

Conquering Stress & Burnout: Effective Coping Strategies



OUTLINE

Stress and Burnout Recognizing : Signs and Symptoms

Mindset Management

- Focus for Positive-Possible
- Reframing
- Notice- Shift- Rewire Method

Emotional Management

- State Management
- Pattern Interrupt
- Technique allow an instant shift to the desired Emotion State

Time Management

- Stress Level assessment
- **Manage Priority** with Eisenhower Time Matrix
- Manage Energy with Time Box

Self Care

- Wheel of Life
- Emotion body
- Happy Hormone Hack

Reflection & Sharing

What is your Daily Hi-5



Sunnie Toh



Certified NLP Trainer, NF NLP
DC Psychology Coloured Brain Comm. Trainer
Certified Leadership Intelligence Coach
Certified Happitude Coach

According to FlexJobs, 75% of employees have experienced burnout at work, with 40% experiencing burnout during the pandemic. Sadly, 36% of employees said their organization isn't doing anything to help with employee burnout.



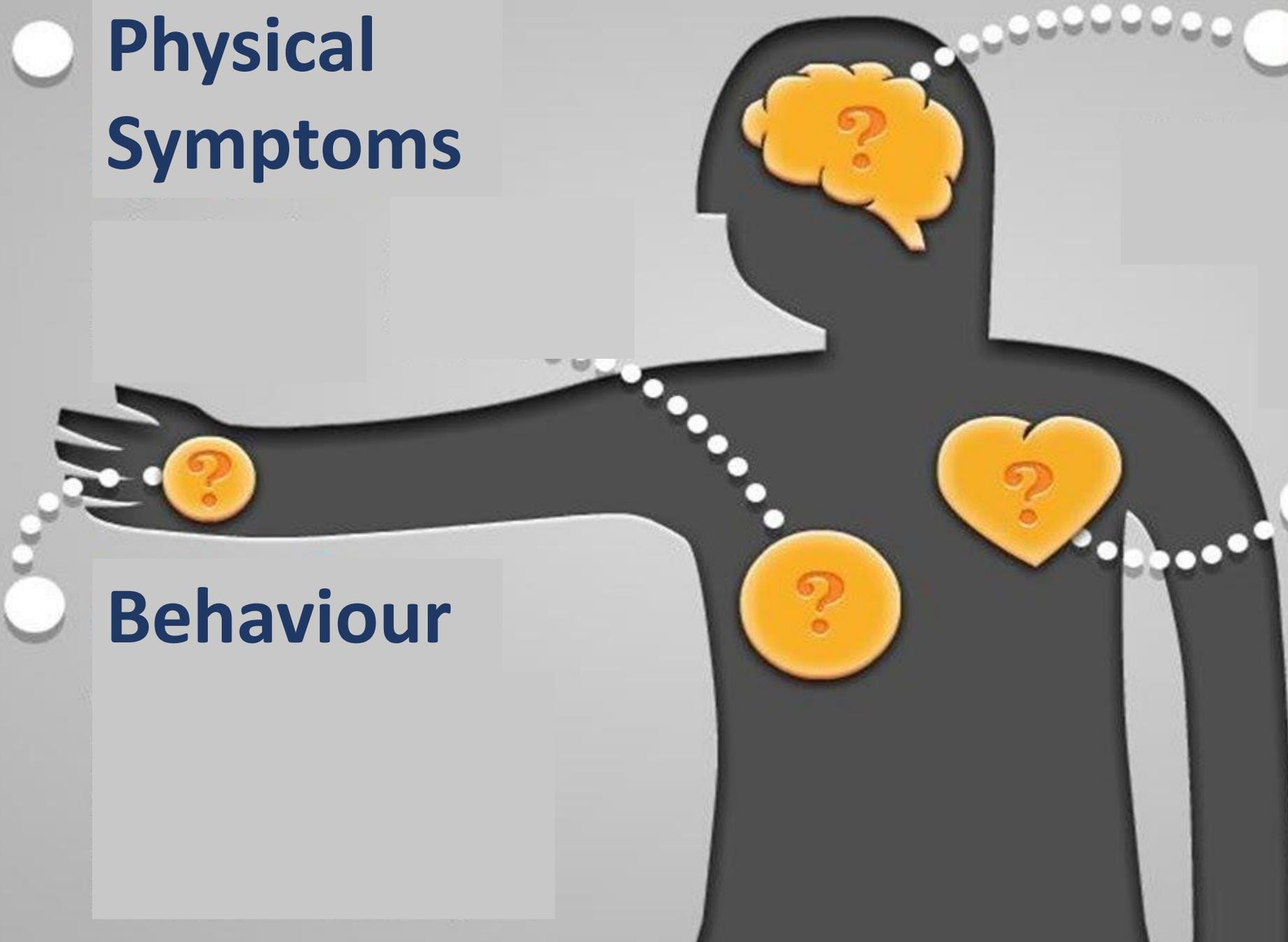
What are the symptoms of Burnout?

● **Physical
Symptoms**

● **Thoughts**

● **Behaviour**

● **Feeling**



Stages Of Burnout

#1 Honeymoon : Optimism, commitment, driven to prove oneself

#2 Onset of stress: stagnation, reduced productivity, anxiety, overwork

#3 Chronic Stress : Frustration, neglecting personal needs, resentment

#4 Burnout : Apathy, exhaustion, despair, physical symptoms

#5 Habitual : Needing support, struggling to function



Emotional

Changes in mood, Irritability, hopelessness, tensed, anxious, nervous

Physical

Chest pain, muscle tension, headaches, high blood pressure, fatigue, digestive problem

Mental

Mental overload, high alertness, poor concentration, memory lost, low self confidence

Social-Behavioural

Tremors Or Nervous Tics



Hair Pulling



Teeth grinding



Unhygienic Routine



Clumsiness



Eating Disorder



Alcoholism



Impulsive Buying



Social Withdrawal



What Is STRESS

According to Oxford, stress is "pressure or worry caused by problems in somebody's life or by having too much to do."

$$S = P > R$$

P = Pressure(perceived threat), Resources (coping mechanism)

What Is Burnout

Oxford defines burnout as "the state of being extremely tired or ill, either physically or mentally, because you have worked too hard." It is a psycho-social chronic stress that impacts severely on health



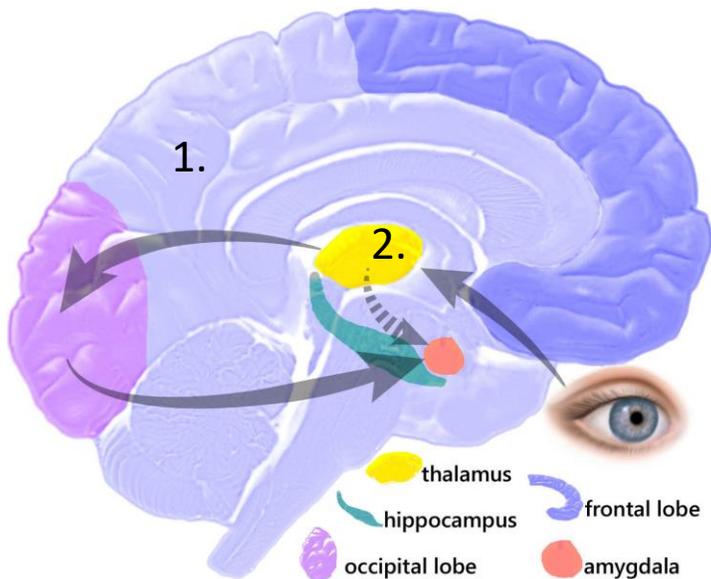
Stress is a response to a perceived threat

Burnout is a state of physical, emotional, and mental exhaustion caused by prolonged or excessive stress.

