



# **YOUR COPING TOOLKIT: *PRACTICAL STRESS MANAGEMENT FOR HIGH- DEMAND SETTINGS***

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# LEARNING OBJECTIVES

1. IDENTIFY COMMON SOURCES AND SIGNS OF PERSONAL STRESS IN MEDICAL ASSISTANT ROLES AND EXPLAIN HOW STRESS IMPACTS JOB PERFORMANCE, COMMUNICATION, AND WELL-BEING.
2. ANALYZE THEIR OWN STRESS RESPONSES TO ROUTINE WORKPLACE DEMANDS AND DETERMINE WHICH SITUATIONS ARE MOST LIKELY TO TRIGGER OVERLOAD OR FATIGUE.
3. APPLY AT LEAST TWO PRACTICAL STRESS MANAGEMENT STRATEGIES (E.G., BRIEF REGULATION TECHNIQUES, BOUNDARY-SETTING PRACTICES, OR RECOVERY HABITS) TO SUPPORT FOCUS, RESILIENCE, AND SUSTAINABILITY IN DAILY WORK.

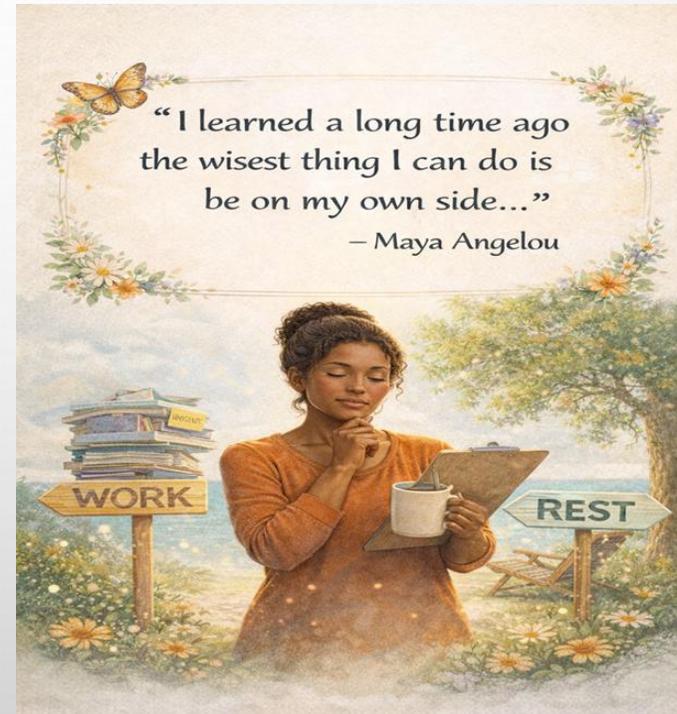
**BIG QUESTION:** *HOW CAN WE BETTER MANAGE THE DAILY STRESSORS THAT COME WITH OUR WORK WHILE HONORING OUR EXPERIENCES?*

# QUOTES TO PONDER

LifeHack

“  
*Self-care is not self-indulgence. It is self-preservation.*”

—  
AUDRE LORDE



# Icebreaker: Gauge your level of burnout...



COOL

WARM

HOT

ON FIRE

# WHAT IS STRESS?



# STRESS: CAUSES AND EFFECTS

## HOW STRESS AFFECTS US

Stress affects every part of our well-being:



