



# How to Cope Through Chaos: Practical Tools for Successfully Navigating Change

# Objectives

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- Understand the **current stressors and mental health implications.**
- Learn strategies and techniques to **promote positive mental health through mindfulness practices and healthy detachment .**
- **Improve your communication and conflict resolution skills** so that you can successfully lead through transition.
- Become better equipped to navigate challenges both at home and at work by **fostering resilience.**

SCAN ME 



# STRESS AND ITS IMPACT ON ABILITY TO FUNCTION



**27%** of all adults said that most days they are so stressed they can't function



% REPORTING THEY ARE SO STRESSED THEY CAN'T FUNCTION

**46%** of those under 35



**42%** ages 35 to 44



**16%** ages 45 to 64



**4%** ages 65+



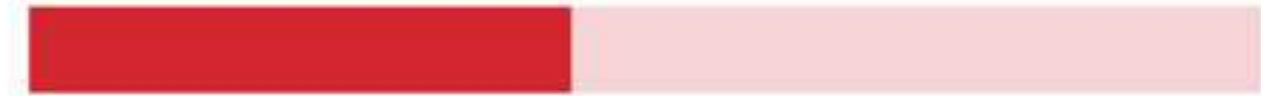
**56%** of Black adults under 35



**46%** white adults under 35



**44%** Latino/a adults under 35



**43%** Asian adults under 35



# Current Stressors

- Overwork and burnout
- Economic uncertainty
- Racial injustice issues coming to the forefront
- Political divide and unrest globally
- Challenges managing uncertainty & change
- Personal challenges/life events





# Mental Health Implications

- Increase in stress, anxiety and depression
- Increase in substance misuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide rates
- Burnout

# Stress vs Burnout

**Stress** is the body's physical and psychological response to anything perceived as overwhelming

**Burnout** is a state of emotional and physical exhaustion caused by excessive and prolonged stress



# Symptoms of Burnout

## Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

- Despair
- Cynicism
- Anger
- Depression
- Angst
- Boredom
- Exhaustion

## Decrease in:

- Self-esteem
- Concentration
- Memory
- Motivation
- Effort
- Investment
- Productivity

## Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption
- Conflict
- Illness
- Outbursts



# Mental Health Continuum

**In Crisis**

Very anxious  
Very low mod  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

