

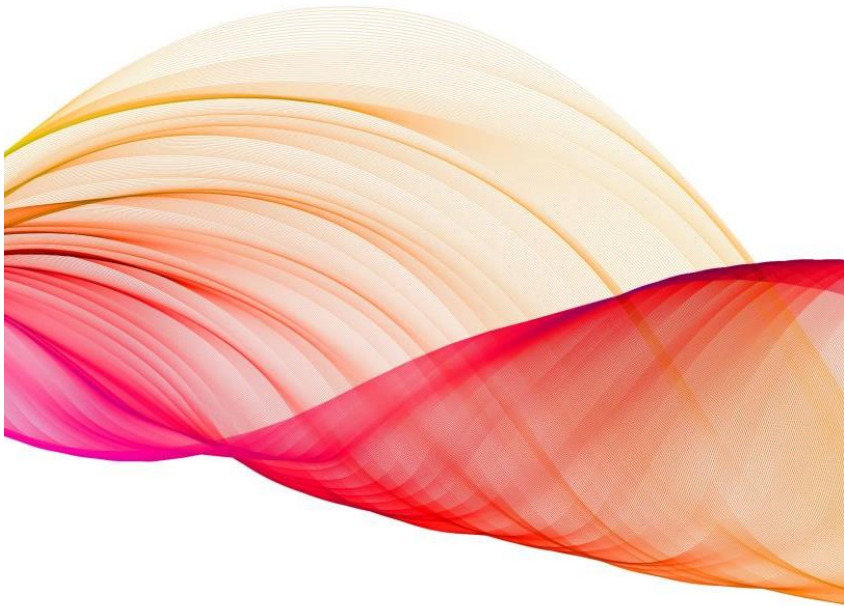


# Understanding & Mastering Stress at the Root Level

LEARNING & PRACTICING STRESS  
MASTERY METHODOLOGIES TO DEAL  
WITH HABITUAL NEGATIVE  
THOUGHTS & AUTOMATIC  
REACTIONS

YOU HAVE THE POWER TO CHOOSE  
YOUR RESPONSE, RATHER THAN JUST  
REACT

Melody Byblow, RHN, CMWA  
[melody@holisticwellnessadvantage.ca](mailto:melody@holisticwellnessadvantage.ca)  
306-500-8200



*“Excessive chronic stress is the number one thing that will block or slow down someone’s healing journey. It’s part of the emotional component of holistic medicine. You can eat all the right foods, take supplements, filter water, exercise, do breathwork in the moment, etc., but all that effort will get slowed down or be useless if their stress is out of control, even the imagined worrying thoughts.*

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- MELODY BYBLOW, RHN, CMWA

BEGIN  
EACH DAY  
— With a —  
GRATEFUL  
HEART



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## DISCLAIMER

Regardless of your scores on the SMQ, if you are in distress, depressed or feel that life is hopeless, contact a mental health professional, counselor or physician. This Guide and Workbook is not intended to replace or be a substitute for quality medical or psychological assistance. The materials provided by Stressmaster International, Dr. James Petersen and your workshop facilitator Melody Byblow are for educational purposes only and are not to be construed as providing medical or psychological diagnoses or treatment. If you are in acute distress, anxiety or depression or thinking about harming yourself or others, seek help immediately.



# Today's Agenda – 3.5 hours

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- Definitions, understanding of stress
- The hormone cascade and the gut connection
- How stress contributes to chronic diseases and why those are increasing
- The true impact of stress on health and quality of life
- Why learning to regulate our nervous system is an essential part of self-care
- 10 Min Bio Break (longer if time permits)
- Stress Mastery Guide, SMQ Reports
- Addressing “Burnout”
- Group Participation & Fun: Practice with 2 Stress Scales  
How to change our perspectives surrounding stressors and practice better strategies
- Self-care Holistic ways to manage and reduce stress – using your own discernment



# Why I'm so passionate about understanding and methods to reduce chronic stress...

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Long history of excessive chronic stress personally predisposed me to Fibromyalgia

Two decades of increasing pain, mostly spinal, neck, lower back – scoliosis, surgeries, other spine defects – everything blamed on that until...

Widespread pain – 15 years – not properly diagnosed

Burnout

Intuitive, needed to learn something about nutrition?

CSNN 2008-2010 +++ continuing education

3 years to unwind the damage of lifelong addiction to stress and effects of poor diet, sleep issues, gut health, detox (liver impaired), better relationship with balancing stress and mitigating its effects



# Stress Reactions

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Fight

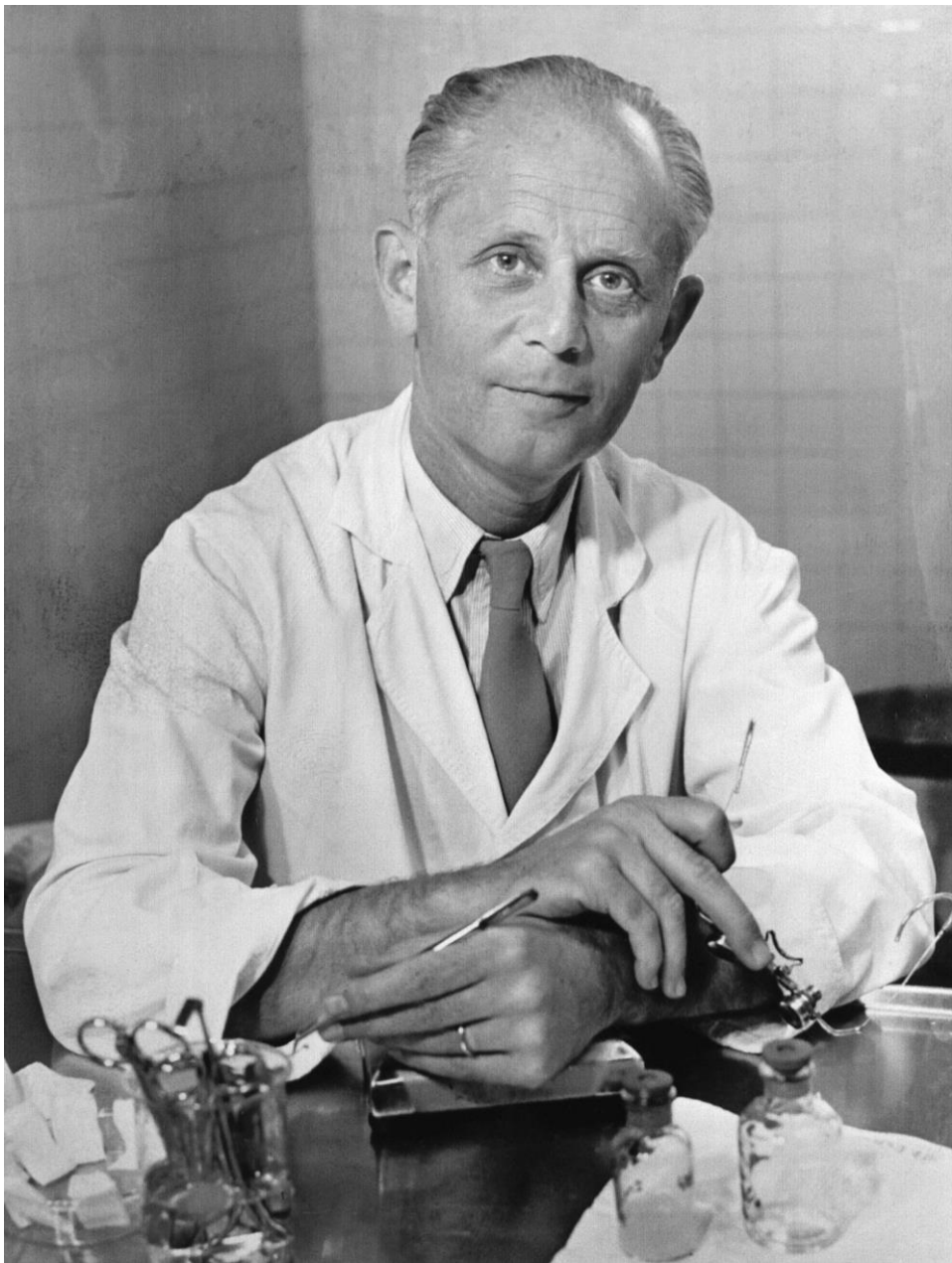
Flight

Freeze

Faint





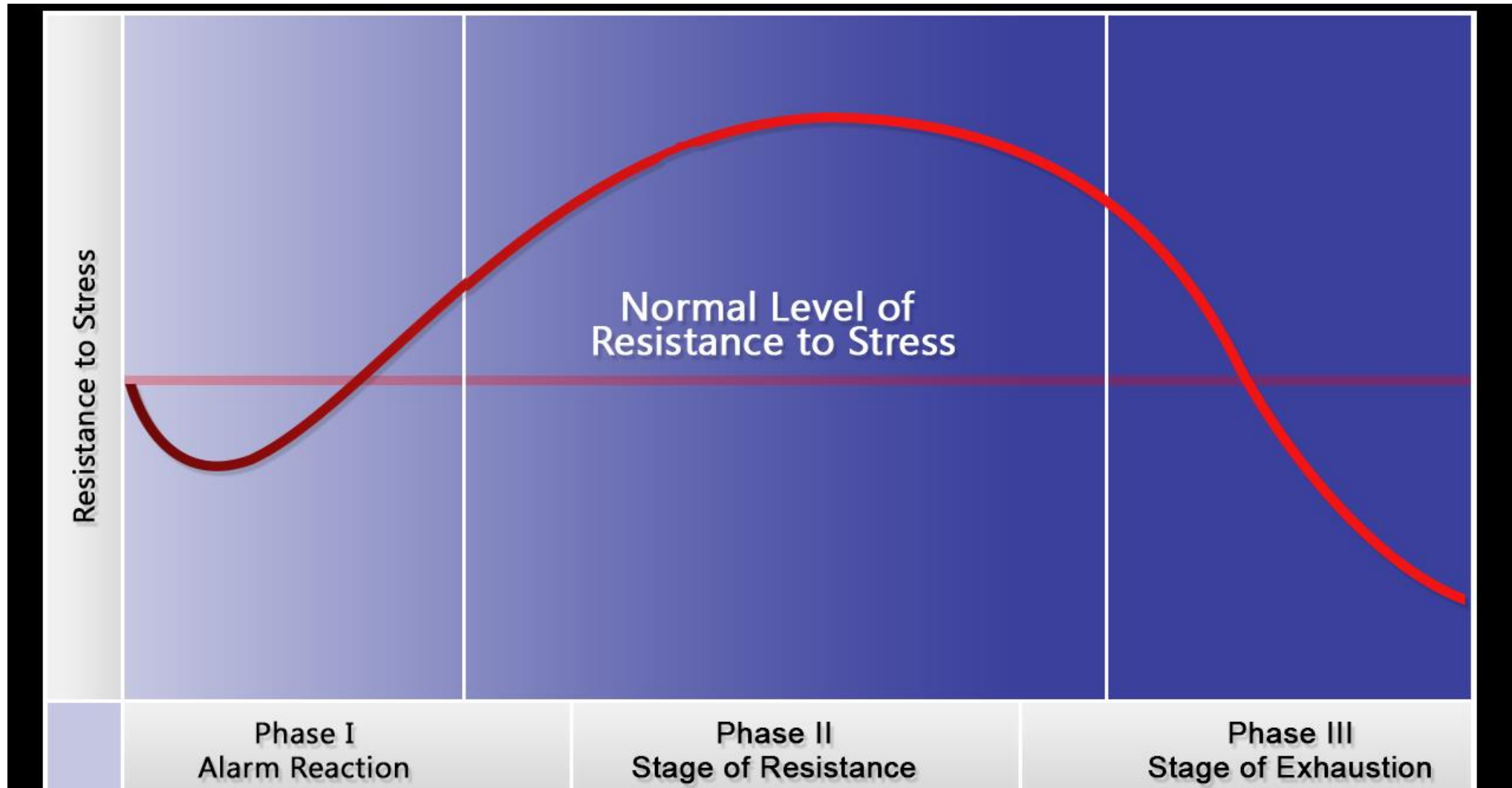


## Dr. Hans Selye – a Pioneer in Understanding Stress Physiology

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### *Selye's theory:*

Overexposing the body to stress would cause what he called “general adaptation syndrome,” which could lead to shock, alarm and eventually exhaustion.



# Eustress & Distress

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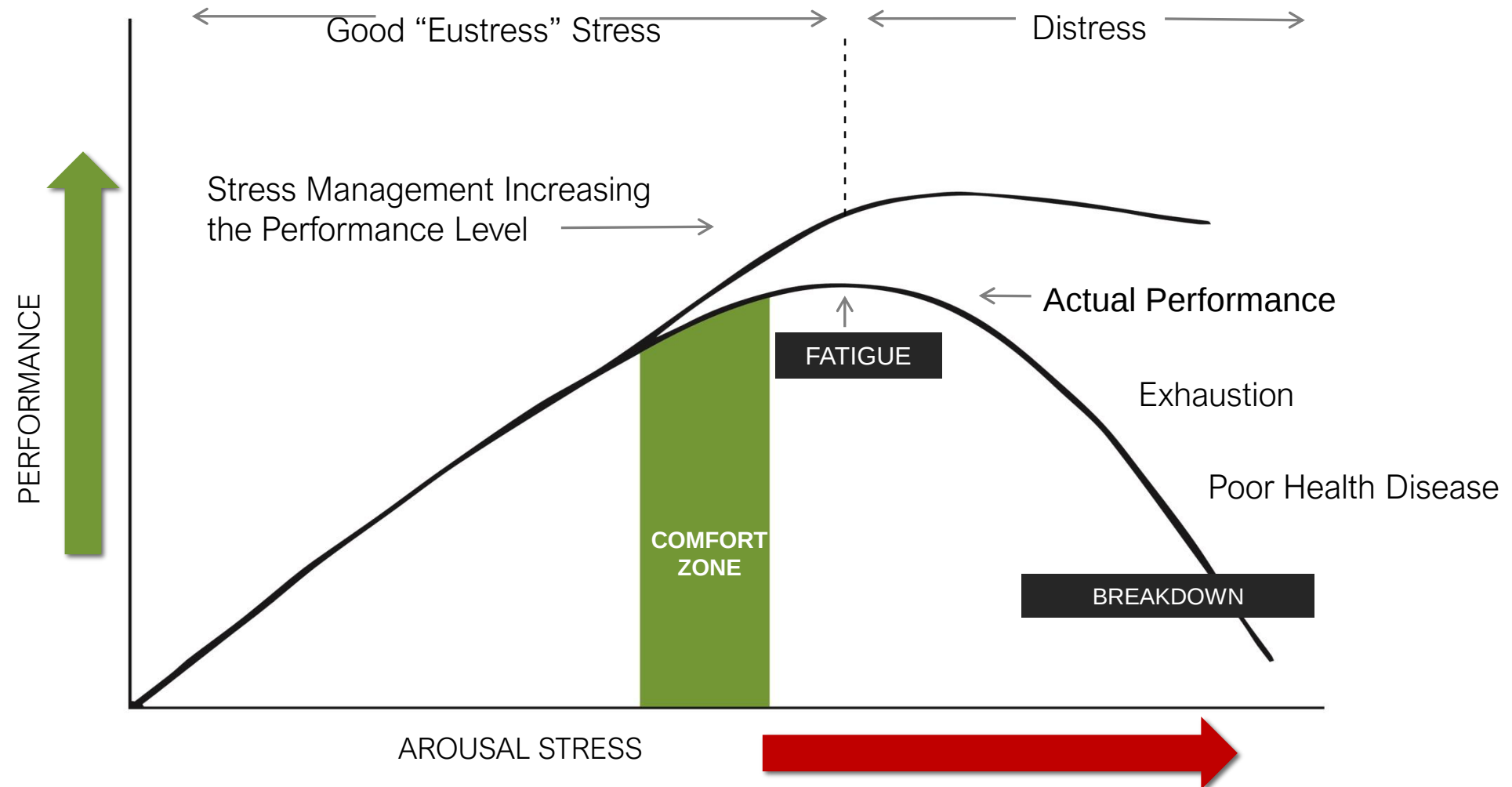
## Brain–body responses to chronic stress

“...the importance of stress and the stress response in the maintenance of health and survival when the environment puts significant pressure on the brain and body. An important distinction is the difference between *eustress* and *distress*. These terms are part of a broader theme that there exist instances where the stress responses that are engaged improve performance and outcomes (eustress) and situations where stressors lead to negative outcomes and pathophysiology (distress).”