Stress Keep Us Safe

Brain signal – DANGER

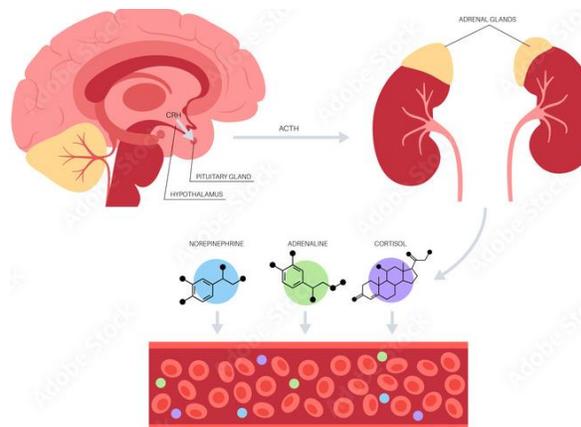
1. normal loop (high level thinking)
2. short circuit loop (bypass the CEO)



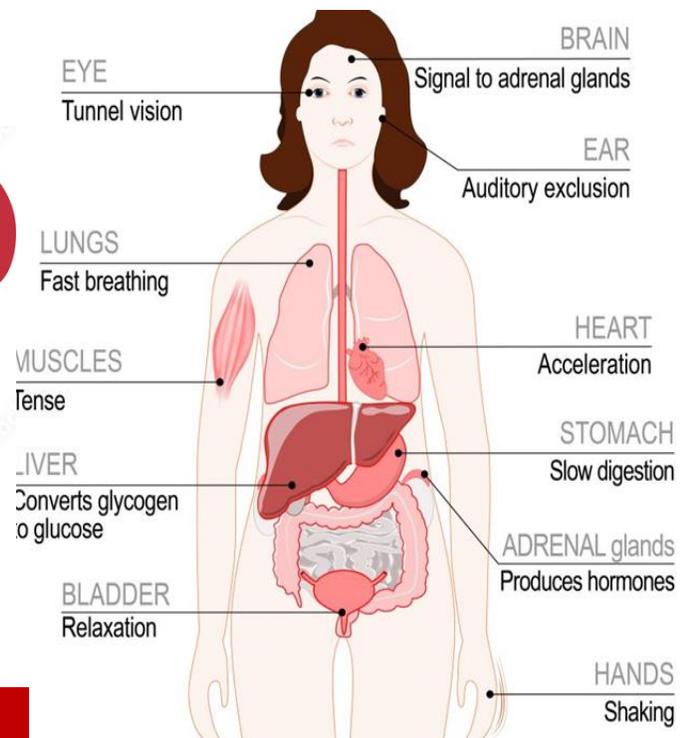
Stressor – Life Threatening Danger



Stress hormone Norepinephrine, Adrenaline, Cortisol



Physio-biology Stress Response System



Fight-Flight Stress Response



Amygdala Hijack

Amygdala cannot differentiate real or perceived threat for Fight-Flight stress response. Emotional over-ride by psychology stressor causes over-reacted stress

Is STRESS all bad?



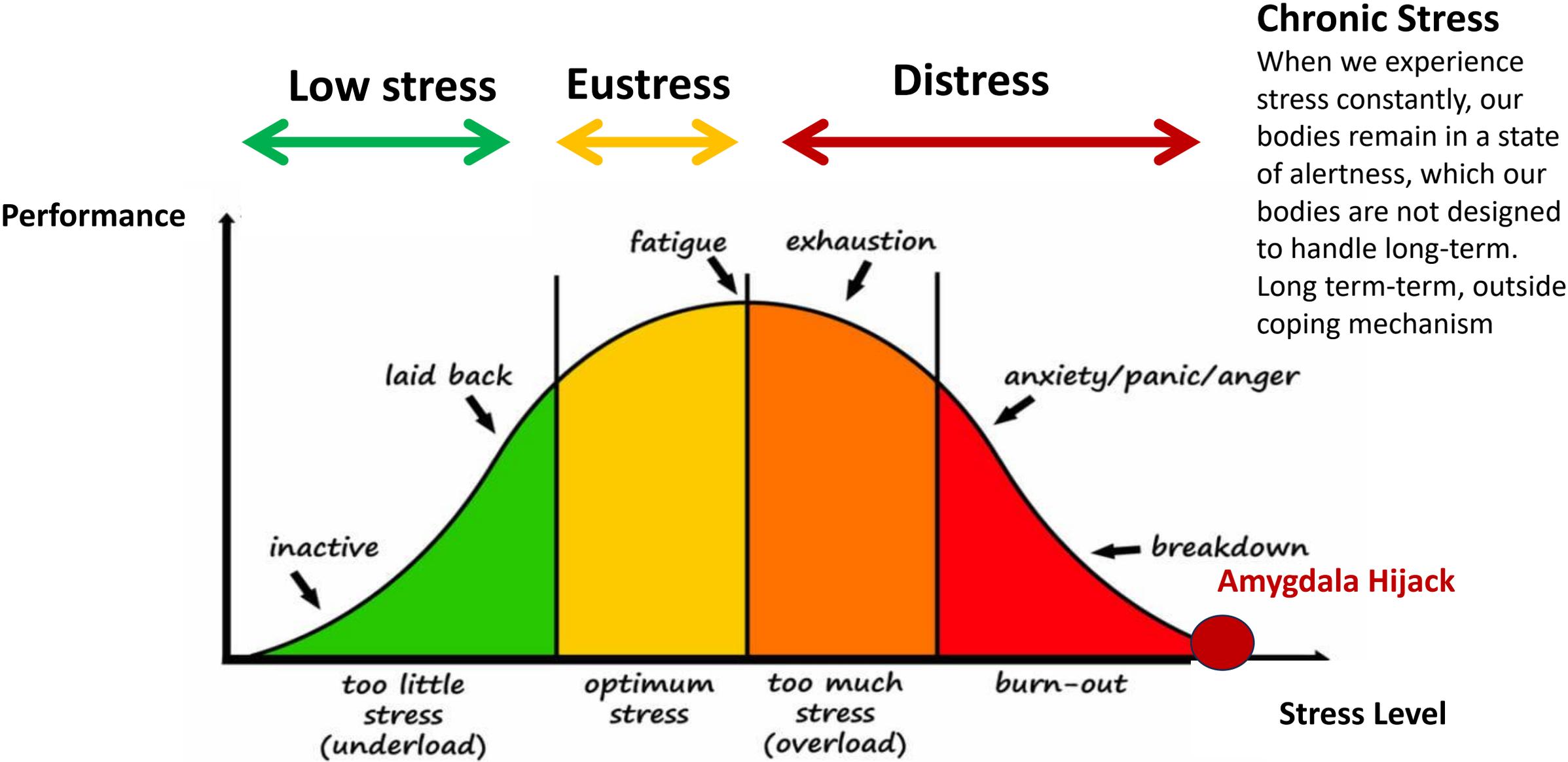
"A life without stress is not only impossible, but also would likely be pretty uninteresting — in fact, a certain degree of stress is helpful for growth," says Dr. Ressler

- Acute, day-to-day, one-off event, short term
- Some people tend to perform “better under pressure - Heightened the senses to keep us alert, strengthen the connection of neurons to improve memory and attention span
- Within coping mechanism

Eustress



The Stress Graph



OUTBURST



Surge or compounded negative emotions bursting a series of irrational & uncontrollable reactions (embarrassment, shame, regret after).

Leaders - Negative emotions are contagious and easily influence our teams and the environment

Write down as many item as possible
that can be made from the object



Make it '6'

I X

S I X

I X 6

When you are stress, prefrontal context shutdown

Stress Test



Analysis Result

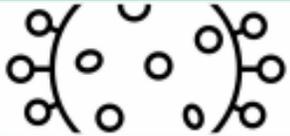
Dr Karl Albrecht ~'Stress & Manager', 1979



TIME STRESS (Question 1, 7, 13, 16, 20)

Anticipate

ANTICIPATORY STRESS (Question 2, 3, 8, 15, 17)



SITUATIONAL STRESS (Question 4, 6, 10, 12, 19)



ENCOUNTER STRESS (Question 5, 9, 11, 14, 18)

LOW STRESS

1 to 6

MEDIUM STRESS

7 to 13

HIGH STRESS

14 to 20

Four most common causes of stress:

- **Time**: deadlines, workload, office politics
- **Anticipatory** : Stress concerning future, 'something will go wrong'
- **Situational** : a scary situation that you have no control
- **Encounter** : stress about interacting with a people

Identify what is causing your stress to find ways to deal with it.

Source Of Stress

TIME STRESS

Timing and deadlines are common at the workplace. If time is running out it can be stressful to individuals.



ANTICIPATORY STRESS

A large amount of workplace stress is associated with events that haven't even occurred yet.

a specific event, such as an upcoming presentation



Source Of Stress

ENCOUNTER STRESS

Stress associated with interactions with other people especially people that you dislike.



