

>> My name is Jeannie Kuehler I am the moderator, along with my colleague Melanie or Don yes, I will introduce our guest speaker, Kathy Hoppe in a bit, before I do that I will go over a few tips for the web conferencing tool to let you know the speaker will ask you to write a few things down throughout the presentation, if you have something to write with, that would be great.

>> Below the PowerPoint is captioning for persons with hearing impairments and will be available throughout the presentation.

>> Please use the key in a box on the left for questions or comments. Typing the text box, click the call out icon to send your question. Kathy will answer questions at the end of the presentation.

>> Below the Q&A is a handout box with copies of today's presentation which you can download any time. There are several formats for reading with assistive devices, once you download the handouts you can decide which version is most appropriate for you. A certificate of completion will be available at the end of the webinar.

>> To download click on the document to highlight and go to the bottom and click download files. This would generate a new window to open in your Internet browser might be minimized and flashing at the bottom, just open that window and follow the directions to download the documents.

>> Will use the raise your hand engagement feature today, it is the person with the raised hand on the top middle of your screen, raise your hand if you are located that icon.

>> Thank you. We will use that from time to time along with the questions got if you want you can view the presentation in full-screen by clicking the full screen button in the upper right-hand corner of your screen. It is the icon with the four arrows however while in full-screen you cannot use the Q&A or anticipate any polling questions. Click the button again to minimize the screen.

>> Is whether recording will be on the member website in 2 to 3 weeks, please stand by I'm going to start recording and reach this myself for the benefit of the recording, and then introduce our speaker.

>> Welcome everybody to the webinar. From stress to success, strategies to defeat workplace stress. My name is Jeannie Kuehler I am the moderator today along with my colleague Melanie Ordonez, I want to reduce our guest speaker, Kathy Hoppe, she is a licensed clinical social worker, substance abuse professional and certified employee assistance professional, she has over 30 years experience in the mental health and substance use fields. She has held many titles in her past career such as therapist, consultant, program director, clinical manager, and university director. Here Magellan Kathy is a trusted and seasoned consultant on our workplace support and critical incident response teams. We are fortunate to have her here to share her knowledge and insights with us. Welcome, Kathy.

>> Thank you Jeannie. Thank you for everyone that is. We appreciate your participation and I trust you will gain a lot of information from this webinar. I've had a lot of professional and personal experience dealing with workplace stress. That's part of the job. I have done some recent research as well to make sure I am providing the latest information to you.

>> The objectives today, we will learn the importance of managing workplace stressors, identify types and common sources of job stress, describe effects of uncontrolled stress, recognize signs of routine stress, discuss workplace stress busting tips, learn how to utilize the EAP to effectively address workplace stressors.

>> Thank you again for participating.

>> I like to start webinar with some humor although given today's date, 9/11 which I strongly recall because working at the time, I want to start with a moment of silence. I want to remember all of you any of you that have been impacted by this event, most of us in the nation have if you can remember, it's hard to believe some of this might not be but I know I respect any of you that were strongly impacted for your courage and resilience and I want to commend you for that I know that can pay off for you in any situation.

>> Let's take a moment of silence.

>> Thank you everyone for that. Let's move on with our webinar.

>> I want to mention that all of you are attending this webinar your open-mindedness and willingness or you are not be here. Those are great traits that can pay off. I will mention open-mindedness as we go through this. We will discuss the importance of managing workplace stressors.

>> For any of you that understand that, it is important and we will define that so you know what I am talking about. Workplace stress is the response people have when presented with work demands and pressures are not matched to

their knowledge and abilities and which challenge their ability to cope. Of course this is a pretty comprehensive definition and include a lot of things.

>> Most of us think about stress in a negative way. I want you to raise your hand if you would if you think stress can be a good thing as well.

>> It looks like a lot of people have raised their hands.

>> It can be a good thing. It starts the fight or flight response which is the area of the brain which respond to stress that response itself can help with focus at work and give us energy and or motivation to move forward to meet deadlines and things we need to work.

>> By the way that response is something is part of us that helps us project ahead of time. We can get out of the way of the dinosaur whether we need to do, of course pressure at the workplace is unavoidable it will happen to the demands of the environment. If becomes excessive, or otherwise unmanageable, it gets out of control. That can damage your health and work performance and success at work if not managed effectively. That's why we want to address this.