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8725649/>



# Demand vs capacity





# Stress Types

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**Acute, short term** – at the time of a specific event, short duration

**Chronic, long-term** – accumulative on-going stress, little to no relief

**Relative impact and experience** is dependent on a person's perspective and experiences from past, and how much stress they are carrying on any given day or moment, over time

# Stress Sources

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## *Other characterizations:*

New, Novel, Unknown – unsure how to respond/react

Unpredicted, Surprise, Shock

Threat to Physical Safety, Ego, Self

## *Control over it? Yes/No*

Real, Anticipated, or Imagined (Chronic worry/fear, negative what if's)

Emotional events (anger, fear, time-urgency, perfectionism, world/family bad news, etc.)

Physical/Environmental (cold water, cut finger/arm/accidents, toxins/chemicals, EMFs, etc.)

Other



# Stress Resiliency Considerations

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## VARIABLES

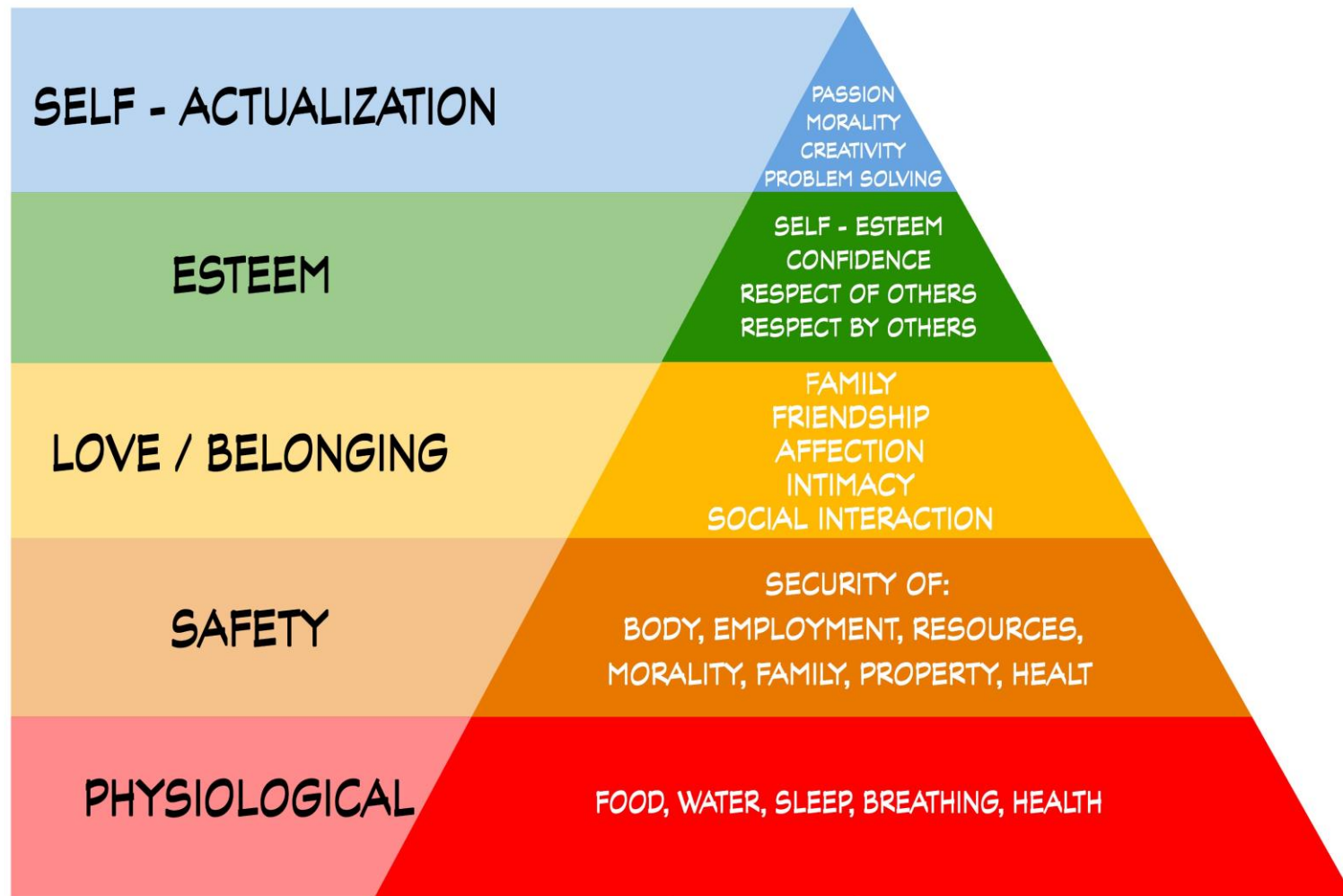
Age, Gender, Work types  
Environmental  
Experiences, history, family wisdom shared  
Trauma, personal and generational  
Personality types  
Survival threats, financial  
Health and disease state, Fitness  
Emotional Intelligence Skills  
Spiritual, Social, Family

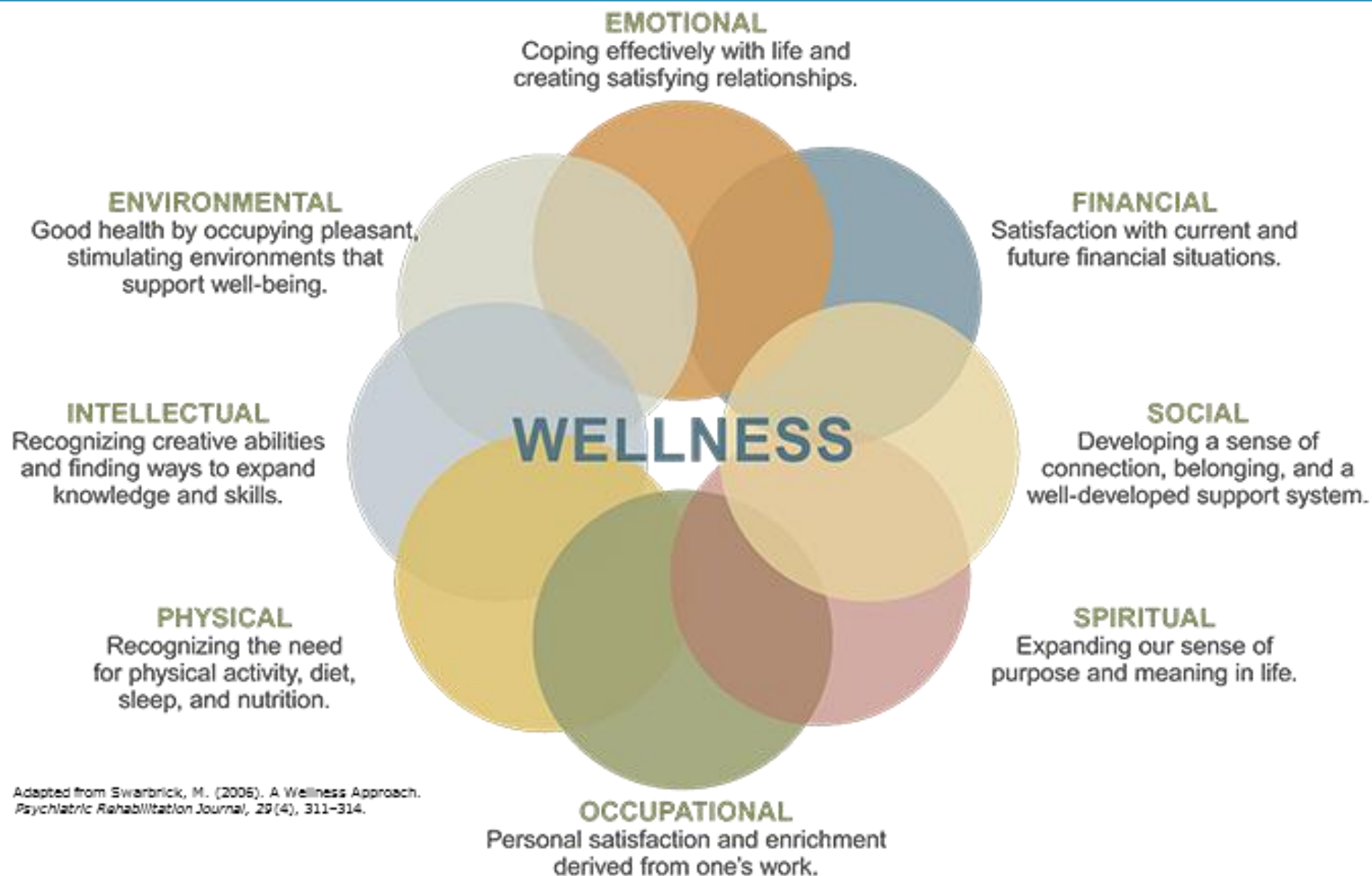
## IMPACTS

Stress Load = demand vs capacity

Stress Lens = your perception  
based on mindset, unconscious  
bias

Stress Signature = how you  
personally react (and respond) to  
stress





Adapted from Swarbrick, M. (2006). A Wellness Approach.  
*Psychiatric Rehabilitation Journal*, 29(4), 311-314.

What's stressing you out?

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Share in the chat



# Stress Capacity

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How big is the problem?

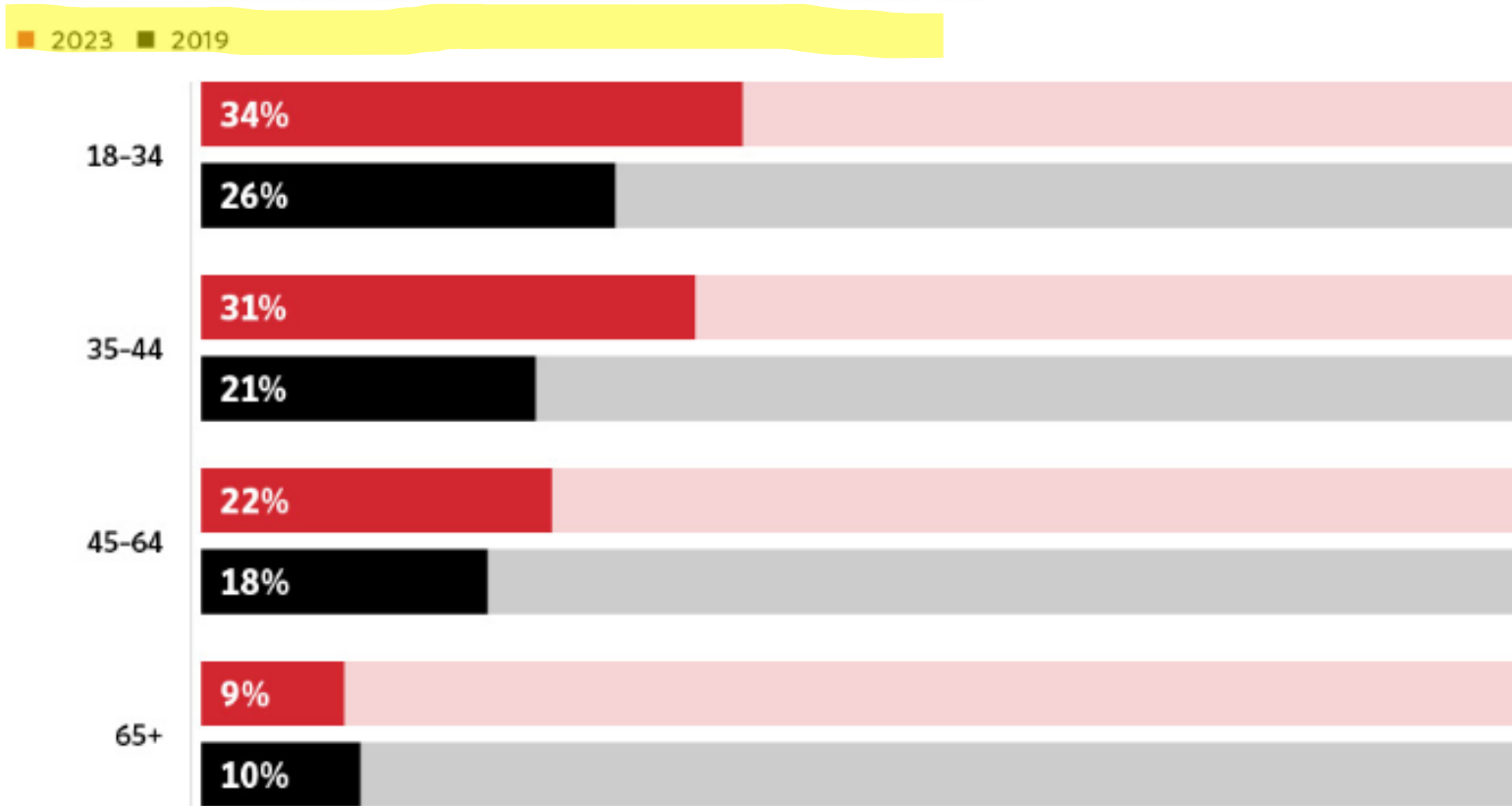
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# Chronic Stress is at an all-time high

- adults in typical working age range
- a third of all people 18-44 rate their stress extremely high
- graph shows ONLY those who rated very high stress 8-10
- EVERYONE is impacted by stress

## Infographic: Stress by age

**PRE- AND POST-PANDEMIC STRESS LEVEL COMPARISON BY AGE**  
% OF ADULTS WHO RATE THEIR AVERAGE STRESS BETWEEN EIGHT AND TEN\*



\*Respondents were asked to rate their average level of stress during the past month on a scale of 1 to 10, where 1 means "little or no stress" and 10 means "extremely high stress"

# Infographic: Women and men

## COMPARISON OF WOMEN AND MEN RELATED TO MONEY AND FAMILY/RELATIONSHIP STRESS

■ WOMEN ■ MEN



### IMPACTS OF MONEY RELATED STRESS

REPORT FEELING CONSUMED BY THEIR WORRIES REGARDING MONEY



SAID THEY ARE EMBARRASSED TO TALK ABOUT MONEY/THEIR FINANCIAL SITUATION



### IMPACTS OF FAMILY/RELATIONSHIP RELATED STRESS

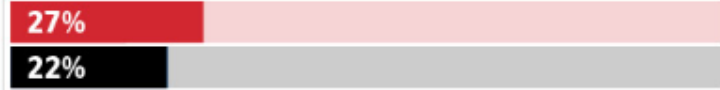
SAID FAMILY RESPONSIBILITIES CAUSE THEM STRESS



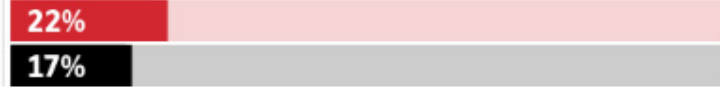
SAID RELATIONSHIPS CAUSE THEM STRESS



CANCELED SOCIAL PLANS IN THE PAST MONTH



STRONGLY AGREE THEY FEEL LIKE NO ONE UNDERSTANDS HOW STRESSED THEY ARE



Women ‘experience’ more stress than men; feeling misunderstood and more alone.

