

IT'S ALL IN A DAY'S WORK



A Guide to Balance and Well Being
for People Who Do Too Much

by
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ABOUT YOTA SCHNEIDER

From a very early age, I was blessed with curiosity and a rebellious spirit. My parents would be shaking their head if they read this, but that's how things were. I never got into trouble the way teenagers can, but I never learned to accept status quo either.

The tendency to look at a situation carefully and figure out how it could be done differently, came naturally. I was driven by a sense of purpose and couldn't imagine going through life otherwise.

From an early age, **I had a passion for teaching and language, so I studied and became certified to teach High School.** Life had other plans for me and I found myself climbing the corporate ladder instead.



In 1993, I became an account executive for Clinique Labs Inc., a division of the Estee Lauder Corporation. I was working with a multi-million dollar budget and coordinating a sales force of 120 consultants. It was fun, exhilarating, and eye opening.

I was competitive and driven. My top goal was to make Clinique the number one company in my territory. I achieved this goal by building and maintaining strong partnerships, hiring the best people I could and developing a dynamic sales team!

The process involved negotiating, interviewing and hiring, product and sales training, and consistent coaching to make sure that the level of commitment, skill, and enthusiasm remained high. There were constant ups and downs. Right when I thought I got it right something would happen. And . . . the show went on.

I didn't mind the long hours and endless crises. I didn't mind the countless voice mails and emails a day, the deadline rush, the feeling that my job was never finished. I had even convinced myself that fending off the unrealistic expectations, that all kinds of people had of me, was normal. This was corporate after all. The fast track. I had worked hard to get there. I lived on adrenaline.

I expected my husband and my friends to understand. I worked through the weekend and picked up messages during vacations. Occasionally I had to handle crises while I was out to dinner with my husband. Along the way, there were people who shared their wisdom. I will forever be grateful to my marketing director. She said: *"Remember, this is your job, not your life. Take good care of your life—we don't get too many second chances."*

I also met people who lived by this kind of nonsense: My favorite? *“Leave your problems at home.”* How can that ever be possible? To all of you mothers and fathers who are reading this, can you truly stop thinking about your sick child or the argument you had with your partner before you left home? I remember when I met a high ranking executive who kept confessing to the rest of us that she never experienced stress. Do I hear laughter?

It wasn't long before the pace started wearing me down. I still remember the vacation I took at Martha's Vineyard where I spent the first four days of my week-long vacation in bed, sick. I think that was a turning point for me. My body obviously could not wait for some down time to give up. How did I let this happen?

Life on the fast track was exhilarating, but something was missing. A couple of years later my twin girls were born. Life was about to change. After two months of maternity leave, I returned to work. I really believed I could make it work. So, I kept going. It wasn't long before I began to walk the fine line between satisfaction and confusion. Corporate hadn't changed, my ability to do my work hadn't changed but my priorities had changed and I was miserable. I was working harder than ever. I wanted to prove that I could do it and do it perfectly! And, my heart kept tugging at me all along.

Finding balance is tricky. What works one day may not work the next. Living in balance and harmony with who we are feels like a dance. One step forward, two steps backwards. It took me two years to realize I had to leave corporate. I left and never looked back.

Although my path took me out of corporate, it doesn't have to be that way for everyone. Some can find their way within the corporate culture. Others can't. You have to do your inner work to find out which kind of person you are.

For me, life coaching is the right fit. My work allows me to bring together my life experience and education and put it to good use, helping others who are struggling to find the right balance for them and build successful lives.

I completed The Coach Training Program at Coach U, became a Seasons of Change certified coach and a facilitator for the [Purpose Clarity](#) and Heart Magnet programs. For the past ten years I've had the opportunity to work with many amazing people and make a difference in their lives.

For now, it has all come together. I feel fortunate and grateful. The balance may shift down the road but this time I know better. Change is not easy but it's necessary. It keeps us flexible and it comes when we need it the most.

WORK RELATED STRESS; WHAT IS IT?

“Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker.”

According to a survey by Princeton Survey Research Associates, three-fourths of employees believe the worker has more on-the-job stress than a generation ago. In 1996, the World Health Organization labeled stress a “worldwide epidemic.” Stress is a prevalent problem in today’s workplace, and evidence suggests that it is the major cause of turnover in organizations. High levels of stress are also associated with substantial increases in health services utilization.

