

Four Stages of Burnout

1. **Physical, Mental and Emotional Exhaustion**
2. **Shame and Doubt**
3. **Cynicism and Callousness**
4. **Failure, Helplessness and Crisis**

Vital Lesson of the Four “R”s: If no matter what you do or how hard you try, Results, Rewards, Recognition and Relief are not forthcoming, and you can’t say “No” or won’t “Let Go” trouble awaits. The groundwork is being laid for apathy, callousness and despair.”

Six “F”s for Managing Loss and Change

- **Let Go of “Familiar” Past**
- **Confront Unpredictable “Future”**
- **Acknowledge Loss of “Face”**
- **Work through Anger to Regain “Focus”**
- **Seek Trusted, Objective, TLC “Feedback”**
- **Have “Faith” in Higher or Team Power**

Stress Doc: “Whether the loss is a key person, a desired position or a powerful illusion each deserves the respect of a mourning. The pit in the stomach, the clenched fists and quivering jaw, the anguished sobs prove catalytic in time. In mystical fashion, like spring upon winter, the seeds of dissolution bear fruitful renewal.”

Natural SPEED

- **S = Sleep**
- **P = Priorities/Passion**
- **E = Empathy**
- **E = Exercise**
- **D = Diet**

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Diet Changes to Improve Mood

- **Extra Energy**: Protein-Rich Foods – beans, lean poultry, red meat, cheese
- **Soothe Anxiety & Irritability**: Selenium – sunflower seeds, whole grain cereals; before bed
- **Mood Elevation**: Dopamine – bananas, milk and fiber cereal; leafy greens; banana smoothie
- **Spice Up Sex Life**: Folate – aids orgasm (OJ) and Zinc – increases sperm count (oysters)
- **Ease Depressed Mood**: Omega-3 acids increases serotonin – fatty fish: salmon, tuna, sardines

Five “C”s of Power Struggles

- **Control**
- **Competition**
- **Change**
- **Cultural Diversity/Competency**
- **Communication Skills**

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Four Key Communication Tips

- **“Drop the Rope” Technique**
- **Connect to the Four “P”s – Pain & Passion, Purpose and Power**
- **Reduce Status Differential**
- **Avoid All or None Thinking**

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Critical Feedback Exercise

- When instructed, using a ***critical tone or attitude***, Person B says to Person A:
- **“Wow, you really fumbled the data. I thought you said you prepared!”**

Disarming A Critical Aggressor: *Techniques and Strategies*

- **Distinguish Reaction & Response**
- **Distinguish Evoke & Provoke**
- **Replace Blaming “You”s with Affirming “I”s**
- **Learn to Metacommunicate**
- **Does the Critic Have An Agenda?**
- **Take a Time Out**
- **Verbal and Nonverbal Mix**

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Managing Transitional Stress: *Team Collaboration Perspective*

- **Supervisor Wears Two Hats**
- **Rotate Facilitators**
- **Wavelength Segment: Hi Task & Hi Touch**
- **Morning Huddles & Informal Lunches**
- **Cookout at Chief's House: IRAs**
- **Division & Matrix Meetings**
- ***The Radical Leap* and “Raisinets”**
- **Individual Interviews**
- **Pilot Projects**
- **Outside Consultant**

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