Money related stress – “feeling consumed by worries regarding money” and “too embarrassed to talk about their financial situation”

Impacts of family and relationship stress on the rise

Over one-quarter of those employed in health care and social assistance experience high or very high levels of work-related stress

|                                                     | %    |
|-----------------------------------------------------|------|
| Health care and social assistance                   | 27.3 |
| Public administration                               | 26.6 |
| Professional, scientific and technical services     | 26.6 |
| Finance, insurance, real estate, rental and leasing | 25.3 |
| Educational services                                | 24.4 |
| Wholesale trade                                     | 22.1 |
| Total employed, all industries                      | 21.2 |
| Natural resources                                   | 20.1 |
| Agriculture                                         | 19.6 |
| Other services                                      | 18.8 |
| Transportation and warehousing                      | 18.8 |
| Manufacturing                                       | 18.1 |
| Information, culture and recreation                 | 17.8 |
| Construction                                        | 16.5 |
| Retail trade                                        | 15.8 |
| Utilities                                           | 15.8 |
| Business, building and other support services       | 15.4 |
| Accommodation and food services                     | 13.5 |

# Report on Stress Stats Canada 2023

## ***“Work-related stress most often caused by heavy workloads and work-life balance***

*High levels of work-related stress can have negative impacts on one's health and lead to lost hours and revenue. These aspects relate to the well-being of employed individuals and can be measured through the Statistical Framework on Quality of Employment. Information on mental health and work-related stress was collected in April 2023 for workers aged 15 to 69 years as part of a series of supplements to the Labour Force Survey.*

*Just over 4.1 million people indicated that they experienced high or very high levels of work-related stress, representing 21.2% of all employed people. The most common causes of work-related stress included a heavy workload, which affected 23.7% of employed people, as well as balancing work and personal life (15.7% of employed people). Women (22.7%) were more likely than men (19.7%) to experience high or very high levels of work-related stress.”*

<https://www150.statcan.gc.ca/n1/daily-quotidien/230619/dq230619c-eng.htm>

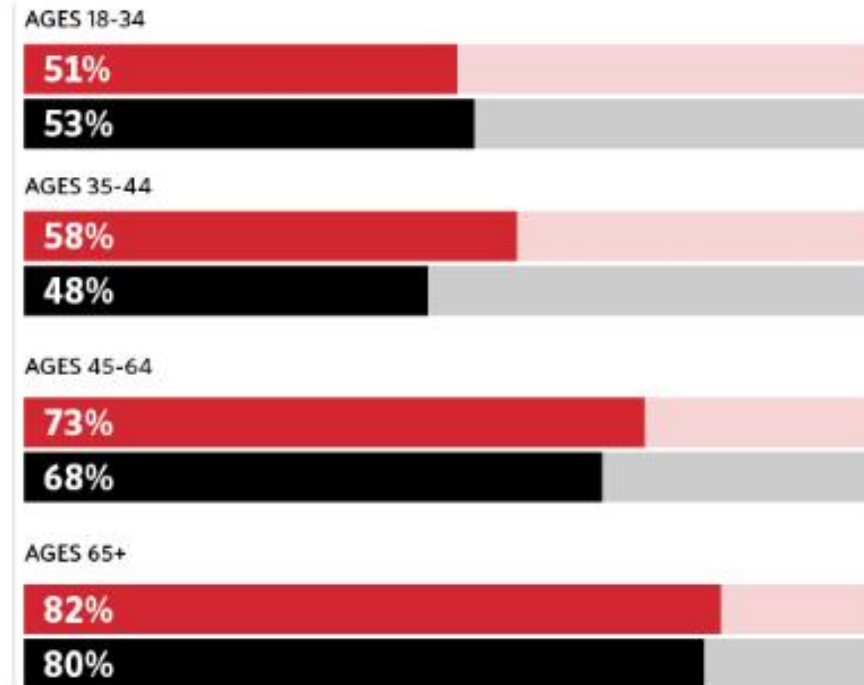
# High Correlation Increases in Chronic health diseases & mental health issues

## PRE- AND POST-PANDEMIC CHANGES IN REPORTED HEALTH CONDITIONS

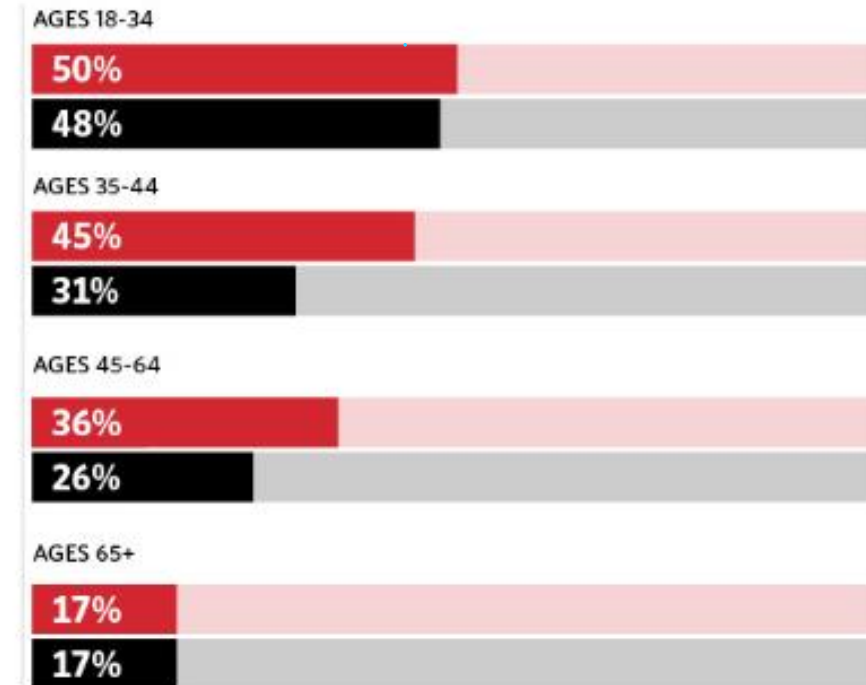
■ 2023 ■ 2019



### % WHO REPORT THEY HAVE A CHRONIC ILLNESS



### % WHO REPORT THEY HAVE A MENTAL HEALTH DIAGNOSIS



Source:  
<https://www.apa.org/news/press/releases/stress/2023/infographics/infographic-health-conditions>

# Perception vs Diagnosis – is there a Disconnect?

If 81% of people know they've been diagnosed with a health condition, physical or mental issue, rate their health as “good or better”, are they dismissing their issues or just don't get that there are issues?

## POSITIVE PERCEPTIONS ABOUT PHYSICAL AND MENTAL HEALTH

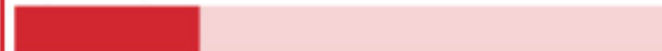
PEOPLE RATE HEALTH AS GOOD DESPITE INCREASE IN CHRONIC CONDITIONS



**81%** rated their physical health as good or better, but **66%** said they have been told by a health care provider that they have a chronic illness

% WHO REPORT THEY HAVE BEEN TOLD BY A HEALTH CARE PROVIDER THEY HAVE

High blood pressure **28%**



High cholesterol **24%**



Arthritis **17%**

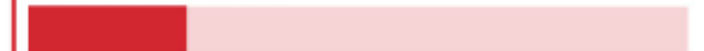


**81%** rated their mental health as good or better, but **37%** said they have been diagnosed with a mental health condition

5 percentage point increase from pre-pandemic levels (32% in 2019 vs 37% in 2023)

% WHO REPORT THEY HAVE BEEN TOLD BY A HEALTH CARE PROVIDER THEY HAVE

Anxiety disorder **24%**



Depression **23%**

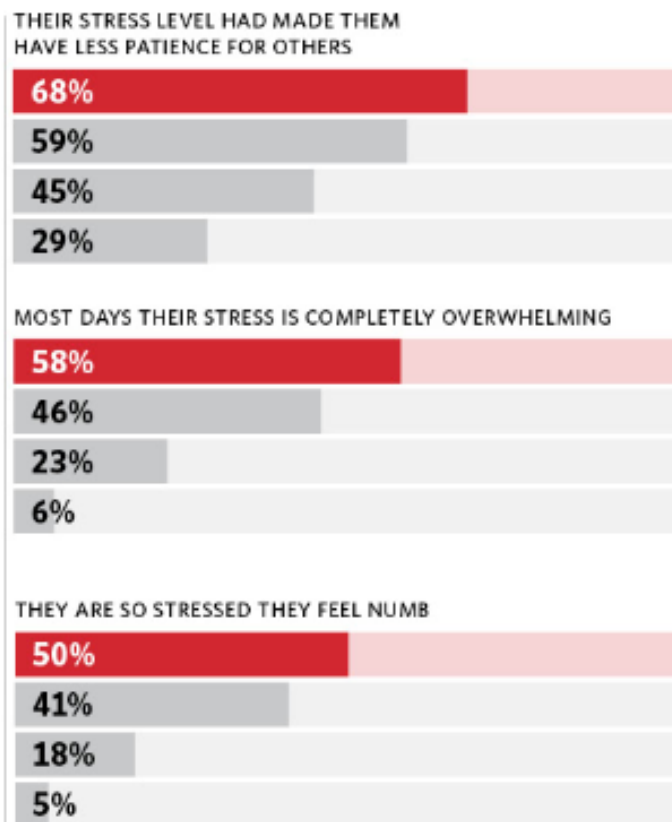
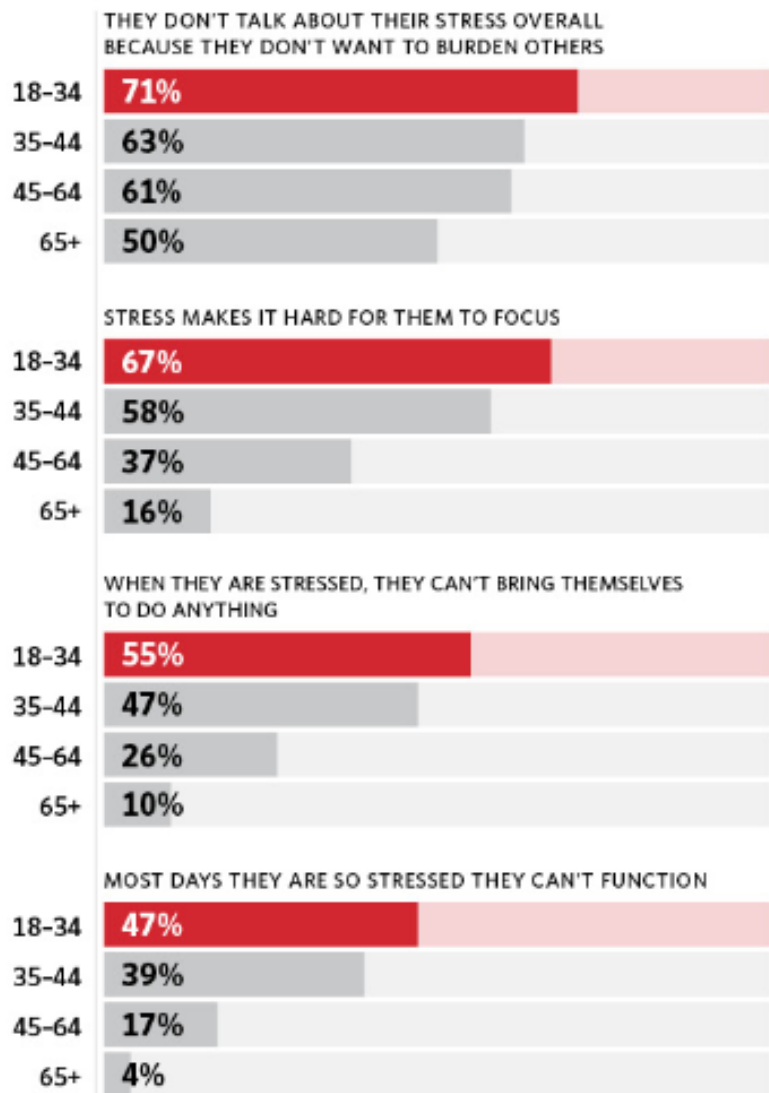


STRESS IN AMERICA™ 2023

© 2023 American Psychological Association

## EFFECTS OF STRESS

% STRONGLY/SOMEWHAT AGREE



Source:

