

Stress

Management



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What is Stress?

Stress is:

the reaction you have when heavy pressures/demands are put on you; it's a worry if you can cope

the “wear and tear” your mind/body go through trying to cope in a continually changing environment

the result of pressures/demands being greater than the resource

different for everyone; there is no single level of stress that is optimal for all people

Types of Stressors

External Stressors

- ▶ Physical environment
- ▶ Social interaction
- ▶ Organizational
- ▶ Major life events
- ▶ Daily hassles

Internal Stressors

- ▶ Lifestyle choices
- ▶ Negative self-talk
- ▶ Mind traps
- ▶ Personality traits

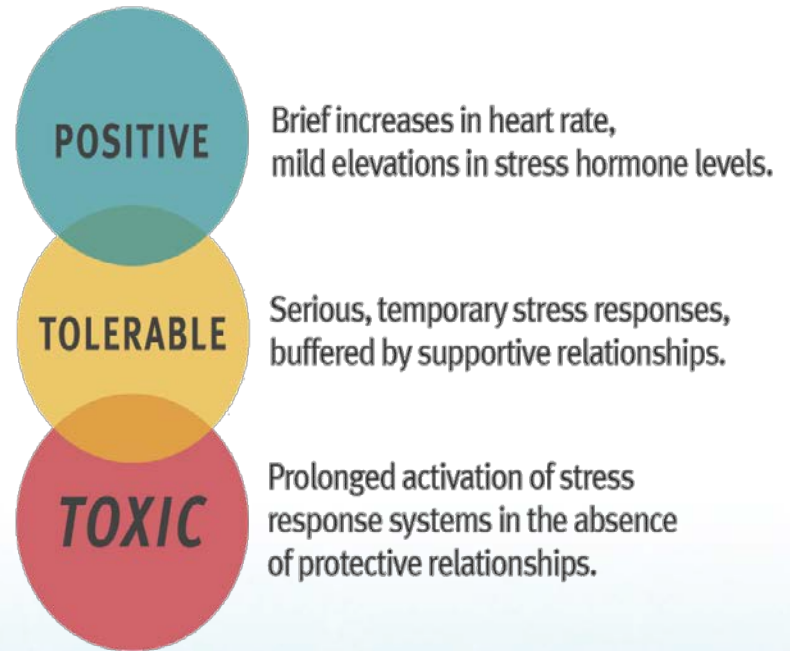
Stress can be Positive or Negative

Positive Stress

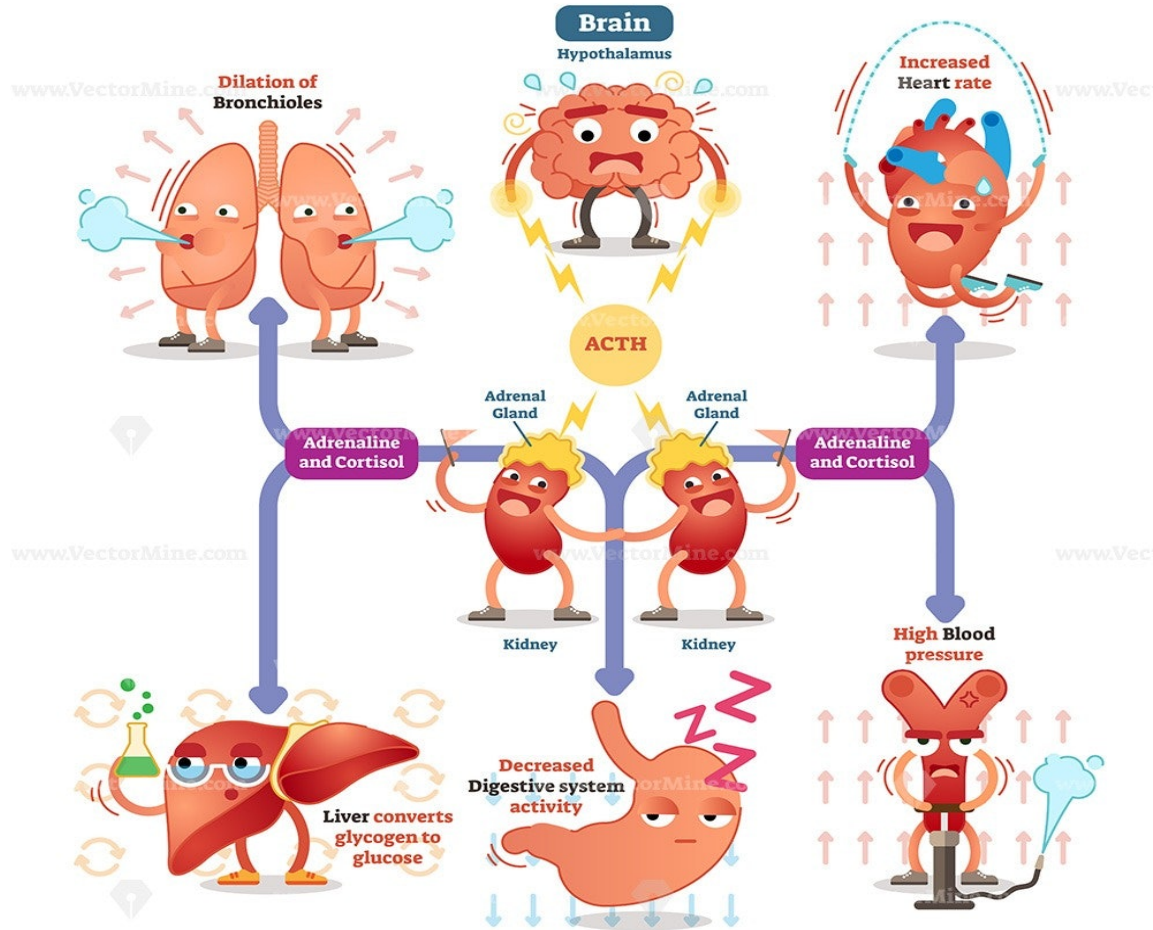
- ▶ Motivates and creates awareness to help cope with challenging situations
- ▶ Creates a sense of urgency and alertness to confront threatening situations

Negative Stress

- ▶ Causes headaches, ulcers, skin issues, and eating and sleeping problems
- ▶ Creates a harmful effect on mental and physical health if excessive, prolonged or unrelieved



STRESS RESPONSE SYSTEM



Play Video

Symptoms of Stress

Physical & Mental

- ▶ Poor sleep
- ▶ Fatigue
- ▶ Stomach upset
- ▶ Loss of sex drive
- ▶ Headaches
- ▶ Irregular heartbeat
- ▶ Breathing issues
- ▶ Lack of concentration
- ▶ Memory lapses
- ▶ Difficulty making decisions
- ▶ Panic

Behavioral & Emotional

- ▶ Change in appetite
- ▶ Increased drug and alcohol intake
- ▶ Increased smoking
- ▶ Restless/Fidgety
- ▶ Depressed
- ▶ Impatient
- ▶ Fits of rage
- ▶ Tearful
- ▶ Poor hygiene and appearance

