

# **The Calm Cool and Collected Worker**

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# Objectives

- Demonstrate an awareness and appreciation of your own time management and organizational strategies, habits and techniques.
- Describe your organizational and time management challenges.
- Recognize time wasters and identify specific ways of eliminating or minimizing them.
- Examine the internal (biological, personality) and external (social, occupational, environmental) causes of job stress and burnout
- Discuss the short-term and long term symptoms of stress and burnout
- Identify problem focused and emotion focused coping techniques workers can apply to ease their distress

# What's Involved in Managing Your Time Effectively?

- Commitment
- Knowing yourself
- Analysis
- Planning
- Follow-Up and Re-analysis

# Reasons Why We Waste Time

## ■ Self-Generated

- Disorganization
- Procrastination
- Inability To Say No
- Attitude/Lack of Interest
- Inability to Keep Other People's Monkeys Off Your Back
- Ineffective Delegation

## ■ Environmental

- Visitors
- Telephone Calls
- Mail/Paper
- Crises
- Meetings

# What Controls Your Time?

- Events we cannot control.
- Events that we think we cannot control, but we can.
- Events we can control, but we don't.
- Events we think we can control, but we can't.
- Events we think we can control, and we do.

# Three Tests of Time

- The Test of...
  - 1. Necessity
  - 2. Appropriateness
  - 3. Efficiency

# To-Do Lists

- List items each day.
- Break larger items into smaller tasks.
- Prioritize.
- Keep list on computer.
- Put phone numbers on list directly.
- Be realistic!

# Scheduling

- Identify the time you have available.
- Block in the **essential tasks**.
- Schedule in **high priority, urgent** tasks and **vital** "house-keeping" activities.
- Block in **appropriate** contingency time.
- Address your priorities and personal goals.

# The Paper Avalanche

- The “Handle-Paper-Once” Game
  - Memo’s and “What-Not”
- File Management

# Phone/Voice Mail

- How are your calls “screened”?
- Learning graceful ways to say “good-bye”
- Who has your work phone #?
- Put a time limit on voice mail message.
- Voice mail explain possible alternatives.
- Try to return all calls each day.
- Who must you take calls from directly??

# E-Mail Management

- Scheduled time.
- Avoid instant notification.
- Develop a filing system.
- Seek expert advice.
- Use templates.
- Write e-mail messages that are “responder-friendly.”.
- Don't send cc's to everyone.

# E-Mail Management (cont.)

- Instant Message.
- Develop contact lists.
- Outlook – use it!
- Have a junk folder.
- Delete or Respond

# Tips for Time Management

- Regular self-assessments.
- Plan for the unexpected
- Decrease telephone time.
- Identify personal “time wasters”.
- “Chunk” tasks into more manageable parts.

# Tips for Time Management

(cont.)

- Decrease meeting time.
- Prioritize.
- Be proactive and not reactive.
- Know yourself.

