



Coping with Stress





Types of Stress



- **Distress**
- **Neutral**
- **Eustress**

Physical + Psychological Demands = STRESS



Stress is a reaction to change

- **A chronically high level of mental arousal and bodily tension that exceeds a person's capacity to cope.**



Effects of Stress

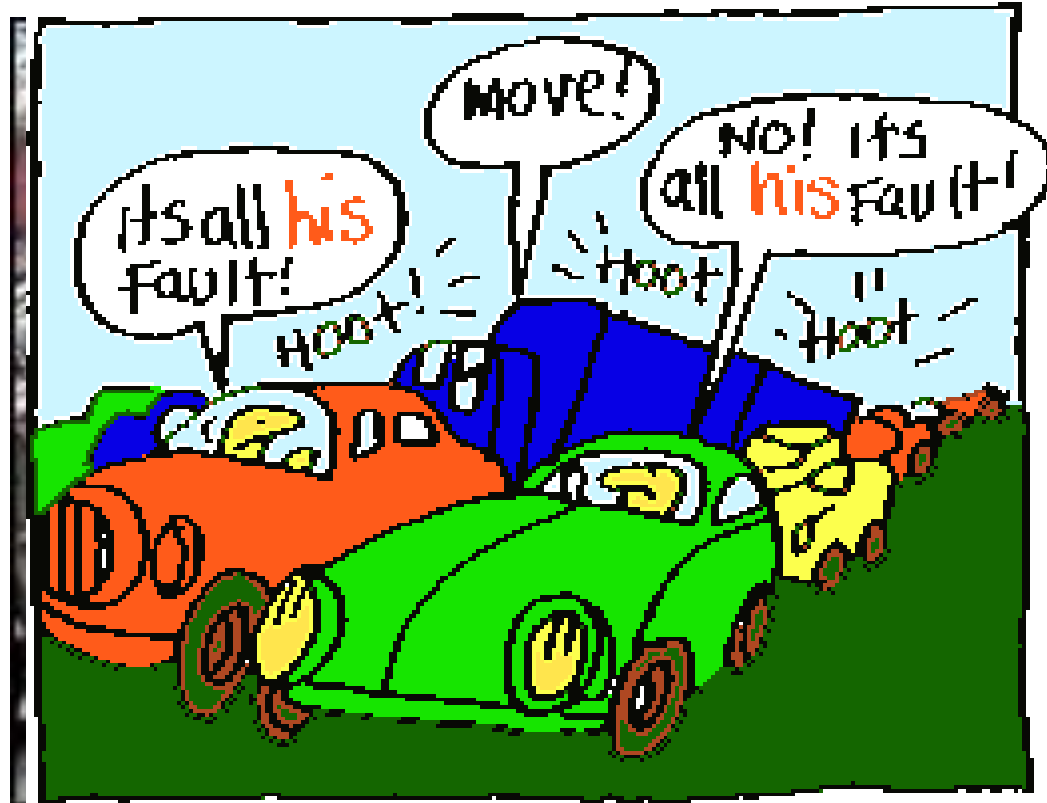
✓ Physiological



✓ Emotional



✓ Behavioral



- ◆ An **EFFECTIVE** person is one who can cope successfully with **STRESS**



- ◆ **JOB BURNOUT** results from constant mental and physical fatigue.



Stages of Job Burnout



- **Confusion**
- **Frustration**
- **Helplessness**



Stressors Related to Work

Physical environment

Organization

Interaction

Skills

Ourselves / our personality

Nature of your job

Social demands / pressures



To manage stress ...



is to keep stress level within the optimal range for performance and well being.



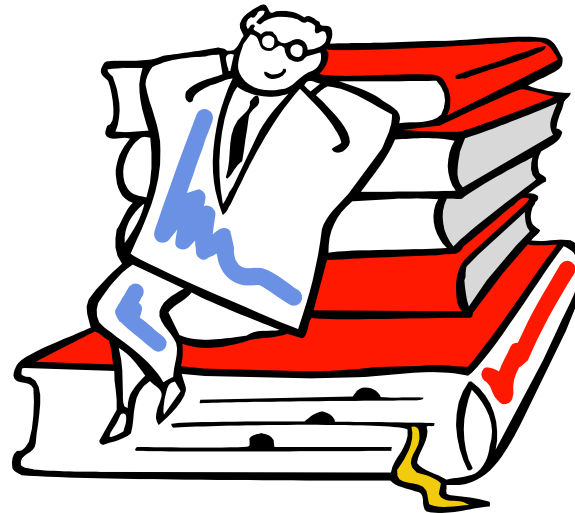
**At high level of stress,
performance is low**



**Because Stress impairs physical
and intellectual functioning.**



Coping Skill ...



a way of adapting to stress.



Ways to Decrease Stress

- D** evelop a support network
- R** eplace negative thought with positive self-talk
- I** ndulge in physical fitness program
- V** isualize and learn relaxation techniques
- E** nsure proper nutrition



Strategies to Minimize Negative Consequences of Stress

- ✓ **Change the situation**
- ✓ **Change yourself**
- ✓ **Creatively live with it**



To fight Your Poisons You Must

- ✓ **Recognize them**
- ✓ **Separate the issue**
- ✓ **Consider your degree of control**
- ✓ **Prioritize and set goals**
- ✓ **Plan and implement**