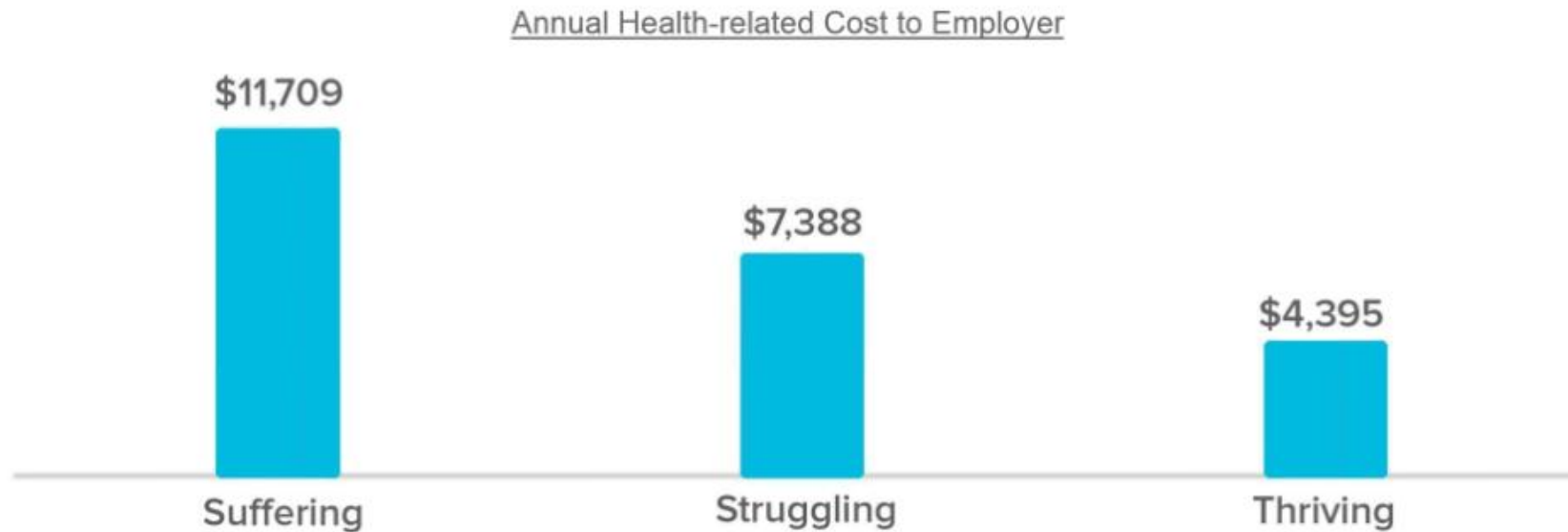
<https://www.apa.org/news/press/releases/stress/2023/infographics/infographic-stress-effects-by-age>

# Behavior Effects of Chronic Stress

- Younger adults appear to be the most impacted for unhealthy behaviors but still a significant issue for others ages. The older they get, the less the stress effect claimed.
- Speculate, older and wiser, or more generally in denial or have better coping mechanisms, perception of stress is less?
- Don't talk about it, don't want to be a burden to others
- Difficulty focusing
- Can't bring themselves to do anything
- Most days so stressed they can't function
- Stress level makes them less patient with others
- Most days completely overwhelmed
- So stressed they feel numb

# Cost of healthcare when suffering more than doubles

Thriving employees cost less and produce more



[Gallup, 2012](#)



# FINANCIAL STRESS ON PRODUCTIVITY



For an organization with 200 employees, employee distraction due to financial stress could cost **\$1,000 per employee or just over \$200,000 every year.**

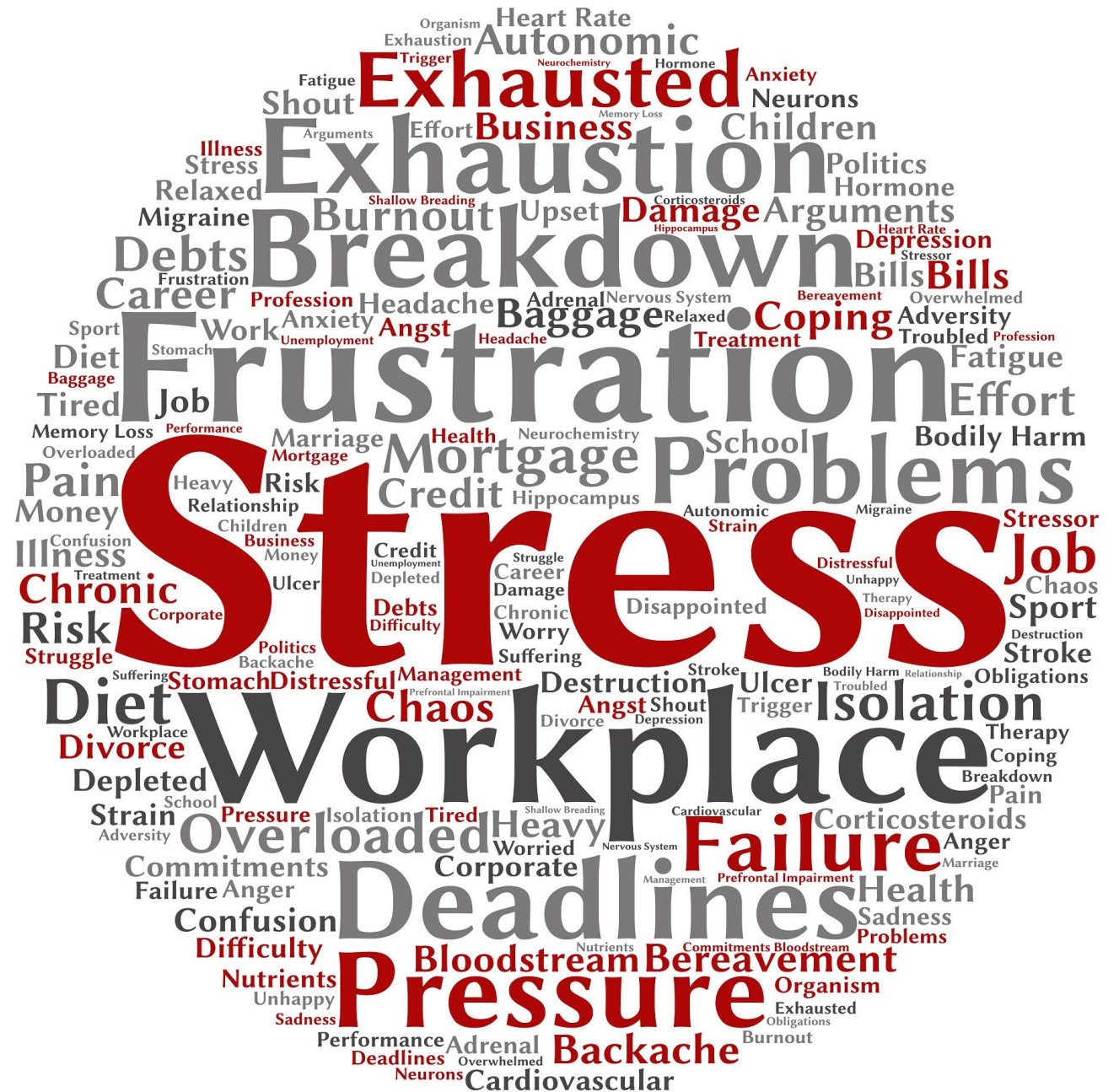
## Canadian Stats

Low estimate \$1000 per employee cost to employers – only on “financial stress”

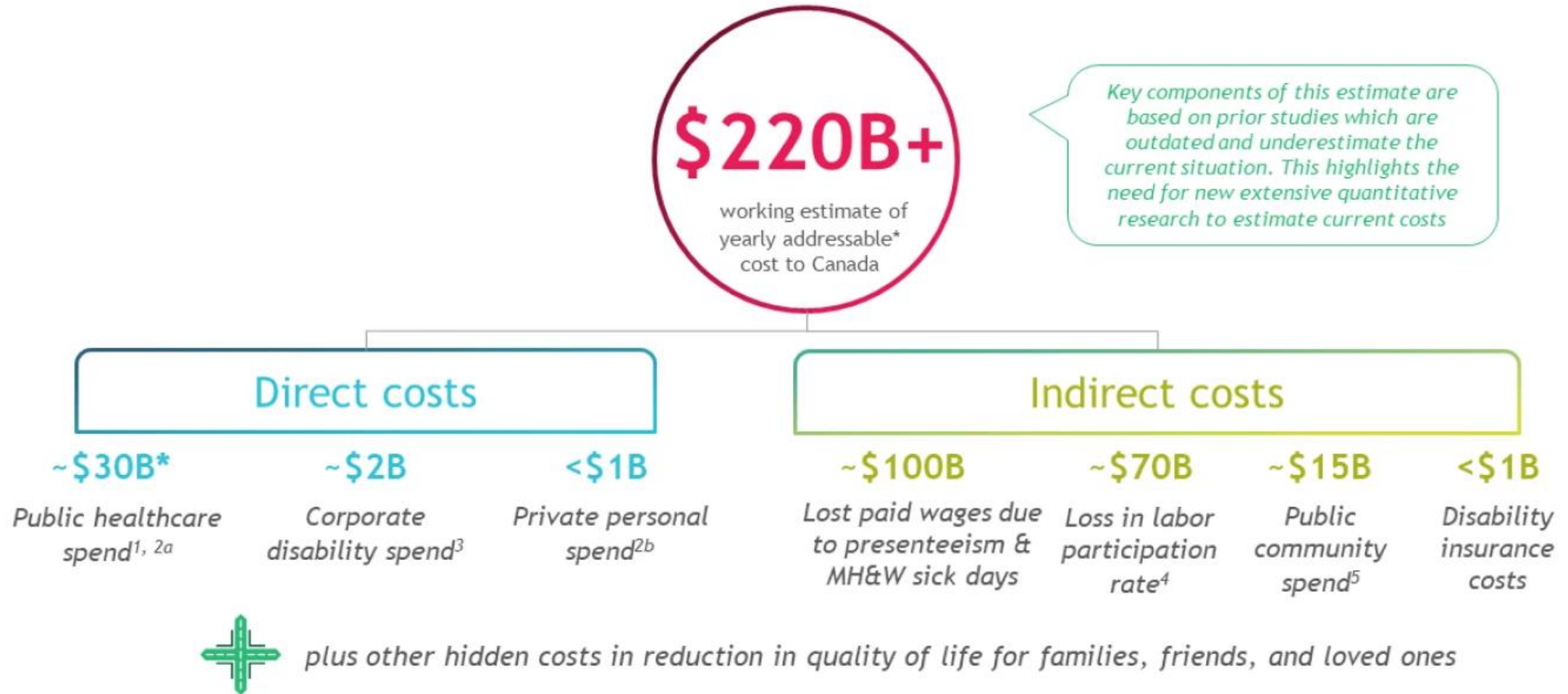
Does NOT include cost of absenteeism, employee turnover, for example, and those can exponentially add up in the tens of thousands per employee in the cost to replace someone, retrain, and lost productivity.



EMFs, wifi, cell phones, 5G  
Inflation, financial strain  
World control chaos  
Politics  
Failing healthcare system  
Negative politics and policies  
Nonstop tragic news  
Climate fearmongering  
Family sickness/disease/deaths  
Toxic Food, Air, Water  
Emotional Trauma  
School policy issues  
Job losses, changes  
More health issues  
Etc.!!



# Beyond the human cost, mental health has considerable economic impact



Sources: 1. Cdn Institute for Health Information, 2022; 2. Scientific articles: [a](#), [b](#); 3. Institute of Health Economics Can, 2010, projected forward for inflation; 4. No. of potential workers not participating in the labour force due to mental health (Stats Can, [2020](#)) multiplied by Canada's average GDP per worker from [The World Bank](#); 5. MHCC 2011, projected forward for inflation; BCG analysis

\*Addressable costs does not include the cost burden of dementia and aging and justice system burden

<https://www.bcg.com/publications/2023/workplace-burnout-costing-canadian-companies-billions>



# Stress, disruption and burnout is impacting employees and business

2012



# BILLION

The annual cost of stress in the U.S.

Source: Harris Interactive Work Stress Survey (2013)

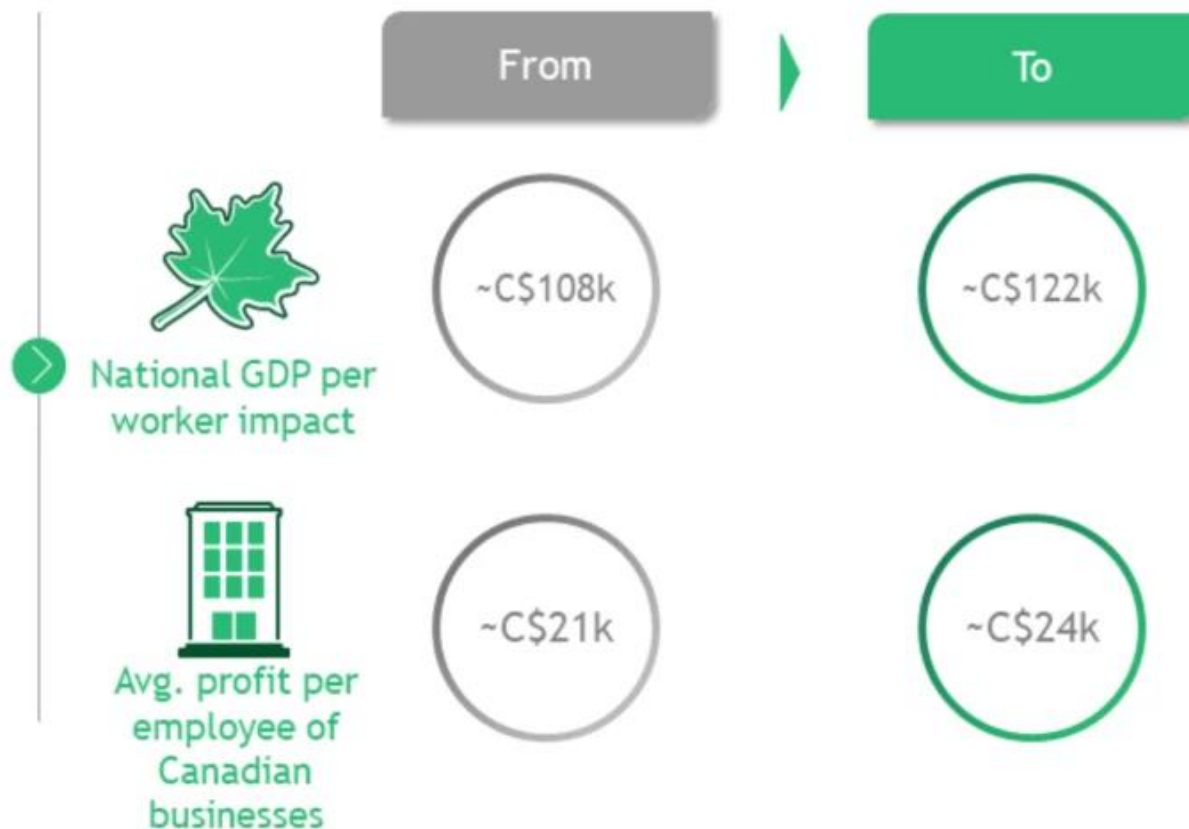
# Furthermore, investments in employee mental wellbeing are likely to yield massive financial returns for both businesses and the overall economy

Global studies report an average of ~13% increase in productivity due to positive mental wellbeing...