>> We will start out we know one of the things that is important to start is identifying types of work stress. Your experience, we will go back and talk about that first. What causes you to feel stress in the workplace?

>> What are your current workplace stressors? If you can type in the text box, send your response they are anonymous.

>> Some responses are coming in, Kathy.

>> Short deadlines, unrealistic time expectations, staffing issues, lack of trust from coworkers, overwork, lack of assistance, lack of opportunities, all those things, timelines, deadlines, gray responses. Those are common workplace stressors. I want to commend you that you are aware of that those -- we want to know what causes stress. Stress can be a result of workplace factors as well as interaction with the person's ability to cope. We want to acknowledge that can be part of the process also. I want to ask if anyone here works in a bubble factory can you raise your hand?

>> I do not see any response.

>> We have one hand.

>> I want to commend you if you are. That's the hardest job ever imagined this self-control you need to do that and if you do really work in a bubble factory, good for you you must have great self-control.

>> We have stressors and we want to eliminate them. Dennis Miller said the easiest job though she -- easiest job in the world is coroner. Surgery on dead people. What's the worst thing that can happen, if everything went wrong maybe you get a pulse.

>> It would be nice if everything in our jobs went wrong came out with a positive result. We can also talk about other factors that you might not mention, they can cause visual stress at work. Traumatic incidents, things like accidents, workplace fatalities, unfortunately, criminal acts, robberies, customers that can harass us. Workplace violence and suicides are traumatic, very traumatic and they can cause stress is just like 9/11. That was one of the most severe workplace stressors anybody has faced in our nation. It happened when people were working on the job.

>> Was in the other things I have noted the already mentioned, we talked about those things. Relationships at work, harassment, problems with long working hours, heavy workloads, intense demand, lack of recognition and respect, the deadlines I like soap imaging deadlines, that can be a big stress also, sometimes it can move you forward because of the stress. And poor working conditions can be a cause of stress.

>> Going back to what we said about the definition that it is not a combination, it's also the human factor. One of the things we know about humans is where much plagued by the fight or flight response and negative projections, they pay off for us for survival when the cavemen worried about storing food for the winter or they did have enough meat and had to go kill some animal. The negative projection can be a good thing when we face things like hurricanes that happen. Hopefully none of you had to deal with that in your life recently. Or even in the past.

>> The negative projections can be a good thing at times, when it is real. Many times it is the way we operate as humans, we negatively forecast things. I like this quote from the French Renaissance philosopher, my life has been full of terrible misfortunes but most of which never happened. That exemplifies the comment that I'm making about negative projections because most of the times we worry about things and that affects us at work. Things that might never happen when a saying why do I worry about that.

>> Just wanted to underscore that for a minute.

>> Will describe the effects among control stress, and that most of you know these are ready, you feel that at times. Uncontrolled stress can cause mental and physical change. Any of that overwhelming stress can make you less productive in the long run as it steals resources from the part of the brain that helps with focus. They can interfere with the ability to find creative solutions to problems. In addition human experience forgetfulness, difficulty concentrating, difficulty making decisions, constant fatigue, health problems such as migraines, increased blood pressure, upset stomachs or digestive issues, as well as anxiety and depression.

>> Experiencing these symptoms can result in increased missed workdays increased absenteeism, lower productivity, increased risk for yourself or others if you're distracted at work, even higher medical cost if you're having some of the symptoms we talked about.

>> We want to address those you want to be able to manage stress better and that's the point of this, and the good thing is we know you can be successful doing that. That's been proven over and over again and we have a lot of tips that will help you in managing that. I want to talk a little bit more about how to recognize signs of routine stress.

>> Those things are a little harder to pay attention to because we know that it's something that can be traumatic, these the only thing that gets worse, people interrupting us while we try to work, things like that, maybe just having to work overtime all the time, it gets to you. You don't necessarily notice the impact as I talked about that You don't get a clear signal to return to normal functioning sometimes. That can cause continued strain on your body and health problems in the work impact that we have mentioned.