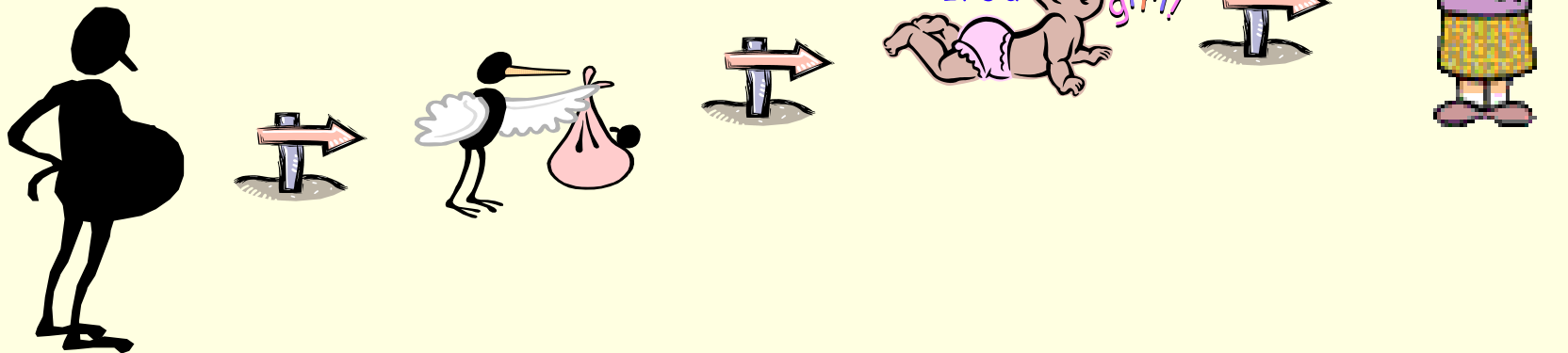
“Stress is a fact of life, but need not be a way of life.”



THANK YOU!

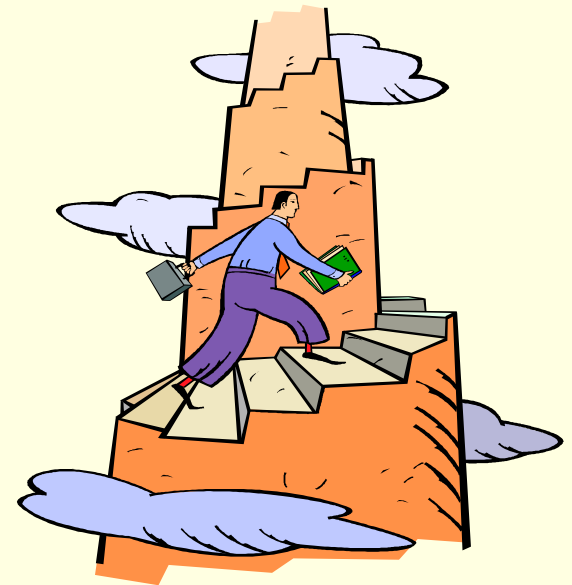
CHANGES AND TRANSITIONS

Becoming an effective SUPERVISOR is a PROCESS.

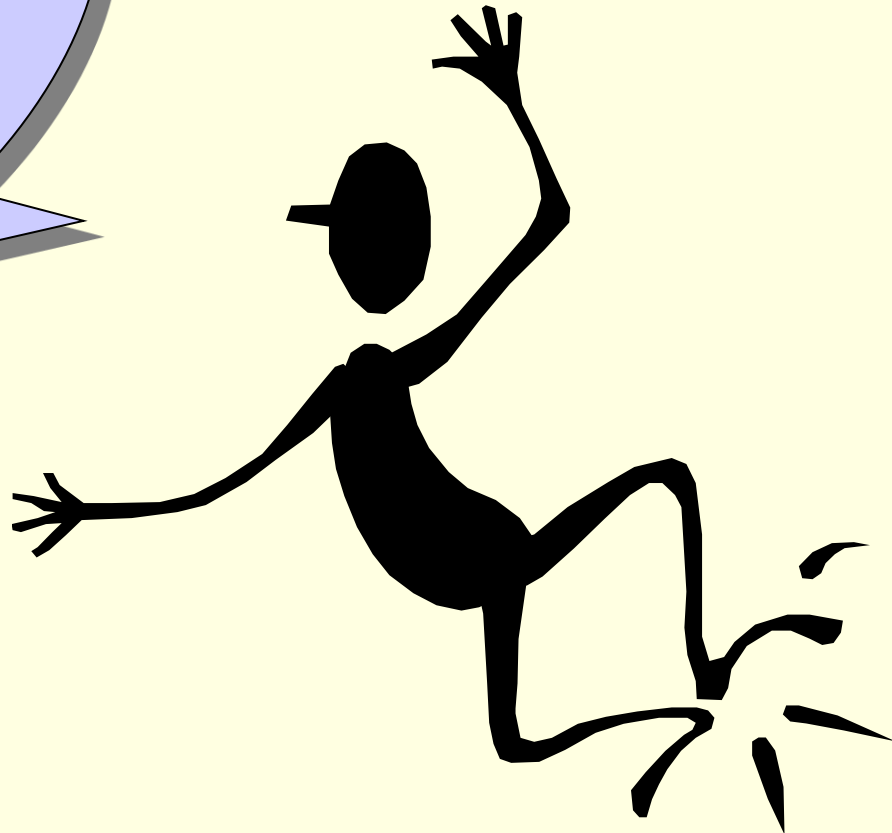
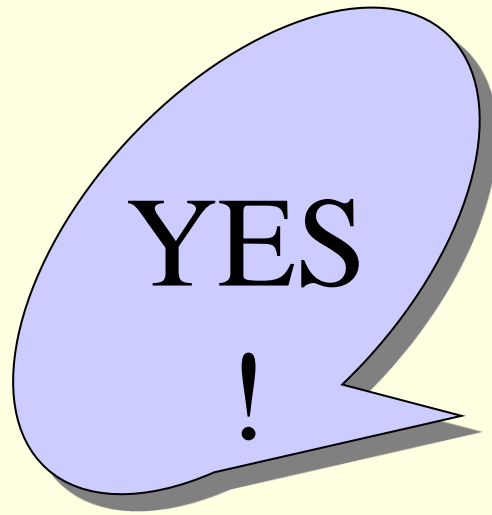


CHANGES AND TRANSITIONS

“A journey of a thousand miles begins with a single step.”



