

MANAGING STRESS AND BUILDING RESILIENCE in THE REMOTE SETTING

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In today's session, we will cover :

1. Stress

- Definition
- Framework and types of stress
- How stress affects us : pros and cons
- Mastering stress

2. Resilience

- Definition
- The role of stress and anxiety
- Steps in building resiliency

Stress is caused by being here, but
wanting to be there.

-- Eckhart Tolle

spiritual teacher and best-selling author

“Power of Now” and “Stillness Speaks”

Introduction to stress

- What is stress for you?
- What typically causes stress?
- What emotions and behaviors does it elicit ?



What is Stress?

Stress is simply the gap between demand and capacity.

Demand



Stress is information and energy that we use to make adjustments

Stress is neither labelled “good” or “bad”; it is the reaction that is relevant

Capacity



1. Stress is different for everyone
2. What happens in this gap is our response to stress
3. Leaders often cascade stress; need to manage their own first

How does it work? The 1-2-3 Model of Stress

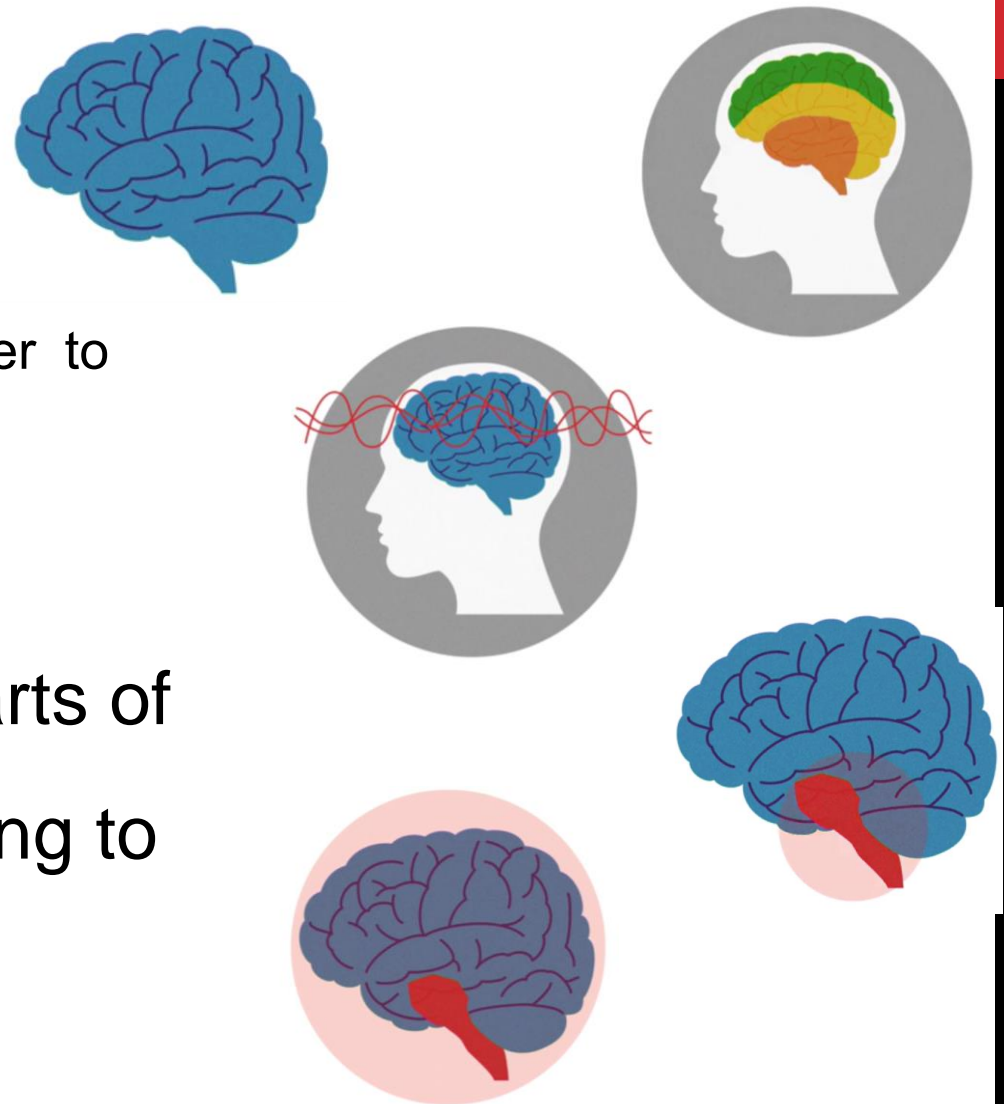
1. Rules of the Brain

- hardwired for safety
- conscious & non-conscious processing modes
- maintenance of “homeostasis” : triune brain works together to navigate experiences

2. Getting back into that rhythm & balance

3. Trapping of energy at the more primal parts of the brain when capacity < demand, leading to

4. More stress leads to more stress



* Source: Heidi Hanna , “Managing Stress for Positive Change”, Remote Working Certification Course, LinkedIn, 2018.