Estimated percentage productivity growth due to an increase in employee mental wellbeing



...which could translate to significant growth in both the economy, individual businesses & corporations



1. Subjects were made happier and then tested on same task; 2. Workers self-reported happiness and their happiness was tracked; 3. Gallup meta-analysis, which included 100K+ business units and 2.7M workers in 54 industries

# Physical Stress Effects

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# Intensity and switching balance Parasympathetic & Sympathetic

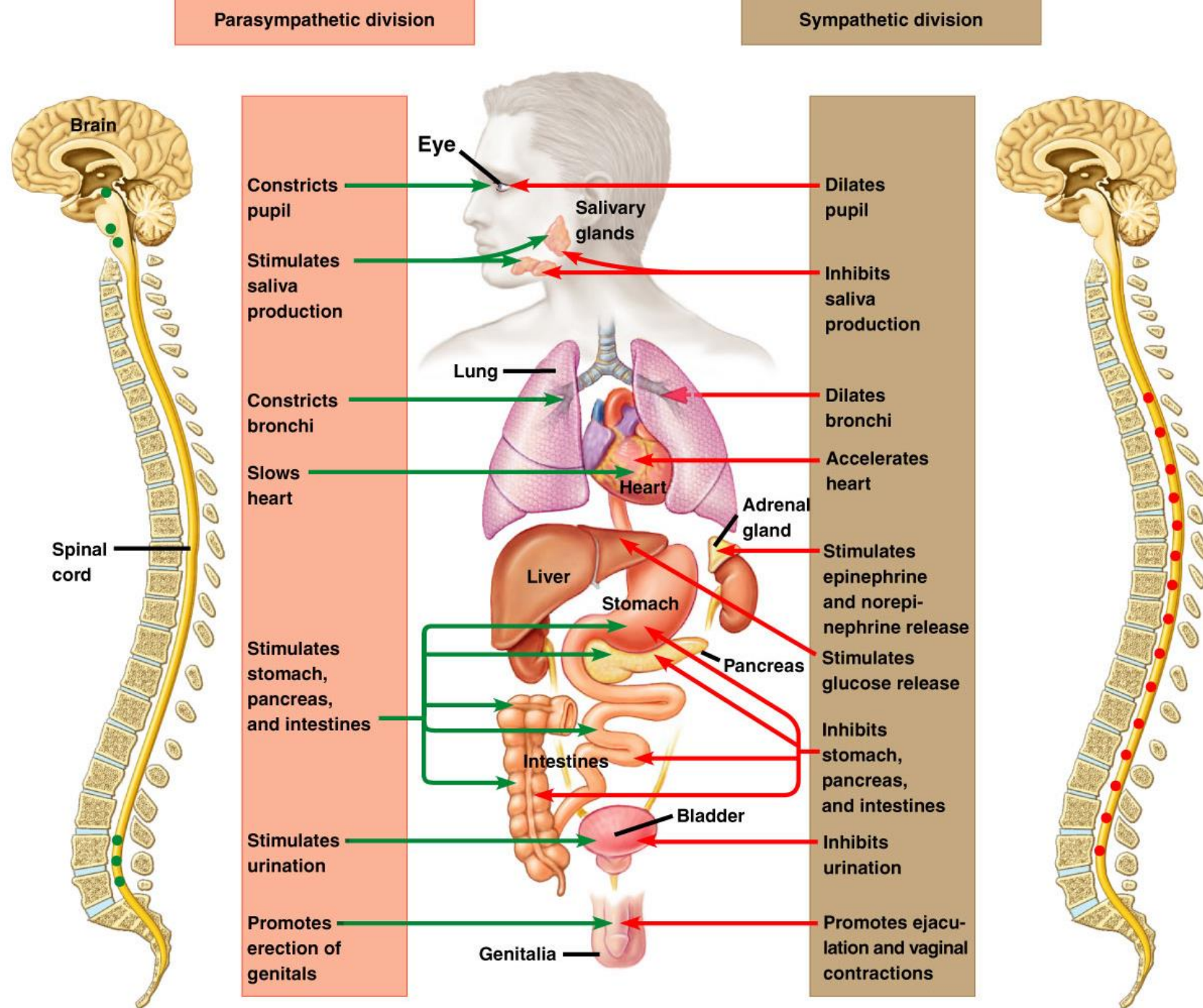
Meditate, breathwork, yoga, walk

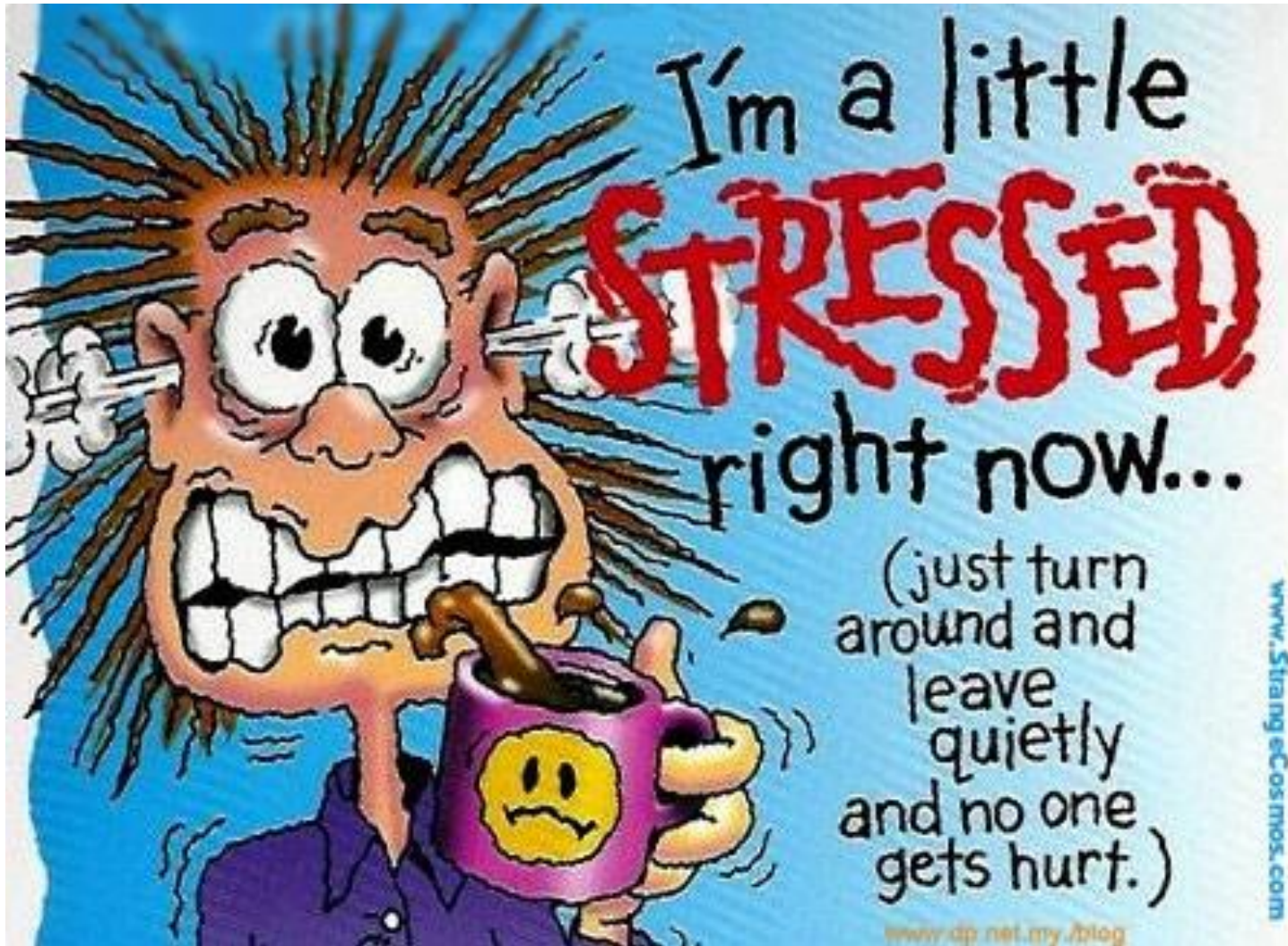
- When stressors are many and strong – limited effects on the stress response

- Overwhelming chronic stress needs more effective tools to reduce and eliminate the load

Stop the ANTs

Stressmastery



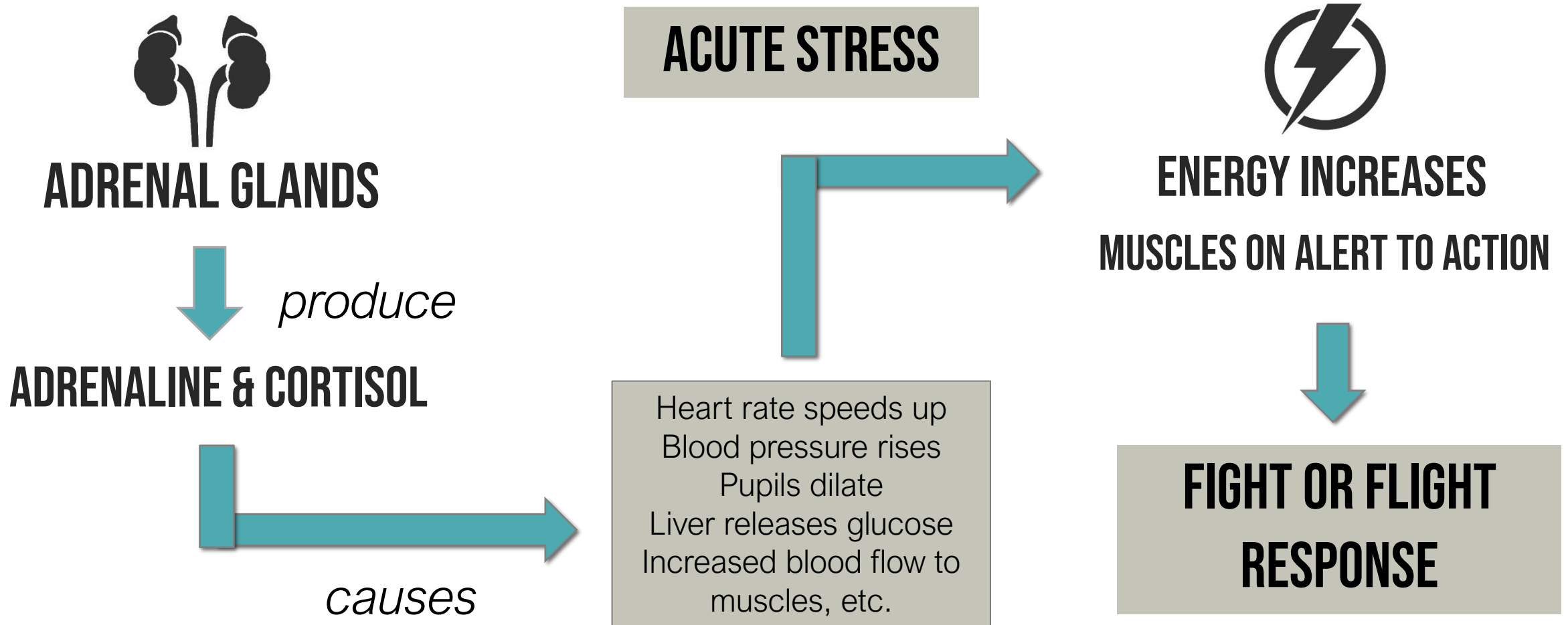


# Stress Overwhelm

- To reduce and eliminate stressors, need new strategies – empty the bucket to reduce stress load
- Stressmastery – stressful situations or ANTs can have a new perspective, with less or no stress – pause and master your ability to see things differently, choose a different response, diffuse the situation – RESPOND on purpose, don't just RE-ACT with potential to add to stress



# Stressors cause body reactions



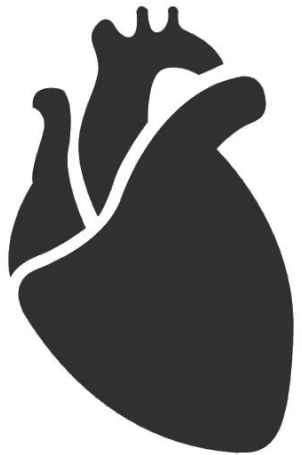
# Stressors cause body reactions

## CHRONIC STRESS

High blood pressure

Insomnia

Weakened immune system



Heart problems

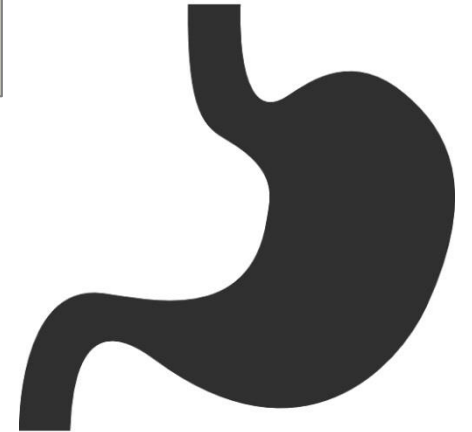


Abnormal heartbeat  
Heart attack

Gastrointestinal



Poor Digestion  
IBS



Source: Healthguru

# Brain-Body Responses to Chronic Stress

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## Brain-Body Responses to Chronic Stress

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8725649/>

“In order to survive and thrive, organisms must adapt to constantly changing environmental pressures. When there are significant shifts in the environment, the brain and body engage a set of physiological and behavioral countermeasures collectively known as the “stress response”. These responses, which include changes at the cellular, systems, and organismal level, are geared toward protecting homeostasis and adapting physiological operating parameters so as to enable the organism to overcome short-term challenges. It is the shift of these well-organized acute responses to dysregulated chronic responses that leads to pathologies. In a sense, the protective measures become destructive, causing the myriad health problems that are associated with chronic stress. To further complicate the situation, these challenges need not be purely physical in nature. Indeed, psychosocial stressors such as ruminating about challenges at work, resource insecurity, and unstable social environments can engage the very same emergency threat systems and eventually lead to the same types of pathologies that sometimes are described as “burnout” in humans.”