**Struggling**

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

**Surviving**

Worried  
Nervous  
Irritable  
Sad  
Trouble Sleeping  
Distracted  
Withdrawn

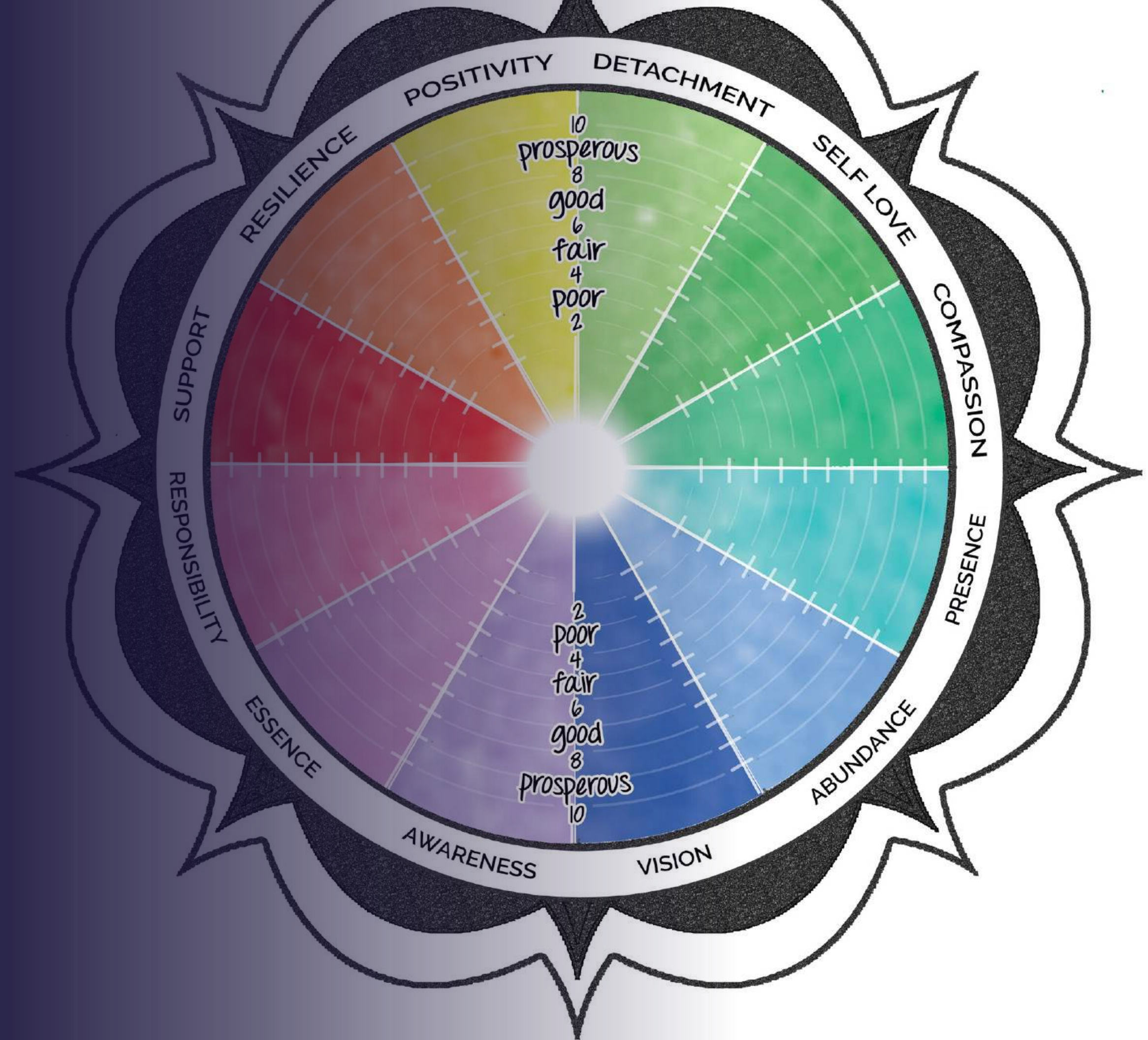
**Thriving**

Positive  
Calm  
Performing  
Sleeping Well  
Eating normally  
Normal social  
activity

**Excelling**

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realizing  
potential

# The Psychology of Success



# Mindfulness to Promote Mental Health



# Practice Mindfulness-Based Stress Reduction

- Moment-to-moment awareness of our thoughts, feelings, bodily sensations, and environment
- Rooted in the here-and-now, taking life one day at a time
- Noticing our thoughts and feelings without judging them
- Allows us to respond, rather than react to stressors



# Mindfulness in the Workplace



- GOOGLE
- NIKE
- ACCENTURE
- SONY
- LOREAL
- BRITISH AIRWAYS
- NOKIA
- MICROSOFT
- AMERICAN EXPRESS
- JOHNSON & JOHNSON

# Mindfulness & Work Research

## Increases:

- Job Performance
- Problem Solving
- Work/Life Balance
- Focus & Concentration
- Ethical Decision Making
- Creating & Innovation
- Employer-Employee Relations

## Decreases

- Emotional Exhaustion
- Cognitive Rigidity
- Intention to leave
- Multi-tasking
- Sick Days
- Stress

# Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system



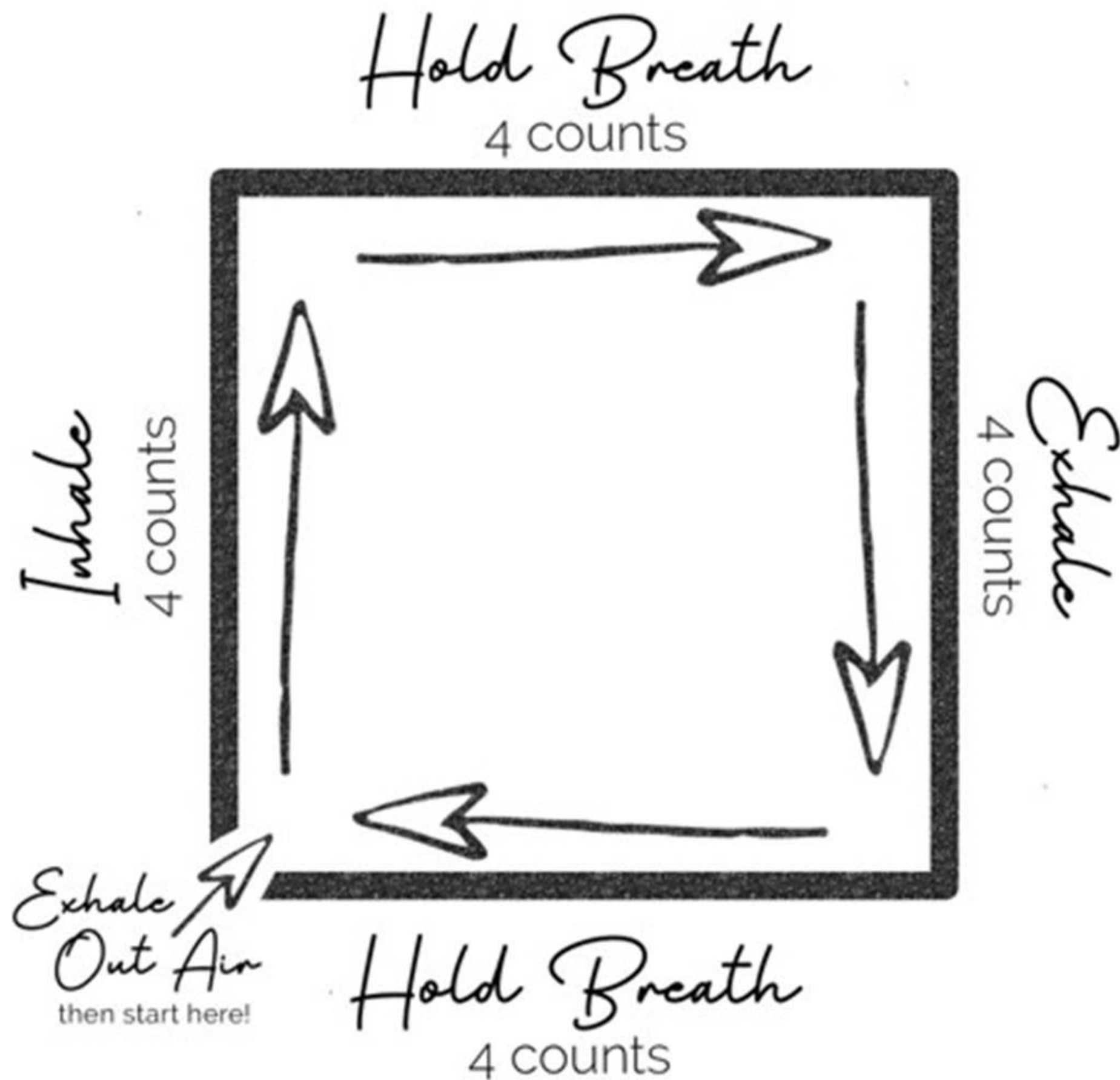
# Benefits of Mindfulness, cont

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being





# Square Breathing





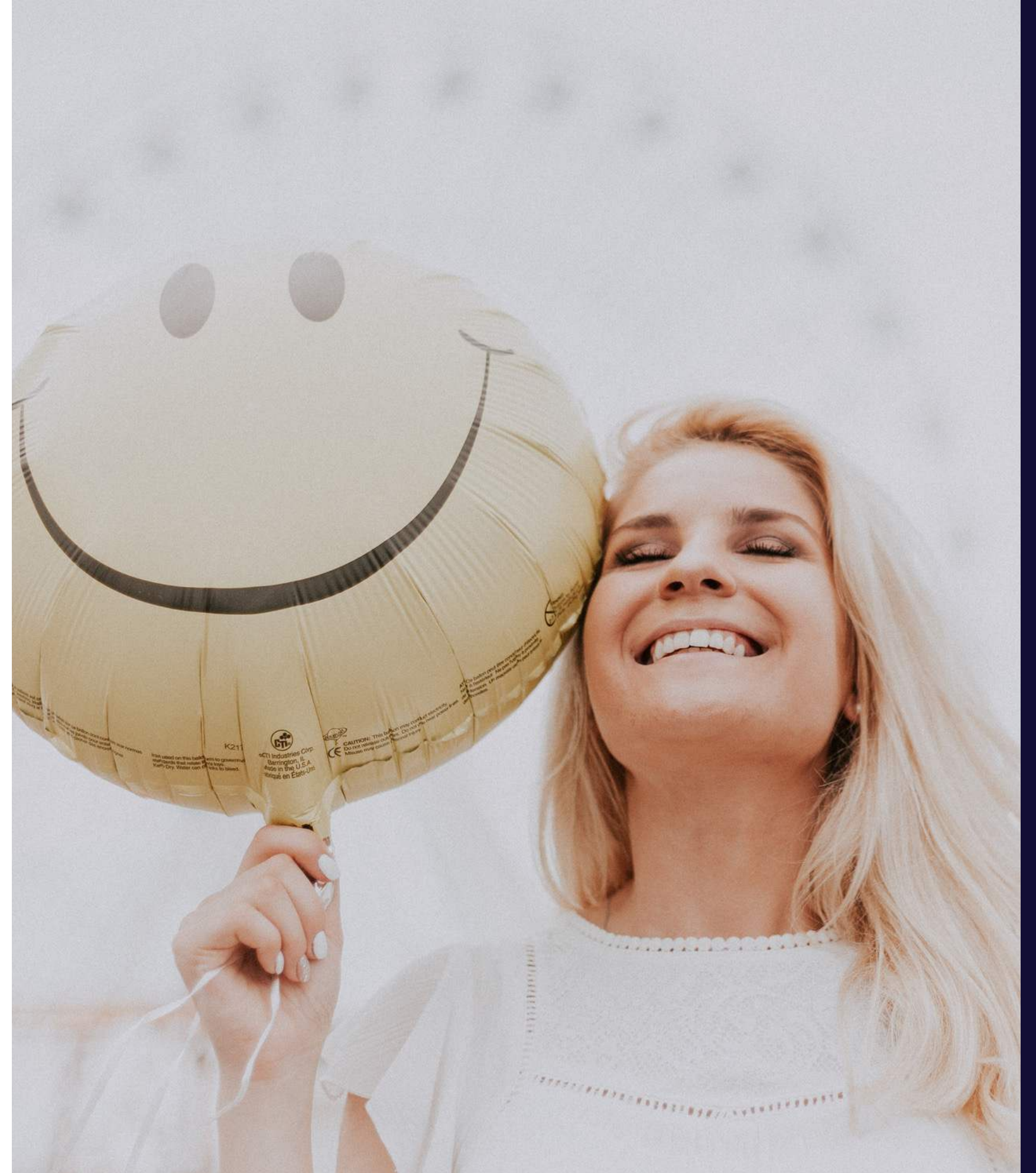
# Strategies to Increase Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine

# Positivity

“ A man is but the product of his thoughts...what he thinks, he becomes.”

**MOHANDAS GANDHI**



# Practice Self-Compassion

- Honor your feelings
- Don't judge or ignore your feelings
- Practice self-forgiveness
- Honor your personal priorities
- Keep asking, "Am I making the choices I want?"



