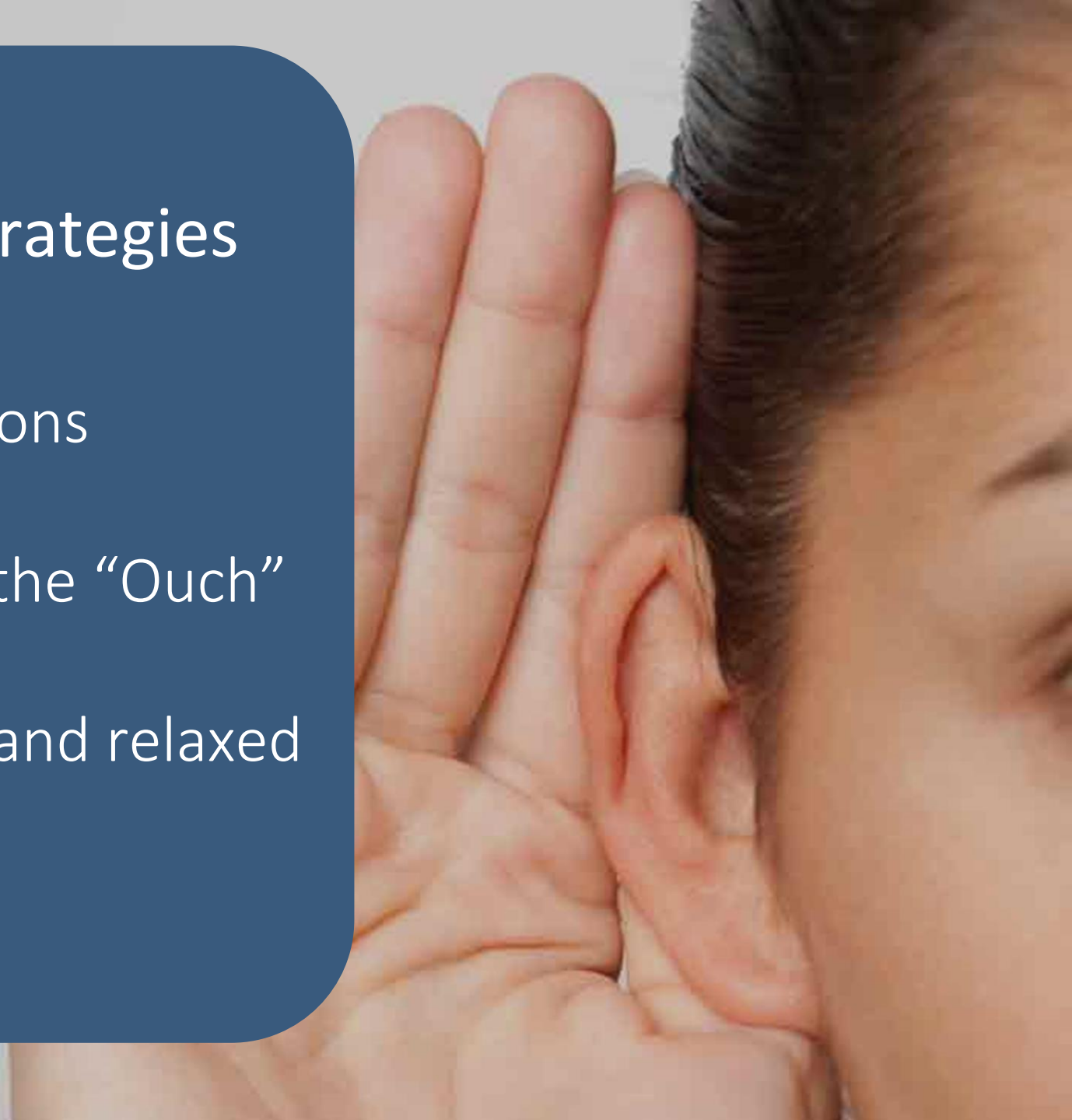


Walk-Aways

- Avoiding
- Withdrawing
- Withholding information
- Not returning messages
- Silent treatment