# Chronic Stress impacts sleep, other health issues, and behavioral impacts

Fatigue, insomnia

Constant elevated cortisol

Insulin resistance

Inflammation

Affects gut microbiome

Digestion impaired

Exhausted adrenals, HPA dysregulation

Liver unable to clear cortisol and other used hormones effectively

Reduced hypothalamus size

Irrational thinking, poor decision-making

Weight gain around the middle

Chronic degenerative diseases, e.g. cancer, diabetes, CVD, arthritis, Alzheimer's



# HPA Axis

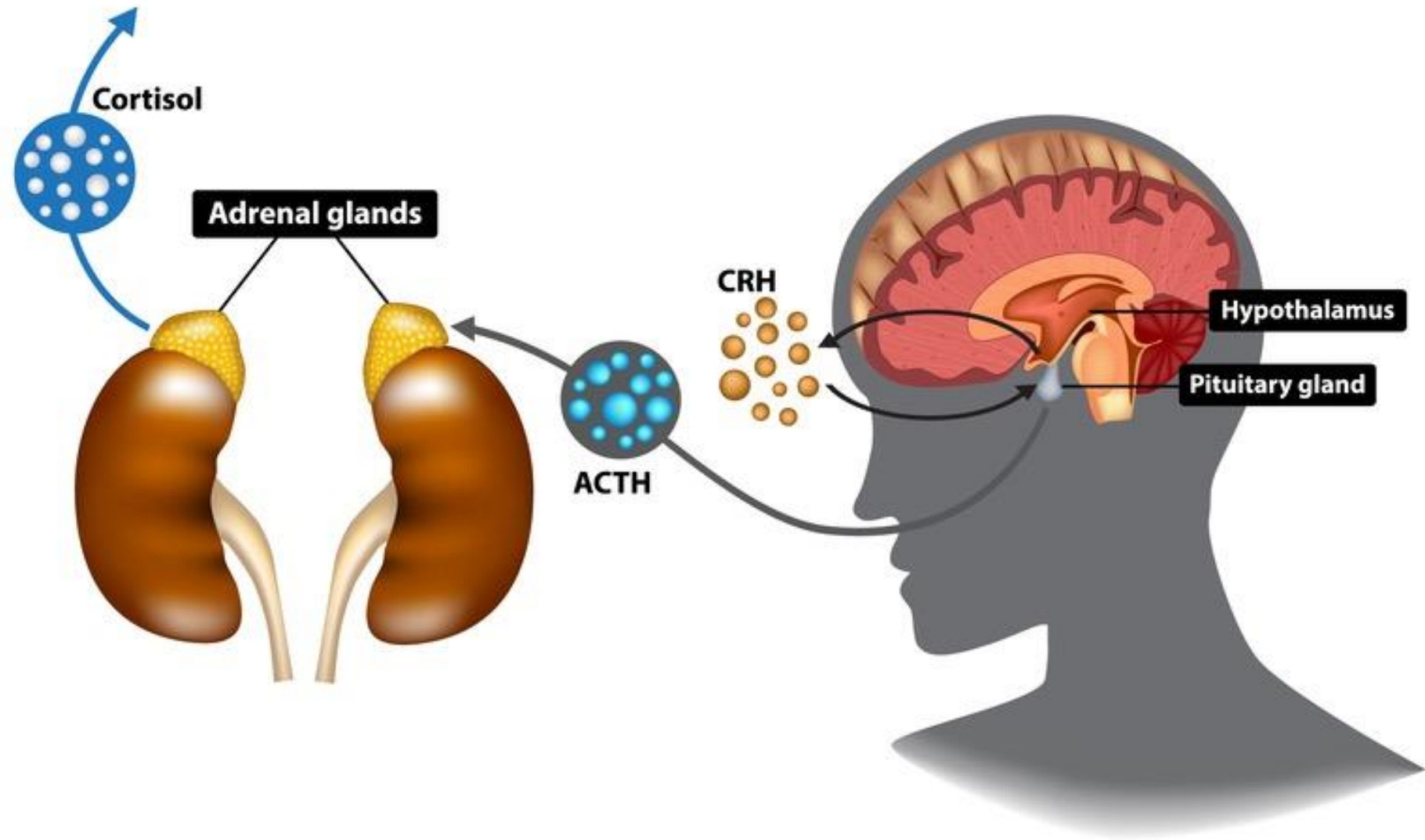
Hypothalamus

Pituitary gland

Adrenals

ACTH

Cortisol



# Stress Effects Chronic Stress on the Body

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- Over time, repeatedly having the “alarm phase” stress response does start to impact the stress response itself.
- Psychologically, chronic stress also contributes to our behaviours, increased anxiety, depression, and burnout.
- How full is your stress bucket daily?





# Stress & Gut Microbiota

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So much research now being done on Microbiota & mood disorders, impacts to the gut function, both ways!

- early childhood baseline, mother's microbiota influence
- inflammatory gut issues impacting brain
- Remedies using probiotics, limited ability to repopulate
- Must feed microbiota with dietary fibre from a variety of food
- Antibiotics can have lifelong impacts – wiping out entire species “desert”, impossible to get back.
- Fecal transplant hopes!

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5736941/>

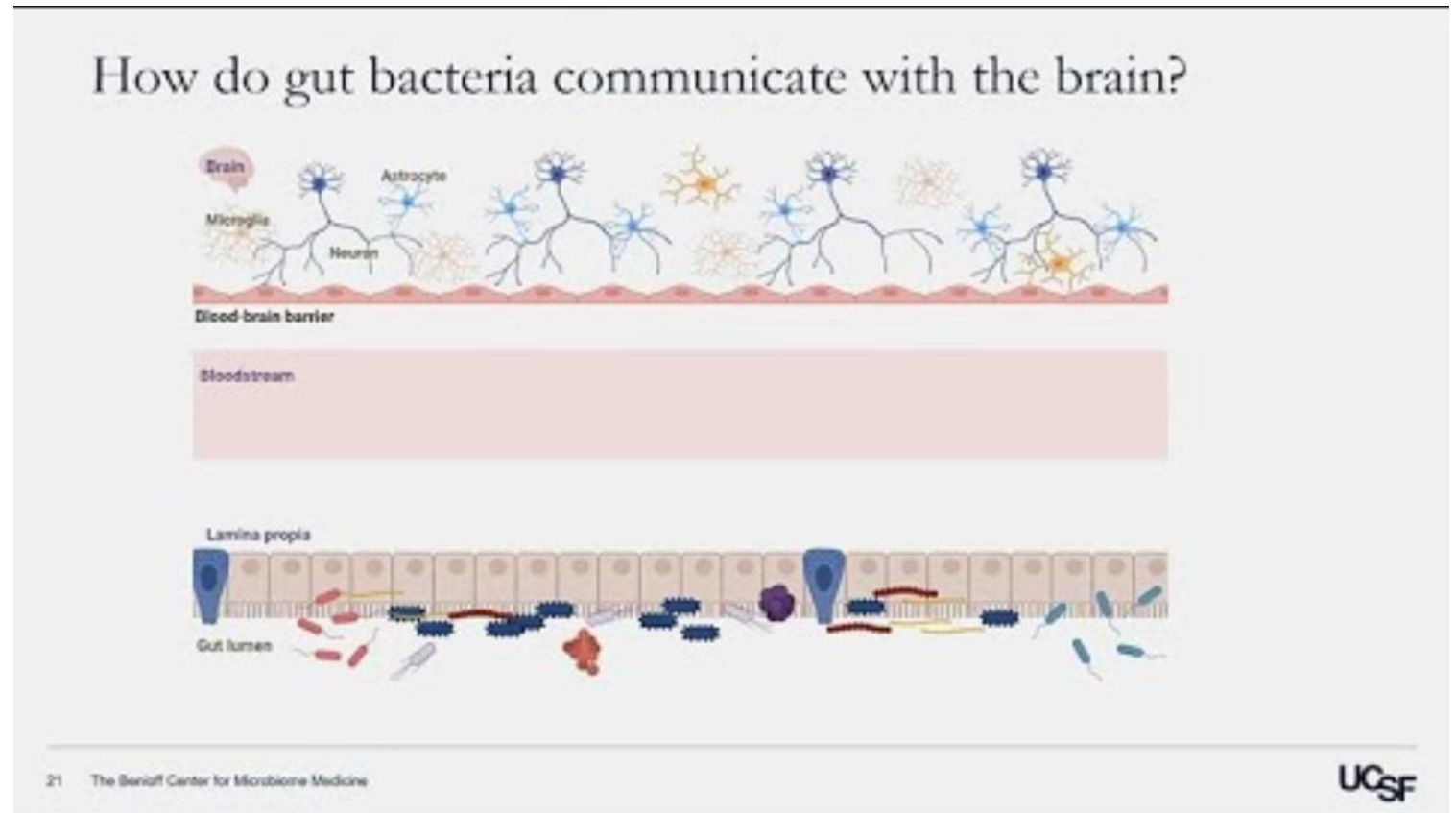
<https://www.stress.org/connecting-gut-microbiota-stress-and-the-immune-system>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6389720/>



# Gut Bacteria & Our Brain

- Two-way communication via vagus nerve for neurotransmitters, bacteria also communicating and roles in development of appropriate chemicals



# Vagus Nerve key part of ANS

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## Vagus Nerve as Modulator of the Brain–Gut Axis in Psychiatric and Inflammatory Disorders

The bidirectional communication between the brain and the gastrointestinal tract, the so-called “brain–gut axis,” is based on a complex system, including the vagus nerve, but also sympathetic (e.g., *via* the prevertebral ganglia), endocrine, immune, and humoral links as well as the influence of gut microbiota in order to regulate gastrointestinal homeostasis and to connect emotional and cognitive areas of the brain with gut functions (1). The ENS produces more than 30 neurotransmitters and has more neurons than the spine. Hormones and peptides that the ENS releases into the blood circulation cross the blood–brain barrier (e.g., ghrelin) and can act synergistically with the vagus nerve, for example to regulate food intake and appetite (2). The brain–gut axis is becoming increasingly important as a therapeutic target for gastrointestinal and psychiatric disorders, such as inflammatory bowel disease (IBD) (3), depression (4), and posttraumatic stress disorder (PTSD) (5). The gut is an important control center of the immune system and the vagus nerve has immunomodulatory properties (6). As a result, this nerve plays important roles in the relationship between the gut, the brain, and inflammation. There are new treatment options for modulating the brain–gut axis, for example, vagus nerve stimulation (VNS) and meditation techniques. These treatments have been shown to be beneficial in mood and anxiety disorders (7–9), but also in other conditions associated with increased inflammation (10). In particular, gut-directed hypnotherapy was shown to be effective in both, irritable bowel syndrome and IBD (11, 12). Finally, the vagus nerve also represents an important link between nutrition and psychiatric, neurological and inflammatory diseases.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5859128/>



# What Can We Do?

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*The greatest weapon  
against stress is our  
ability to choose one  
thought over another.”*

*– William James*

# Awareness of Stress is Everything!

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## UNCONSCIOUS - *RE*-ACTION

Re-Action – based on unconscious past experiences, habitual behaviors, split second

Re- repetitive old learned behaviors – where did they come from?

Is it serving you (or others around you)?

Does the automatic reaction produce more stress?

Do you want to change it?

## CONSCIOUS – CHOOSE HOW TO RESPOND

Response – where your true power and conscious choice is.

You have the ability to choose a no-stress or less stressful response for a better outcome

Conscious behavior that serves you and others around you better.

Mindfulness – Be present in each situation

Plan ahead. Rehearse, try it on first in your mind, practice and repeat



# THE EMOTIONAL GUIDANCE SCALE

## UPWARD SPIRAL HPF

1. Joy / Knowledge  
Empowerment  
Freedom / Love  
Appreciation

2. Passion

3. Enthusiasm

4. Positive Expectation  
Belief

5. Optimism

6. Hopefulness

7. Contentment

## DOWNWARD SPIRAL LNF

8. Boredom

10. Frustration /  
Irritation / Impatience

12. Disappointment

14. Worry

16. Discouragement

18. Revenge

20. Jealousy

22. Fear / Grief / Depression  
Powerlessness/  
Victim

9. Pessimism

11. "Overwhelm"

13. Doubt

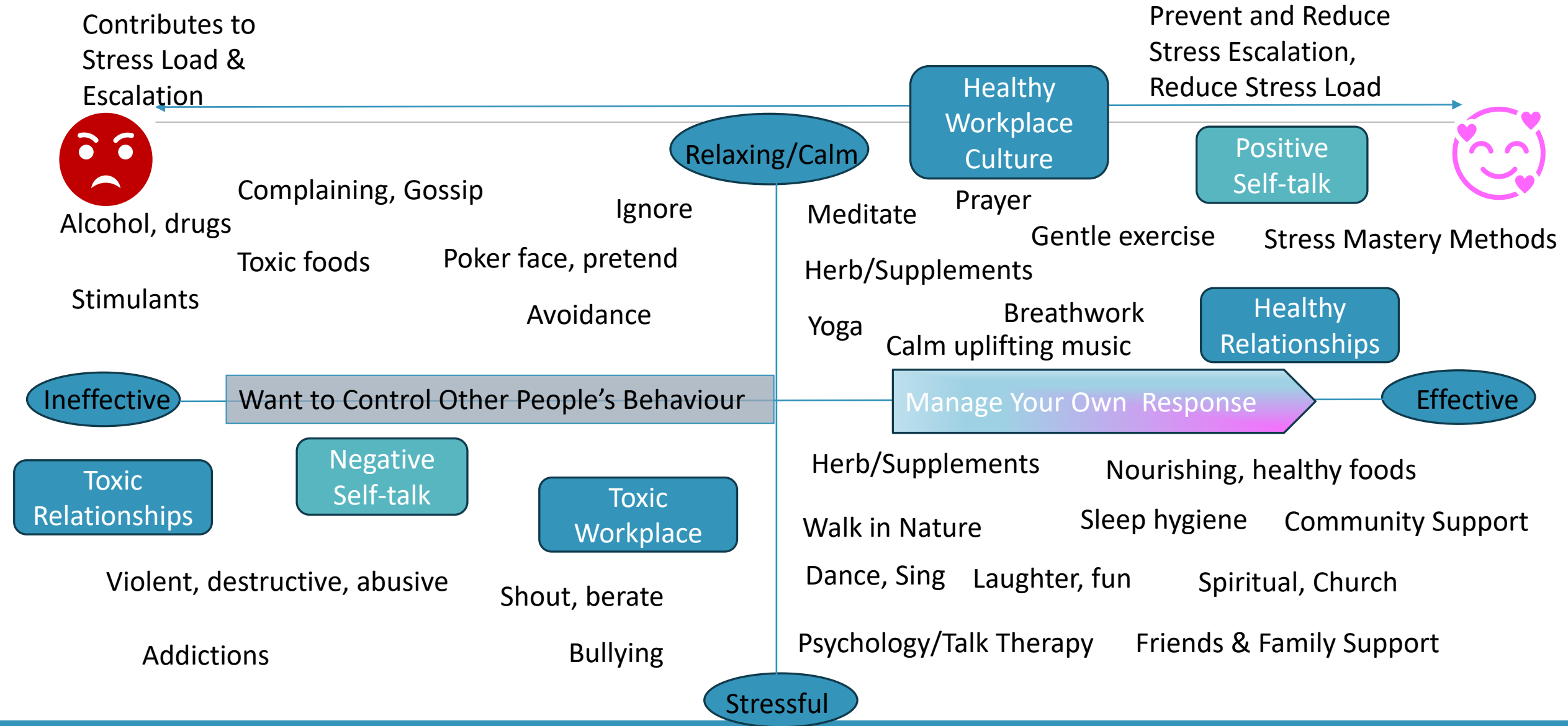
15. Blame

17. Anger

19. Hatred / Rage

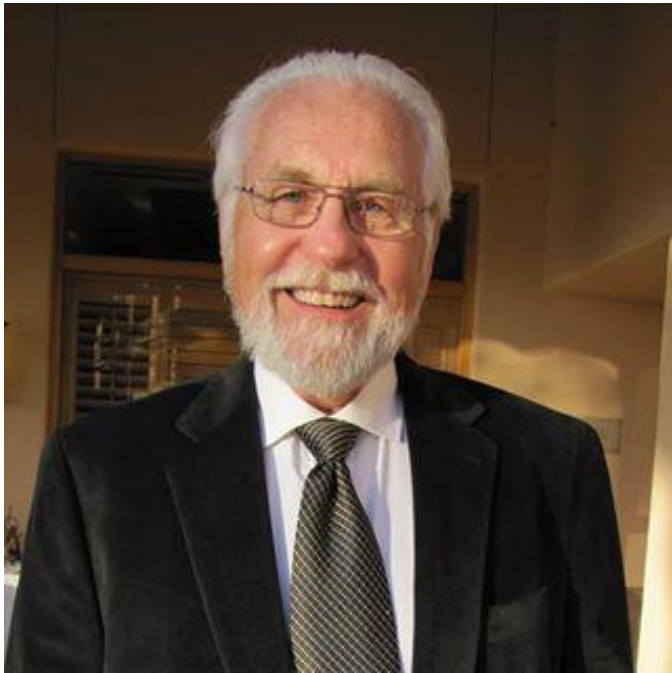
21. Insecurity / Guilt  
Unworthiness

# Reacting or Responding to Stressors & Mitigation

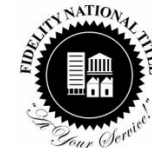




# Expertise & Experience



- Dr. James Petersen, Ph.D. - Psychologist, Author, Stress Expert & Clinician
- 40 Years Of Experience
- 600,000+ Stress Assessments
- Many companies have benefited, including...



