

# Stressing Out: Strategies for Balance and Success



*TJJD: Juvenile Justice Training Academy*

# Introduction



**Whether or not you are willing to acknowledge your stress, it will manifest in your attitude, behavior, and health.**



# Job Stress

“The harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.”

*--National Institute for Occupational  
Safety and Health (NIOSH)*

# Job Stress

Possible links to heart problems, workplace injuries, psychological problems, ulcers, back problems, and suicide.



# Job Stress

## Burnout Self-Check Assessment

### Burnout Self-Check (adapted from Mind Tools)

Instructions: For each question place an "X" in the corresponding column that best answers the question. There can only be one "X" per question. When you have answered all the questions, add up "X's" per column and transfer totals to chart below.

| Question |  | Not At All | Rarely | Sometimes | Often | Very Often |
|----------|--|------------|--------|-----------|-------|------------|
| 1        | Do you feel run down and drained of physical or emotional energy?                                |            |        |           |       |            |
| 2        | Do you find that you are prone to negative thinking about your job?                              |            |        |           |       |            |
| 3        | Do you find that you are harder and less sympathetic with people than perhaps they deserve?      |            |        |           |       |            |
| 4        | Do you find yourself getting easily irritated by small problems, or by your co-workers and team? |            |        |           |       |            |
| 5        | Do you feel misunderstood or unappreciated by your co-workers?                                   |            |        |           |       |            |
|          | Do you feel that you have no-one to talk to?   |            |        |           |       |            |
|          | Do you feel that you are achieving less than you should?   |            |        |           |       |            |
|          | Do you feel under an unpleasant level of pressure to succeed?                                    |            |        |           |       |            |
|          | Do you feel that you are not getting what you want out of your job?                              |            |        |           |       |            |
|          | Do you feel that you are working for a long organization or the wrong organization?              |            |        |           |       |            |
|          | Do you feel that you are doing parts of your job?  |            |        |           |       |            |

Not at all

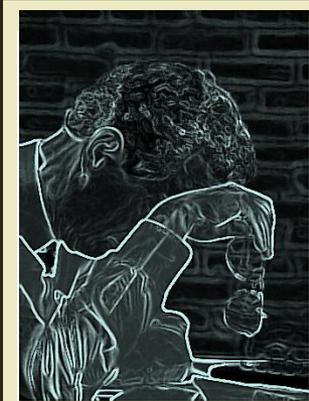
Rarely

Sometimes

Often

Very Often

# Job Stress



## BURNOUT

### Top 5 Signs of Burnout

5. You answer the phone with "LEAVE ME ALONE!"
4. You delegate the task of delegating.
3. You leave for a party and instinctively put on your agency badge/ID.
2. You have mastered the art of sleeping with your eyes open.
1. You think about how relaxing being in jail would be right now.

# Manage Your Stress

You can increase your resiliency to stress by taking care of your emotional and physical health.

# Manage Your Stress

## Two Strategies:

- Mindfulness
- Emotional Intelligence (EQ)



# Manage Your Stress

## Mindfulness

We have an endless stream of thoughts.

---

We tend to function on automatic.

---

Our thoughts dictate our feelings and reactions.



*"Hanging onto resentment is letting someone  
you despise live rent-free in your head."  
--Ann Landers*



# Manage Your Stress

Mindfulness is a form of meditation in which you tune in to the present moment without judgment, accepting and appreciating life.

Accept thoughts as they are—not bad or good.

Acknowledge negative or anxious thoughts, then let them go like bubbles floating through the air.

Divert your attention to the present moment.