CHANGES AND TRANSITIONS



CHANGES AND TRANSITIONS

Some reasons why people REFUSE promotion:

- PREPAREDNESS

- PRIORITIES

- PEACE & ORDER

- PLACE OF ASSIGNMENT

- PESO or PERA

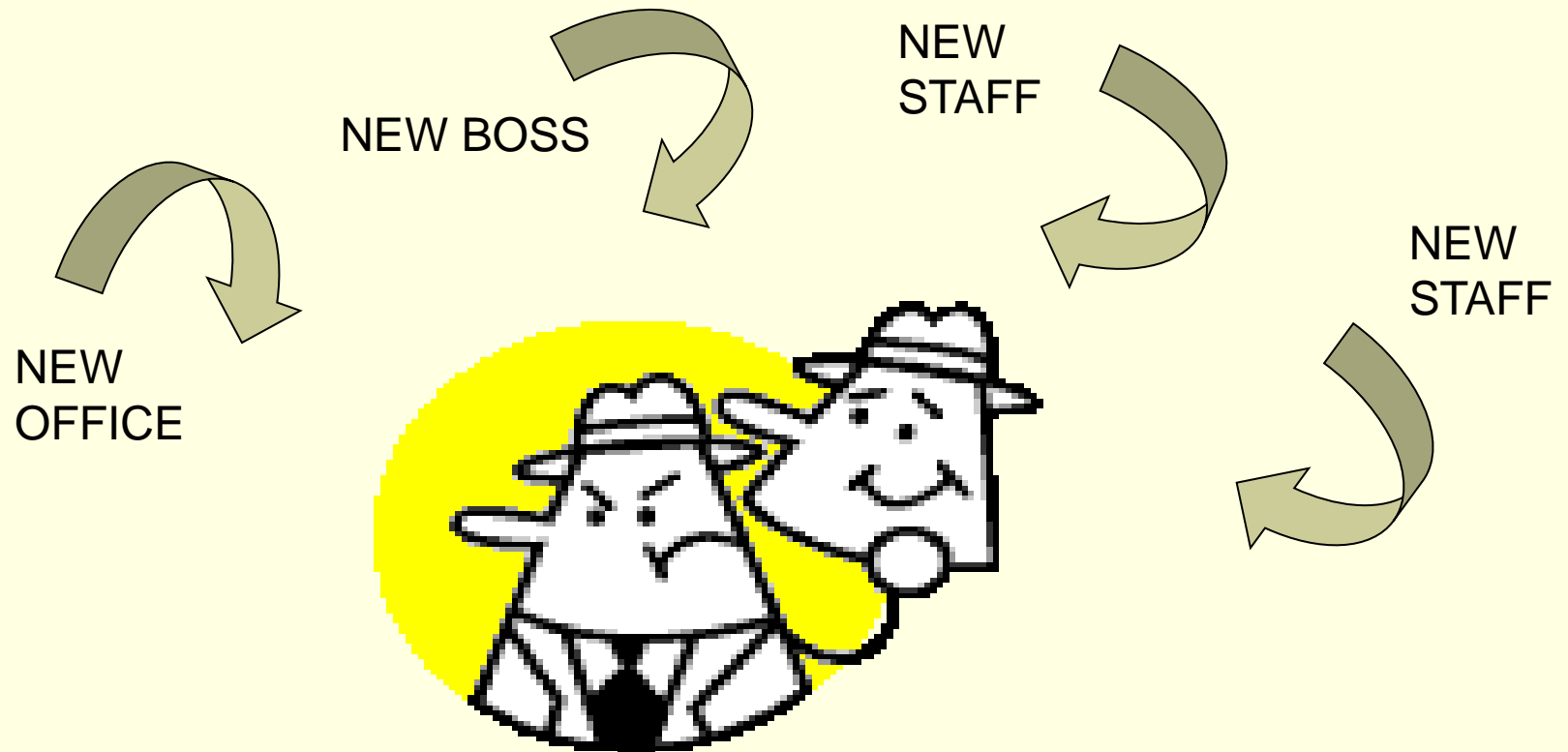
CHANGES AND TRANSITIONS

In deciding to become a SUPERVISOR, you essentially consider 2 factors:



CHANGES AND TRANSITIONS

Change is EXTERNAL; it is SITUATIONAL.



CHANGES AND TRANSITIONS

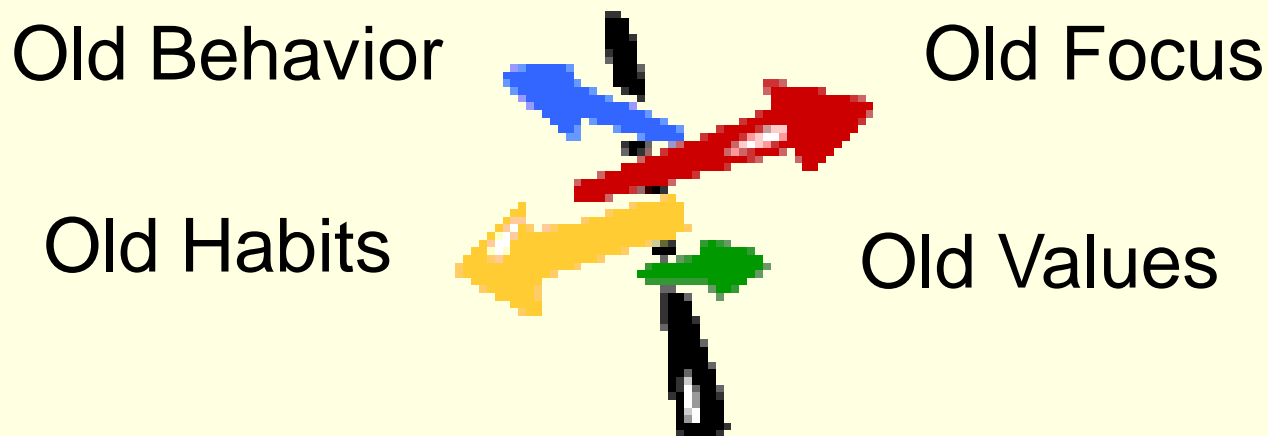
Transition is internal.



It is what happens to you as you learn to accept and come to terms with the new situation you are in.

CHANGES AND TRANSITIONS

Every transition begins with an ending. We have to let go of the old before we can pick up the new, not just outwardly, but inwardly.