# Detachment

“Feelings are waves of energy  
which we can choose to surf,  
rather than allowing them to  
overcome us.”

**ARLENE ENGLANDER**



# Detach From

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



# Detachment as a Mindfulness Practice

- Pause
- Connect with the breath
- Get grounded
- Zoom out
- Imagine a protective barrier
- Unhook or unplug



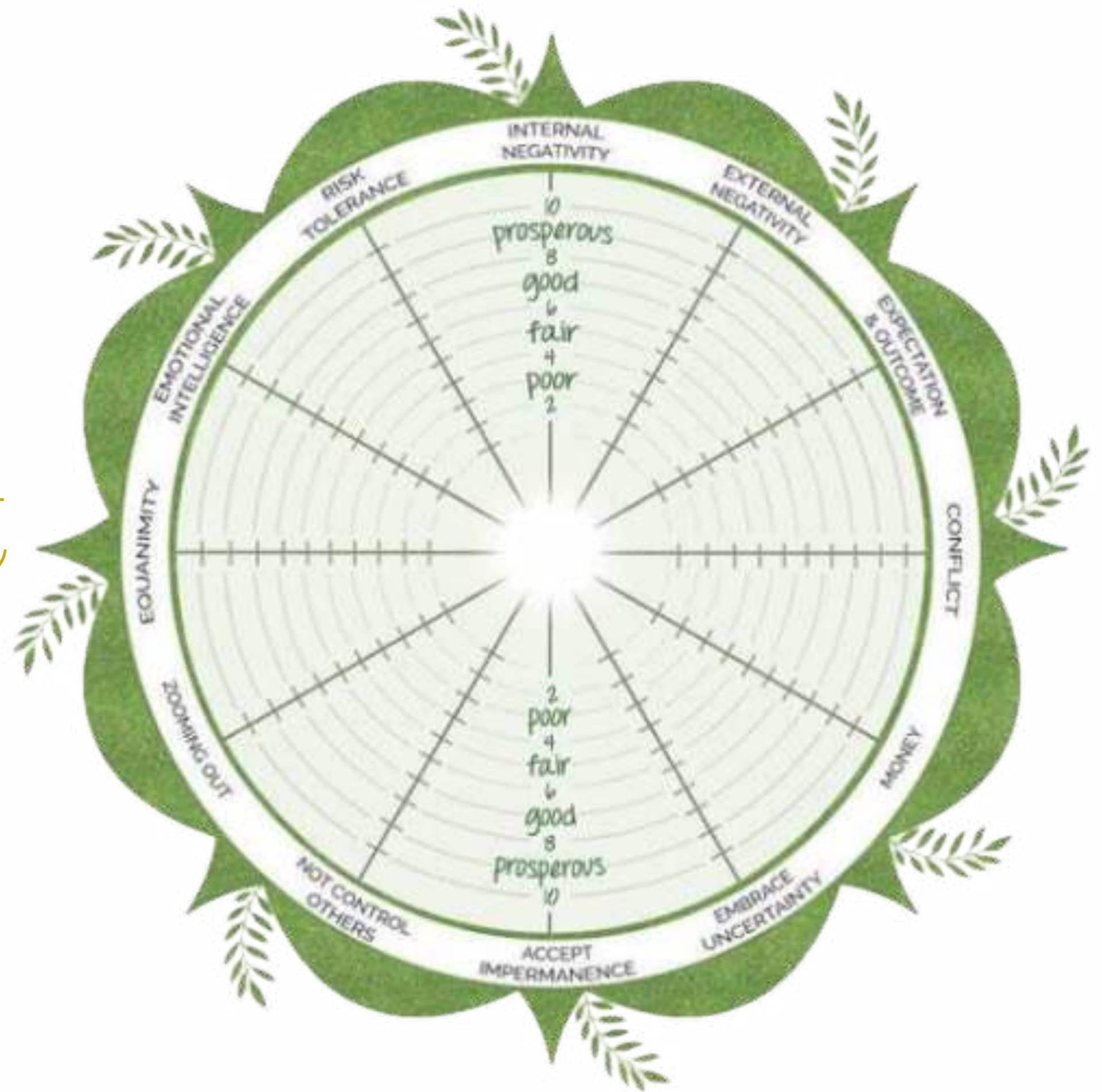
# Detach with Love

- Detachment doesn't mean you don't care, aren't connected or are in denial
- Detachment is a mindfulness practice that involves:
  - Healthy separation
  - Not attaching your wellbeing to others
  - Not trying to control others
  - Not getting hooked
  - Not becoming defensive
- Lifeguard analogy