### Physical

Tension, headaches, sleep issues, digestive changes, fatigue



### Emotional

Irritability, sadness, anxiety, numbness



### Cognitive

Racing thoughts, poor focus, negative self-talk



### Relational

Withdrawal, miscommunication, decreased intimacy, increased conflict

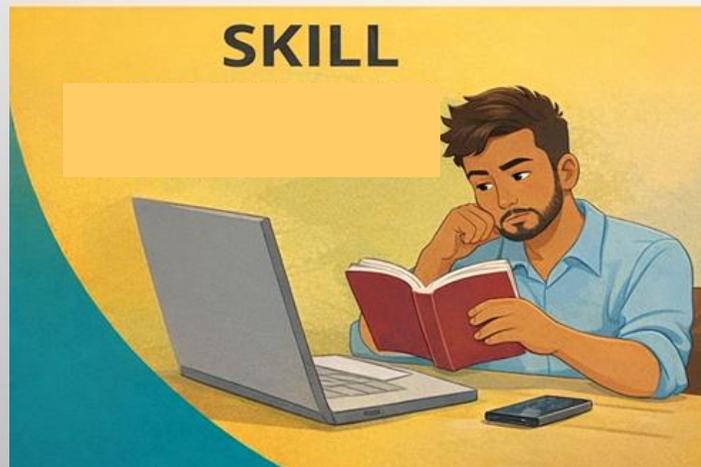
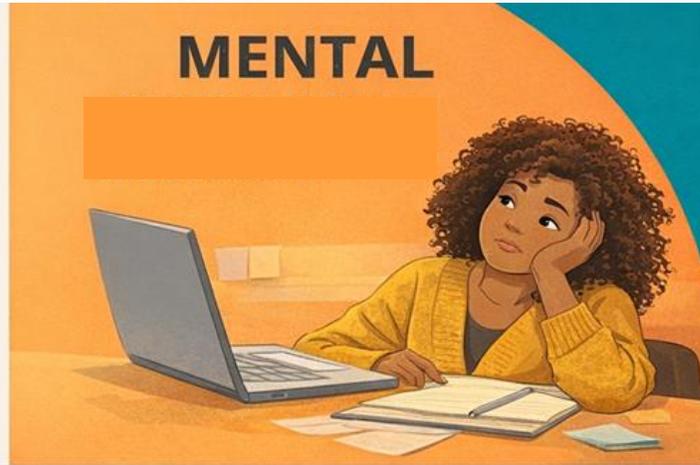
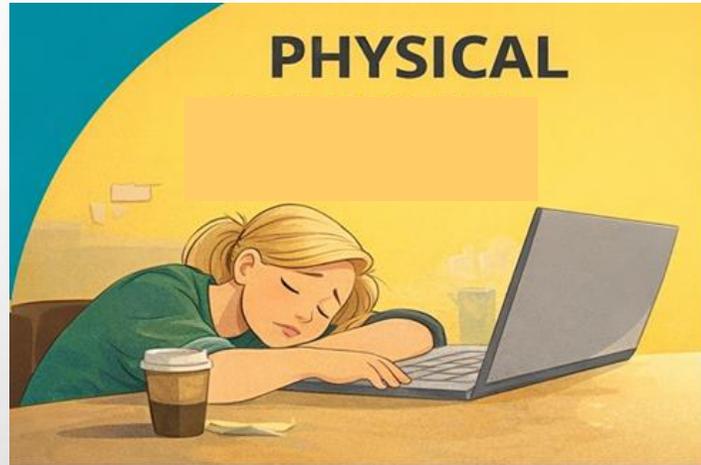
## Causes of Stress



Causes of Stress



# THE HIDDEN COSTS



# CHRONIC WORKPLACE STRESS: *WHAT'S REALLY AT STAKE?*

- REDUCED CREATIVITY AND INNOVATION
- SLOWER DECISION-MAKING
- INCREASED ERRORS AND MISCOMMUNICATION
- DISENGAGEMENT AND TURNOVER

## STAKES

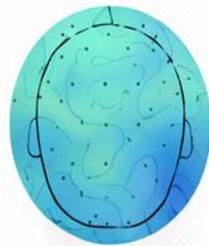
(n.) Something your character risks or finds to be in jeopardy because of their own or someone else's actions

# THIS IS YOUR BRAIN ON MEETINGS

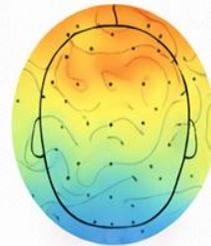
## Meeting Breaks Reduce Brain Stress

EEG data indicates breaks allow the brain to reset and recover.

