

BUILDING RESILIENCE AND MANAGING STRESS (PART 2)

MIKHAEL MANALO

LEARNING & DEVELOPMENT

TELUS INTERNATIONAL PHILIPPINES

SESSION OUTLINE

- 1. Introduction to Stress**
- 2. Defining Stress and Resilience**
- 3. Types of Stress**
- 4. Symptoms of Stress**
- 5. Dealing with Stress**
- 6. Coping Mechanisms**

GETTING THINGS STARTED

- **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



Capacity



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

WHAT IS RESILIENCE?

“an ability to recover from or adjust easily to misfortune or change”

—Merriam-Webster Dictionary

TYPES OF STRESS

- **Tame/tolerable stress**
- **Acute stress**
- **Chronic stress**



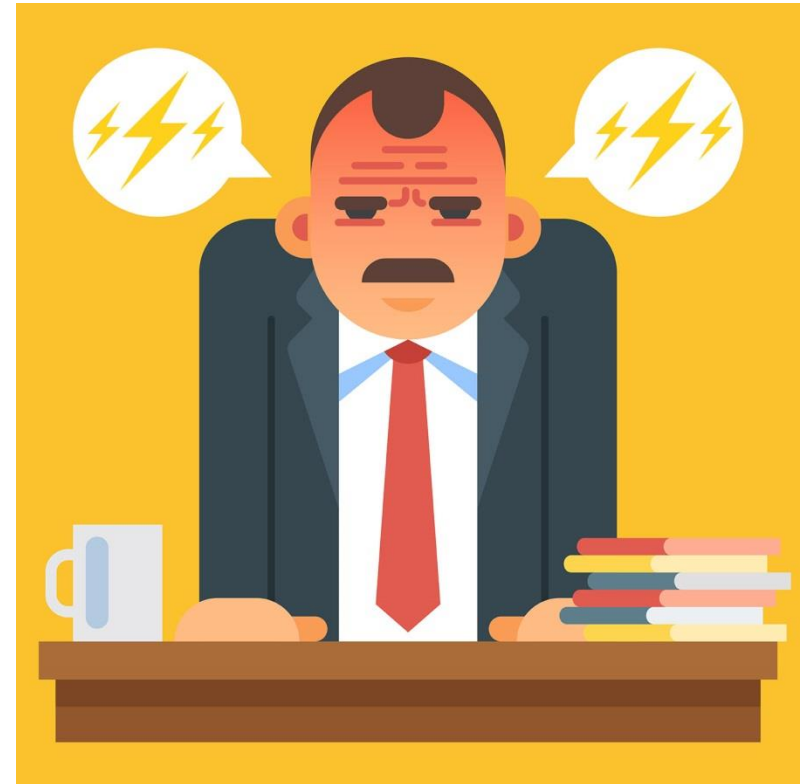
SYMPTOMS OF STRESS

- **Dizziness or a general feeling of "being out of it"**
- **General aches and pains**
- **Grinding teeth, clenched jaw**
- **Headaches**
- **Indigestion or acid reflux symptoms**
- **Increase in or loss of appetite**
- **Muscle tension in neck, face or shoulders**
- **Problems sleeping**
- **Racing heart**
- **Cold and sweaty palms**
- **Tiredness, exhaustion**
- **Trembling/shaking**
- **Weight gain or loss**
- **Upset stomach, diarrhea**
- **Sexual difficulties**

** Source: <https://my.clevelandclinic.org/health/articles/11874-stress>*

REALITIES OF STRESS

- **Stress is different for everyone**
- **Lack of resources and capabilities induce stress**
- **Leaders often cascade stress**
- **More stress leads to more stress**



DEALING WITH STRESS

1. Gratitude practice
2. Routine and productivity
3. Breaks and downtime
4. Movement
5. Connection



ADAPTIVE COPING MECHANISMS

- **Support**
- **Relaxation**
- **Grooming**
- **Problem-solving**
- **Humor**
- **Physical activity**
- **Psychotherapy**



MALADAPTIVE COPING MECHANISMS

- **Escape**
- **Binging**
- **Numbing**
- **Adrenaline rush**
- **Self-harm**



HACKING YOUR BRAIN

DOPAMINE THE REWARD CHEMICAL

- Completing a task
- Doing self-care activities
- Eating food
- Celebrating little wins



SEROTONIN THE MOOD STABILIZER

- Meditating
- Running
- Sun exposure
- Walk in nature
- Swimming
- Cycling



OXYTOCIN THE LOVE HORMONE

- Playing with a dog
- Playing with a baby
- Holding hand
- Hugging your family
- Give compliment



ENDORPHIN THE PAIN KILLER

- Laughter exercise
- Essential oils
- Watch a comedy
- Dark chocolate
- Exercising



* Source: Jacob Ernst, Mental Health Services, Toronto, ON, Canada

REFERENCES

1. Victor Mike Catanghal MD, *Coping with the "New Norm" Stresses of Daily COVID Life*, TIP Presentation, 2020.
2. Heidi Hanna, *Managing Stress for Positive Change*, Remote Working Certification Course, LinkedIn, 2018.
3. Mikhael Manalo, *A Harmonious Lifestyle : The Intersection Between Work and Personal Life*, TIP Presentation, 2020
4. <https://www.psychologytoday.com/intl/blog/prescriptions-life/201505/stop-numbing-out-and-awaken-your-life>
5. <https://thecheshiremagazine.co.uk/features/happiness-adam-taylor>
6. <https://my.clevelandclinic.org/health/articles/11874-stress>