# The Detachment Wheel





# Effective Communication & Conflict Resolution in the Workplace

“ Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

- William James



# Cultivate a Positive Workplace Culture

- Professional
- Inclusive
- Respectful
- Kind
- Psychologically safe
- Collaborative
  - Lift one another up
  - Work as a team





# The Nature of Conflict

- Control
- Power
- Contrasting beliefs
- Disrespect
- Fear
- Misunderstanding
- What else?

# Conflict Style

- Avoidant
- Passive
- Passive Aggressive
- Assertive
- Aggressive





# Unconscious Response to Conflict

- Fight
- Flight
- Freeze
- Fawn

# Avoid Behaviors that add Fuel to the Fire

- Criticism
- Contempt
- Stonewalling
- Defensiveness





# Compassion

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



# Empathy

- Must important relational tool
- Put yourself in the other's shoes
- Deep understanding
- Reflect understanding of other's feelings with kindness and compassion
- Shared emotional experience
- Keep a developmental lens
- [Useful article](#)



# Conscious Response to Conflict

- Mindful self-awareness & integrity
- Empathy
- Active listening
- Open communication that is:
  - Kind
  - Necessary
  - True
- Collaboration
- Compromise

# Use Assertive Communication

- Neither passive, aggressive, nor passive-aggressive
- “I” Statements
- Honest, direct, clear, and diplomatic
- Does not triangulate
- Face-to-face best, then voice to voice, etc.
- Avoid conflict over email or text
- Diplomacy & Respect



# Set Healthy Boundaries

- Information
- Time
- Financial
- Workload
- Physical
- Boundary Experts: [Cloud-Townsend](#)

[Resources](#)



# Develop Your Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself
- Recognize and understand other people's emotions
- Manage relationships (manage the emotions of others)





# Low EQ

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- Emotionally triggered
- Aggressive, passive or passive aggressive
- Participation in:
  - Scapegoating
  - Blaming
  - Bullying
  - Gossiping

# High EQ

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- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions







**How can you  
turn a difficult  
conversation  
into a  
productive  
dialogue?**

# Difficult Conversation Starters

- “I’d like to schedule a short call with you to discuss X.”
- “It seems like we may have had a misunderstanding. I’m wondering if we could set up a time to get back on the same page.”
- “It seems like you might be upset with me, and I would like to understand and work through it.”
- “I’m wondering if it might be easier for us to chat about this in person.”
- “I’m struggling with X and am wondering if we could please talk about it.”

# Improve the Communication Process

- **First seek to understand** the other party
- **Recognize** that you may not be understood
- **Notice when your emotional brain** has been activated
- **Observe** your process
- **Watch the other's reaction** to you as a way toward self-awareness
- **Take a break** and regroup
- **Seek help** when needed
- **Re-engage** when you are not triggered

# Practical Solutions to Conflict

- Avoid a fight, flight or freeze response
- Avoid engaging tug-of-war
- Don't lock horns
- Unhook from the minutia
- “Zoom out” to gain perspective



# Practical Solutions to Conflict

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Appreciate the power of empathy
- Practice flexibility, adaptability & compromise





# 6 Steps to Effectively Resolve Conflict

1. Pause and get grounded.
2. Set an intention for the conversation. Visualize it going well.
3. Request a time to talk
  - Consider place and time
  - Face-to-face or voice-to-voice preferred over email/messaging
4. Speak with healthy assertiveness, positivity and respect
5. Listen with openness, empathy & healthy detachment
6. Collaborate to find a win-win compromise or resolution



“

Resentment is like  
drinking poison and then  
hoping it will kill your  
enemies.