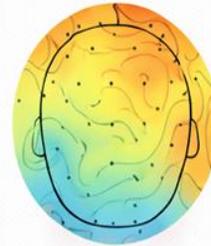
— No Break —



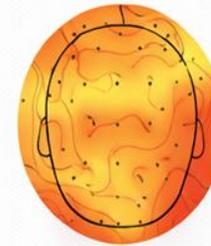
Meeting 1



Meeting 2

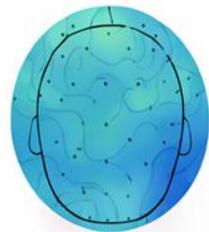


Meeting 3

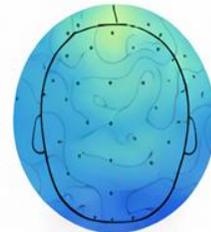


Meeting 4

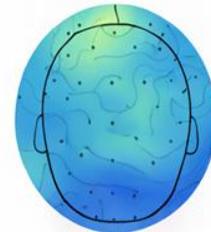
— Break —



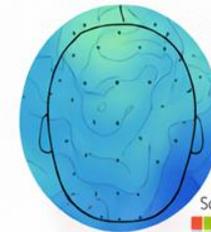
Meeting 1



Meeting 2



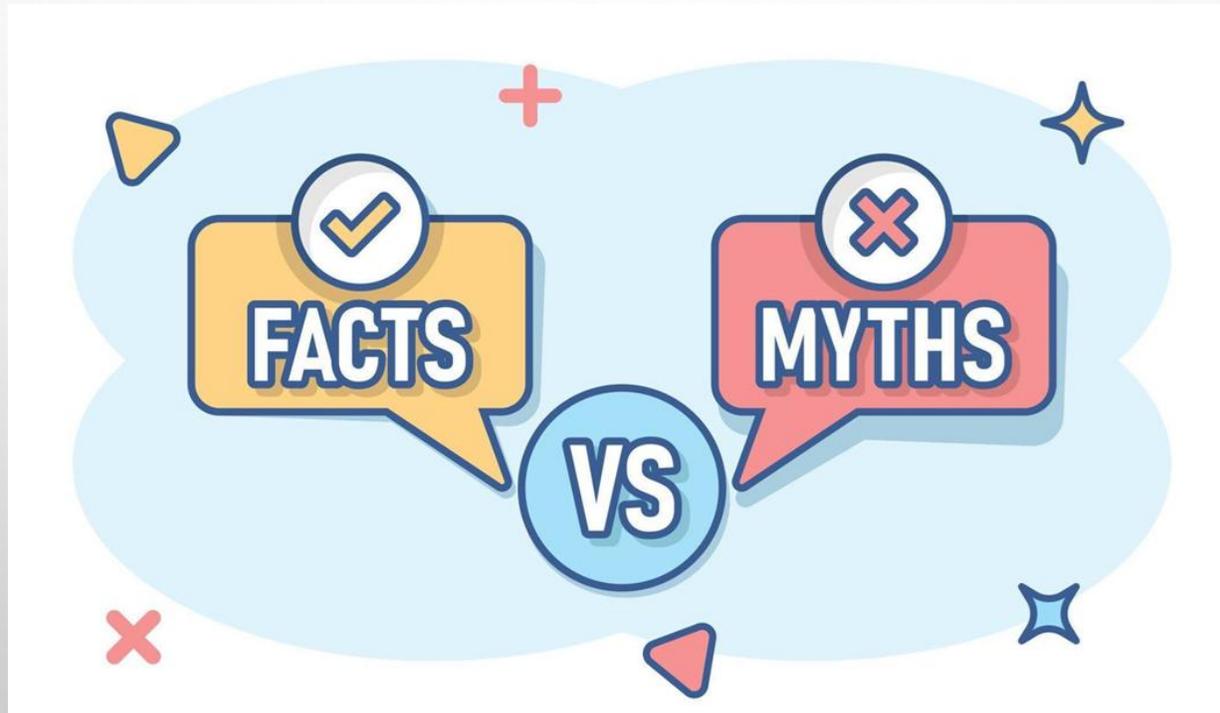
Meeting 3



Meeting 4

Sources:  
Microsoft  
EGG  
Research

# ACTIVITY: *STRESS TRIVIA*



# MILLION DOLLAR QUESTION



IF HEALTHCARE IS ABOUT  
*HELPING AND HEALING,*  
WHY DO WE WAIT UNTIL  
PEOPLE ARE DEPLETED TO  
*INTERVENE?*

# SELF-AWARENESS: *WHERE IS THE REAL STRESS?*

## Internal and External Stressors

### INTERNAL

From within



- Negative self-talk
- Worry or fear
- Perfectionism

### EXTERNAL

From the environment



Work demands  
Family expectations  
