Stress is generally defined as your body’s way of responding to any kind of demand—physical, emotional or mental. One common misconception is that all stress is bad, and it’s not. Stress can give you additional focus, energy and strength, which can help you respond quickly to a situation. On the other hand, stress can be harmful if it has no outlet or relief.

Everyone carries stress around with them. That means that stress will make its way into your workplace. Even if an employee’s stressful event isn’t work-related, stress just doesn’t disappear when a person comes to work. It’s important to understand how stress may affect you and your employees, and to consider ways to compensate for that stress so that it doesn’t cause problems in the workplace.

How can you recognize if you or one of your employees is suffering from stress? In the short term, stress can make you sweat, feel sick or tense your muscles. People suffering from stress often find their heartbeat and breathing rate increase. Mentally and emotionally, stress can reduce your enjoyment level and make it difficult to concentrate, and may lead people to see difficult situations as threatening. People may also withdraw and not want to ask for help or assistance.

In the long term, stress can change your appetite and sleep habits, lower your resistance to colds or other illnesses, and make you feel constantly tired. You may feel out of control or anxious, and may experience extreme mood swings.

Here are some stress management tips that may be helpful for you or your employees who are displaying signs of stress:

- **Personal Time-Out:** Take a few deep breaths; count to ten; re-collect your thoughts and visualize your response in a calm way.

- **Remain positive:** Try not to allow negative circumstances to ruin your day—remember, you have a choice in how to respond. Be willing to find the good in every situation. List ideas and prioritize; write yourself positive notes and follow through.
Stress Management
Tuesday, Jan. 29, 2013
9-11:30 a.m.
AOB 1501-C

Life is full of stressful events which can lead to headaches, sleep disturbances, anxiety, and high blood pressure. Stress management trains you how to relax and stay focused on healthy responses. You will be introduced to various practices of mind-body awareness such as noticing your thoughts without judgment, labeling of feelings, dealing with emotions and aggressive behaviors, and gentle stretching for home and office.

Coaching Skills 101
Tuesday, Jan. 29, and Thursday, Jan. 31, 2013
8:30 a.m.-12:30 p.m. both days
AOB 1501-A

Coaching is defined as individualized teaching, generally by a manager or peer, to develop another's specific skills or skill sets. Coaching is the act (and art) of providing support for someone's development or improvement without removing their responsibility to help themselves. By assisting and supporting people as they work toward gaining awareness of developmental needs, uncovering strengths and improving performance, coaching is an essential skill for managers and supervisors. In this session, participants will gain a working definition for coaching; examine some coaching models; practice coaching skills; and become familiar with coaching resources.

Register for these and any Training & Talent Development classes at www.training.unc.edu

- **Re-focus**: Redirect negative energy. Take a quick stroll through your workplace or a brisk walk outside. Avoid burnout by asking for appropriate help. Capitalize on your lunch hour by spending time with colleagues or a favorite book.

- **Support group**: Take advantage of the support groups and counseling resources that are available on campus.

Your approach to effective stress management will influence others in the work environment. Make every effort to create an atmosphere that's inviting, safe and productive. Get to know your employees, so that you can better see any signs of stress.

Here are some campus resources that may be helpful for employees dealing with stressful situations, or managers of stressed-out employees:

- **Employee Assistance Program**: The University’s EAP, offered by ComPsych, is a confidential counseling and resource program designed to help University employees and their families deal with both personal and work-related concerns. Trained counselors are available 24 hours a day by calling 877-314-5841. Managers who have concerns about an employee can also call the EAP for guidance.

- **UNC’s Mindfulness Program for Stress and Pain Management**: The University’s mindfulness program offers seminars and workshops that showcase a variety of methods on how to deal with the emotions that often accompany stressful situations. Some programs do have a fee. For more information, visit http://www.med.unc.edu/phyrehab/pim/mindfulness-program.

- **Office of Human Resources Training & Talent Development**: Training & Talent Development offers free stress management classes open to all employees. To see the current schedule and register, visit http://www.training.unc.edu/. These classes can also be provided to specific workgroups or departments upon request. For more information, call 962-2550.

Stress doesn’t have to be bad, but left alone, it can have negative consequences for your employees and your entire workgroup.

**Manage your stress before it manages you.**