>> You might also find yourself no longer laughing at work, you may find yourself miss communicating with her coworkers, your supervisors or the customers, you might be making rookie mistakes, increased absences, when you find yourself working when you don't feel well and focus on your work either. But have apathy, may have lost your passion or interest in your work, maybe tired or irritable, you have trouble with decisions and using poor judgment.

>> Those are some things you want to pay attention to, that's when you know you need to start addressing them even early before they get any worse. I have to say this, whenever I hear someone talk about losing their passion, I think about a couple of people sit in in McDonald's and want I said to the other, performance review, my manager said I lost my passion and enthusiasm. Obviously had not see me here eating my pig.

>> Anyway, we'll talk about the most important part of this webinar, the stress busting tips.

>> The part of being ready is going back to the open-mindedness I mentioned, was the time we start thinking about solving stressors you think about getting rid of the stress is, how do I reduce my hours at work? How do I get my coworker to quit bothering me?

>> One of the things we know is you can think outside the box, so the good quotes I like that come from the wisdom of the ages, and continue on to the present time, these are things that I want you to get some quotes about, the first is secret of changes the focus all the energy on fighting the old but building the new. That was from Socrates.

>> Another saying I like when nothing goes right go left. The other part of that is when you hit a brick wall make a left turn. If you're like me you can figure yourself hitting your head against the brick wall over and over and I can do that all the time. I like to catch myself. The thing we know is you can learn from others when you're doing that.

>> Some of the things I will mention by the way I want you to write down this is something to think about, if we do not share with others, what is going on in the stress we have, we don't necessarily see ourselves, we need others to check us on that to remind us maybe you need to make a left turn and talk with them about making a left turn. Maybe I can talk with my EAP to find out if they have a good suggestion that my helping more in the situation.

>> Groucho Marx also said learn from the mistakes of others you can never live long enough to make them all yourself.

>> Thank goodness I'm glad he said that.

>> We will think outside the box we will start throwing away that box for the moment and open your mind to new possibilities.

>> A good example of that, this was a simple assignment, there's a gentleman named Shawn Achor in the corporate strategy from cold "Good Think" he did research that demonstrated contrite methods to feel better and be more successful.

>> He met with -- he started with a group of tax accountants in New York, you know the stressors they might have when you're going through -- if you know accounting, you can imagine what kind of deadlines they have before April 15th. You get all the numbers accurate, managers stressors. It's a good time to do some research.

>> We gave this exercise, pick one of these to do every day for three weeks. Just pick one.

>> The first was to write bring things to be grateful for, the second was to write a positive message to a coworker friend or family member, meditate for two minutes, exercise for 10 minutes, take two minutes to write down the best thing to happen over the past 24 hours.

>> This is just one thing they had to do every day for three weeks.

>> He did a diagnostic scale after that to determine the exercises. He found they showed less stress, were more positive about their jobs, and were significant more productive. If you're like me, you may be skeptical you might say that does it make difference, it cannot be real.

>> Maybe you had money to buy a new [ Indiscernible ] he followed up four months later after tax season was over, he found that even then they continue positivity, they were more engaged and the scores were 24% higher than at the beginning of the study.

>> That's really impressive. It's hard to believe it? Raise your hand if you think that is hard to believe.

>> A lot of raised hands, Kathy.

>> Even with his study it's hard to show but researchers also noted at a 225 studies they do a workplace performance, they found employees with a positive outlook average 31% higher productivity, 37% higher sales, and are three times more likely to come up with creative solutions to problems the not so optimistic colleagues. Why wouldn't you try one of these to decrease stress for yourself and contribute to the excess of the work place. The positive in the exercises, when picking one exercise can you pick one or do you do stick with the same activity every day? That's a good question. He did not really address that. I do not see anything about that in the study so you could probably do a different one every day if you wanted to. That's a good idea.

>> I want to talk about this these are simple exercises that we can do to help ourselves. I like, wait Bob talks about the positive attitude thing we don't know -- he was a major league baseball third baseman, very successful. He said a positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst and it sparked extraordinary results.

>> I think he should know. It can be difficult. When you're facing a lot of workplace stress, keep a positive attitude. You don't have to think about that. To start doing one of those exercises are very simple. That's what I would suggest.