SITUATIONAL STRESS

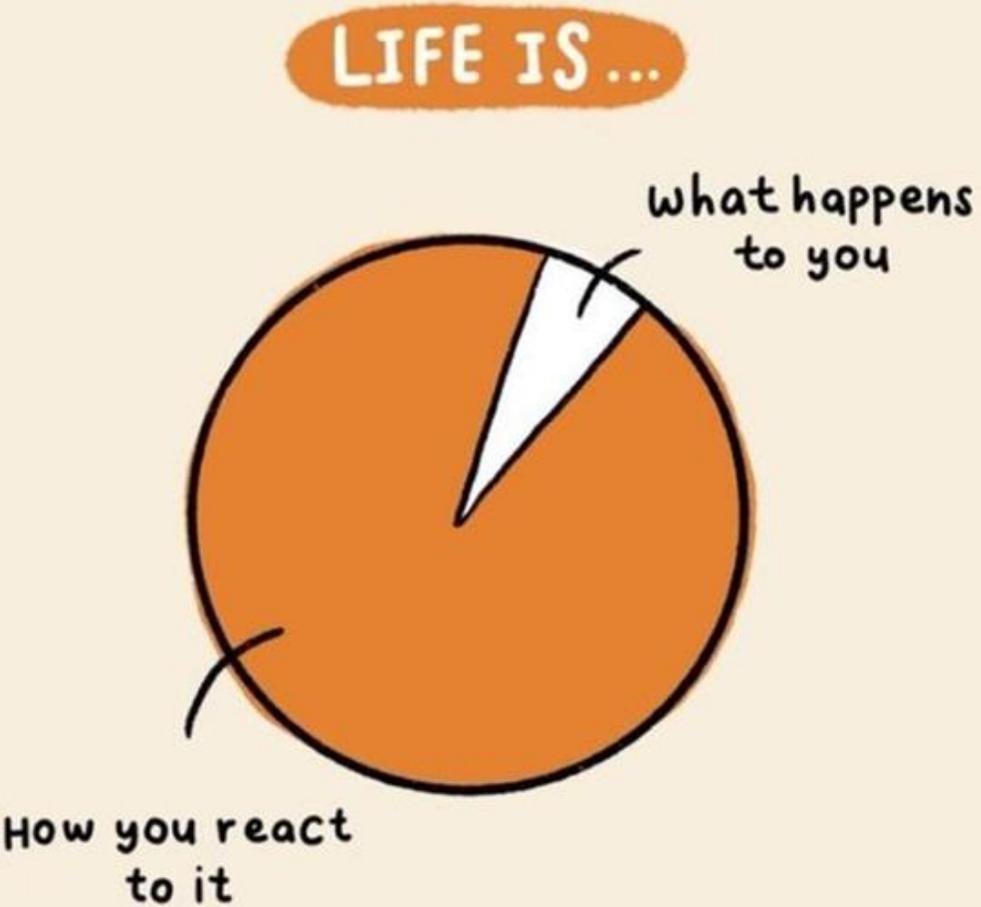
You are put in a situation where you feel powerless.

Emergency, or conflict, or loss of status or acceptance, getting laid off or making a major mistake in front of your team



Manage Stress

Manage Your Thoughts



Where does stress happen first?

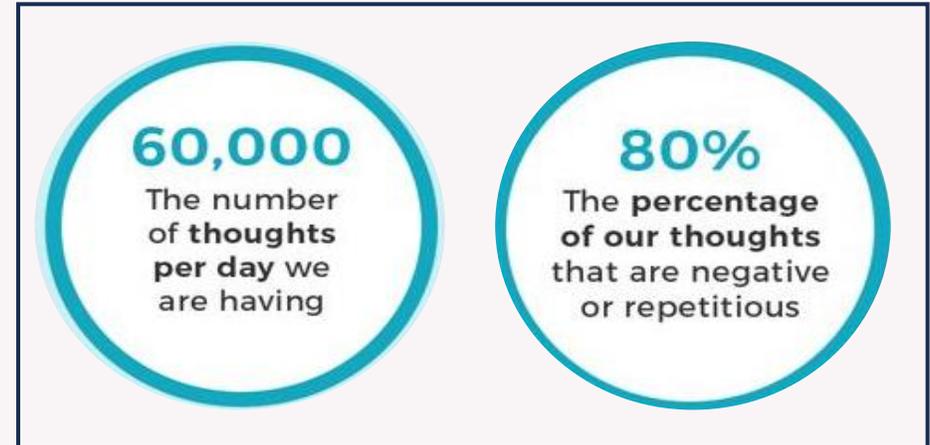
Happened in the Thoughts

The 'Thinking Worms' Symptoms

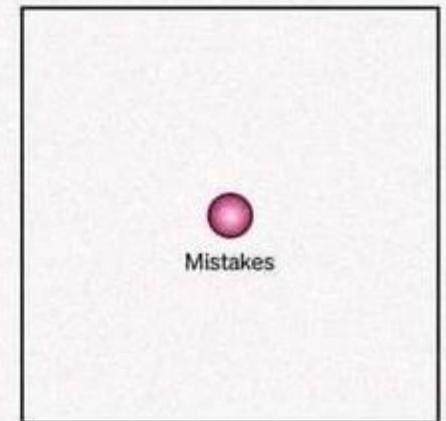
Negative bias

Pay more attention to negative experiences and emotion than positive ones. Selective attention by Brain.

Trigger Stress Response – causing rumination of negative thoughts, emotional dysregulations generating anticipatory anxiety



In our mind



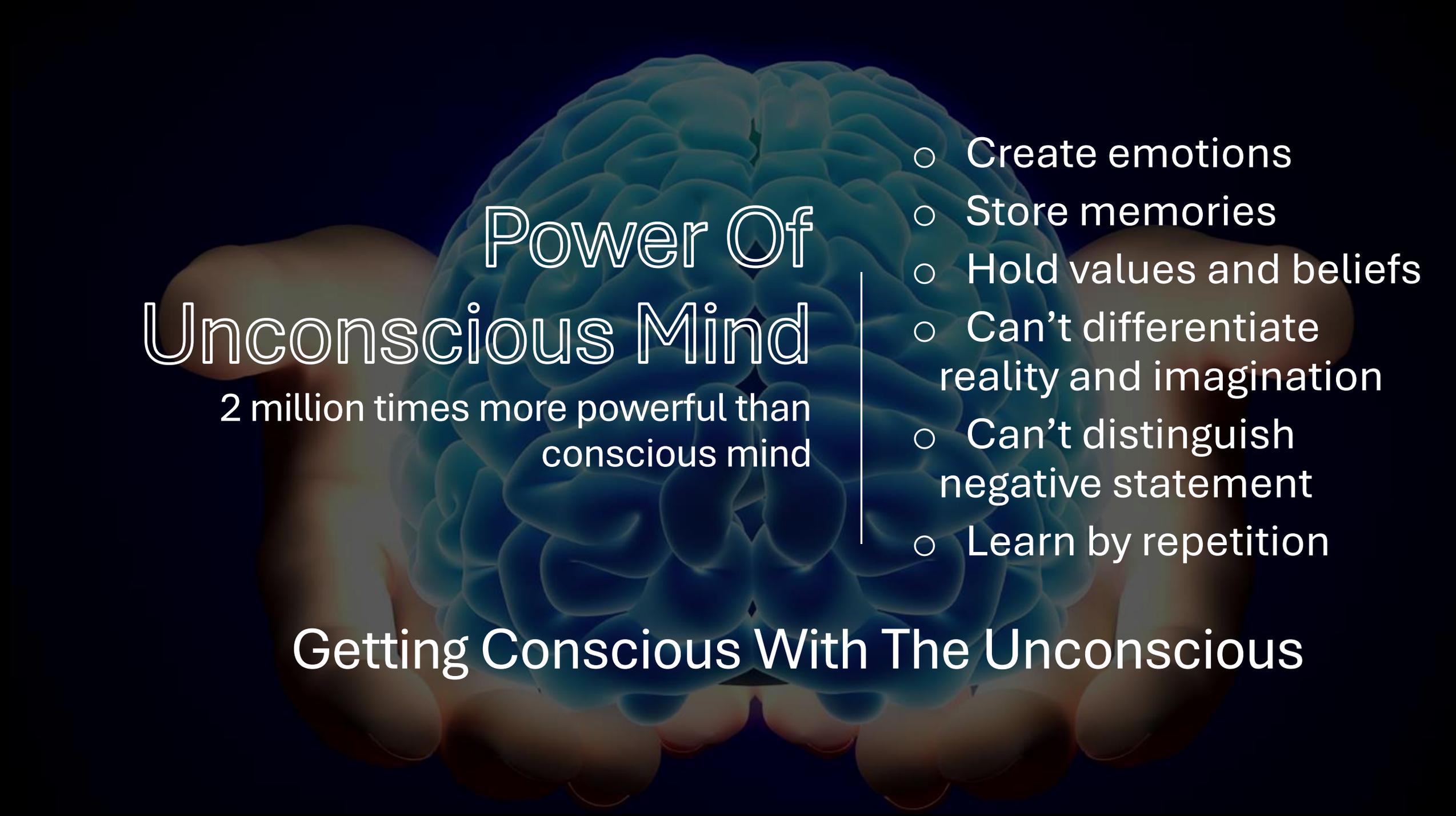
In reality

The Map is not the Territory

We all respond according to our map of reality, not the reality



We see the perceived
reality through our
world map



Power Of Unconscious Mind

2 million times more powerful than
conscious mind

- Create emotions
- Store memories
- Hold values and beliefs
- Can't differentiate reality and imagination
- Can't distinguish negative statement
- Learn by repetition

Getting Conscious With The Unconscious

Intentional vs Attentional

**The difference determines how
people react to challenges**



Reticular Activating System (RAS)



Navigate yourself
through your
Universal...