# What is Stress ?

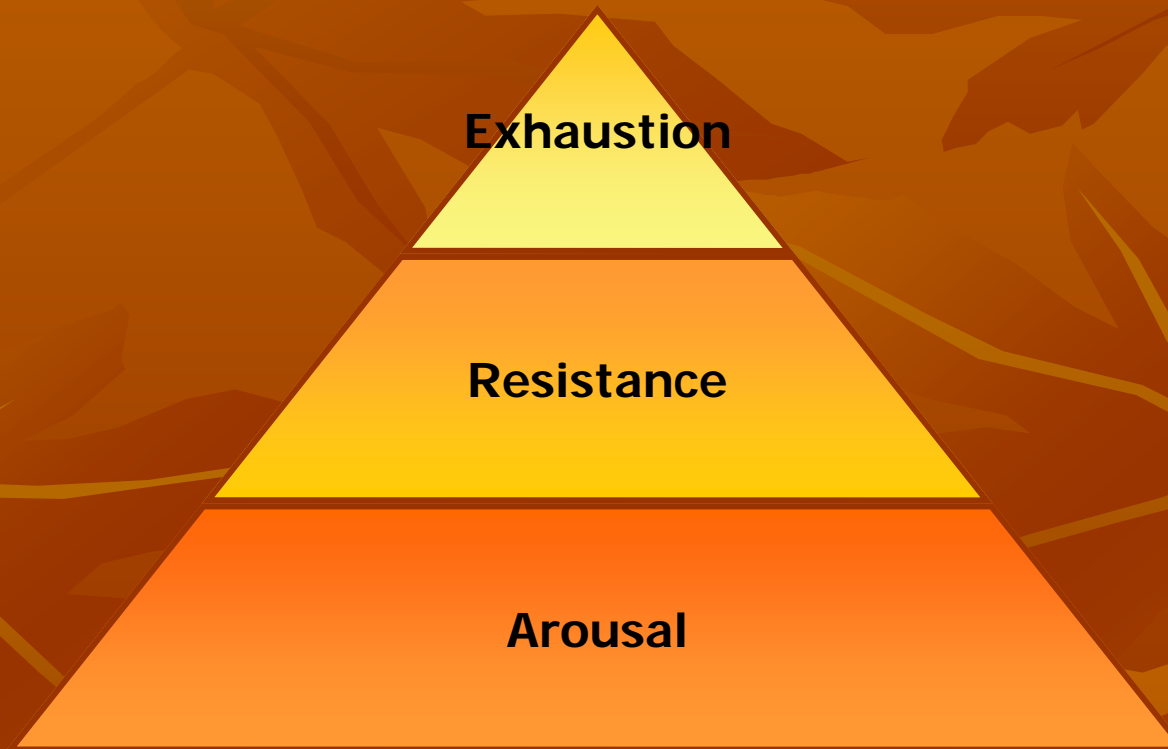
- The non- specific response of the body to any demand made upon it.
- **Stressor**: any stimulus, internal or external with the potential to set off a “fight or flight” response
- **Eustressors**: stressors that are positive and challenging and promote action
- **Distressors**: stressors that are negative and can cause damage. It is this type of negative stress that leads to burnout

# STRESSORS

External and Internal causes of stress.

- ↗ ***Individual*** = Biological and personality factors.
- ↗ ***Social*** = Interactions with others.
- ↗ ***Occupational*** = Experiences at work.
- ↗ ***Environmental*** = Impact of surroundings and the world.

# THREE BASIC STAGES OF STRESS



# What is Burnout?

- Burnout denotes the disengagement of a previously committed worker from his/her work, as a response to the stress and strain experienced at her/his job
- Stress occurs when there is an imbalance between demands and resources
- Contributory causes to the burnout effect range from flaws in the individual to flaws in our society.

# Stress Contributes to BURNOUT

- 1. Loss of Control = Threat
- 2. Fight or Flight Response
- 3. Chronic Stress

# Fight or Flight Response

- Without a proper release of the stress that our bodies produce we begin to breakdown physically and emotionally which takes a toll on all aspects of our lives.

# Short Term Stress Symptoms

- PHYSICAL
- EMOTIONAL
- BEHAVIORAL

# Long Term Stress Symptoms

- HEALTH
- SOCIAL
- OCCUPATIONAL

# THE S.A.M. DECISION MAKING MODEL

- **S** hort-circuit: How can you redefine your source of stress?
- **A** voidance: How can you get away from the stressful situation
- **M** itigation: How can you build up your resistance to stress?

# Stress Reduction Techniques

- The 10 Second Break
- 10 Dietary Guidelines
- “Desk-Ercise”
- Creative Visualization

**Rule 1. Don't sweat the small stuff.**

**Rule 2. It's all small stuff.**

**Rule 3. If you can't fight or flee,  
then flow.**

**If you don't mind, it don't matter  
- *Author Unknown***