How does stress affect us?

1. It's basically the difference between demand and capacity
2. Types of stress
 - **Tame/tolerable stress** – the brain telling us we need to adjust;
 - **Acute stress** - When we have the resources, stress can be helpful and resolvable
 - **Chronic stress** –when it lingers, we become exhausted and distracted, become sick
3. Stress is addictive like gambling or smoking

How does stress affect us?

4. **Contagious** --- like the flu, we spread it and we pick it up, and becomes more chronic
5. Stress is information and energy that we use to make adjustments; when we can't do anything about it, have too much of it at once, or if it goes on for too long : **BURNOUT !**

*Becareful when you say “**I feel stressed**”
because stress is **NOT a feeling**; it is an insight
that we can do something with ... and that’s when
we can do something about it for good*

Stress Mastery

Remove the emotional judgment of stress away to be able to take personal control; lean into the feeling and ask what stress is trying to tell us.

To use the energy of stress as a fuel:

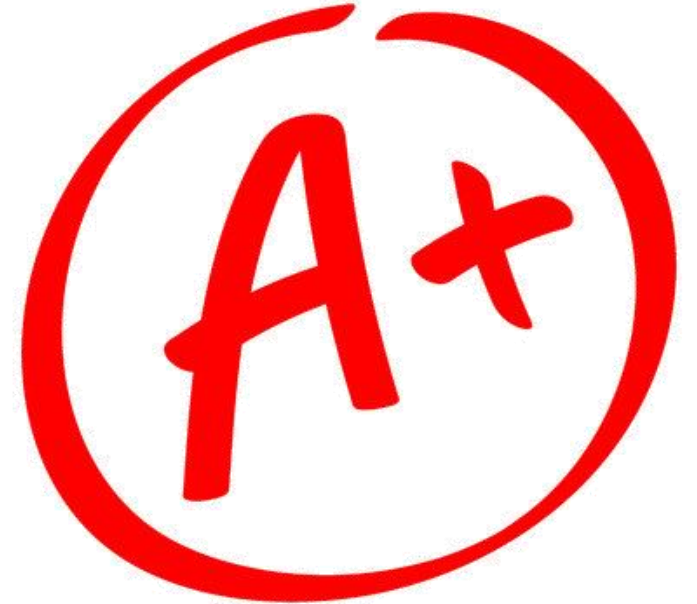
1. Look at the information its trying to provide
2. Ask clarifying questions to get to the core
3. Use that same energy to fuel some sort of action

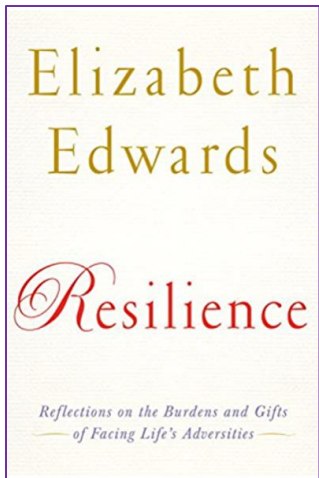
Stress Mastery Formula

Step 1 : **Assess**, be clear on what the stress is and where it's coming from

Step 2 : **Appreciate** it; it's trying to help you & not hurt you; if it becomes too much, then learn to appreciate something else that is happening now to help you get a sense of gratitude

Step 3 **Adjust** with the renewed energy that you have; take one small action step to minimize stress





Resilience is accepting your new reality, even if it's “less good” than the one you had before. You can fight it, you can do nothing but scream about what you've lost, or you can accept that and try to put together something that's good.