ENERGY flows where ATTENTION goes directed by INTENTION

Intention-ReFrame-Rewire (IRR)

Intention



AWARE & CATCH negativity
ACKNOWLEDGE "That my negativity bias again."
Create new neural pathway

Reframe



REFRAME to positive perspectives

Rewire

HOLD for 20 seconds (encode it in your long-term memory)
REPEAT the process often.



Make the unconscious coconscious

Quite down the **Little Voice**

Reframe

- Change the **FRAME** of reference in the mind to have more perspectives and **choices** to act.
- Turn a negative experience/belief into an empowering or resourceful experience

How will you express the water inside the glass?



Reframing

- How can you flip it and give a positive new meaning. Ask: ‘What is good about this?’ ‘What can I focus on it make it better?’ ‘What else could this mean?’ “What would I do differently next time?”
- Change ‘WHY me... to ‘How can I ‘. Add ‘Yet’ at the end sentence make wonders
- Not to solve the problem but give more perspective to the problem

I am such an anxious person	
I am totally inadequate	
It is too good to be true	
Nothing good ever happens to me	
I am worried what they will think of me	
What if I am not good at it?	
What if I mess up	

Let's Reframe

1. I am so dumb
2. I screw up everything
3. I'll never achieve my dream
4. I don't think I can get through this
5. I am so behind
6. This is not working
7. I am so angry & disappointed
8. When will this end?
9. Why is this happening to me?
10. Why have I failed?
11. What's wrong and who's to blame
12. I made a big mistake

1. It's ok to not knowing everything yet
2. Mistakes are the only way t grow
3. I can take small steps to get closer to my dream
4. I will improve if I keep tryng
5. I am catching up
6. Let me try another way
7. It is okie to be angry and disappointed, but not too long
8. Everything will end
9. What is this teaching me?
10. What have I learnt from them?
11. What can we learn and do differently?
12. Human make mistake

False

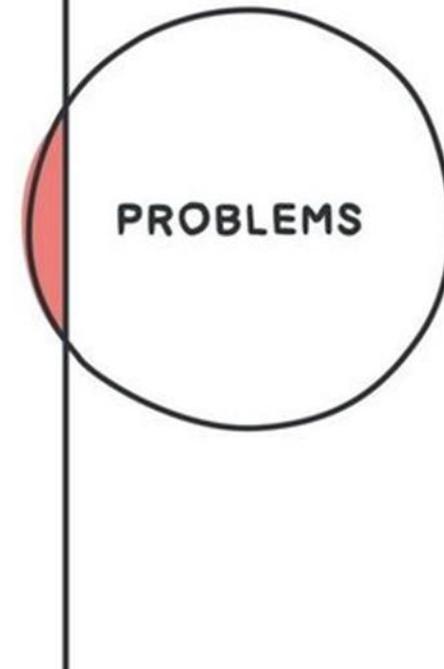
Expectation

Appear

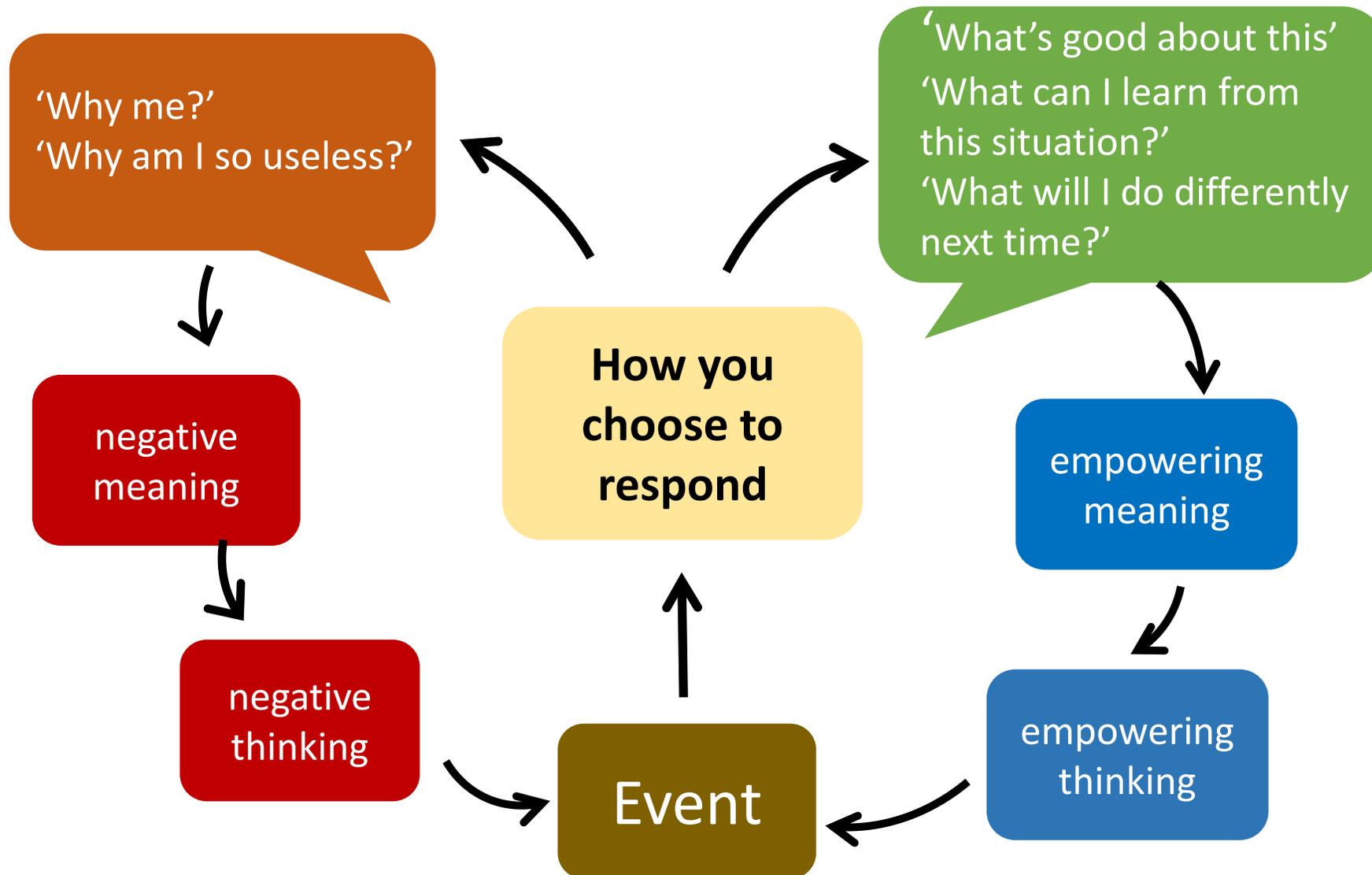
Real

REALITY

IMAGINATION



All about meaning.....



**Problem
focused →
Solution
Focuses**

**Past Focused
→
Present/
Future Focused**

**Powerless →
Powerful**

Positive Affirmations

I forgive and release the past.

I move into joy.

I rejoice in who I am.

I am a beautiful expression of life, flowing perfectly at all times.

Intelligence, courage and self worth are always present.

It is safe to be alive.

I know I am worthwhile.

It is safe for me to succeed.

Life loves me.

It is safe for me to experience joy in every area of my life.

I love life.

I deserve to rejoice in life.

I trust the process of life.

I am safe.

I allow my thoughts to be free.

The past is over.

I am at peace.

I release in me that created this.