Helpful Strategies

- Ask questions
- Listen for the “Ouch”
- Use open and relaxed tone





Other Strategies

- Reframe and rethink
- Remain objective
- Look at different perspectives



Other Strategies

- The Power of the pause
- Listen
- Accepting what you can't change
- Forgiving (yourself and others)

Question:

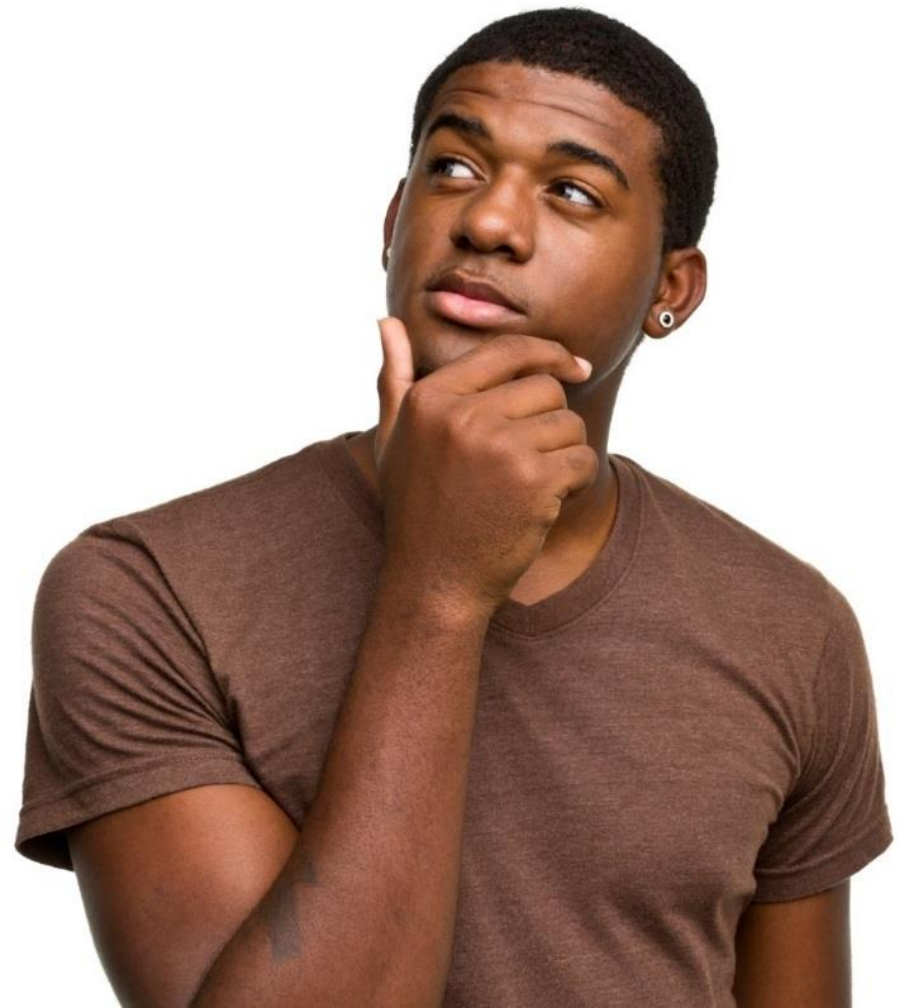
“I have no control over the weather, so I won’t worry about it!”

This is an example of:

- A. Power of the pause
- B. Forgiving
- C. Accepting things that you can’t change

When the going gets tough, ask yourself:

- What can I change?
- What can I influence?
- What **can't** I change?



What is one strategy
that you can begin to
implement now?



Power of the
Pause



Accept



Listen



Reframe and
rethink



Look at
different
perspective



Forgive



Questions?

Key
Takeaways

Wisdom on Change and Stress:

“When we are no longer able to change a situation, we are challenged to change ourselves.”

~Viktor E. Frankl

“People are disturbed not by a thing, but by their perception of a thing.”

~ Epictetus

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

~ Viktor E. Frankl

Questions and Answers

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