CHANGES AND TRANSITIONS

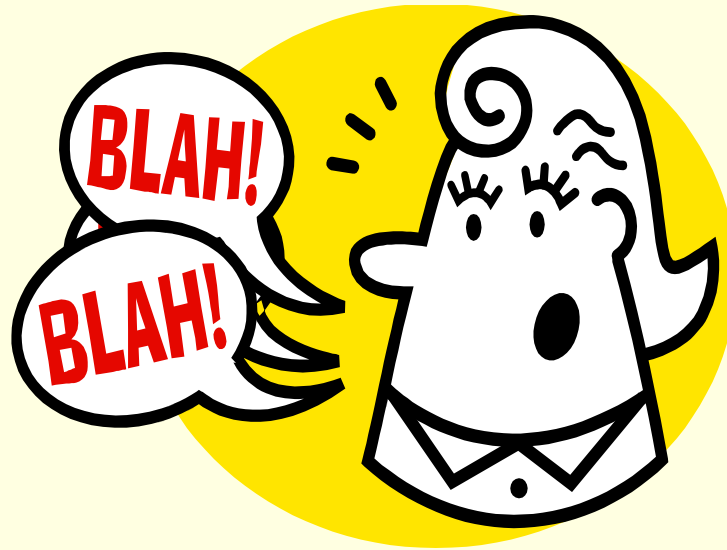
Some rights that we lose when we become SUPERVISORS:

- 1) We lose the right to an 8 to 5 job.



CHANGES AND TRANSITIONS

- 2) We lose the right to speak freely.



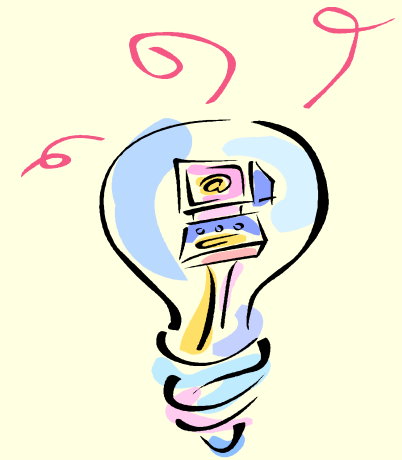
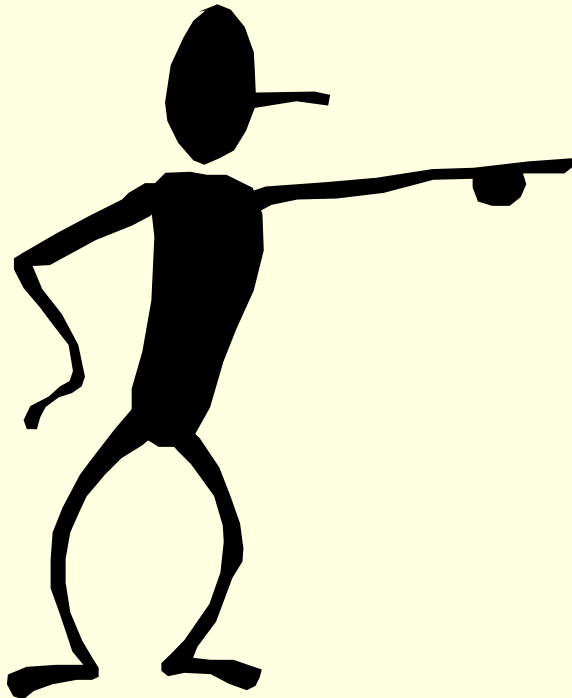
CHANGES AND TRANSITIONS

3) We lose the right to lose our temper.



CHANGES AND TRANSITIONS

4) We lose the right to resist change.



5) We lose the right to buckpass.

CHANGES AND TRANSITIONS

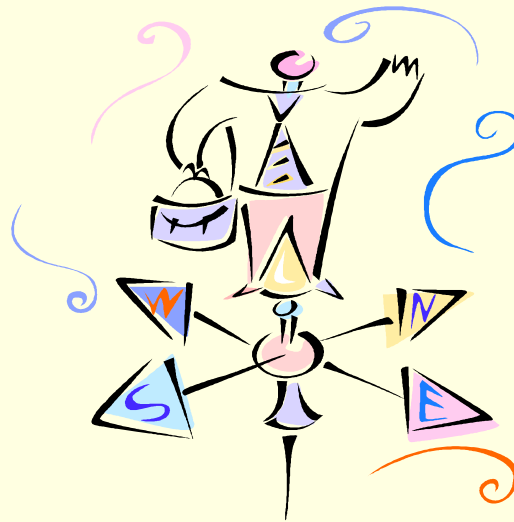
6) We lose the right to be one of the guys/gals.



7) We lose the right to have favorites.