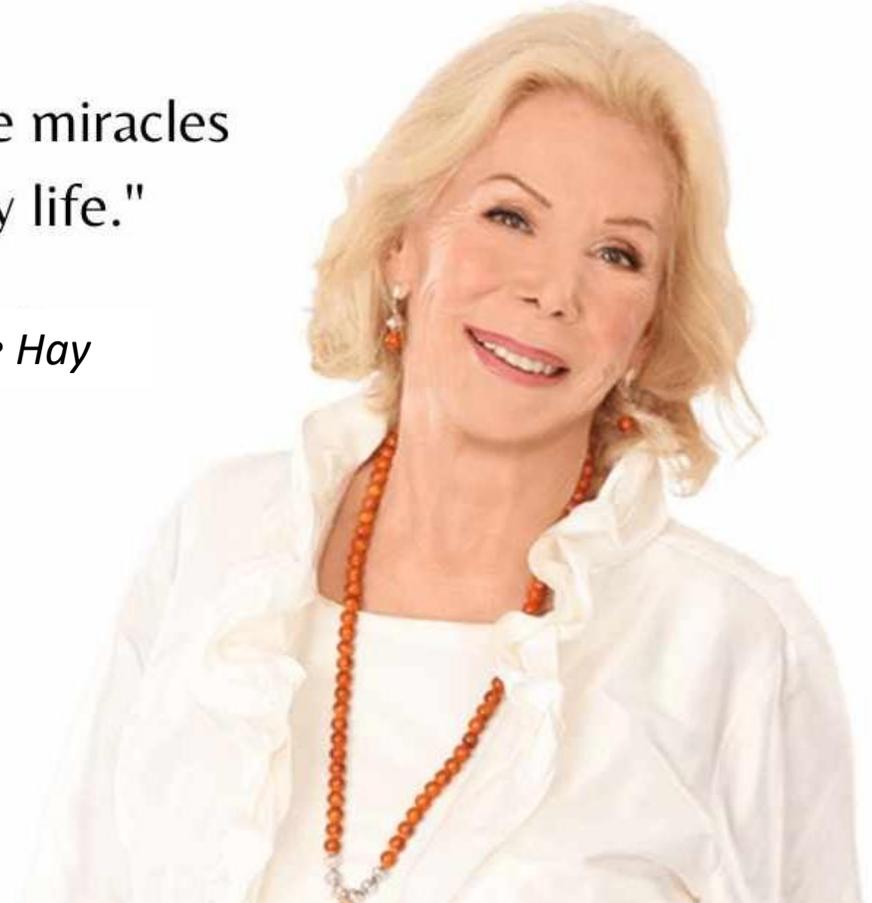
I am worthwhile.

I love and approve of myself.

I am loving and lovable.

"I welcome miracles
into my life."

Louise Hay





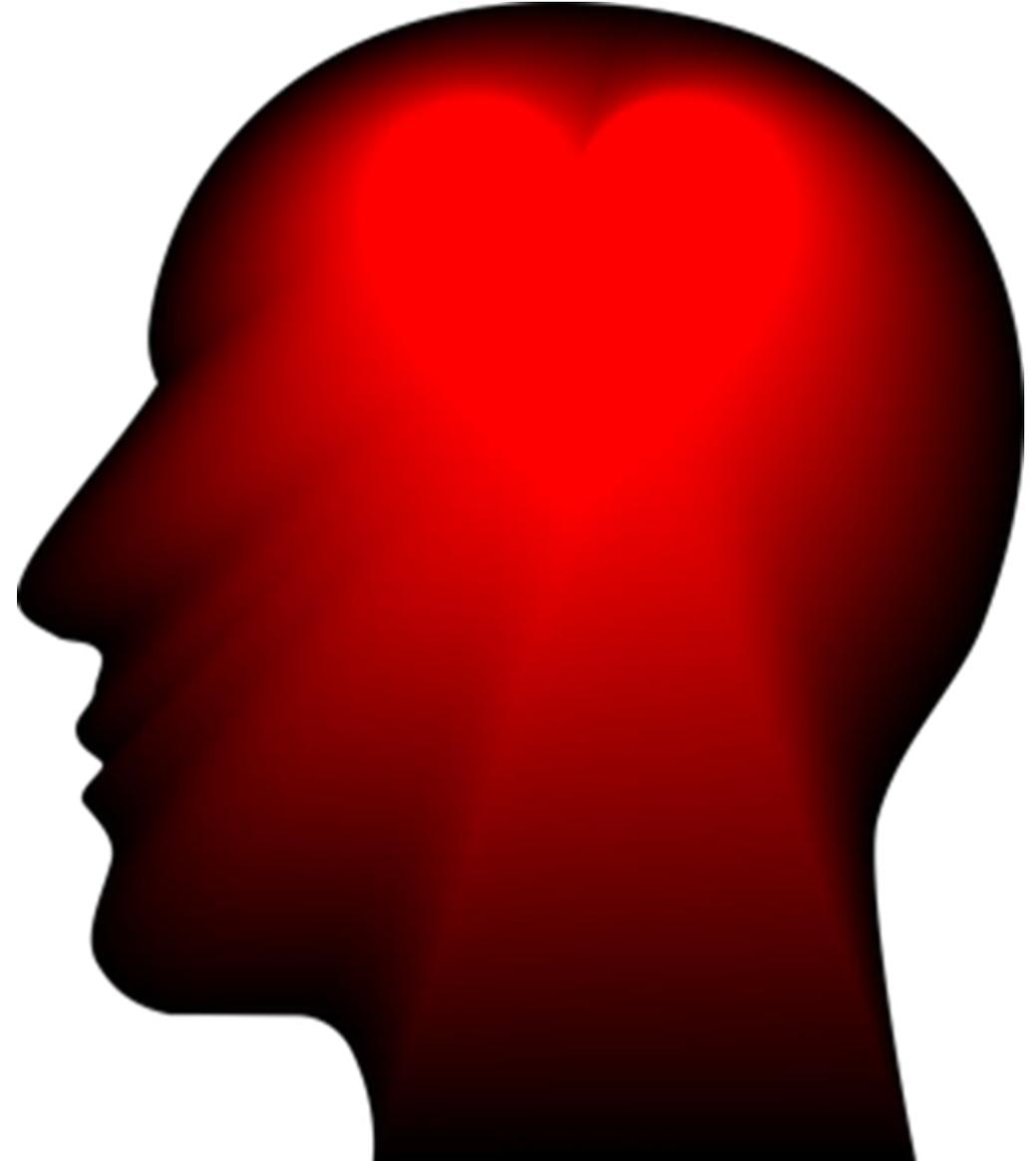
Gift Yourself 1 Positive
Affirmation ...when
anything happens, it
will support you...

Manage Stress

Mange your Heart

What is emotion?

Where are your emotions in your body?



What is Emotion?

- Energy in Motion; Energy needs to be transferred or dissipated
- Emotion is an indication of a gap between our REALITY (*what is happening*) and our Expectations (*our Map of the World*)
- Stronger emotion stronger meaning
We are changing our emotional state from time to time. My emotion is not me.

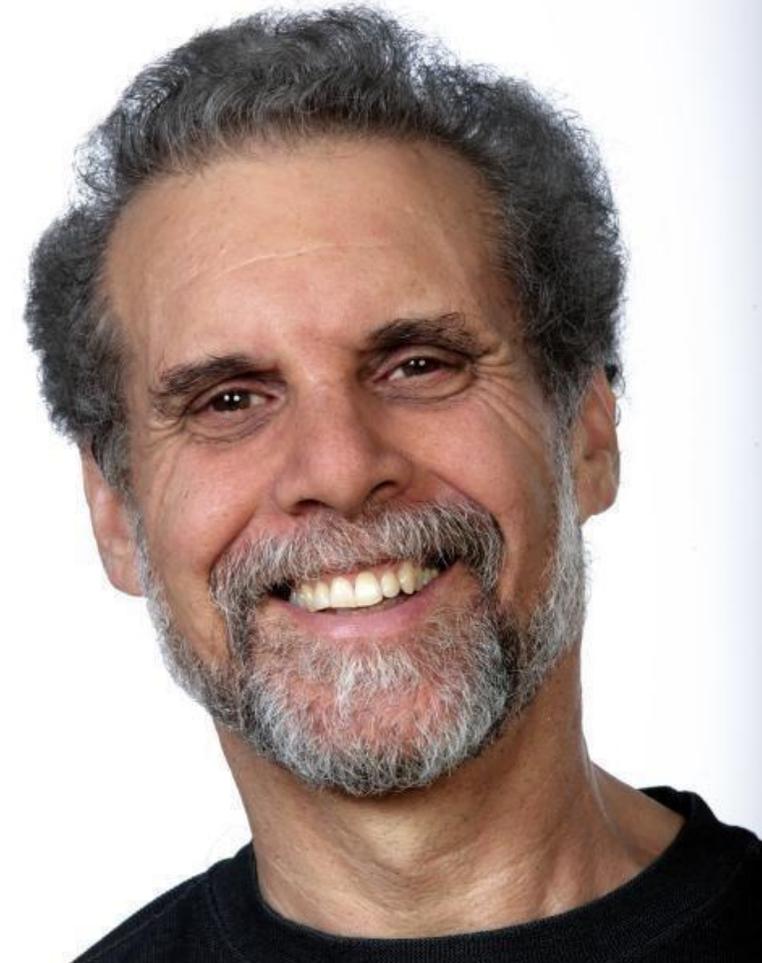


Getting intelligent with my emotion

Emotional Intelligence : Why It Can Matter More Than IQ , Daniel Goleman (1995) :