What causes work related stress? Work related stress is caused by:

- ◆ Excessive workload;
- ◆ Unrealistic work hours;
- ◆ Insufficient compensation;
- ◆ A toxic work environment.

In addition, when we perceive a situation as hopeless or out of our control, our stress level can increase even more.

Today’s workers are dealing with a challenging and demanding work environment. These are some of the reasons:

- ◆ There is more to do and less time to do it in
- ◆ We’re worried about the economy and the state of the world
- ◆ We’re struggling with work life balance, career issues, and interpersonal relations
- ◆ The nature of our work is stressful
- ◆ We’re negotiating other people’s expectations and agendas daily.

There’s also the other side:

- ◆ Stress doesn’t always have a negative effect in our lives. It can also serve as a reminder that we need to stop procrastinating and tackle a project or meet a deadline.
- ◆ Stress can keep us alert and even push us past our limitations and fears
- ◆ It would be unrealistic to expect a stress-free work environment

Points to remember:

- ◆ **Response to a stressful situation is personal.** The impact of the same event can cause stress for one person but not for another. It all depends on our perspective. If one person views an event as positive, stress will not be the issue. If, on the other hand, the same event is viewed as negative, then bring on a rescue remedy.
- ◆ **Living with constant tension and anxiety can have negative effects** on our health, on our ability to think clearly and make decisions, and on our relationships.
- ◆ **If we live with high levels of stress on a regular basis,** we may develop physical symptoms such as headaches and backaches, or psychological symptoms such as anxiety, anger, or depression. As time goes on and if we don't do anything about our stress we may eventually reach a state of burnout. The worse our stress becomes the more powerless we feel.

THE LINK BETWEEN JOB SATISFACTION AND WORK RELATED STRESS

Job satisfaction describes how content an individual is with his or her job. Research shows that higher levels of self-esteem, the belief in one's own competence, and having control over one's own life result in higher levels of job satisfaction.

Feelings of stress and satisfaction are inversely related. If a person's job satisfaction is high, his or her stress level tends to be low. When we are happy doing what we are doing, when our job inspires us and we feel successful, we handle stress differently.

High job satisfaction results in higher morale, greater productivity, and a lower likelihood of leaving an organization. It is also linked to better physical and mental health. On the other hand, low satisfaction increases frustration and reduces functioning in each of the life areas. Consequently, it is important to find ways not only to reduce stress but increase satisfaction in the process.

WHAT ARE SOME OF YOUR OPTIONS?

It's important to remember that the first step in managing our stress effectively is to acknowledge its source. What is it that makes us feel anxious or frustrated? Once we gain clarity on a situation and how it affects us, then it becomes our responsibility to reclaim our power and sense of control. We're empowered!

The following are three approaches in dealing with stress. All of them are a matter of personal choice and circumstances:

- ◆ **Eliminate the cause:** Sometimes changing jobs or walking away from an unhealthy situation is just what the doctor ordered. Depending on your situation, you may want to give yourself the gift of fresh start. Why stay, if you don't see a chance for positive change?
- ◆ **Change your response:** Not all stress is created equal. Sometimes, we need to change our perspective and respond differently to a situation. Instead of trying to change what you cannot control, choose your battles and focus on what you can do that can diffuse a stressful situation.
Consider talking to a professional who can help you reframe the problem and view things differently.
- ◆ **Develop a support system that best fits your temperament.** Not every strategy works the same for everyone. Choose the stress management strategy that's appropriate for you and the conditions you're faced with.

WHERE TO START?

- ◆ **Acknowledge that you feel stressed.**
 - Do you feel off balance and dissatisfied?
 - Are you on edge?
 - Do you wake up to go to work on Monday feeling tired and discouraged?
 - When you are at work do you feel contracted and anxious?
 - Do you find it difficult to relax and forget about work?
- ◆ **Determine what is important for you at work and whether your needs and expectations are being met.** Clarity is the key to reclaiming your power and sense of control. Use the forms on pages 9, 10, and 11 to evaluate your level of job satisfaction.
- ◆ **Understand how your stress level affects your health, your job performance, and your relationships.**
 - Are you experiencing physical symptoms such as headaches, insomnia, and backaches?
 - Is your productivity dropping?

