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 - Develop a support network
R - Replace negative thought with positive self-talk
I - Indulge in physical fitness program
V - Visualize and learn relaxation techniques
E - Ensure 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!
Becoming an effective SUPERVISOR is a PROCESS.
“A journey of a thousand miles begins with a single step.”
CHANGES AND TRANSITIONS

YES!
Some reasons why people REFUSE promotion:

• PREPAREDNESS

• PRIORITIES

• PEACE & ORDER

• PLACE OF ASSIGNMENT

• PESO or PERA
In deciding to become a SUPERVISOR, you essentially consider 2 factors:

Can I do it?

Do I want it?
Change is EXTERNAL; it is SITUATIONAL.
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.
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.
2) We lose the right to speak freely.
3) We lose the right to lose our temper.
4) We lose the right to resist change.

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

7) We lose the right to have favorites.
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!
“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.

ACCOUNTABILITY
DIVERSITY
ANALYSIS
PROACTIVE
TEAMBUILDER
SYNERGY
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.
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.
**DIVERSITY** is the supervisor’s ability to perform varied or diversified responsibilities or functions.
The Supervisor ADAPTS

THREE CORE MANAGEMENT SKILLS

Interpersonal

Technical

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

Managerial Skills

Interpersonal Skills

Technical Skills
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

- Proactive
- Reactive
- Waiting
A **Teambuilder** is one who creates conditions for his people to achieve results.
The Supervisor ADAPTS

Successful teams are PERFORMERS.
The Supervisor ADAPTS

P  purpose
E  examines norms
R  resources are identified & judiciously used.
F  focused on improving
O  opinions are expressed
R  roles are balanced & shared
M  mistakes are treated as sources of learning
E  energy towards problem-solving
R  responsiveness
S  surfaces conflicts
The Supervisor ADAPTS

A Supervisor who has **SYNERGY** is an energy master.
“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!
Session 1 – Discovering New Paradigms in Supervision and Management
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.
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!
Session 4 – Delegation: Barriers and Benefits