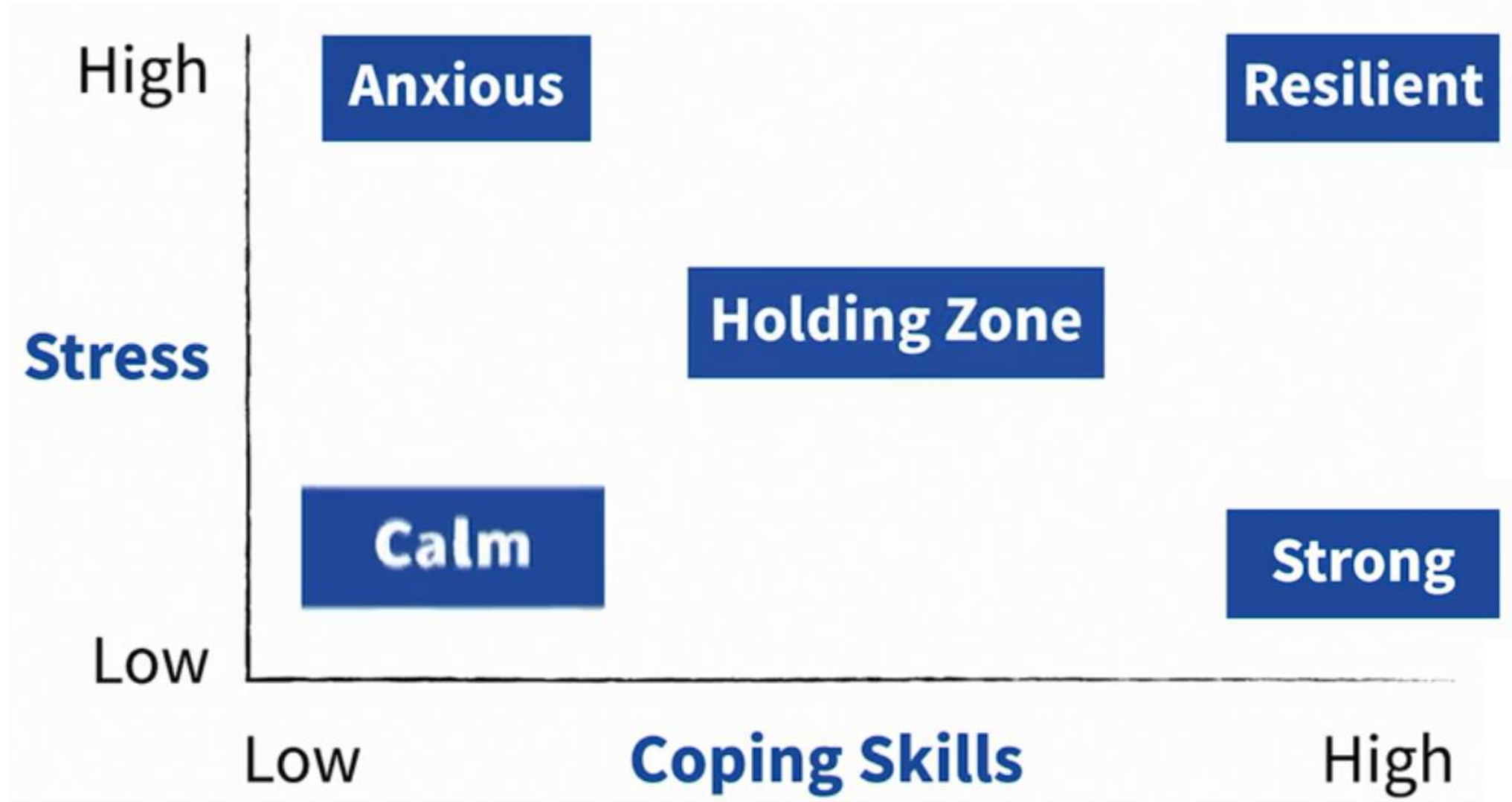
-- Elizabeth Edwards

American attorney, a best-selling author
and a health care activist

Defining resiliency

- Being able to bounce back from an adverse situation and to rise to the occasion
- It is not tenacity nor the ability to stick to a task no matter how hard it is, and see it through: that is what we call “grit”; pushing through a situation to get the job done
- Being resilient is key during adversity and recovery; it is not merely folding under pressure
- It is not innate; it can be learned, just like an athletic event

The role of stress and anxiety in resiliency



* Source: Tatiana Kolovou, "Building Resilience", Remote Working Certification Course, LinkedIn, 2019.

What happens when you build resilience

State Anxiety

The level of stress our body develops in a given **moment in time**

Trait Anxiety

The intensity of anxiety we **generally** experience

1. **State resilience** – level of resilience our body develops in a given moment in time
2. Increase your state resilience to help raise your **trait resilience**

* Source: Tatiana Kolovou, "Building Resilience", Remote Working Certification Course, LinkedIn, 2019.

Steps in building resilience

1. Getting used to rejection or making mistakes
2. Learning something new
3. Facing uncomfortable situations
4. Manage your energy



* Source: Tatiana Kolovou, "Building Resilience", Remote Working Certification Course, LinkedIn, 2019.

Steps in building resilience

- Practice positive thinking
- Evaluate your action on a stressful event happening to you
- Choose your attitude in situations (i.e. in performance review, certain people, etc)
- Get good, objective feedback from people you trust
- Analysis-paralysis vs. taking cathartic action
- Take a break, re-direct, and come back



Main points

- Resilience is learned by practice in life, not by a book
- Evaluate your action
- Keep a positive action
- Get feedback
- Take a break
- Let it go



Where there is no struggle,
there is no strength.

-- Oprah Winfrey

American media executive, actress, talk
show host, television producer, and
philanthropist



REPORTER

REFERENCES

This presentation is adapted from “Managing Stress and Building Resilience in Remote Teams”, a presentation by Victor Mike Catanghal, MD, March 2020.