Financial pressures

Recognizing both helps us identify what we can control  
and what we can influence.

# SELF-AWARENESS: *THE STRESS SPECTRUM*

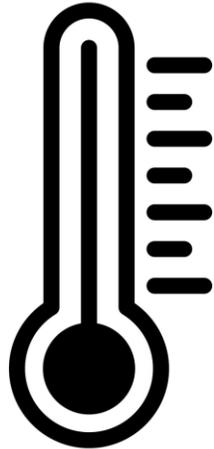


# SELF-AWARENESS: *TWO QUESTIONS*

 What's draining you?

 What's driving you?

# AWARENESS TO ACTION: *THE TEMP METHOD*



## TEMP

- TIME
- ENERGY
- MOTIVATION
- PROGRESS

# TIME

*WHAT FILLS YOUR DAY SHAPES YOUR MOOD AND CAPACITY.*

1. WHAT ACTIVITIES TAKE UP MOST OF YOUR TIME?
2. WHEN DO YOU FEEL BUSY BUT NOT INTENTIONAL?
3. WHERE DOES TIME GO WITHOUT MOVING YOU FORWARD?



# ENERGY



*ENERGY FLUCTUATES; PLANNING WITH  
IT MATTERS MORE THAN FIGHTING IT.*

*MATCH ACTIVITIES TO ENERGY  
PATTERNS, NOT IDEAL SCHEDULES.*

## **TRACK...**

1. ENERGY LEVELS AT DIFFERENT TIMES OF DAY
2. ACTIVITIES THAT DRAIN ENERGY
3. ACTIVITIES THAT RESTORE OR STABILIZE ENERGY