>> You find some of those are helping you, you might even try writing 10 or 20 things to be grateful for. You find yourself paying attention to sunrises if you're driving at work in the early morning, he might be grateful for the people in your life, a coworker that gives you a compliment, air-conditioning if there's a lot of heat, may find all kinds of things to be grateful for.

>> You might meditate, mindful meditation can help with psychological stressors, and anxiety depression and pain. While we talk about I want to mention before forget there's some free apps that can help with that, Breathe2Relax, insight timer, you can also find some reading meditation exercises on the website that you have available through EAP and there's lots of resources to help with that as well.

>> I want to mention many Ivy League universities that have been their own studies related to meditation, that's how important it is his. Based on the impacts of the order of the brain called [ Indiscernible ] that helps us stay more in the moment it changes that part of the brain.

>> It poses out of the unconscious response that can spark the stress.

>> The other thing I did not mention either is about exercise. I want to mention that for a minute, I've been doing my research and there's been a study that shows exercise increases the neurotransmitter in your brain, that calms the brain just like we are talking about it makes you feel tranquil. Another good thing to be able to do.

>> Him to stop for a minute, are you doing these exercises already? Do you practice these? Please raise your hand.

>> Glad to see people are doing these things.

>> Some things help some people and some things do not. The other thing we know sometimes even starting to practice meditation can create anxiety. You have to walk past and move past that. I decided to do some research on other methods and focus on others to defeat stress.

>> You can see the list. I like to give you lots of options.

>> The first is have self compassion. You can probably guess it's about cut yourself some slack.

>> Many of us -- this is about looking at your mistakes. Or failures with kindness and understanding. Like my friend said, beating yourself up with a baseball bat never changes anything. This can lead you to be happier, more optimistic, less anxious and depressed as well as more successful.

>> We found when you give up the part of you that is anxious about having to be perfect, you have to be more successful. I know if you let go of that and strive for adequacy, for any of you that have traits of being perfect, we give that up wind up finding we do better, we end up performing well and we excel.

>> Let go of that. The second thing, think about the big picture.

>> This is about instead of looking at the demands I have right now, for instance having to work an hour over time, some production work we have to get out tonight, I have to work overtime, this is about thinking about how doing what you're doing is helping your career and help you keep the best job in town. Helping you support your family with your job, think about how this is impacting your life and your family as a whole when you do this Esther task. You're less likely to feel stressed about this.

>> The third is to rely on the routine. Limit decisions. I do not see anybody's decision-making as part of the stressors but --

>> I did not see anything related to this either.

>> Was people do not think about that as a stressor. They find that every decision you make including what you will have for breakfast today or what close you will wear today, what you will do when you leave work, any decision is a stressor. They find if you focus on your routine, rely on those routines, have a plan the night before what you're going to need for work tomorrow and have them ready to go, having everything wrapped up before you leave, any routine you have can be helpful to limit stress.

>> President Obama talked about this and whether you agree with his administration or not, you can learn from him. He only wears gray or blue suits. There's a reason for that, there are too many major decisions to make to think about what color suit to wear. Or what you have to be. He decided to let his own stress to focus on the major decisions. Do any of you already do that? Can you raise your hand?

>> Good. Some smart people in attendance.

>> I see that.

>> Anyway, another option is to take a few minutes to do something you find interesting. That is about enthusiasm, and interest it gives energy when we do something interesting instead of doing the same thing all the time. They know that even if you decide to go to a restaurant, have something pleasant, it's okay and he can be relaxing. It doesn't re-energize you like unto a hot new restaurant would. Same thing with any thing you take on, challenges that were, if they take energy, they know if you have to take a lot of energy to perform the task to meet the challenge, it re-energizes you. You don't have to just relax or re-energize yourself, I thought that was interesting.

>> Malcolm Forbes who is a very successful American entrepreneur said the key to success and not through achievement but through enthusiasm. You may want to consider that, what can you find in your work or your career right now that is interesting. What can you be enthusiastic about?

>> Take a minute and think about that. Maybe write yourself a note about that.

>> Another suggestion is if you don't already do this, write a to do list. It's great if you're good at pleading that but you put things off and it gives you more more work stress. They found if you add where and when, when you will complete the task, where you will complete the task, you'll end up checking off things you completed and you can move forward and take those off your list so you limit your stress.