# Manage Your Stress

## Mindfulness Listening



Texas Juvenile Justice Training Academy



# Emotional Intelligence

Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

--Emotional Intelligence 2.0

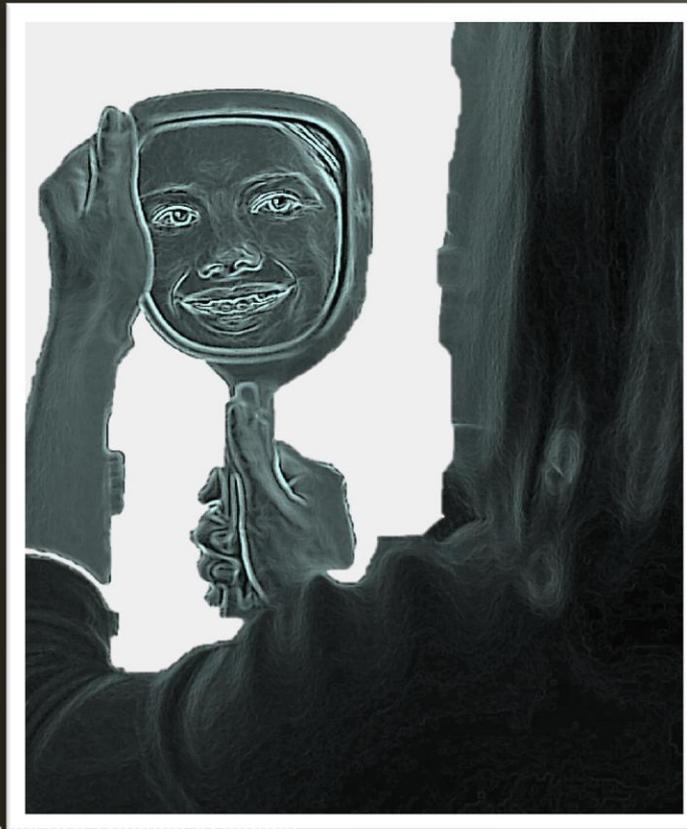
# Emotional Intelligence

## Four Skills:

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

“People high in self-awareness are remarkably clear in their understanding of what they do well, what motivates and satisfies them, and which people or situations push their buttons.

*--Emotional Intelligence 2.0*



# Emotional Intelligence

## Self-Awareness

Step outside yourself and be objective about why you do the things you do.

You have to be willing to admit to yourself the true nature of your thoughts and feelings, even when it is painful.

"The biggest obstacle to increasing your self-awareness is the tendency to avoid the discomfort of seeing yourself as you really are."

--Emotional Intelligence 2.0

# Emotional Intelligence

## Self-Management

Refers to the ability to control your emotions and positively direct your reactions in different situations.

People with strong self-management skills recognize strong emotions and change their thinking.

- Mindfulness
- Changing to more rational thoughts

Reclaim control of your thoughts and emotions with new thinking in any situation. Do not allow yourself to be emotionally hijacked.

# Emotional Intelligence

## Self-Management

### Poor Self-Management

- Emotional outbursts
- Tirades, losing temper
- Retaliation
- Power plays
- Berating or putting down others
- Overreacting
- Passive aggressiveness



# Emotional Intelligence

## Social Awareness

Refers to the ability to recognize and interpret subtle, non-verbal cues that reveal a person's emotions.

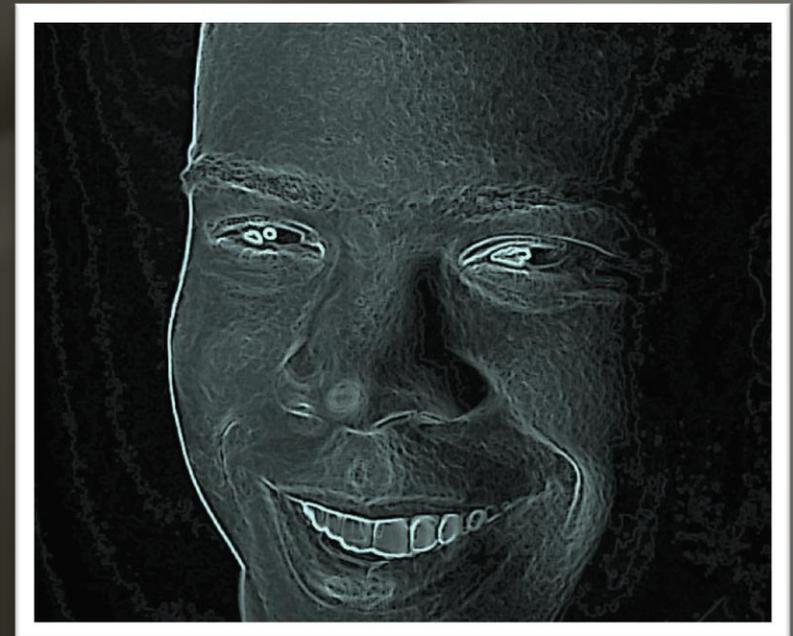
People with strong social awareness read cues that others do not recognize—a "sixth sense."



# Emotional Intelligence

## “Spot the Fake Smile” Test

<http://www.bbc.co.uk/science/humanbody/mind/surveys/smiles/>



# Emotional Intelligence

“Relationship management is your ability to use your own emotions and those of others to manage interactions successfully.”



*Emotional Intelligence 2.0*

# Summary

Employee Assistance Program (EAP) is a free wellness service for you and your dependents.

The EAP addresses issues such as:

- Stress
- Anxiety
- Depression
- Domestic violence
- Substance Abuse
- ADHD
- Financial issues
- Legal issues

Deer Oaks

1-800-EAP-2400

# The End