El is as important as IQ for success, including in academic, professional, social, and interpersonal aspects of one's life. Emotional intelligence is a skill that can be taught and cultivated, and outlines methods for incorporating emotional skills training

The ability to understand, interpret, and manage your emotions, as well as those of other people.



Emotional Intelligence

Top 10 skills in the 2020's

1. Complex problem solving
2. Critical thinking
3. Creativity
4. People management
5. Coordinating with others
6. **Emotional intelligence**
7. Judgment & decision making
8. Service orientation
9. Negotiation
10. Cognitive flexibility

"The 10 Skills You Need to Thrive in the Fourth Industrial Revolution" - World Economic Forum

The World Economic Forum has added **Emotional Intelligence** as one of the **Top 10 skills** needed for success in the 2020's.

GITNUX MARKET DATA REPORT 2024

- Only about 36% of people in the world are emotionally Intelligent.
- E.I accounts for nearly 90% of what sets high performers apart from peers with similar technical skills and knowledge.
- 75% of managers use E.I to determine promotions and salary increases.

High EI employees stay calm under pressure, resolve conflict effectively, and respond to co-workers with empathy

AWARE

Self Awareness

Ability to understand your own actions & behaviors and the effects on your Emotional Triggers for emotion

Social Awareness

Awareness and Empathy in understanding emotions, perspectives and needs of others

SELF

Self Mastery

Ability to choose how you behave, (say and do) – in spite of situations to reach the desired Emotional State



Developing EQ & Interpersonal Skills

OTHERS

Collaboration

Working together toward a common goal; creating a secure, supportive, and compassionate work environment with others

MANAGE

We are changing
our **emotional
state** from time to
time





Aligning Your States with Your Intention

What is your state now?

What desired state you want to be?

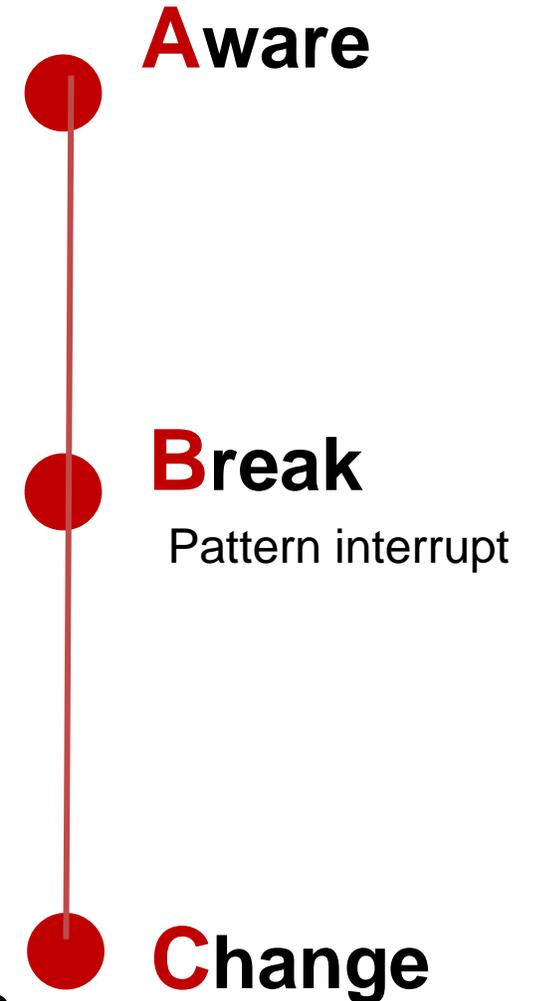
How to create a resourceful state?



Un-resourceful state

- Do something different!
- Breathing
- Movement

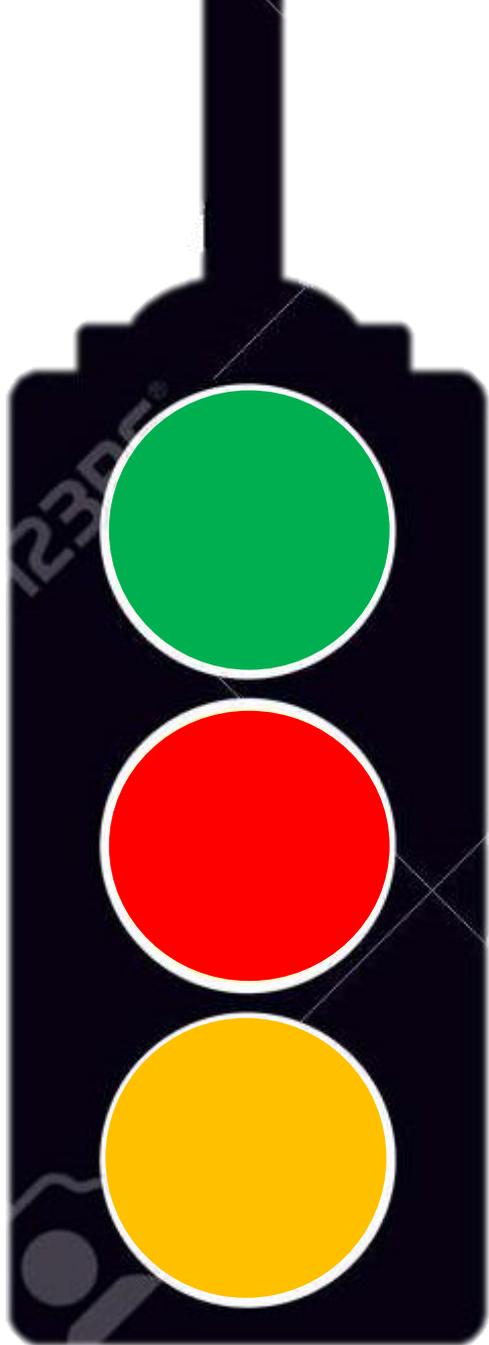
Resourceful desired state



State Interrupt (Pattern Interrupt)