# Taking the SMQ Is the FIRST Step to Awareness

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Built on solid research: Stress Warning Sign Scales are the result of a validation study conducted and funded by the National Institute of Occupational Safety and Health (Petersen, J. and Lawrence, H. NIOSH, 1982).

- ✓ ***More than a Quiz***
- ✓ ***Validated Assessment***
- ✓ ***Effective***
- ✓ ***Reliable***
- ✓ ***Trusted***
- ✓ ***Helped 600,000+***

# The Stress Mastery Method



# STRESSMASTER<sup>®</sup>

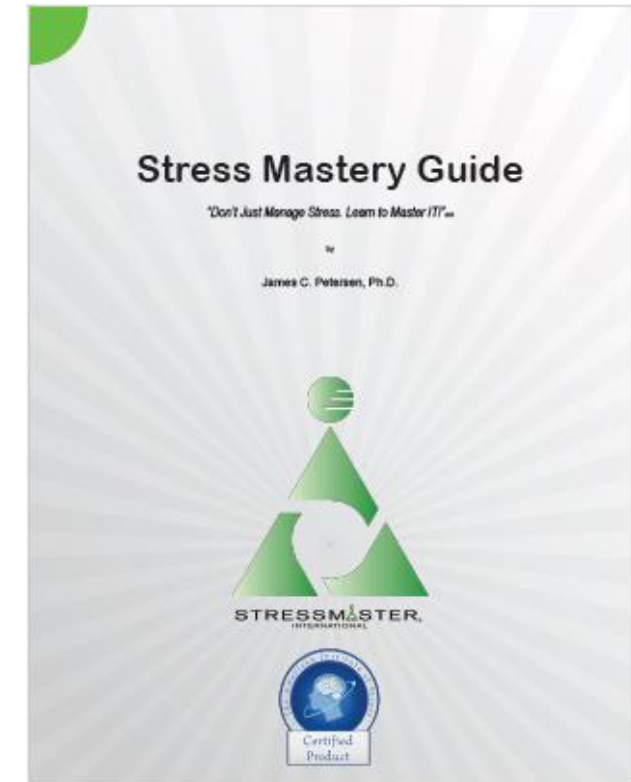
INTERNATIONAL

**SMQ**<sup>™</sup>  
STRESS MASTERY QUESTIONNAIRE

**Warning Signs**

**Stressors**

**Stress Effects**





STRESS MASTERY QUESTIONNAIRE

RELAX



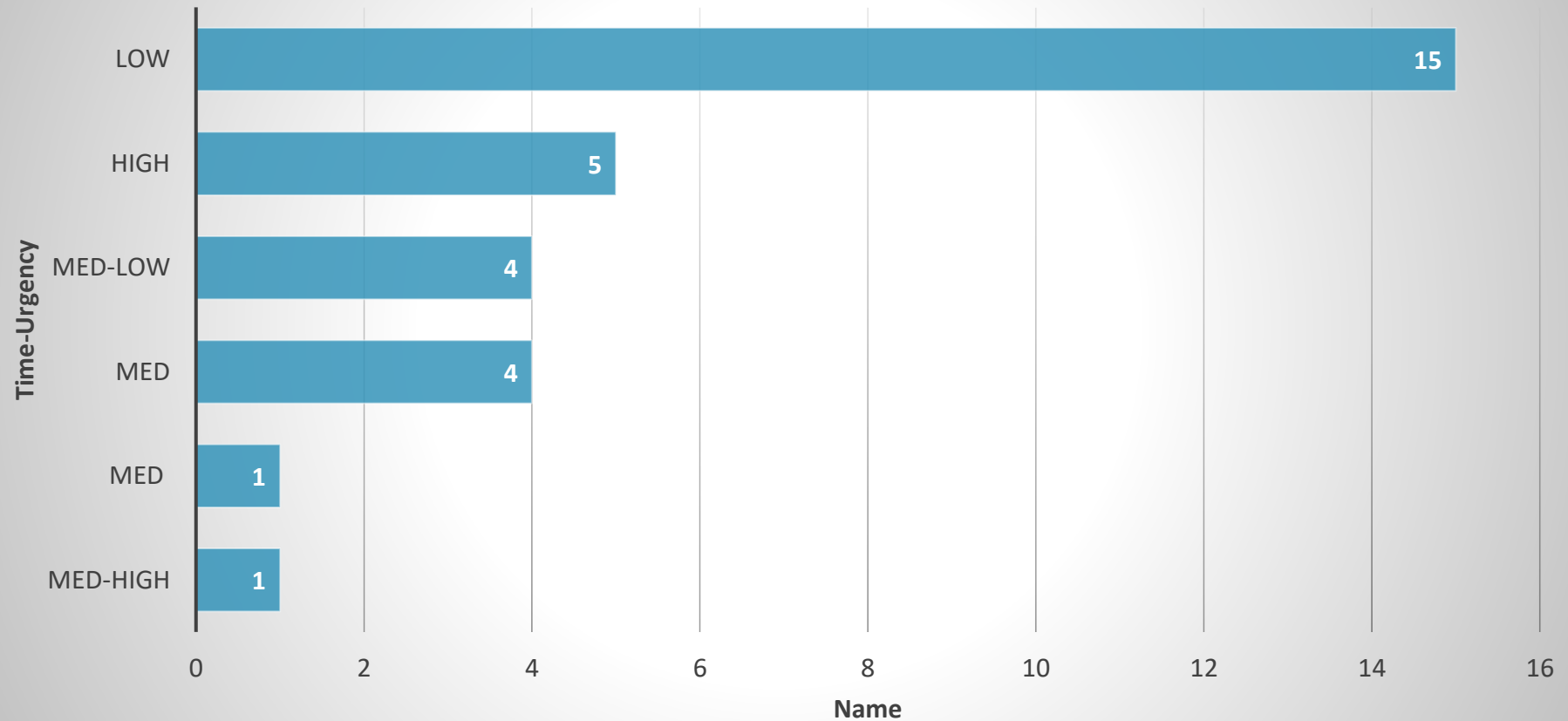
[http://stressmaster.com/pdf/John\\_Smith\\_Example.pdf](http://stressmaster.com/pdf/John_Smith_Example.pdf)

STRESSMASTER<sup>®</sup>  
INTERNATIONAL

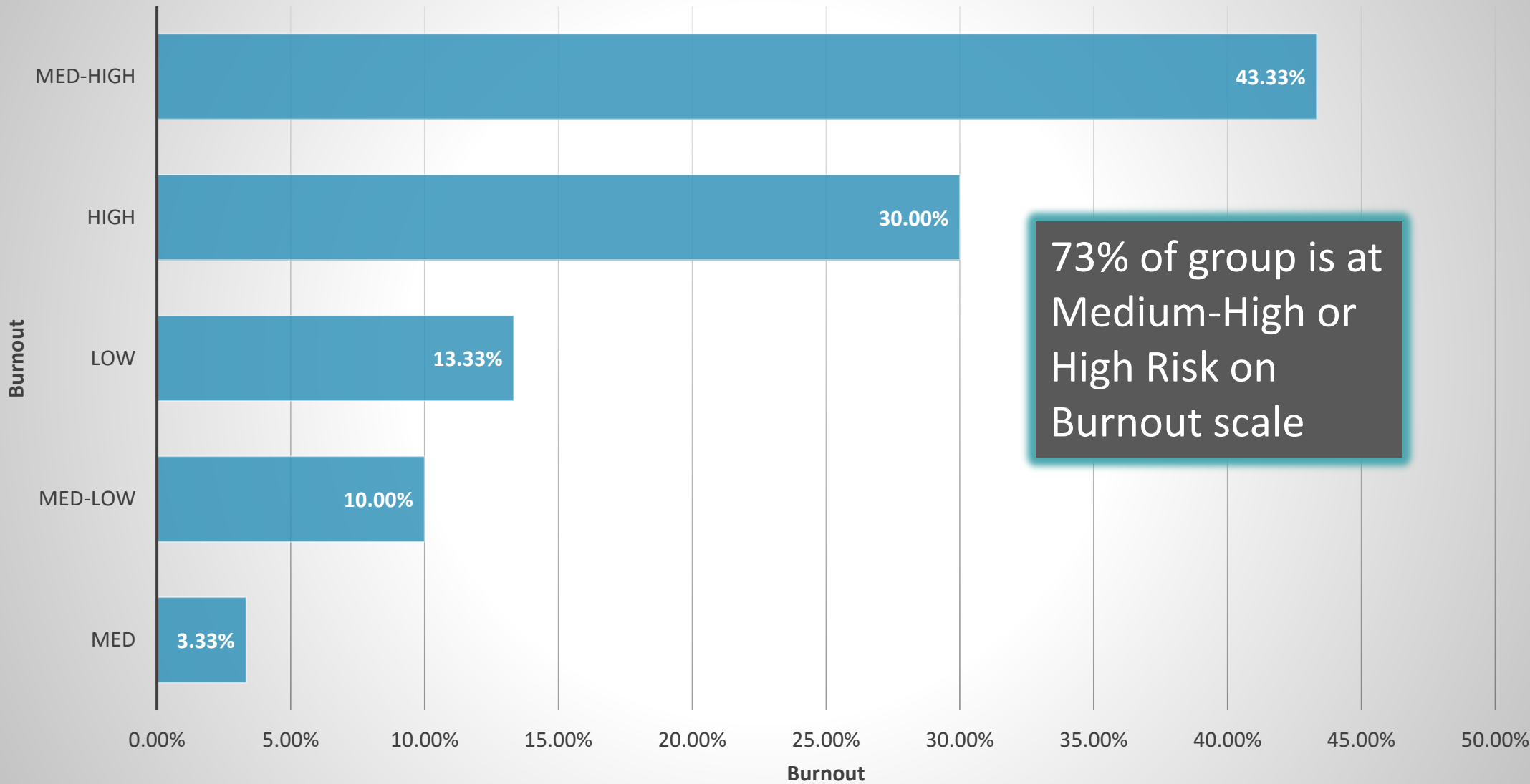
# SMQ Scales & Risk Scoring - Group

| Anger/ Hostility | Perfectionism | Time-Urgency | Disappointment | Burnout  | Underachievement | Tension | Physical Stress Effects | Life/Work Satisfaction | Life Events | Hassles | Personal View of Stress |
|------------------|---------------|--------------|----------------|----------|------------------|---------|-------------------------|------------------------|-------------|---------|-------------------------|
| med-high         | med           | med-low      | med            | med-high | med-high         | low     | med-low                 | low                    | med-low     | med     | med                     |
| low              | low           | low          | low            | low      | low              | low     | low                     | med-low                | low         | med-low | low                     |
| low              | low           | low          | med-low        | med-high | med              | low     | med-low                 | med                    | high        | med-low | low                     |
| med-high         | med-high      | high         | high           | high     | high             | high    | high                    | high                   | high        | high    | med-high                |
| med              | high          | med-low      | med-low        | med-low  | low              | high    | med-low                 | low                    | low         | med     | low                     |
| med-high         | high          | high         | med-high       | high     | high             | med-low | med-high                | med                    | low         | high    | med-low                 |
| high             | high          | high         | med-high       | med-high | high             | med     | med-low                 | med-high               | high        | med     | med-low                 |
| med-low          | high          | low          | high           | high     | high             | high    | med                     | high                   | med-low     | high    | high                    |
| high             | high          | high         | med-high       | med-high | med-high         | high    | med-high                | med                    | high        | high    | med-high                |
| med-high         | med-low       | low          | med-high       | med-low  | low              | low     | med-low                 | high                   | low         | med     | med-low                 |
| high             | high          | low          | high           | high     | high             | high    | high                    | high                   | med-low     | high    | med-high                |
| med-low          | med           | med          | med            | med-high | med-high         | med-low | med-low                 | med-low                | low         | med-low | med-low                 |
| med-high         | med-low       | med-low      | med-high       | med-high | med              | low     | med-high                | high                   | low         | med     | med                     |
| low              | low           | low          | med-low        | med-high | med-low          | low     | low                     | low                    | high        | high    | med-low                 |
| med              | med-low       | low          | med-low        | high     | high             | low     | med                     | med-low                | high        | med     | med                     |
| med-high         | med-low       | high         | med            | med      | med-low          | med     | med                     | med-high               | med-low     | med     | med-low                 |
| med-low          | med           | med          | med-low        | med-high | med-low          | high    | med-high                | med                    | med-high    | high    | med-high                |
| low              | med           | med          | med-low        | med-low  | med              | med-low | med-low                 | med-low                | low         | med     | med-low                 |
| med              | med           | low          | med-low        | med-high | med              | low     | med                     | med                    | med-low     | med-low | med                     |
| med-high         | med           | med          | med-high       | high     | med-high         | med-low | med                     | high                   | low         | high    | med-high                |
| low              | low           | low          | low            | low      | med              | low     | med-low                 | low                    | low         | med-low | low                     |
| low              | med           | med-high     | med            | med-high | high             | med-low | med                     | high                   | med-low     | high    | med                     |
| low              | low           | low          | low            | low      | high             | low     | med-low                 | low                    | low         | med     | low                     |
| med-low          | med           | low          | high           | med-high | high             | low     | med                     | high                   | high        | high    | med                     |
| low              | low           | low          | med-low        | low      | med-high         | low     | med-low                 | low                    | low         | low     | low                     |
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| med-low          | med-high      | low          | high           | med-high | high             | high    | med                     | high                   | low         | high    | med                     |