# MOTIVATION

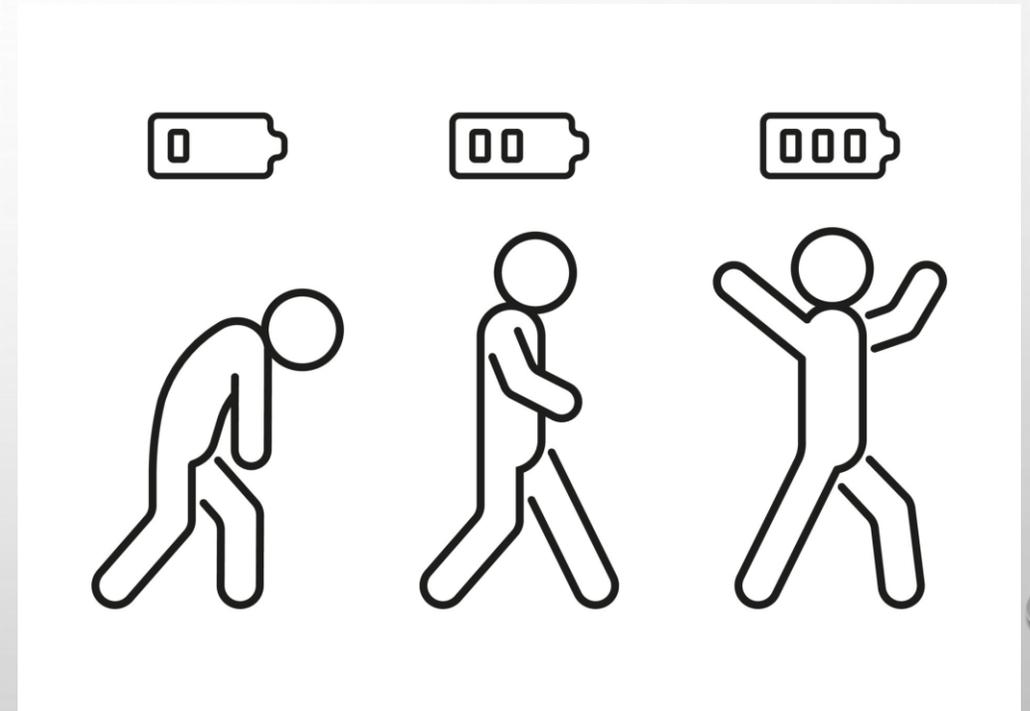
*MOTIVATION IS A RESULT OF ACTION, NOT A PREREQUISITE.*

*YOU DO NOT WAIT TO FEEL MOTIVATED.  
YOU ACT FIRST, THEN MOTIVATION  
FOLLOWS.*

## MOTIVATION SCALE

ON A SCALE OF 0–10, HOW MOTIVATED DO I FEEL?

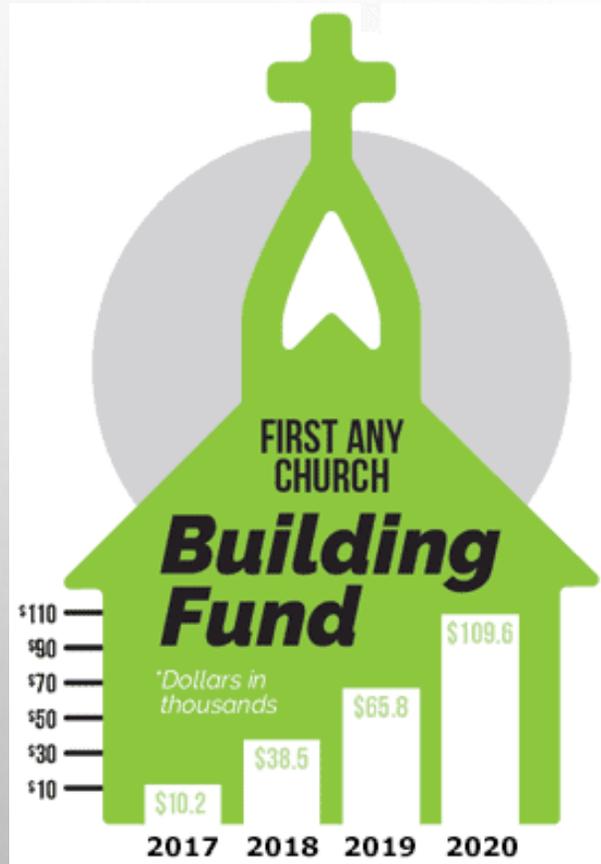
WHAT WOULD MOVING FROM A \_ TO A \_  
LOOK LIKE?



# PROGRESS

PROGRESS IS *MOVEMENT*, NOT PERFECTION.

TRACK *DIRECTIONAL CHANGE*, NOT  
*OUTCOMES* ALONE.



1. WHAT ACTIONS DID I TAKE?
2. WHAT DID I FOLLOW THROUGH ON?
3. WHAT PATTERNS ARE SHIFTING, EVEN SLIGHTLY?

# “START WITH PEOPLE, STAY WITH PEOPLE”



**PAUSE FOR THE PERSON**

**ENGAGE WITH CURIOSITY**

**OFFER SUPPORT, NOT CONTROL**

**PRACTICE CONSISTENCY**

**LEAD WITH CARE AND  
ACCOUNTABILITY**

**ENCOURAGE CONNECTION AND  
REPAIR**

# IN CLOSING: 3 THINGS + Q&A