- Do you find it difficult to meet deadlines?
 - Do you often find yourself in a bad mood?
 - How is family life?
 - Do you have time to do the things that give you joy?
- ◆ **Map out your action plan.** When deciding on a course of action, consider the following:
- **What is it you have control over?** Remember, feeling powerless contributes greatly to the level of stress and anxiety. There are always areas where we can affect change. Usually we have more control over a situation that we think.
 - **What are the resources available to you?** The greater the variety of resources, across all areas of life, the more effective we will be in managing work related stress and affecting our level of satisfaction. Here is the list of resources we will be exploring:

- ◆ **Communication Skills**
- ◆ **Boundary Setting**
- ◆ **Time Management**
- ◆ **Alliances / Community**

NEEDS AND EXPECTATIONS INVENTORY

Your level of satisfaction depends upon how much importance you place on a factor. Select a number from 1 to 4 to indicate how important or unimportant each statement is for your work situation. Write down the numbers in the white box on the left.

1= Not important 2 = somewhat 3=important 4=very important

- I am adequately compensated for the work I do
- I have good benefits
- Organization's policies and procedures are clearly explained
- I know exactly what is expected of me
- I have a clear job description
- I have the opportunity for promotion and advancement in my career
- My goals are clearly defined
- I am given the support, information, and training I need to achieve my goals
- I have a feeling of accomplishment
- I receive feedback from my supervisors often
- I have a stable and secure work environment
- My work schedule is flexible
- I feel empowered to decide my task priorities
- I decide how to do my job
- I express my creativity through work
- My work reflects my values
- My workspace is comfortable
- I enjoy the company of my co-workers
- I have friends at work
- Management promotes a climate of cooperation and communication among employees
- I have balance between my work and personal life
- Management supports balance between life and work
- My work does not interfere with my family life

LEVEL OF SATISFACTION

- ◆ Review your needs and expectations inventory. Copy the factors that you rated as important (#3) and very important (#4) for you.
- ◆ Add anything that you consider important that was not included in the needs and expectations inventory on page 9.
- ◆ Select the number (1 to 4) that indicates your level of satisfaction, depending on whether your needs and expectations are met or not.

1= low

2 = medium low

3 = medium

4 = high

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CONNECTING THE DOTS

Look on page 10 and at how you rated what is important to you, in terms of satisfaction.

List the statements that you rated as low (#1) and medium low (#2).

- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____
- ◆ _____

Now, take a look at what you listed above. How do you feel about not having the needs and expectations, that are important to you, met?

How do your unmet needs and expectations:

1. Affect your job performance?
2. Contribute to your anxiety and stress levels?
3. Influence your relationships?
4. Impact your health and sense of well being?

Are you ready and willing to do something about it?

USING YOUR RESOURCES

◆ COMMUNICATION

Communication is the ability to share thoughts and feelings with others to promote mutual understanding. Everyone sees things differently. Miscommunication and misunderstanding can contribute greatly to stress.

- Being able to communicate clearly is essential for all aspects of life.

Good relationships are built on effective communication. It is important to understand that most communication is nonverbal, rather than verbal. Making eye contact alone can often carry a stronger message than any words.

- Nonverbal communication, such as body posture, facial expression, and the distance we place ourselves from another person can make all the difference.

Positive communication becomes increasingly difficult when we feel resentful and frustrated.

Most of us feel uncomfortable with difficult conversations. For those of you who tend to get frustrated and retreat when your needs and expectations are not met, try something different and ask for help.

Begin by exploring the following questions:

- Who is the key person to talk to regarding my frustration?
- What is my ideal solution?
- How much am I willing to compromise without feeling resentful?

Whether you are an employee, a manager, or the business owner, the rules of communication remain the same.

- Clarity, lack of judgement, and a focus on the message rather than the person go a long way.

Are you ready? Go for it!

