

Managing Your Stress, Your Time, Your Life
(Healthcare)
(CIE 5032)

Purpose

This workshop is designed to help leaders, managers and supervisors in healthcare learn how to manage their stress, their time and their work life. Because high levels of stress account for increases in error rates, learning to manage one's stress is a critical skill. The healthcare environment is like no other. Accordingly, the intent is to promote a paradigm shift (a way of thinking) that takes into account the unique challenges and pressures of healthcare.

Format (Two half-day sessions)

The workshop of 10 to 15 participants will be interactive. Members will work in groups to identify their challenges and the stresses that come with them and learn ways to minimize or eliminate personal and organizational stressors. (These two half-days can be done in one day.)

Description

This workshop will consider the management of personal stress, the management of time and the management of meetings--the bane of all institutions. Participants will take away practical skills and action steps that will enhance their ability to manage personal and organizational stress. Many pressures are unique to healthcare including: working with patients and families who are themselves stressed; shortages of nursing and other staff; patients from other national cultures and language barriers; and other worries such as infection control and patient safety (weather, fire, etc.); and preparations for periodic Joint Commission (JCAHO) reviews.

Session One: What You Will Learn

- **What is stress?** For an action, situation or event to be stressful, it must be perceived as a source of threat, challenge or harm that arouses worry, anxiety or emotional distress.
- **Stress is cumulative.** Stress sneaks up on you. It is often hard to put your finger on it. It does have symptoms at the extreme but one can learn to recognize its precursors and act to minimize one's internal reactions.
- **Stress assessment.** So, how stressed am I? The Social Readjustment Scale will be used to assess participants' current level of stress. It is based on what has happened to them in the past year that contributes to their being stressed and what might happen to them in the next year.
- **Outcomes of Stress.** The results of stress may include anxiety, frustration, apathy, low self esteem, low productivity, aggressive behavior and depression.

- **Workplace Stressors.** Organizational stressors include role ambiguity, multiple bosses, interpersonal conflicts, qualitative overload and quantitative overload, etc. Participants will learn to recognize each and put dampers on their potential for distress.
- **Non-work stressors.** Other stressors which are not workplace related may include child care, elder care, the economy, lack of mobility, volunteer work and quality of life issue.
- **Stress analysis.** To get a handle on their individual stressors, participants will conduct a personal force-field analysis which will highlight driving forces (stressors) and restraining forces (coping mechanisms) and which can be used to create a personal stress reduction plan.
- **Commit to first steps.** Participants will commit themselves to some first steps using a small-wins strategy. They will learn some simple but very effective stress reduction methods: Positive self-talk (written exercise); relaxation and envisioning (exercises), etc. These are not hard and won't take long.

Session Two: What Your Will Learn

- **Revisit stress and stressors.** Participants will again look at the concepts, practices and outcomes of stress and the uniqueness of the healthcare. They will review their scores on the Social Adjustment Scale.
- **Individual reports.** Participants committed to taking some first step in combating their stressors. Each one will report on what they did and its affect on them and others.
- **Personal time.** There are more rules of time management than anyone ever wanted to know. Participants will select and practice a few that will work for them, given their jobs and responsibilities in their respective healthcare workplaces.
- **Organizational time.** Managers and professionals *must* manage organizational time! These skills have to do primarily with meetings--how to run them, how to make them short, how to make them valuable, how to make them productive.
- **What should I do?** OK, now we're getting somewhere! Asking this question is a measure of participants getting in touch with their own stress and it is the first step in its control
- **Anticipatory stress.** Learn to eliminate anticipatory stress through prioritizing, goal setting, planning and remembering that the world revolves in here and now. Planning is the essence of this skill and staying in the present is the measure of trusting your plans.
- **Type-A.** Participants will self-asses their Type-A behavior patterns and look at what they mean, their consequences and utility. Everyone has some level of single-mindedness and perfectionism. Stress is moderated by one's personality and social support system.

- **Burnout.** Uh, oh, now it's too late! Burnout is extreme stress, a psychological process which results in emotional exhaustion, depersonalization, and decreased accomplishment.
- **Commitments.** On Monday morning, participants will put these skills to work. They will take the next steps. They will commit to making that appointment, having that hard conversation, managing that meeting, practicing personal stress reduction, and arranging work schedules and attitudes.

Who Should Attend

All healthcare leaders, professionals, technical and non-technical staff, line and staff people, and union leaders. Also all those who anticipate becoming managers and supervisors; team leaders, group leaders, department heads and union leaders.

Instructor

Bob Toronto is currently an adjunct professor of leadership development and organizational behavior, specializing organizational change. As a consultant, Bob served a wide range of organizations including healthcare, automotive OEM's, tier-one and tier-two suppliers, high-technology firms, oil refining, book publishing, and insurance companies. His focus on *ensuring a company's future* is the defining characteristic of his organizational services.

Previously, Bob was on the Organizational Effectiveness Staff of the University of Michigan Health System; the Director of a University-Industry Partnership with UAW-Ford National Programs Center; the Manager of Training at The Budd Company (now ThyssenKrupp Budd) and a Senior Associate at Rensis Likert Associates. He holds a Ph.D. in Organizational Psychology from the University of Michigan, an MA in Industrial Psychology from the University of Utah and a BS in Chemistry (pre-med) from the University of Utah.

Continuing Education Units (CEU's)

CEUs will be awarded to each participant who completes the program. The CEU is a nationally recognized means of tracking non-credit continuing education development. It confirms participation in a structured professional development activity or course work. One CEU is awarded for 10 hours of completed activity or course work. A permanent record of each attendee's participation is maintained in the Office of the Registrar at the University of Michigan-Dearborn.

Register

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