”

- **Nelson Mandela**



# Resilience

“

Life will give you whatever  
experience is most helpful  
for the evolution of your  
consciousness.

”

**EKHART TOLLE**

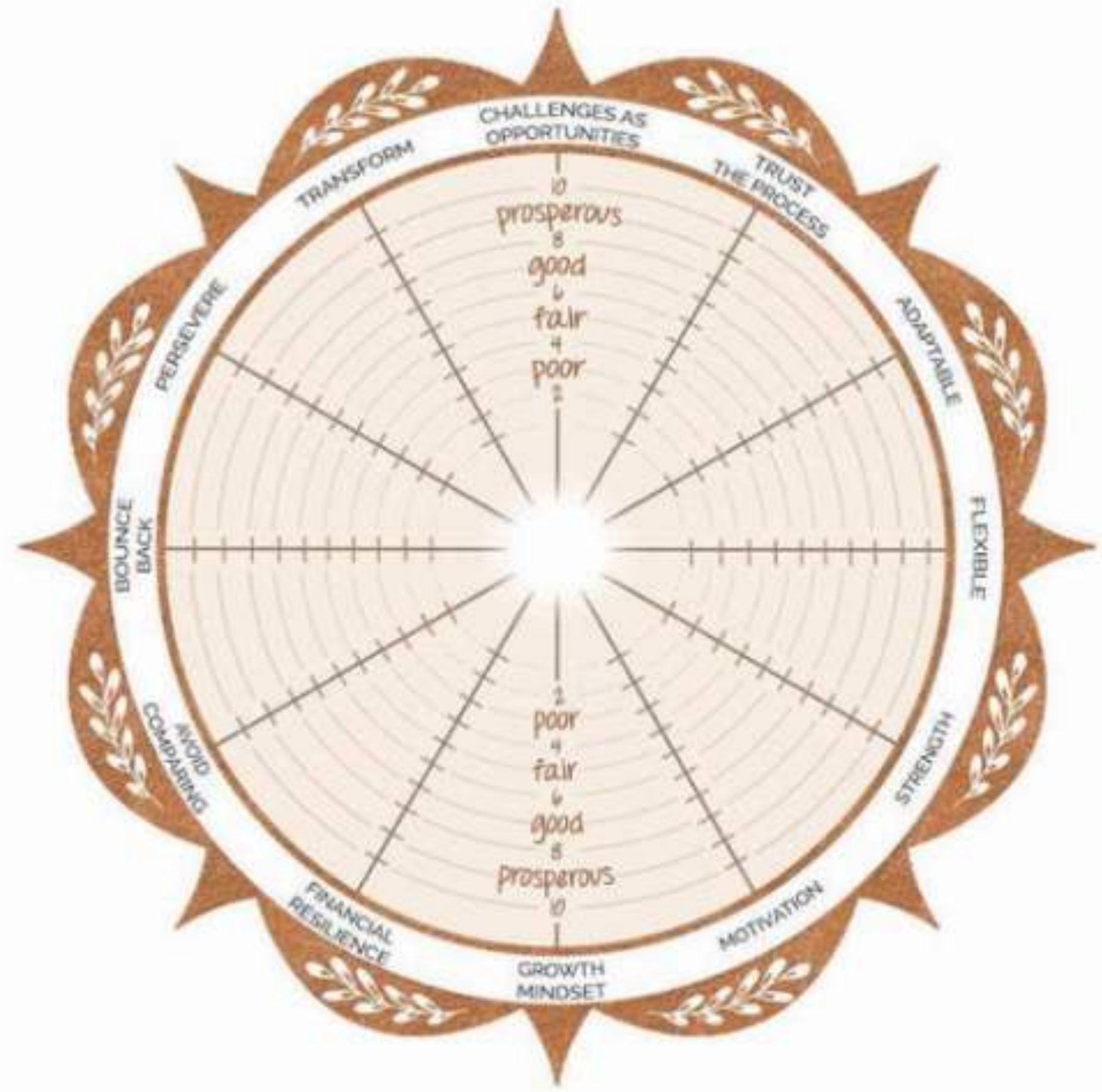


# Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life



# The Resilience Wheel



# Mental Health Tips

- Choose a growth mindset
- Accept what you can't change
- Connect with the breath, the senses and the body
- Start & end your day with self-reflection
- Commit to practice like meditation or yoga