1. **Prepare how you will address the topic.** No matter who you are talking to, preparation is the first step to successful communication.
 - Write down what you want to talk about. Cover all the key points.
 - Role play with a friend or trusted colleague. At least, rehearse in front of your mirror. Get used to hearing yourself expressing your needs.
2. **Arrange a meeting.** Don't ambush the person you want to talk to. Nobody likes surprises, and when it comes to difficult conversations you want the person's full attention.
3. **Focus on the message delivered.** If you find yourself feeling anxious or intimidated during a conversation, pause and give yourself the time you need to regain your focus. Keep things neutral.
4. **State your expectations and needs clearly.** Talk about the issue at hand. Avoid over explaining or apologizing for having needs and expectations.
5. **Use "I" statements when you speak.** You want to explain how the situation affects you. Your intention is not to blame or accuse. People listen more effectively when they don't feel threatened.
6. **Check for understanding.** Periodically check in with the person across from you. Make sure they understand where you come from and what exactly you are trying to accomplish.
7. **Use active listening.** As the conversation progresses, restate both the points and the emotions communicated by the other person.
8. **Check for consensus.** Determine the win/win scenario.
9. **Agree on a follow-up strategy.** Don't close the meeting without agreeing on the next step.

◆ BOUNDARY SETTING

Boundaries are imaginary lines we establish around ourselves to protect our minds, our hearts, and our self-esteem from the unhealthy and often damaging behavior of others. Picture a boundary as the moat around your castle.

When we have healthy boundaries

- We tend to attract the right people
- We become more confident
- Our fear of a situation or a person diminishes significantly
- Our standards become higher

When we have weak boundaries

- We attract disrespectful, needy people in our lives who tend to drain our energy
- We use too much time and energy to keep things going
- We experience resentment more often than not

Process

- Decide what is acceptable and unacceptable behavior in other people
- Determine what you will do if someone exhibits unacceptable behavior towards you
- Follow through

Tips

- Set boundaries because you know you have better things to do than tolerating unhealthy situations and people's damaging behavior.
- Setting boundaries is a way to protect yourself - not a way to vent your anger. You can be graceful about it.
- Setting boundaries is a skill you can learn and master. Start with what is really important to you but not extremely difficult to follow through.
- Give the people around you the chance to grow and learn.

◆ TIME MANAGEMENT

Just thinking about time management can invoke an array of emotions and attitudes, including guilt and anxiety. Everything happens so fast these days. The whole idea of having to manage time, besides everything else we are asked to manage, can be overwhelming.

How would you feel if I told you that . . . **We have all the time we need, to do the things we need to do?**

Imagine working with time based on this belief!

Isn't that a great place to come from? After all, we can never manage time, only our relationship to it. There is no such thing as the perfect method for organizing our life. Working with time is a process, ever changing, ever adjusting to who we are, where we are in our lives, and whatever our needs may be. What works today may not work tomorrow. What is a priority today may not be a priority tomorrow.

Time is a great teacher. The way we work with time is the manifestation of our beliefs, fears, and attitudes.

There are people who thrive in crisis. There is always the possibility that you have been in crisis mode for so long that you have come to like it. The more problems to solve the better.

Take a good look at your comfort level with chaos and urgency.

- Do you get a sense of importance and usefulness from solving problems and dealing with emergencies? If yes, how is it working for you?
- Are you content with the way things are or not? Remember, everything is a choice.

If you are not happy with your relationship with time, you need to take a look at where your time and energy go.

Let's begin by taking a good look at how you invest your time - daily.

- Do you tend to put out fires, resolve crises, and handle problems?
- Do you have to content with unproductive meetings and constant interruptions?
- Do you catch yourself procrastinating and wasting time in trivial work and unimportant details?

If you answered yes to the above, how does that make you feel? What do you think?

Are you ready to tackle this? Then, let's get serious. Grab a pencil and paper.

Keep a daily log over several days to get an idea of how you “really” spend your time. Keep track of:

1. **Interruptions and crises**, including having to “fix” or do something that someone else was supposed to do, unnecessary conversations and chitchatting.
2. **Procrastination**, including jumping from one task to another or avoiding a task you don't want to tackle.
3. **Perfectionism** – spending too much time on tasks not worthy of your time, obsessing, feeling overwhelmed, setting unrealistic goals.
4. **Negative self-talk** – engaging your inner critic, setting unrealistic goals, and beating yourself up.

TIME TO CREATE YOUR TIME MANAGEMENT TOOLBOX!

These are tips and strategies that can support your efforts to use your time wisely. Don't get overwhelmed by the length of the list. **Read through it and choose at least three tools you can incorporate right away.** Print the form on *page 18* and use it more than once.

