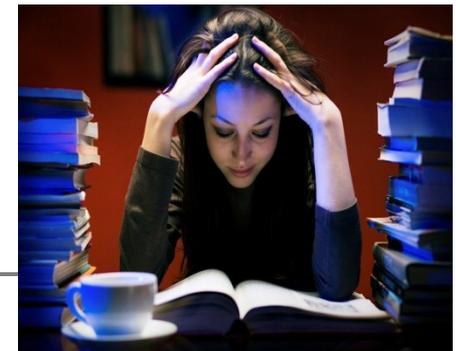


Managing Stress

Tips for managers in a highly stressful environment



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Effective Communication

- Communicate openly.
- Ask for what you need.
- Use straight talk
- Compliment frequently.
- Criticize in private.
- Create a “**NO WHINE ZONE**”.
- Avoid positive energy **VAMPIRES!!**
- Do not gossip.
- Maintain appropriate levels of confidentiality.
- **NEVER** humiliate or embarrass your subordinates, peers or superiors. This creates a very stressful environment and feeds the grape vine with negative material.
- Don't stir the pot!!!



Positive Behaviors

- Be confident.
- **Lead** by example.
- Be positive.
- Smile, greet staff and others.
- Develop a support system. Five minute pity parties are allowed, long time suffering is not!
- NO DRAMA!!
- Be on time
- Be prepared for meetings



Work Balance

- Being a workaholic is not a badge of honor.
- Rather, it demonstrates a lack of work/life balance. It also creates martyrs and burn out.
- Characteristics of a workaholic:
 - **Consistently works 55 hours or more per week**
 - **Eats lunch at desk, daily.**
 - **Annual vacation, less than 24 hours.**
 - **Takes home work, daily and weekends**
 - **Chronic blackberry and telephone use.**



Time Management

- Learn to manage your time. Develop ritual behavior that ensures that deadlines are met.
 - Check your calendar for travel, upcoming meetings, report deadlines, etc.
 - Do not procrastinate. Factor in time to complete a task, i.e. errors, interruptions, multi-tasking and lack of resources.
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Exercise

- Take yoga, meditate and have regular massages.
- Make time for 30 minutes of exercise, daily.
- Use the stairs in lieu of the elevator.
- Park further from the building to increase walking.



Proper Diet



- Eat properly:
Minimize or eliminate fatty, fast and processed foods.
- Add more fruits and vegetables to your diet.
- Avoid large amounts of sugar and caffeine. They have a negative impact on your sense of well being (crash & burn).
- Eliminate drugs, alcohol and cigarettes.
- Drink water.



Rest & Relaxation

- Sleep deprivation contributes to unacceptable levels of stress.
- Adequate rest promotes overall better health.
- Analytical skills are not impaired.
- Proper rest creates a more pleasant demeanor, positive attitude and higher levels of performance



Self Examination



- Seek self understanding. Stop blaming others for your behavior.
 - Set goals and objectives. Make them a priority.
 - Balance technoidism.
 - Un-tether yourself.
 - Allow your staff to become empowered.
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Attitude



- Eliminate the high drama, rushing and hurry – flurry.
 - Have fun. Enjoy three deep belly laughs daily.
 - Be flexible, open minded and embrace change.
 - Balance work and play. Take walks, pursue a hobby, meet with friends, go to a play, movie, or sporting event. Have a life!
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Self Improvement

- **Develop agenda for meetings. Control the agenda and length of the meeting.**
- **Avoid toxic relationships. Don't allow the drama kings and queens to have a stage.**
- **Avoid clutter – Disorganization is a sign of mental illness.**



Affect

- Your behavior affects your staff and department's culture.
 - Negative behavior triggered by stress:
 - **Low productivity**
 - **Tardiness**
 - **Absenteeism**
 - **High attrition**
 - **Poor attitudes**
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Author

- Content is based on notes taken at a seminar presented by Dr. Carolyn Hines, C. W. Hines & Associates, Inc.
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