<https://www.facebook.com/reel/342022041702371>

Break State 7 Sec Rules



Think

Identify choices
For the BEST
choice

7.0s

Pause

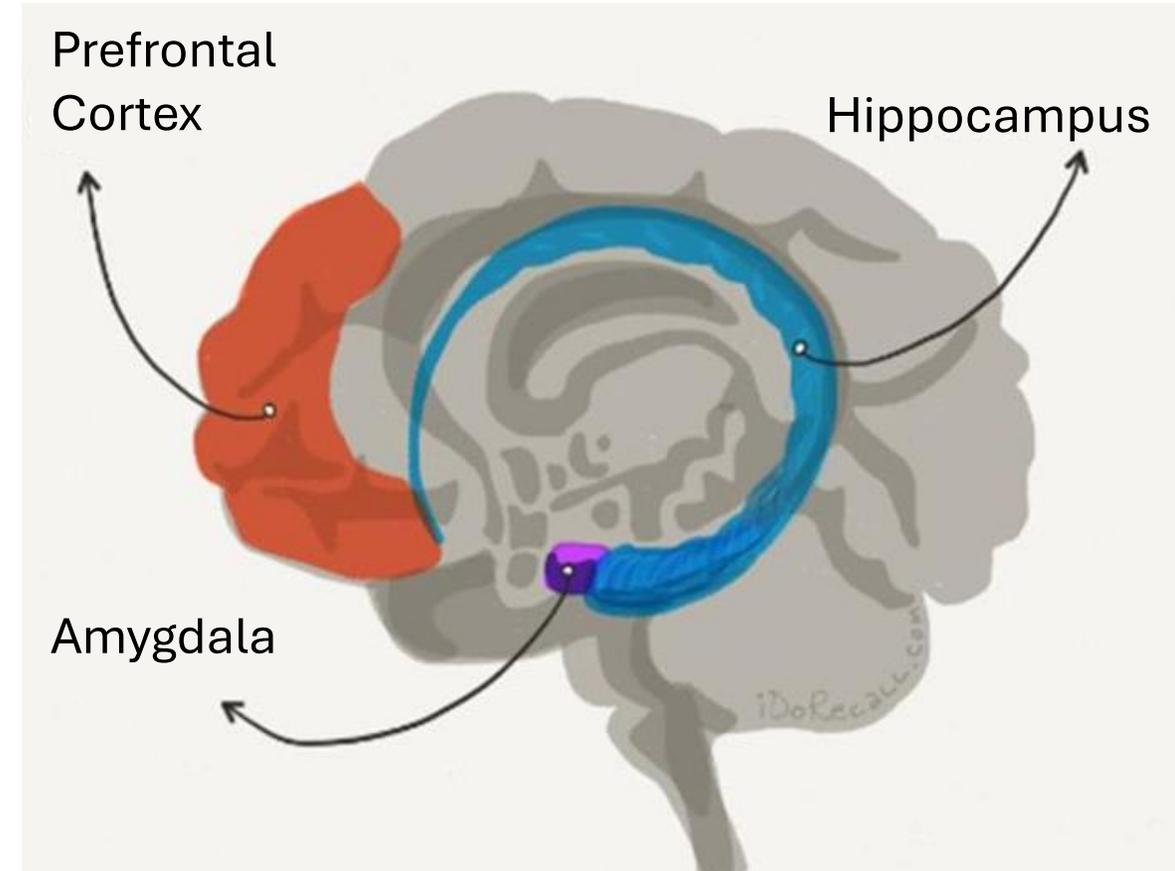
Take deep
breath/Move/Avoid
URGE to act on
Impulse



0.74s

Aware

(Emotional
journaling)



Breathe

Break state from

Unresourceful → Desire state

Purse Breathing
Calm down/ Exhale
Nervous / Inhale

123, 1234, 12345678
1,2,3,4



Move

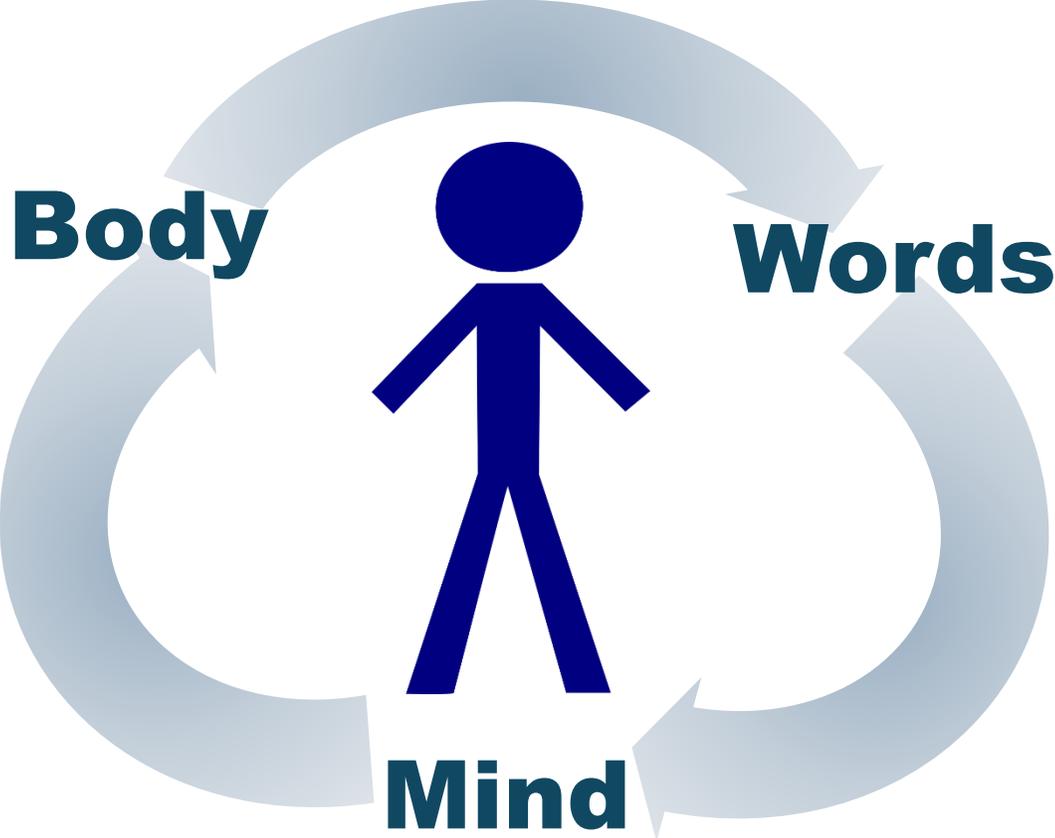
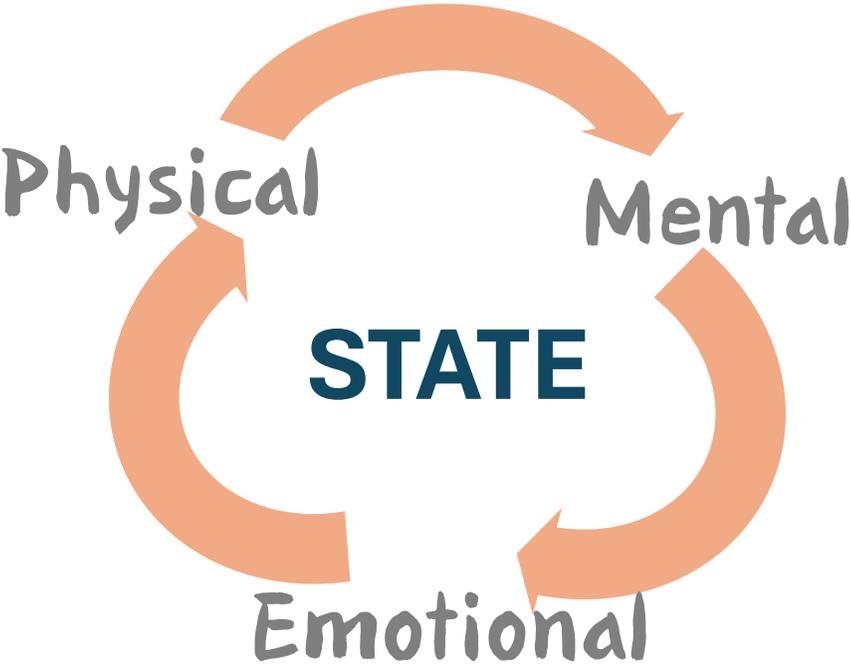
Jump up! Stretch your hand and look up! Smile! Laugh!
Listen to motivating music, blast the volume, dance to the beat



State Management

ATTENTION
INTENTION

The Triad



Priming Question

Create
Empowering
State

Morning power question

- What am I grateful to in my life right now?
- How does that make me feel?

Evening power questions

- What have I learned today? In what ways have I been a giver today?
- How has today added to the quality of my life?