>> Another suggestion, preplanned a positive emotional response to any stressor. This is interesting I know I do this but I do not think about this until I saw this in writing maybe some of you do that as well. When you know you will meet with your employer, maybe you have a meeting with the supervisor, you have to talk with a coworker, maybe you want to ask for a raise and it can be scary, they talk about preplanning your response in other words, I'm going to feel calm and relaxed when I meet with my supervisor. I'm going to be confident and, talk about we need a raise. I'm going to practice and know how to approach my coworkers that had been harassing me and I will be calm. Those things that you maintain your calm belief. They can help you even if you feel stressed by remembering that.

>> Another suggestion, goes along with self compassion, look at your work as progress not perfection. Note the progress you're making and completing the task. When you focus on 100% out of the gate, get everything done perfectly, all you

do is stress yourself more. You're more likely to fail. Instead know when you are completing parts of the task, the needs to get to the goal. That will help you feel more positive and there are some people that name at the progress principle, as will be feel-good as we feel -- another is contribute to creating a pleasant workplace environment. Make it fun. I worked a lot of different work environments. The office, restaurants, warehouses, you name it I've been around the block several times so it's been part of my career I've been doing different things. Sometimes we cannot control the layout, cannot control an office being under reconstruction, you cannot control that part but I can control what I do in making my workplace pleasant, having nice pictures on the wall, you can have some games you can play, whatever you can do to make it more pleasant, you help yourself and your coworkers as well and you make things better for everyone. Service, service to others helps us feel better. Lastly, the a team player, respect and appreciate coworkers. Those go hand-in-hand. You cannot do one without the other.

>> We know that -- be respectful and appreciated and that's something we all need is one of the most fundamental human needs because we are social animals. Most of us go great pains to gain acceptance. Sometimes people forget the start harassing other people, forgetting about that, it's not a good way to get people to appreciate you. They can unlearn those things.

>> We know if you appreciate your collects, your supervisor, anybody, that pays off. It will help to create increased your own stress even if you not -- giving them a compliment, being a service, when you know you can rely on each other do not have so many interpersonal conflicts and you will limit other problems that cause you stress.

>> Some of the actions you can take to demonstrate this are first of all, ask questions of the coworkers, listen to the answers.

>> Smile at them, interpret the events in an up the way, maybe share some of the positive outcomes from you wrote about in the other exercise. Take a walk with a coworker. Be of service to coworkers, that has been shown to reduce stress you would be surprised. It takes energy to do that. But you re-energize yourself.

>> As of Mark Twain reportedly said, the best way to cheer yourself up if he tried to cheer somebody else up. I like the next slide, I thought this was great, teamwork means never having to take all the blame yourself. That's a great one.

>> I've been spending a lot of time talking about reducing stress. I like to take a pause and hear from you and that you have other ideas that you like to help others. Can you share and everyone share some of the things they do to manage workplace stress that you find helpful?

>> What are some helpful things you do to manage your workplace stress? Just type in the text box, click all the -- questions are coming in.

>> Glad to see that. Go for a walk. Get out of the office.

>> A lot about brakes. Breathing exercises, which is really helpful. Take days off, I love that one. Go to lunch sometimes people -- just setting the goal of keeping that goal of going to lunch can be a challenge sometimes making sure you do it. Listening to music.

>> That was a good one by the way. I want to mention, sometimes if we find positive music, you can feel up the music, that's a great one to all those things are great.

>> Getting enough sleep. We know how powerful it can be to your mental health and well-being to get restorative sleep and so many of us do not do that. That was useful.

>> I saw somebody say smile even though they do not feel like it. That can help everyone else.

>> Summary has audiobooks. That's a great thing to do. We have a lot of those. Thank you for all of those.