If you have any questions or need more clarity, remember, I'm one email or phone call away.

- ◆ Make time daily to review your priorities, deadlines, and commitments.
- ◆ Use a planner (electronic or paper) and review it regularly.
- ◆ Give yourself the time and space you need to plan and schedule.
- ◆ Don't over commit and over schedule.
- ◆ Break down projects into small, manageable steps.
- ◆ Assign a date and time to each of the steps. To-do lists don't work unless you schedule the tasks.
- ◆ Don't separate work from life when you sit down to plan – your dentist appointment, time with your loved ones, and your children's concerts are as important as anything else. Plan ahead and plan around them.
- ◆ Give yourself uninterrupted time every day (preferably when you're at your peak) to focus on important projects.
- ◆ Schedule a few 5-15 minute time periods to catch up on phone calls and emails – you'll be amazed at how much you can accomplish in 5 minutes.

- ◆ Use the time between meetings to return calls or follow up on a deadline.
- ◆ Learn to say “No” more often.
- ◆ Communicate clearly with your colleagues and your team.
- ◆ Be proactive. Schedule regular meetings with team members to review projects and workload. Empower people to gather their questions and bring them to the meeting rather than interrupting you every time they think of something.
- ◆ Delegate and follow-up. Delegation means sharing responsibility and authority with others and holding them accountable for performance. Plan, clarify what needs to be delegated and what the intended results are, select the right people, and set a timeline.
- ◆ Practice efficient meeting strategies:
 - Invite only the people who need to be at the meeting.
 - Set clear goals.
 - Write the agenda and circulate it in advance. Ask for input and give people the opportunity to make adjustments.
 - Allow a specific amount of time for agenda items and don’t go over it.
 - Assign the roles of meeting facilitator, note taker, and time keeper. Team members can take turns in fulfilling these roles.
 - Decide on action points and assign tasks.
 - Set a timeline for action points.
 - Establish a follow-up process for action points generated during the meeting.
 - Circulate the minutes.
- ◆ Take a break every day to relax, recharge, and reflect on your progress. (Don’t forget to eat.)
- ◆ Create a workable system for filing and paper flow.
- ◆ Get into the habit of reevaluating the way you do things and making the necessary adjustments.
- ◆ Know when good enough is good enough!

YOUR TIME MANAGEMENT ACTION PLAN

List three unproductive working habits you wish to change.

1. _____

2. _____

3. _____

List the strategies you want to adopt in the next two weeks to improve your time management.

● _____

● _____

● _____

● _____

● _____

● _____

List what you need to achieve your goal.

● _____

● _____

◆ FORMING ALLIANCES

“No man is an island!” Thank goodness for that. What would life be without the people who challenge us, support us, and inspire us? Of course, there are always times when being alone and quiet is a gift, but what about the times when, being able to talk and be heard, is what we need the most?

Having a good support system in place can help you maintain your perspective and find peace of mind. The people we trust become our sounding board. They can listen when we need to think out loud. They can present a different point of view and help us reclaim our sense of power and control over a situation. We can be ourselves with them and feel safe.

HOW TO BUILD A SAFE COMMUNITY AT WORK:

- ◆ **Identify the people at work that are like minded and supportive of who you are.** When you are dealing with a stressful situation, talk to them, ask them for their perspective, and see what wisdom comes your way. Do the same for them.
- ◆ **Choose wisely!** Misplaced trust can be a significant source of stress.
- ◆ **Stay away from people who affect you negatively.** If you can't stay away from them completely, limit the time you spend interacting with them. Set strong boundaries.
- ◆ **Ask for help both at work and at home.** Allow others to support you. You'll be amazed at how creative people can be. You don't have to do everything alone.
- ◆ **Delegate when you can.** Delegating is not a sign of weakness. It's being aware of your limitations and giving up control where you can.
- ◆ **Connect with people who energize you and share your interests outside work.** Go for a walk, go to the movies, join a book club, do what gives you joy and helps you relax. Laugh! All work and no play. . . you know what comes next!
- ◆ **Share your feelings with the people you love.** The people who are closest to you want to know what is going on in your life. Don't keep them in the dark. Ask them how things are with them. Making someone else the center of your world for a while, can give you a different perspective and help you in taking yourself less seriously.
- ◆ **Tell the people closest to you what, the best way to support you, is.** Contrary to what you may think, they are not mind readers.
- ◆ Now, take a deep breath, and look around. The one thing we can always depend on is change. Nothing ever stays the same. **What seems insurmountable today will be a memory tomorrow.** Be in present time and focus on what is right in front of you!