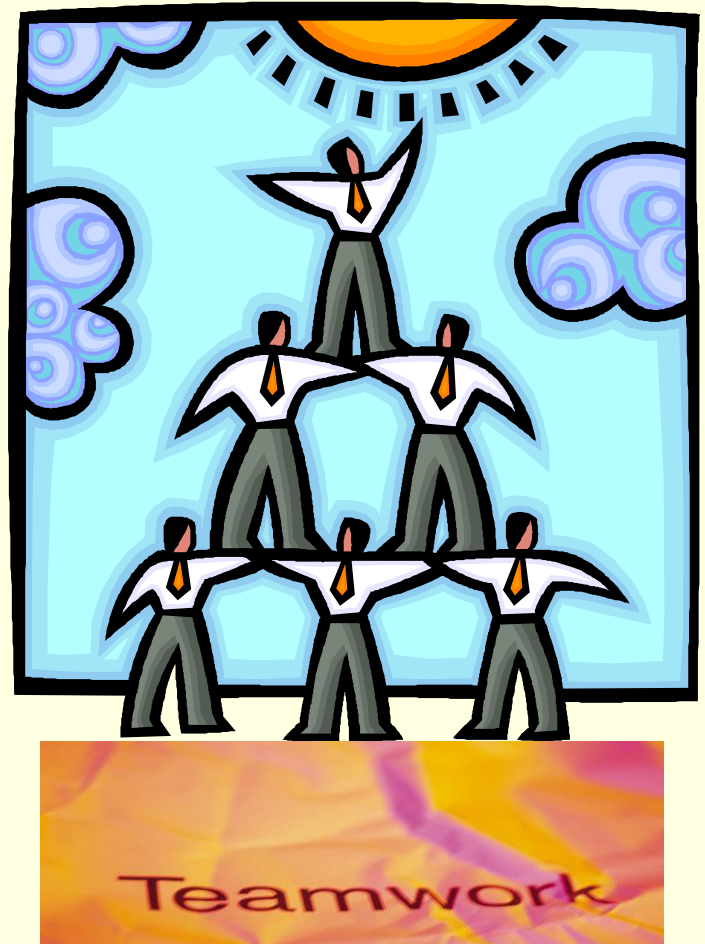
CHANGES AND TRANSITIONS

Part of the transition that we experience in our journey to becoming a SUPERVISOR is a difference in perspective and a shift in focus.



CHANGES AND TRANSITIONS

Our **SUCCESS** is measured by our team's successful achievement of the desired results.





THANK YOU!

The Supervisor ADAPTS

“Experience is not what happens to you but what you make of what happens to you.”

The Supervisor ADAPTS

A Supervisor
ADAPTS
to people and
situations.

A CCOUNTABILITY

D IVERSITY

A NALYSIS

P ROACTIVE

T EAMBUILDER

S YNERGY

The Supervisor ADAPTS

Responsibility includes the duties and tasks which you carry because of your position or function.

The Supervisor ADAPTS

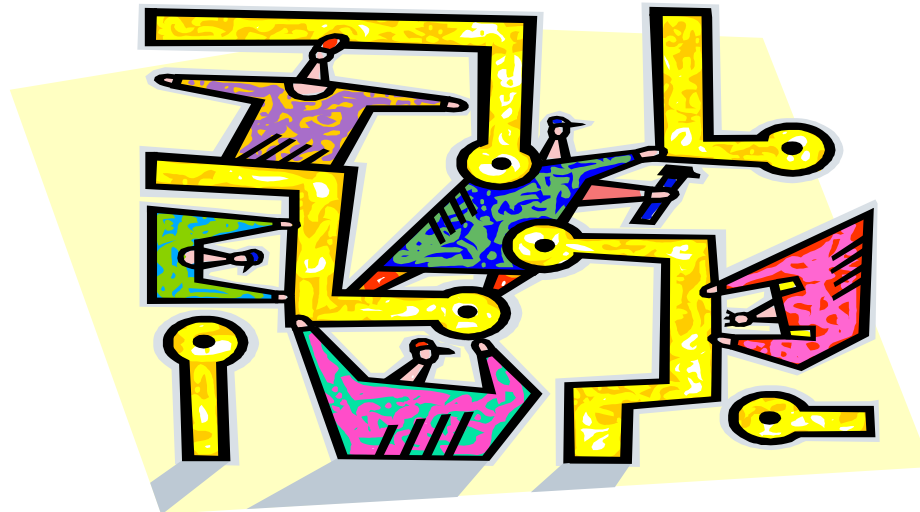
Authority is the power and rights you are given so you can effectively discharge your responsibility.

The Supervisor ADAPTS

ACCOUNTABILITY refers to your liability or answerability as a supervisor for the way in which your organizational obligations and functions are discharged either by yourself or by those to whom you have delegated it.

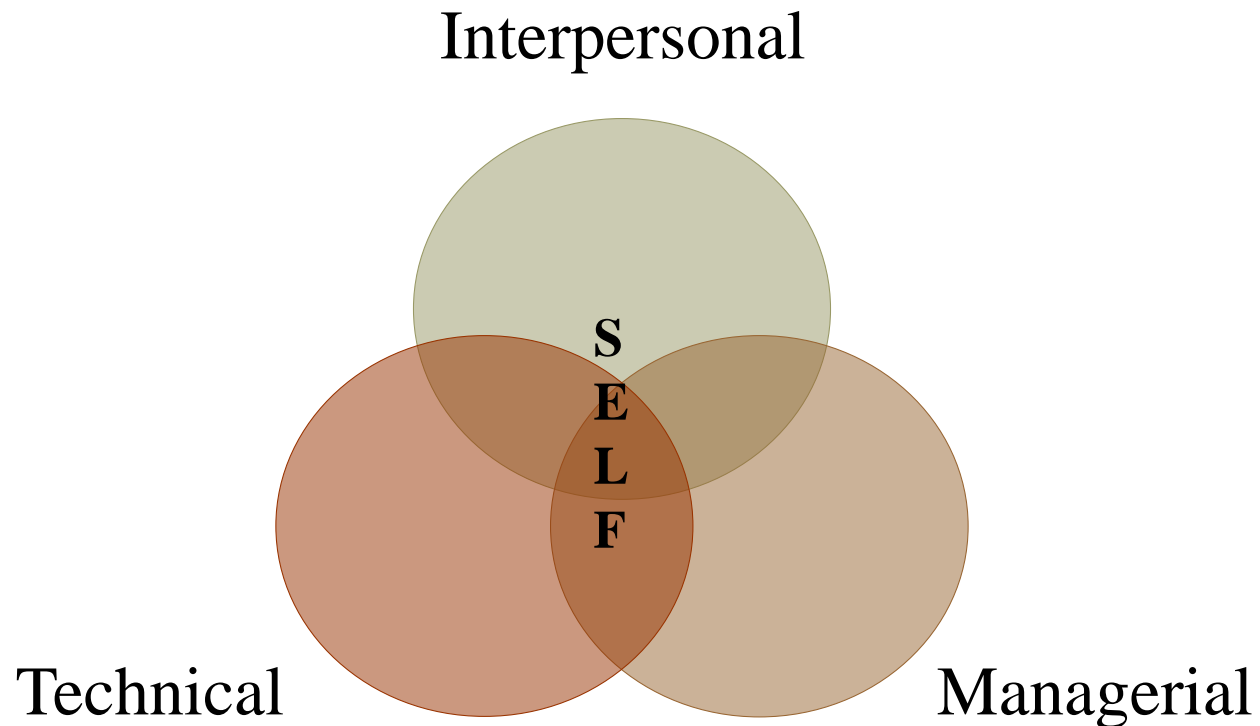
The Supervisor ADAPTS

DIVERSITY is the supervisor's ability to perform varied or diversified responsibilities or functions.