>> We will talk -- thank you for sharing. Maybe you can share them with your coworkers. Some of the things you can do and you can utilize EAP to help you address workplace stressors, as I mentioned when you run into things like stress, you cannot deal with, if you have a coworker or a boss that is bowling you and you do not know what to do, call us. We are here 24/7 train professionals, every day of the year. Was confidential until patient available all the time. We are coaching available to help you meet your goals, manage stress, we have live or recorded webinars online just like this when you go in and find those and there is someone resilience which you may know, they can help you with bouncing back from adversity, managing stress, improving communication, I saw one recently, on improving communication and managing anger which can help you when you are talking to somebody at work, a lot on improving health and wellness, you name it there's something here. You can find them easily.

>> What again, there's a breathing video-out, go to the website and search for Breathe2Relax, there are self-paced programs to reduce stress, when I think about is called Fear Fighter, very good self-paced program. Their articles and tip sheets to help you if you search any topic, you can pull up anything.

>> Yes. You want to the learning center and searched by a particular topic, it will give you various options, tip sheets webinars, that sort of thing, they also have in the beginning, trending topics the race to see what is new and the chat feature on the website is a good tool if you have some issues navigating questions you can use that chat feature.

>> Five. We are critical incident or sports services whenever you run into something traumatic hopefully it will never happen but sometimes it does, something happens at work, you can call us and a consultation for yourself around the and you can talk to your manager and see if they can bring a EAP provider out your worksite to help everyone.

>> Is a good tool to be aware of.

>> Thank you again for finding out about this webinar for helping participation and sharing your thoughts, to summarize, we talked about the appoints of managing stress, we define stress, and we have identified many workplace stress busting tips, as well as talking about your options for using the EAP. Thank you again. We appreciate all your participation. We have a couple of pages after the end of the webinar that you sent the references I used in the topics I addressed. Feel free to check those out if you want to research the topic more.

>> One of the most important things I want you to do right now if you can take a moment before you leave, share at least one take away goal you are willing to commit to. Sure at least one goal you are willing to commit to help you reduce or better manage your workplace stress or stress in general.

>> Can you share some of those things with us?

>> We have a lot of responses coming in. This an important question to ask because here we are about change, we want to give you information and we want you to make commitments to put some of these things in action and we have a lot of responses coming in, would you like me to read a few?

>> I saw somebody say something about take their lunch break. Absolutely. Use the EAP services and I'll talk you in a bit about how to access the EAP services more. Relying on routines, somebody took some of the information you shared earlier too hard. Two minute meditation, take time for myself to relax, regenerate.

>> A lot about meditation.

>> Exercising for 10 minutes. That's great.

>> It energizes them. I like that one that you shared about focusing on something interesting or new. I would've thought that would be a strategy but it makes sense when you think about it. Get more sleep. Taking a nap.

>> Hopefully not at your desk.

>> We stress constructively, we can stress in ways that are not constructive thinking about what is the best way to do this that would be best for me and others around me.

>> I like somebody also mentioned do not over analyze things. Do not project the negatives. Those are great responses also. Appreciation of a colleague.

>> When Kathy was talking about earlier I was thinking about her and she always says that. Make sure to say thank you and have a good day, I appreciate you, I've noticed that about Kathy.

>> Thank you, Jeannie. But it's true. My colleagues do also. I sent complement when I hear them. Maybe you might think about suggesting that your managers also. It works and people love that when they can accomplish they get from people that call us, it pays off and our clinical director that does that also, it's going around and it helps people feel positive.

>> It doesn't take any time you can shoot a compliment real quick to somebody, it makes someone's day and just a couple of minutes it takes to do that.

>> I'm going to go ahead and close out this question. Thank you for all of your great goals that you put down. It's exciting to see so a lot of the about the EAP will have some time for questions for Kathy so that's great.

>> If you have a question you can submit that the of the Q&A box. Kathy will get to some questions in a bit.

>> Related to the EAP I know Kathy shared information about our services. These are prepaid free services to you and your family member, you can access the EAP via your toll-free number, specific to your company or the company specific website if you do not have that information, you can reach out to your human resource manager and they can help you with that. Whether you're managing workplace stress, or juggling the busyness of life, we're all dealing with things and

we are struggling so the EAP is your free service to you and your family members and if you are a leader it's free to the employees.

>> Is a specialized team for leaders that Kathy works on, you can call them to speak with the team if you're a leader.

>> We have a few minutes for questions. I'll turn things back over to you for questions.