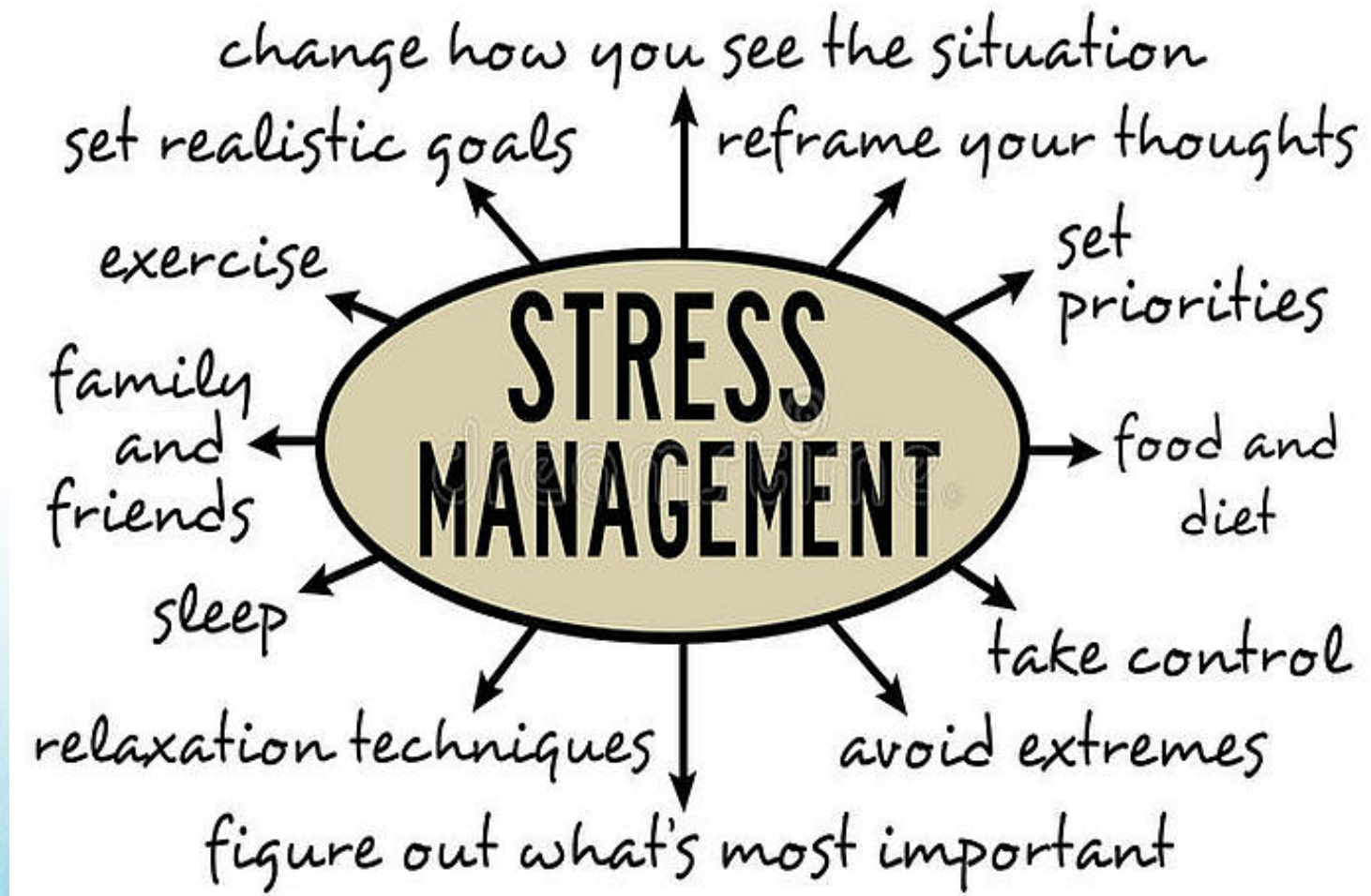
Three Steps to Manage Stress

Step 1: Be aware
→ Look for signs of stress so you can manage it

Step 2: Know the cause
→ Identify the reason for your stress

Step 3: Use stress management skills
→ Focus on most important tasks first

Stress Management Techniques



Stress Management Techniques

Reframe
View

Change the way you look at things

Think
Positive

Focus on strengths, look for opportunities

Change
Behavior

Be assertive, organize, manage your time

Change
Lifestyle

Eat better, drink less, exercise more, sleep well, relax

National Resources

National Alliance on Mentally Illness (NAMI)

National and local resources, <https://www.nami.org/Home>

National Suicide Prevention Lifeline

1-800-273-8255, <https://suicidepreventionlifeline.org/>

Substance Abuse and Mental Health Services Administration (SAMHSA)

<https://www.samhsa.gov/find-help/national-helpline>

National Institute of Mental Health (NIMH)

<https://www.nimh.nih.gov/health/find-help/index.shtml>

Mental Health America (MHA)

<https://www.mhanational.org/>

United Way

Community Resources

Rimkus Resources

Feel supported, connected
and rewarded.



EAP Resource

LifeWorks is an exciting and innovative well-being solution that:



Well-being newsfeed

- Supports you with a confidential **Employee Assistance Program (EAP)** and well-being resource, available 24/7 by phone, online, and by mobile app.



Perks & Savings

- Connects you to information, tips, and updates to support your well-being and success at work.