**'Time-Urgency': low appears most often.**



# Percentage distribution of 'Burnout'



# Burnout is Escalating

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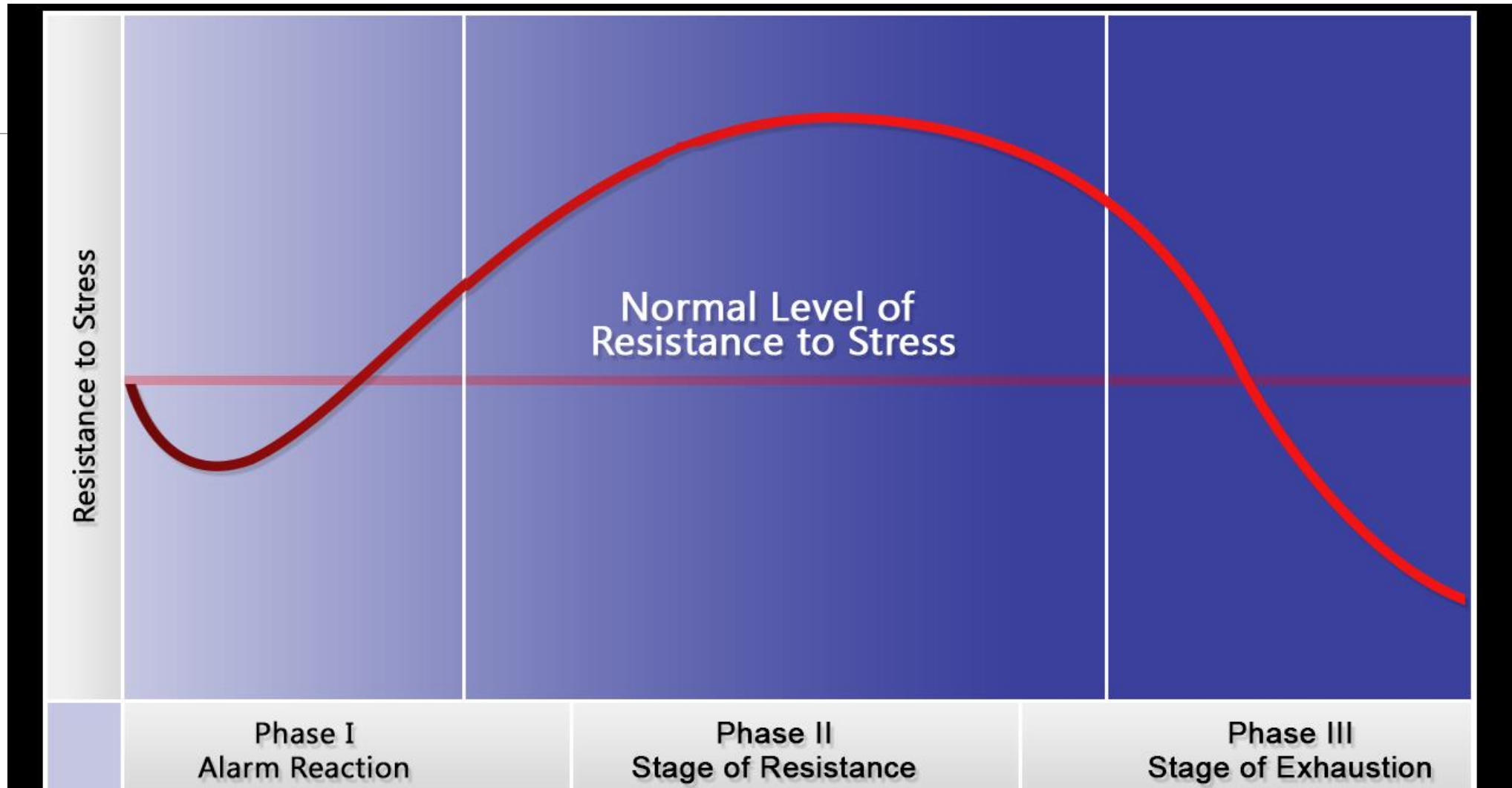
Nearly three quarters of this group is experiencing some moderate to high level of Burnout

Term is often misused in Media!

What is Burnout? (From the Stress Mastery Guide, Burnout Exercise)

- Feeling sad?
- Feeling unenthusiastic?
- Get upset when a joke is made about you?
- Feel unhappy?
- Feel pessimistic or negative? (rejecting positive and dwelling on negative?)





McKinsey Health Institute

# Addressing employee burnout: Are you solving the right problem?

May 27, 2022 | Article

Share Print Download Save

Employers have invested unprecedented resources in employee mental health and well-being. With burnout at all-time highs, leaders wonder if they can make a difference. Our research

- *9 in 10 companies worldwide offer some type of wellness program.*
- *However, the types of programs typically address symptoms only, not addressing root causes, such as toxic work environments*
- *Need to address culture from the leadership down to create a healthier workplace*

<https://www.mckinsey.com/mhi/our-insights/addressing-employee-burnout-are-you-solving-the-right-problem>

<https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-burnout>

## What is burnout?

August 14, 2023 | Article

Share Print Download Save

Burnout is the feeling of depletion, cynicism, and emotional distance that results from a lack of impact or autonomy at work.



McKinsey & Company – Listen to the article: What is burnout?

SOUNDCLOUD

# Develop Your Stress Mastery Toolkit

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## Identify your stress risk levels

- Personal stress-assessment (SMQ)
- Awareness: Know the *meaning* of your “risk” scores

## Develop skills to master your stress

- Body Mastery
- Mental Mastery
- Mastering Stressors
- Breathwork, mindfulness, meditation, yoga, QiGong
  - Dr. Joe Dispenza videos – find helpful to shift mindset, mood, “feel” good thoughts and change your vibration

## Master your stress resilience

- Be mindful of how stress impacts all dimensions of your well-being...at work and home
- Create a “personal-plan of action”
- Be mindful thoughts and actions, turn off negatives and turn on positives
- Community connections, Spiritual, Plan “fun” time with friends, family



# **11 SMQ “RISK FACTORS”**

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***7 STRESS WARNING SIGNS***

***2 STRESSOR SCALES***

***2 STRESS EFFECTS SCALES***

# Workshop fun time for each Scale!

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1) You take 7 min – review questions, make your notes

2) Breakout Rooms 12 min, share your thoughts, collaborate on new ideas

- 4 per group, decide on a notetaker, time-keeper, leader to keep you on topic and everyone encouraged to participate

- decide your favorite to report back to larger group

3) Group Share 10-15 min – Your favorite ideas, Aha's, insights



# Stress Mastery Guide Scale: Anger/Hostility

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You believe your co-worker, Iris, is incompetent and is not doing her job very well. Her errors and poor work habits and quality are affecting you and your work. You are very angry because she is not living up to your expectations. You're upset with her and want to tell her off, get her fired, or go higher to HR. You're not sure what to do, but this has been consuming your thoughts daily.

How do you handle this situation?

What can you do about your feelings?

What/who is the stressor or "trigger"?

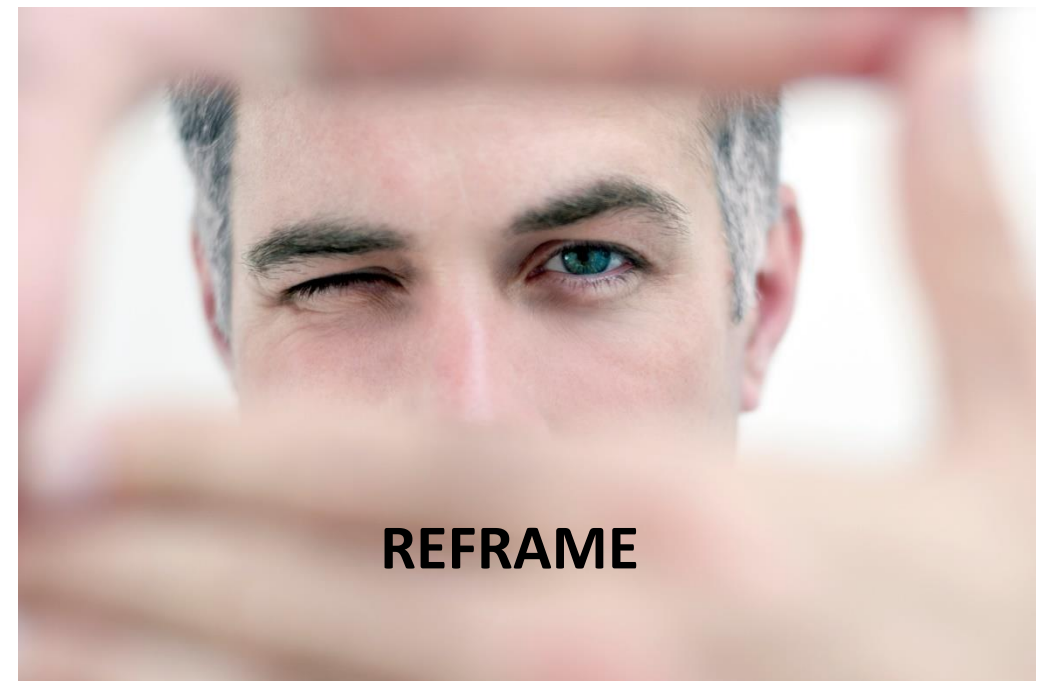
Are you responding appropriately? If not, what can you do about it?

What strategies can you use to master your stress?

How can you impact her in a positive way?



# Name the Fear. Then. . .



# Anger/Hostility/Frustration

| Enhancers to Stress Mastery                  | De-Railers to Stress Mastery                             |
|----------------------------------------------|----------------------------------------------------------|
| Tolerant, Patient                            | Frustrated when expectations not met, Impatient          |
| Accepting                                    | Non-accepting                                            |
| Works Calmly                                 | Tense                                                    |
| Noncompetitive                               | Competitive                                              |
| Set Realistic Expectations                   | Sets unrealistic expectations                            |
| Give constructive feedback                   | Lashes out when things go wrong                          |
| Does not fear NOT being in control of others | Fears loss of control                                    |
| Emotion: Accepting                           | Emotion: Frustration                                     |
| Balanced view of life                        | Irrational Thought: Extremist                            |
| <b>In control of your own Response</b>       | <b>Wanting to control other people or external thing</b> |



## Notes from Breakout Room Idea Shares

### Anger/Hostility Breakout Group Ideas

#### #2 More focus on How to solve it

- Offer to help with their work
- Find an approach to speak to them on a positive way, ask what the issues were, what do they need help with
- Going to a team leader to discuss in a calm way, to find a way to solve the problem
- Open up better communications

#### #3 Assess how it's really impacting me

- Work culture understanding, does she need coaching or referred to somebody
- Take a step back, why am I doing this
- Must be addressed due to stress on me
- Need to address with supervisor

#### #1 Approach person with compassion, not will anger, but to understand

- Ask myself why I'm so angry, explore what's really making me angry, expectations?
- What's triggering my anger?
- Want to support co-worker, but not sure how
- Act differently with stress, different levels of stress
- Aware that this is affecting my own stress negatively
- Can help each other,
- For helping myself, put some boundaries/filters on how much it's impacting me

#### #4 Wanting to offer support, maybe she needs to accomplish her job better

- Could be awkward
- Stress management, what are my own stress triggers
- No control over someone else impacting my work, perfectionism
- Take responsibility for my own emotional reaction
- Likely very common thing that happens in workplaces!

# Stress Mastery Guide Scale: Perfectionism

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One of your staff (reports to you), Penny, occasionally makes mistakes. You find that you're obsessed with her work being perfect and find that you are always double-checking everything she does. This is draining on you. It takes you away from your work but you cannot stop thinking about her constant errors and wanting to correct them.

- A. Consider yourself as Penny's boss
- B. Consider yourself as Penny on the receiving end of micro-managing



# Stress Mastery Guide Scale: Perfectionism

| Enhancers to Stress Mastery | De-Railers to Stress Mastery         |
|-----------------------------|--------------------------------------|
| Seeks Excellence            | Strives for perfection (obsessive)   |
| Tolerates some flaws        | Focuses on flaws                     |
| Knows when to let go        | Overworks tasks                      |
| Realistic standards         | Extremely high standards             |
| Teambuilder                 | Works alone                          |
| Accepting                   | Non-accepting                        |
| Delegates, trusts           | Can't delegate, doesn't trust        |
| Emotion: Calmer             | Emotion: Anxiety                     |
| Accepts rejection           | Fears rejection                      |
| <b>More accepting</b>       | <b>Irrational Thought: Shouldism</b> |



# Stress Mastery Guide Scale: Perfectionism

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Imagine someone who has the characteristics a person who scored high or medium high on Perfectionism. To better understand this scale and its implication for how our behaviors reflect stress and derail our path to stress mastery, review the Stress Mastery Guide for this scale and then discuss with your group the following:

For a person like this, what are the key signs of stress revealed?

What causes a person like this to behave this way?

How do these behaviors affect the person? What impact does it have on him/her?

- Physically
- Emotionally
- Socially

How do these behaviors affect others?

If this is you what changes could you make in your behaviors, attitudes or relationships to reduce your stress on this? (Look at Enhancers & Derailers))



## Notes from Breakout Room Idea Shares

### Perfectionism Scale

#1 recognize your own perfectionism, focus more on what they're doing right

- Standards levels, more accepting
- Reduce own stress

#2 Done is better than perfect

- Set realistic expectations
- Don't let good be the enemy of perfect
- Accept yourself, non-judgement with self and other

#3 dial down stress with what is she doing right not just wrong

- Is error causing big issues? What is the impact really? May have nothing to do with your work, is impact that big of a deal. Perspective check.

#4 Don't have to get it perfect, just have to get it done

# Ask better questions about client's lifestyle and stress levels

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How do they currently deal with their stress, daily or regularly: food cravings/ alcohol/cannabis/medications/yoga/meditation/breathwork/exercise/other

Do they crave salty snacks or sweets when they're stressed and indulge often?

When they're feeling stressed do they have a short fuse with people? (even with those uninvolved with what they're stressed about)

Do they lay awake at night ruminating on their day, stressful events, unable to get a restful sleep?

What do they believe are their 3 biggest stressors that affect them?

Do they feel muscle tension or headaches as a result of stress?

Are they aware of any other physical symptoms because of stress?



# Stress Mastery Associate License Opportunity to Use this Modality

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Wednesday, March 6, 3 pm EST – Zoom registration link coming (or email [melody@holisticwellnessadvantage.ca](mailto:melody@holisticwellnessadvantage.ca))

Meet Dr. James Petersen, founder of Stressmaster International

- to as a modality with clients & workplace wellness;
- what's involved in becoming an Associate or Affiliate

People need education and support on better ways to reduce stress!