◆ LIFESTYLE / DAILY HABITS

Work is what we do and not who we are! Exercising self-care is a sign of self-respect and self-love.

There's always work to be done, deadlines to meet, a family to take care of, aging parents to look after, and friends who need us. With our plates this full, we feel selfish to stop and take care of ourselves.

If you're not happy at work, it's going to affect how you interact with your loved ones. If you're miserable at home, it's going to affect the level of energy and creativity you bring to the office.

If you don't take care of yourself, who will? If you won't, where will you find the energy to take care of everything?

Life is messy. Things will always be busy, one way or another. In some ways, we like our plates full. It makes us feel alive. Waiting for life to get slower and easier, before we can take care of ourselves, is insane.

It's because life is messy and crazy busy, that we have to make the commitment to taking care of our well being.

MAKING HEALTHY LIFESTYLE CHOICES

- ◆ **Your attitude about life, what you believe and what you think, can have a profound affect on your emotional and physical well-being.** The more aware you are on how thoughts, people, and situations affect you, the easier it will be to protect and take care of yourself.
 - Watch your mental chatter.
 - Listen to what you tell yourself.
 - Pay attention to how your body reacts when a negative thought crosses your mind.
- ◆ **As you go through your day, try to be conscious of what you are doing and how you are feeling.** Listen to your body and to what it needs. If you begin to experience physical discomfort, stand up, walk around (or even better go outside and take a short walk), and do some quick stretches. Ask your chiropractor, massage therapist, or yoga instructor to show you some simple exercises and acupressure techniques.

- ◆ **Drink water and don't forget to eat.** Begin your day with a good breakfast. Store some nutritious snacks in your office for the occasion you cannot take a lunch break.
- ◆ **Keep up with your supplements.** Consult your naturopath or doctor on what the best supplements and vitamins are for you.
- ◆ **Set aside relaxation time.** You can take a 15 minute break, lie down, and close your eyes. Don't allow interruptions. You'll be amazed at how, fifteen minutes of rest, can change the way you feel.
- ◆ **Do something that you enjoy every day.** Go for a walk, exercise, meditate, read a good book, watch a movie, talk to a friend, laugh, work in your garden, play with your pet, take a long bath, get a massage, write in your journal, listen to your favorite music, listen to a book on tape, doodle, sit quietly for a while.
- ◆ **Stop making excuses** as to why you can't find time to take care of yourself.

MY TEN TOP DAILY HABITS

List the daily habits and self-care rituals you would like to adopt. Be creative.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Things to avoid:

Things to remember:

FOR BUSINESS OWNERS AND MANAGERS

Work related stress can be costly for businesses. It can cause high turnover, low morale, and low productivity. Your success depends greatly on your people. Having loyal, satisfied and knowledgeable people working for you, allows you to concentrate on the bigger picture of your business.

The way your employees feel working for you will always be transparent. Their state of mind and their attitudes will be obvious when they relate to your customers, clients, and professional connections. I have often observed employees of business owners I work with, undermine their supervisors with a sly comment or a roll of the eyes.

Things you can do

- ◆ Remain aware and do not underestimate the impact that change, uncertainty, and lack of communication can have on the morale of your employees.
- ◆ Keep the lines of communication open. Share information consistently and don't be afraid to address "hot" issues.
- ◆ Provide your employees with clear job descriptions, clear goals, and consistent performance reviews. There should be no surprises for anyone regarding goals and performance.
- ◆ Have clear policies and procedures in place but stay open to employee input and make the necessary adjustments when needed.
- ◆ Foster a culture of accountability, respect, and community within your organization.
- ◆ Provide your employees with the training and support they need to achieve their goals.
- ◆ Allow for times of community building when people can come together for "some well mannered frivolity" (a quote from Harry Potter that always makes me smile).

I hope that while reading through this workbook you became inspired to adopt the techniques for stress management that best match your personal style. I wish you best of luck on your journey to greater satisfaction and fulfillment.

To your ongoing success and well being!

Yota Schneider