Peer-to-peer recognition

- Rewards you with a range of special offers and **Perks**, helping you save money on daily essentials and luxury brands.

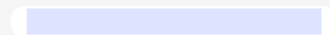
Dealing with a personal or work issue?

The EAP can provide support, referrals, and resources related to many issues, including the following:

- Adoption issues
- Alcohol and drug abuse
- Anxiety
- Budgeting, financial worries, and reducing debt
- Child care and parenting issues
- Concern about another person's alcohol or drug abuse
- Conflict of work
- Crisis and trauma
- Depression
- Domestic abuse
- Education issues
- Elder care/caregiving issues
- Gambling and other addictions
- Grief and loss
- Job burnout
- Legal matters
- Relationship issues
- Separation and divorce
- Stress
- Workplace change
- Work-related problems and job stress

The EAP encourages employees and those close to them to seek help early, before a minor problem becomes more serious. The EAP is designed to address short-term issues and to identify resources and referrals for emergency and long-term issues. When in doubt, contact the EAP for help or support.

Call your EAP toll-free, any time, 24/7, 365 days a year



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search for "LifeWorks".



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Rimkus Resources



LifeWorks Essential + Add-ons - Services Schedule (USA)

The LifeWorks Essential services will be provided as set forth below. Any Additional services ("Additional Services") or fee for service offerings ("FFS") requested may incur an additional charge. Available Additional Services or FFS services and fees are set forth below in the Additional Services Section.

Services	Service Type
24-hours, 7 days a week, toll-free telephone access to Employee Assistance Program ("EAP") for crisis counselling, risk assessment and matching to appropriate service(s)	EAP Services
Professional EAP Counselling Services: Face-to-face, Telephonic, Self-Directed, SMS/Text, and Video Counselling Session Limit – USA, Non-CA/NV: <u>up to five (5)</u> per Eligible User per applicable EAP Services category per contract year. OR Session Limit - USA, CA/NV: <u>Up to five (5)</u> per Eligible User within a rolling six (6) month period, provided, that regardless of the issue or topic, such Eligible User does not receive more than three (3) total sessions through LWbyMSL in any six (6) month period. Topics including but not limited to: <ul style="list-style-type: none"> ○ Stress & Life Management ○ Depression, Anxiety, Grief, Loss, Anger, & Violence ○ Relationships, Life Changes, Family Matters, Parenting ○ Substance Abuse, Addictions, Smoking Cessation ○ Career Support & Resiliency Coaching ○ Pre-Retirement Planning (Lifestyle Planning) ○ Personal Traumatic Events 	EAP Services
WorkLife Solutions Services: <ul style="list-style-type: none"> ○ Eldercare Consultation ○ Childcare Consultation ○ Community Referrals ○ Health & Wellbeing Online Programs ○ Virtual Fitness Program ○ Financial Consultation ○ Legal Consultation 	EAP Services
Trauma Response Services/Critical Incident Stress Management ("CISM") Services: <ul style="list-style-type: none"> ○ Available as a fee-for-service at \$270 / hour 	EAP Services
Workplace Learning Solutions <ul style="list-style-type: none"> ○ Available as a fee-for-service 	EAP Services
Additional Value-add Services <ul style="list-style-type: none"> ○ One virtual orientation included per year 	EAP Services
Workplace Referral Program – 1:1 based on counselling model	EAP Services
LifeWorks Platform Services: <ul style="list-style-type: none"> ○ Company Posts Newsfeed ○ Wellbeing Content ○ Directory ○ Perks (Exclusive Offers, Cashback, and Gift Cards) ○ Online Self-Directed Programs ○ Total Wellbeing Index (TWI) 	Wellbeing Platform Services
Manager / Key Personnel Consultations (24/7/365)	EAP Services
Digital Promotional Materials	EAP Services
Quarterly Statistical Reports	EAP Services



References

National Institute of Mental Health

<https://www.nimh.nih.gov/>

**Substance Abuse and Mental Health Services Administration
(SAMSHA)**

<https://www.samhsa.gov/>

American Psychiatric Association

Diagnostic and statistical manual of mental disorders (2013) (5th ed.)

American Psychological Association

<https://www.apa.org/>