




Pathfinder Communication, LLC

Better Communication, Better Decisions, Better Business SM

www.PathfinderCommunication.net

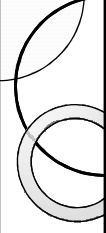


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Anxiety in the Workplace

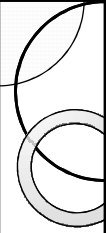
– Winning Strategies

Gregg Oliver
Gregg.Oliver@PathfinderCommunication.com




Agenda (50 Minutes)

- What Is Anxiety?
- How Serious Is It?
- What are the Causes?
- What are the Remedies?



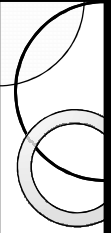
Definitions

- Stress
 - Pressure applied to us (from many sources)
- Anxiety
 - A psychological term related to prolonged periods of stress resulting in an unhealthy "Stress Reaction"
- Worry
 - An early symptom of anxiety and a precursor to unhealthy stress-related symptoms




How Bad is Stress?

- According to a University of Chicago survey, more than 40% of Americans suffer anxiety in the workplace.
- Job stress accounts for more than 50% of the 550 million workdays lost per year because of absenteeism.
- According to the World Health Organization, job stress is a worldwide epidemic.



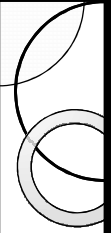
Unhealthy Stress Reactions

- Contributes to decreased productivity and employee turnover.
- Can make you physically ill or even kill you
- Can drain your energy and deplete your resources
- Can damage relationships at work and at home



Healthy Stress Reactions

- Meet a critical deadline
- Present an exciting proposal
- Solve new problems
- Feel in control
- Contribute to a team effort
- Learn new skills
- Start a new job
- Deal with a crisis



Typical Unhealthy Stressors

- Changes
 - Workload, Pay, Job Assignment, Team Security
- Work Environment
 - Overload, Workaholic Culture, Difficult Supervisors, Difficult Co-Workers
- Bad Responses
 - Fear, Identity, Distrust, Disconnection, Burnout



Worry Equation

$$\text{Worry} = \uparrow \text{Vulnerability} + \downarrow \text{Power}$$

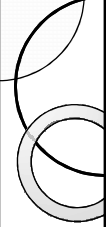
If we feel LESS Vulnerable and
MORE Powerful, we WORRY LESS



Reducing Vulnerability

- Improving Personal and Team Performance
 - Skills Training
 - Teamwork Training

- Healthy Lifestyle (Holistic Balance)
 - Nutrition
 - Exercise / Massage
 - Meditation / Relaxation



Increasing Power

- Positional Power
 - Identify and Depend on Leaders
 - Deploy Strategy and Tactics Fully
- Relational Power
 - Influence Coaching
 - Communications Training
- Personal Power
 - Personal Coaching
 - Take Ownership of your Situation



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Somatics **Metabolic Typing** **Nutrition**

Massage **Acupuncture**



Personal Coaching **Communications Training**

Health Education **Fitness** **Hormone Balancing**

Denise@NetworkForHealth.com

In the 90 days from 5/1/07 to 8/1/07 (272 companies; 9,561 respondents)

- 93% of people have avoided confronting a coworker about inappropriate behavior
- 81% of managers have avoided confronting a subordinate about inappropriate behavior
- 89% of people have avoided confronting their boss when he or she failed to fulfill an expectation or promise
- 77% of people say that when they speak up about sensitive topics, the other party gets angry or defensive
- 83% of people say that they occasionally or frequently withhold important information from bosses, coworkers and employees because they fear the conversation will end badly
- 37% of an employee's willingness to stay at their company is driven by their comfort with speaking the truth about these sensitive issues

Even when a customer or the organization suffered as a result

Skills We Need

- Conduct Critical Discussions
- Create and Maintain Good Relationships
- Build Meaningful Influence



Summary

- Recognize Good and Bad Stress
- Protect your Health
- Improve Your Skills
- Work as a Team
- Take Ownership



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Questions ?



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<i>Are you experiencing.....</i>	Yes	No
Pounding Heart		
Elevated Blood Pressure		
Sweating		
Headache		
Sleep Disturbances		
Skin Rashes		
Trembling or tics		
Irritability and Impatience		
Depression Fearfulness		
Low self-esteem		
Envy		
Loss of interest in your job		
Eating too much or too little		
Drinking more alcohol		
Pacing or restlessness		
Increased smoking		
Teeth grinding, Nail biting, other nervous behavior		
Aggressive Driving		
Forgetfulness		
Mind racing or going blank		
Indecisiveness		
Resistance to Change		
Diminished sense of humor		
Declining Productivity		