

COPE

Module #9:

Avoiding Burnout By Managing Stress/Strain

Module Objectives

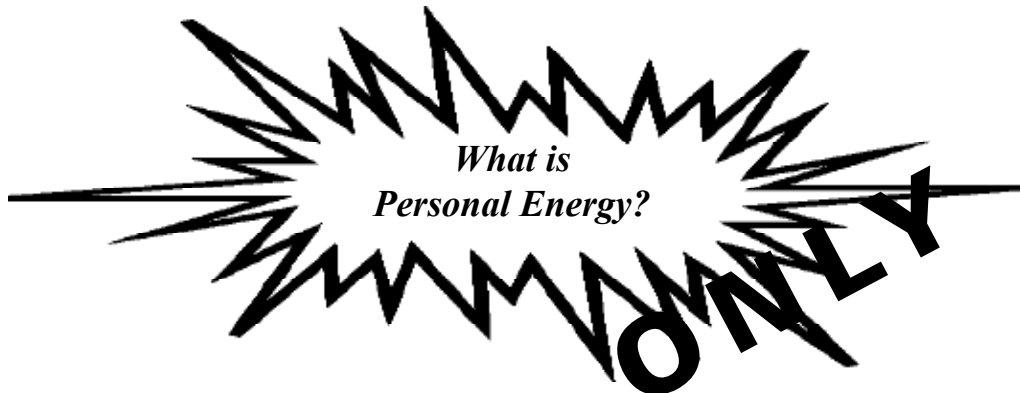
- Upon completion of this module, participants will be able to:
- Identify three interrelated aspects of personal energy,
- Define stressors in their personal and professional life,
- Learn how to deal with six dysfunctional coping styles, and
- Identify and practice the three major ways of dealing with stress.

Module Description

This **Leadership Through Quality** Management Development Module focuses on developing participant's understanding of stress, as it relates to their personal and professional lives. This training program includes material on the identification of the three types of energy (physical, emotional, and intellectual). A model of stress as an interactive process among you, them, the environment and the situation is also presented. In addition, participants will apply, through hands-on activities, practical methods to avoid burnout by effectively managing stress.

Are You Dangerously Close to... Running on Empty?

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Personal energy is a subjective measure of how strong, invigorated, or up to a task you may feel at any moment. Like the mercury in a thermometer, this energy is a finite resource in constant flux--sometimes high and sometimes low.

A good way to describe personal energy in more detail is to think of it as three interrelated, but separate parts:

***Physical energy:** describes your physiological capacity in relation to how "refreshed" or "tired" your body may be.

Refreshed |-----| Tired

***Emotional energy:** describes your emotional capacity in relation to how "negative," "neutral," or "positive" your emotional responses may be.

Positive |-----| Negative

***Intellectual energy:** describes your thinking capacity in relation to your ability to remember details, make effective judgments, think creatively, or process complex ideas.

Alert |-----| Impaired

The difference between an energetic and an unenergetic person is often that the former pays attention to his or her fuel gauge and takes action before it reads empty.



DANGER

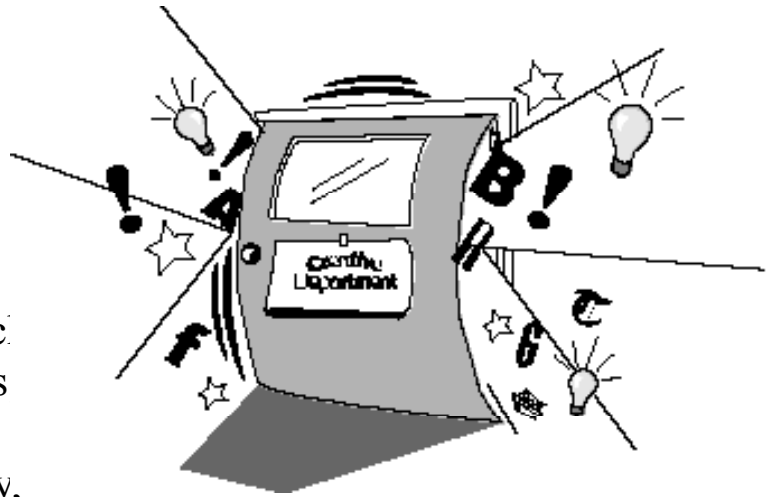
Faulty Assumptions About Personal Energy Management

Everyone has personal energy, but not everyone understands or believes in personal energy management. Here are three common misperceptions:

- 1. No one can increase his or her personal energy level.** Almost everyone can master personal energy management's basic techniques--knowing your limits, prioritizing and timing your tasks, and understanding what it is that helps you to relax and restore your personal energy. This assumption often arises not from the inability to change, but from the unwillingness to try.
- 2. Why try to manage personal energy? You either have it or you don't.** While it is true that some people do have higher natural energy levels, those with lower energy can use personal energy management techniques to help make up the difference. And remember, sometimes what seems like high energy is simply personal energy management at work.
- 3. What I think has nothing to do with my personal energy levels.** Stressful situations can make you tense and fatigued. Thinking about these situations in a negative way--both before and after they occur--can increase fatigue even more.

Monitoring Your Energy Levels

How might you personally be doing with each of the three types of energy levels at this time? Following is a simple evaluation that can be used several times a day and after important tasks or events such as sales calls, one-on-one meetings, performance appraisals, discussions with your spouse or family, etc. It's not an objective scale, but it will



give you an idea of what your current level of energy might be within each of the three areas. As you think about and monitor your energy levels, review the following statements and indicate which one applies best.

At this moment, do you feel---

Score A.M/P.M.

Physical Energy

Extremely active, lively and vigorous	5	___/___
Very active and full of energy	4	___/___
Able to do an average amount of activity	3	___/___
Able, but uninterested in doing any activity	2	___/___
Exhausted and unwilling to do anything physical right now	1	___/___

Emotional Energy

Relaxed and able to handle any emotional situation	5	___/___
Calm, yet ready to address necessary issues	4	___/___
Relatively calm, but unwilling to engage in any stressful tasks	3	___/___
Tension building due to "too much" of something	2	___/___
Anxious, tense or stressed out	1	___/___

Intellectual Energy

Clearheaded, focused and quick thinking	5	___/___
Capable of making effective judgments	4	___/___
Able to concentrate and perform adequately, but not at your best	3	___/___
Somewhat unable to remain focused or think creatively	2	___/___
Unable to concentrate or prone to making poor decisions	1	___/___

Stress Potential Questionnaire

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1. Define stress in one word.

2. What are the three most important things in your life right now?

3. What would you consider to be a main cause of stress in your life and/or job?

4. What steps have you taken to reduce stress in your life and/or job?

5. What is your most common reaction to a stressful situation?

6. How would you like to be able to deal with a stressful situation?

7. On a scale from one(least) to ten(most) how stressful has the past week been? _____

(NOTE: See Page 6 for Analysis on your Stress Potential Responses)