The Supervisor ADAPTS

THREE CORE MANAGEMENT SKILLS



The Supervisor ADAPTS

Interpersonal Skills is our “people skills”; our ability to interact effectively with our people; our ability to better understand and relate with people.

The Supervisor ADAPTS

A Supervisor with good interpersonal skills possesses **3 Cs**:

- **CARES**
- **COMMUNICATES**
- **CHALLENGES**

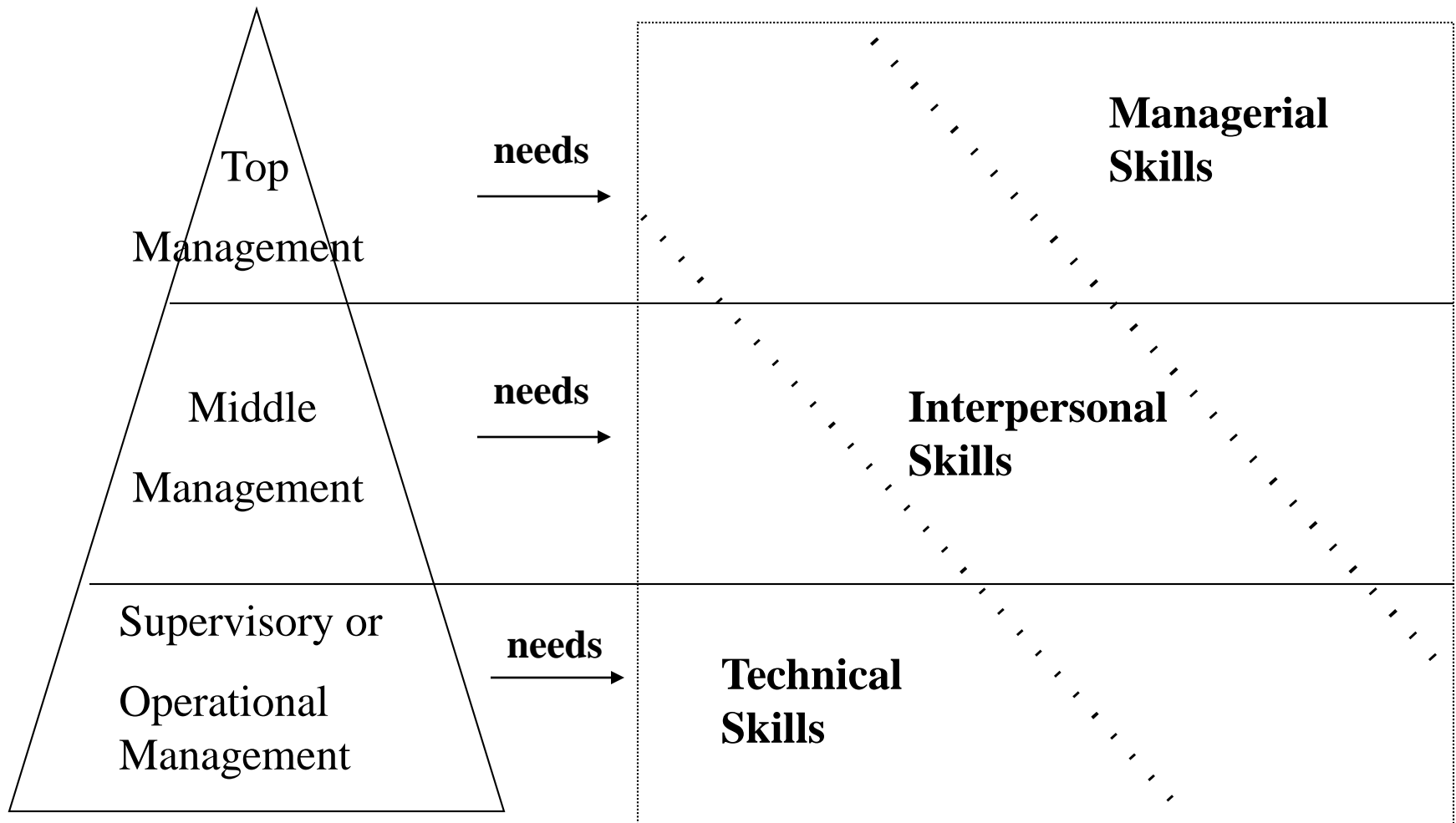
The Supervisor ADAPTS

Technical Skills are our specialized skills which are useful for a supervisor in understanding how the various jobs under him/her are done and why things operate as they do.

The Supervisor ADAPTS

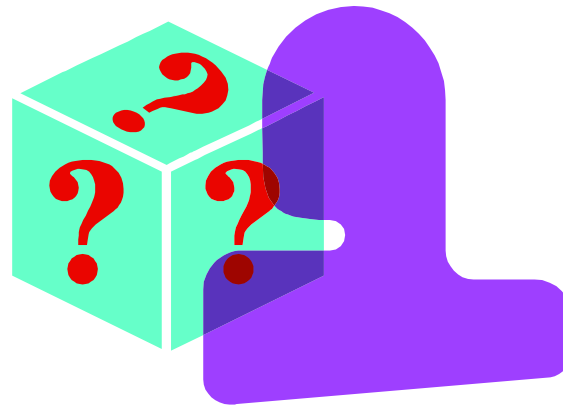
Managerial/Administrative Skills refer to the functional abilities of a supervisor. It also includes skills in problem-analysis and decision-making.

The Supervisor ADAPTS



The Supervisor ADAPTS

Analysis is the supervisor's ability to probe, ask questions and make quality decisions.