# Health Advocate EAP

- Call us anytime, 24/7 to reach a Licensed Professional Counselor.
- Our experts can provide confidential, short-term help, by phone or in-person, for a variety of personal, family and work-related issues.
- Phone calls are unlimited.
- If needed, your counselor can also refer you for more long-term support.
- Areas covered include: Depression, Stress, Anxiety, Relationships, Parenting, Grief, Trauma, Loss, Substance Abuse, Workplace Conflicts, and more.



# Eligibility

- You, your spouse, dependents, parents and parents-in-law can all take advantage of your EAP+Work/Life Program.
- Call: 1-855-424-6400



# EAP Will Assess Level of Care

- In-Patient / Detox
- Residential
- Partial Hospitalization / Day Treatment
- Intensive Outpatient Treatment
- Outpatient Treatment
  - Counseling: Therapist Directories like [Psychology Today](#)
  - Support Groups
  - [Medication Assisted Therapy \(MAT\)](#)
  - Telehealth services



- Text HOME to 741741 to connect with a [Crisis Counselor](#)
- [Community Mental Health Center Finder](#)
- [The Adam Project](#)
- [The Trevor Project](#) for Young LGBTQ Lives
- [NAMI HelpLine](#): 1-800-950-NAMI (6264) Text: 62640 Chat: nami.org/help
- [Mental Health America](#)
- [National Institute of Mental Health](#)
- [Hope for the Day](#)
- [Depression and Bipolar Support Alliance](#)
- [Substance Abuse and Mental Health Services Administration \(SAMSA\) Helpline](#)
- [National Suicide Prevention Lifeline](#): **CALL 988**»Hours: Available 24 hours» Languages: English, Spanish

SEE MENTAL HEALTH RESOURCES ON LANDING PAGE

# Mental Health Resources

**“Our intentions create our  
reality”**

**~Wayne Dyer, Author of the Power of Intention**

**Introductions & Intentions**



**Lao Tzu:**

**If you realize that all  
things change,  
there is nothing you will  
try to hold on to.**

Embrace the power of mantra:

“I am flexible, bendable, and unbreakable, like a reed  
in the wind.”





# Envision Success

“First say to yourself what you would be; and then do what you have to do.”

- Epictetus

# What are you going to do now?

<b>KEEP</b> (doing)	<b>START</b> (doing)	<b>STOP</b> (doing)

# Wellness Workplace Trainings

- Mental Health Awareness
- Mental Health Triage
- Time Management
- How to Promote Positive MH & Resilience
- Mindfulness in the Workplace
- Mental Wealth: Promoting Mental & Financial Health
- Effective Communication & Conflict Resolution
- Effective Work-Life Integration
- Custom Presentations
- (Recordings available for various time zones)





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**“GOLD MEDAL WINNER”**

*Readers' Favorite Book Reviews and Awards  
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**“DYSINGER AWARD FOR OUTSTANDING PUBLICATION IN COUNSELING”**

*Illinois Counseling Association*



**“CATEGORY FINALIST”**

*The Eric Hoffer Book Awards!*



**“RUNNER-UP IN NON-FICTION”**

*San Francisco Book Festival*



**“HONORABLE MENTION - GENERAL NONFICTION”**

*Southern California Book Festival  
Hollywood Book Festival  
New York Book Festival  
London Book Awards  
Los Angeles Book Festival  
Paris Book Festival*



# THANK YOU!



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