>> What the stress is not about your work? It's only regarding dealing with unprofessional and disrespectful coworkers.

>> Was a great questions one of the things we have to tolerate that behavior, one of the things we can look at and role-play, how you start the conversation with a coworker or supervisor as disrespectful. You can call you can set up some prepaid sessions, you can role-play, how do I compete and get my concern and set boundaries, it's not okay to talk with anybody like that. It's not okay to share things like that. Believe it or not sometimes that one little intervention you talk to somebody in a respectful manner, and asked them not to speak with you that way, you can shut things down they might be angry because many times when we hear the truth we get angry. They may not like it. But they might be kind of grumpy for a while and that even act like they want to be around you.

>> They will come around trust me I know. I know that from experience. The other thing we can do is help you know when it doesn't work to do that, how do you bring that forward to your company in a way that is positive to address the problem.

>> When it's a supervisor there are ways to do that and we can give you suggestions.

>> I see one of the how you stay positive, when you're tired and angry yourself.

>> That goes back to what I talked about the it is not about staying positive permanently, it's about taking one positive action today. What can you do because what you're doing by taking the action, is letting go of how they impact you, you're taking responsibility for feeling good to sell. Taking those little actions, doing one a day can help you feel better even when you're feeling tired.

>> I agree, Kathy.

>> Sometimes it feels like work doesn't and even when you're at home. What are your thoughts on about worklife balance?

>> EAP has a lot of help around that we can help with worklife balance. Some of the things we have to do when work never ends, find a way to find boundaries for ourselves and I had a director position one time where I could work 24 hours a day and had to find ways to have balance. Use the EAP to help you maybe sort that out. We have work lights options in terms of information we have resources we can send you, you can consult with worklife specialist that can help you.

>> I encourage you to call.

>> I think as worklife balance, it's a big thing and we have for sure resources on the website around that. When you mentioned before is the key and that is around boundaries. Being able to set boundaries around work when you're not at work and you're in your home in your personal life, being able to stay in your home and your personal life and resist the urge to be at work. We can be plugged in in so many ways these days, on our phones, on our computers, they can be hard sometimes to resist that urge to check our working email for example so I think it's one of the keys is setting boundaries and making that commitment and keeping that commitment to maintain those boundaries.

>> Any best practices to avoid over stressing one your job is to manage other people. I've been in a position many times. The first thing it's about sending your own limits and boundaries. You don't want to get caught up in others drama and stress. It's okay and we do this all the time, you need some time right now. I have to complete this task myself, I have to do this first and I will be glad to talk with you.

>> It's a lot about self-care. You are a prime example you take stressful phone calls all day. That is your job. Very stressful. If you do not take care of yourself, how can you do this job every day?

>> That is true. I have a lot of quotes I use myself I have things in my office you might want to consider again making this is part of making your workplace pleasant also, I have sayings that help me.

>> I have a lot of sayings one is even about taking action and I use in spiritual stuff I'm not talking about religion but you may find want to do some of that also but one of them I like his the picture of the baseball a bird with a baseball cap and a baseball diamond, it says you cannot steal second with one foot on first. Do all you have in mind. I am with you. That's about positive universal stuff. I have all kinds of things, I can tell you things about letting go of others, do you do not get caught up but using the EAP and consulting can help. It can give you more ideas.



>> Thank you, Kathy. Thank you for such a wonderful time and informative presentation. Enriching today, appreciated. We have the exit polling question here so please fill that out before you leave. Please rate your overall satisfaction to the webinar, the answers are very satisfied, satisfied, dissatisfied, very dissatisfied, if you click the radio button to the left one time, the answer will be registered so don't worry about that.

>> Will still have a certificate of completion that you can download click on the documents to highlight, click on download files and follow the directions.

>> We got a lot of questions today. It was not answered I apologize. Please call us. Give us a call. We can provide you personalized confidential consultation and would like that. We will listen.

>> We will have some good ideas and strategies to share with you. Give us a call and we can answer your question in a personalized way.

>> We are out of time. Thank you everyone for joining us today. We appreciate you taking time out of your day so take care of yourself. Thank you, Kathy for sharing your knowledge and wisdom today. This concludes the webinar.

>> [ Event concluded ]