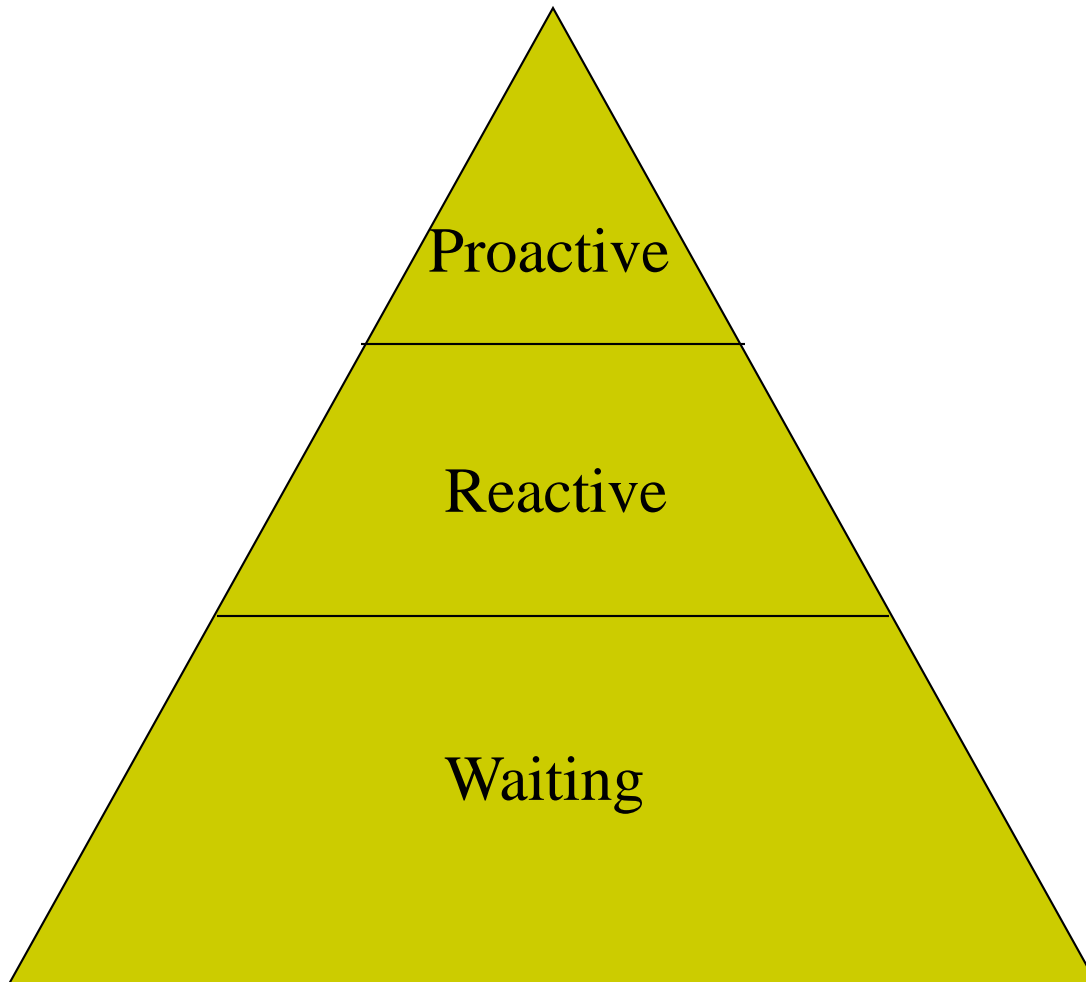


The Supervisor ADAPTS

Being **Proactive**
means creating and
shaping the future.

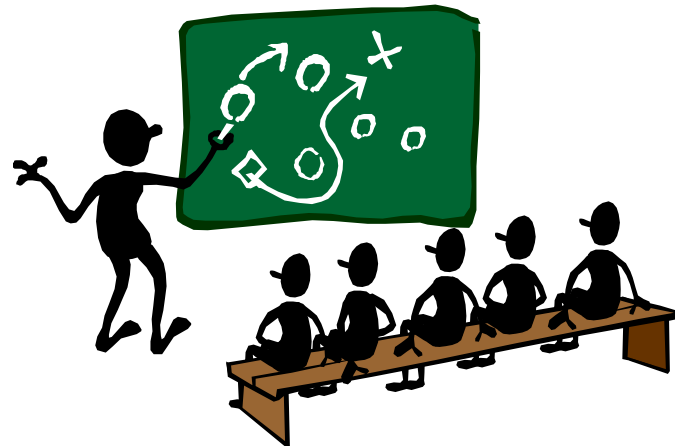


The Supervisor ADAPTS



The Supervisor ADAPTS

A **Teambuilder** is one who creates conditions for his people to achieve results.



The Supervisor ADAPTS

Successful teams are P E R F O R M E R S.



The Supervisor ADAPTS

Purpose

Examines norms

Resources are identified & judiciously used.

Focused on improving

Opinions are expressed

Roles are balanced & shared

Mistakes are treated as sources of learning

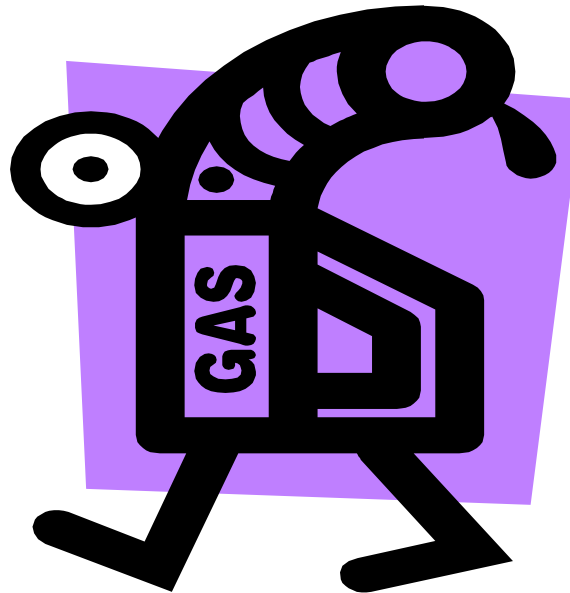
Energy towards problem-solving

Responsiveness

Surfaces conflicts

The Supervisor ADAPTS

A Supervisor who has
SYNERGY is an energy master.



The Supervisor ADAPTS

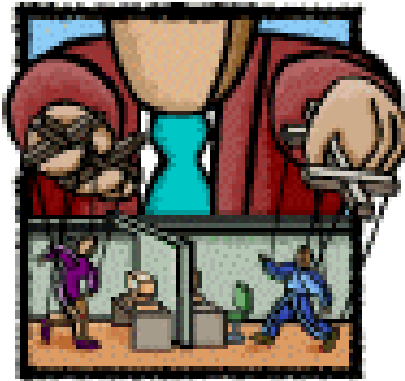
“You are your own raw material. When you know what you consist of and what you want to make of yourself, then you can continuously re-invent yourself as you ADAPT to the challenges you face.”



THANK YOU!

Unit 2

The Difference Between Managing and Doing



Session 1 – Discovering New Paradigms in Supervision and Management

Learning Objectives

At the end of the session the participants should be able to:

- **Discuss definitions of management and supervision;**
- **Illustrate how one can risk, mobilize and add value to the organization;**

Learning Objectives

- **Explain the relationship between effective supervision and standard setting;**
- **Discuss the five major characteristics of effective standards; and**
- **Demonstrate the three level of the “why” for communicating standards**

Management

is the process of seeking desired outcomes by utilizing available resources and influencing the human relationships in the organization.



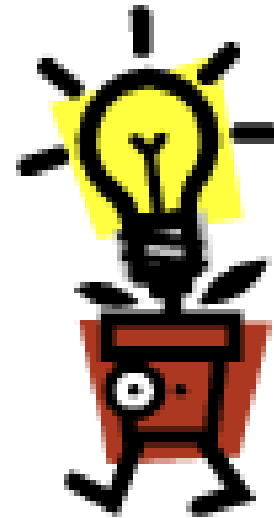
Management

It is risking
yourself in
mobilizing
resources and
relationships to
add value to the
organization.



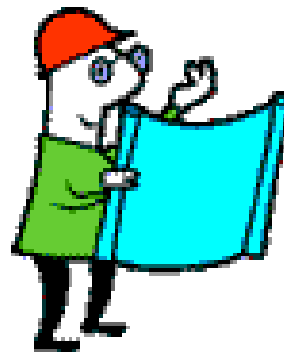
Innovation

The process of using new problem-solving opportunities to create purposeful, focused change in an organization



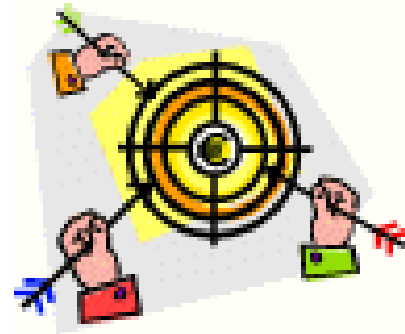
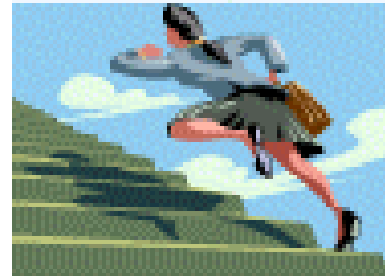
Supervision

**Getting the
desired
results
through and
with others**



Standards

Standards or expectations are targets against which performance is compared.



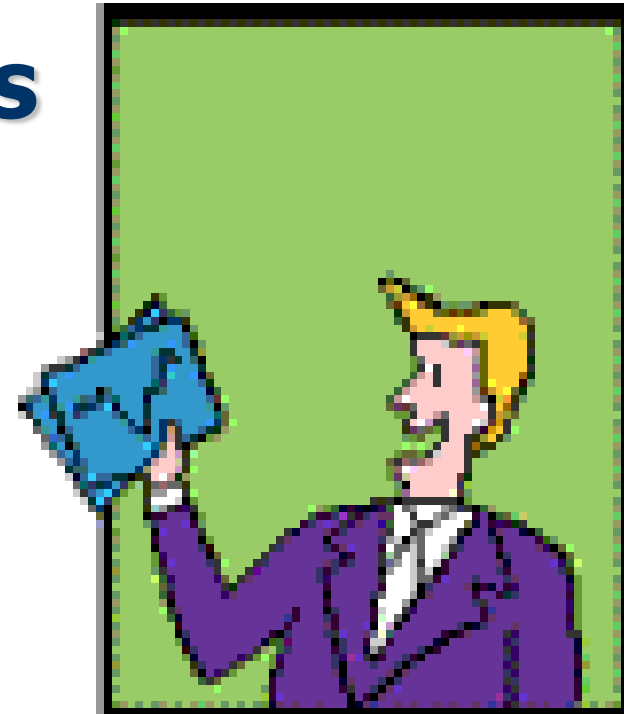
Performance Standards must be:

- **Communicated**, *so they are*
- **Owned.**
- **Specific**, *so they can be*
- **Computed** *and later on be*
- **Celebrated**



Three Levels of the "Why"

- **Management requires it.**
- **What is in it for me?**
- **The Community / Clients need it.**

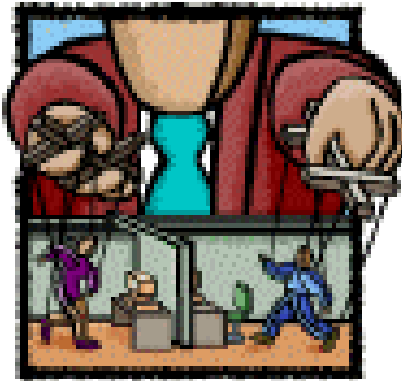




◆ THANK YOU!

Unit 2

The Difference Between Managing and Doing



Session 4 – Delegation: Barriers and Benefits