~Awaken The Giant Within, Anthony Robin



Move Your Body

Physiology

Skeletal systems

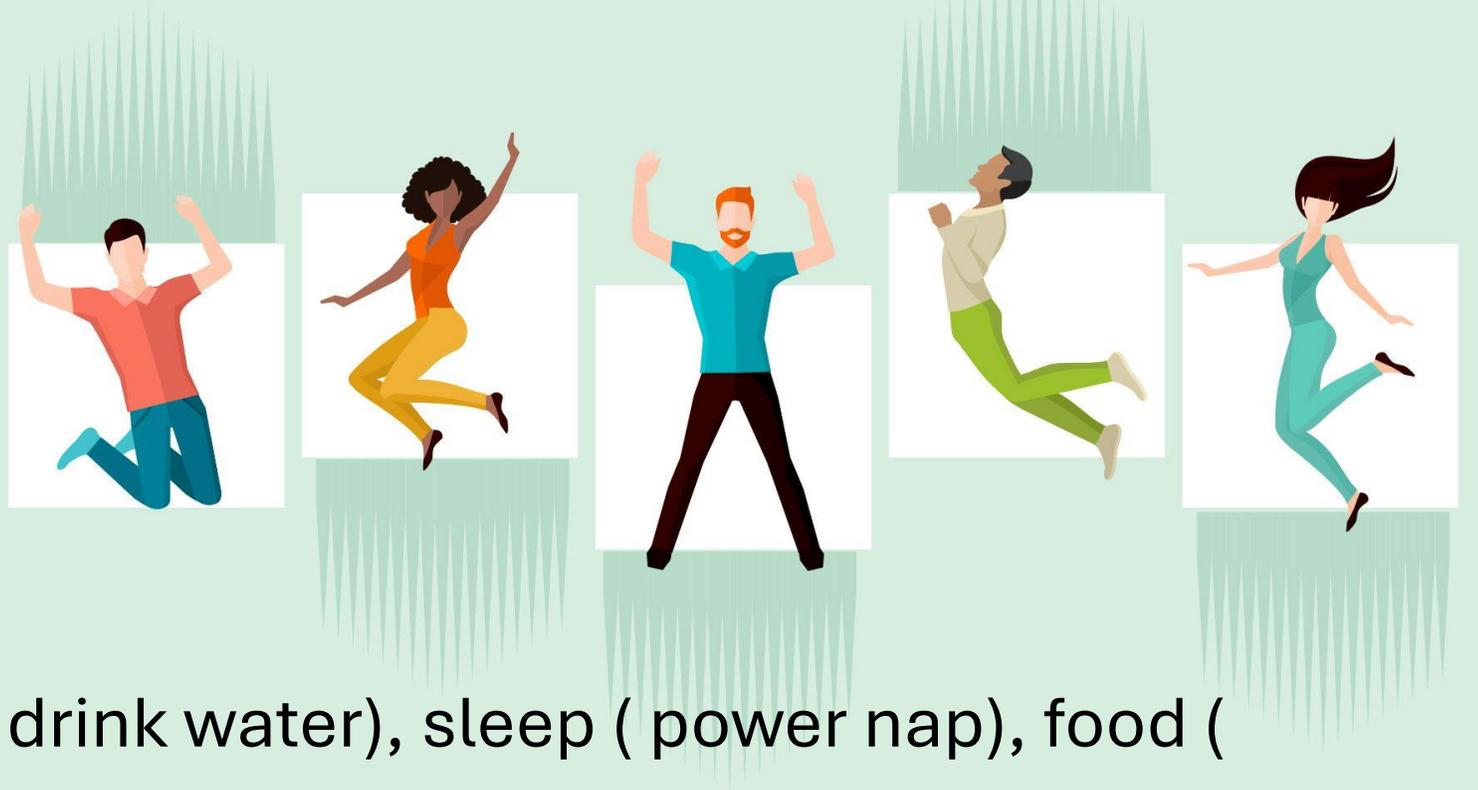
Posture etc

Movement

Pace, speed

Bio-chemistry

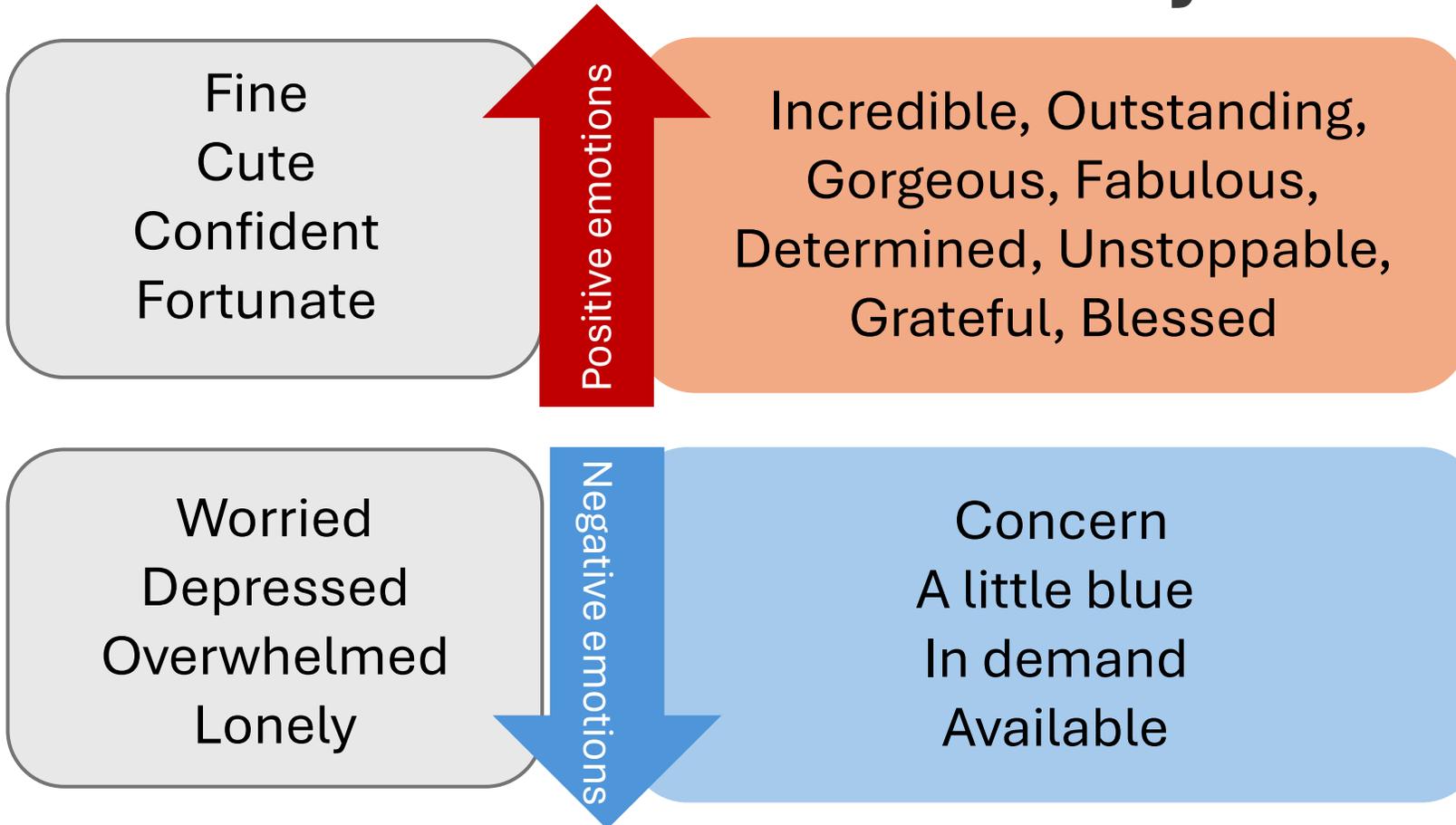
Breathing, hydration (drink water), sleep (power nap), food (happy food) etc



Watch Your Words

Language

Transformational Vocabulary



Application

How can State Management being helpful to you in your professional life and daily life?

In conflict management....

In conducting meeting...

In handling difficult client...

In managing your worst day...



Lunch





Time Relationship

Unsustainable and dangerous Relationship leads to stressed, burnout, missed opportunity, health problems, relationship woes, and personal regrets.

The Do-It-All

"Never enough time"

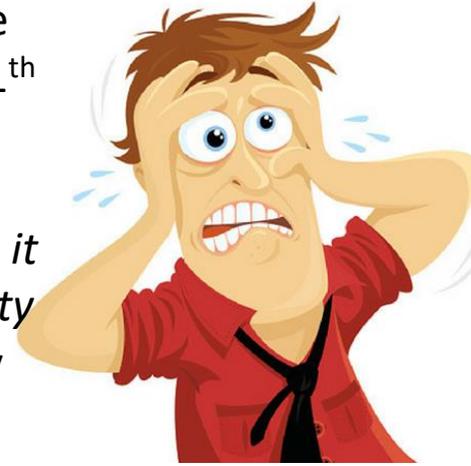
- Treats time like a game, do as much as humanly possible.
- Productive busy bees values quantity over quality, feel unfulfilled no matter what's on the calendar.
- Workaholic, the mind is racing to the next thing on the list



The Wild-Procrastinators

'Still got time'

- Thrill seekers, work against the clock, claim to work best at 11th hour with Adrenalin Rush
- *"deal with it later."*, procrastinator choose to sit on it and 'distracted' by other activity
- Work delivery with less quality and discounted productivity



The Under-Estimators

"This will only take a minute"

- Overcommit under deliver
- Not accurately and efficiently gauging their time.
- Load their schedules with a hundred brilliant ideas
- Commitment gets postponed and compromised



The Time-Martyrs

"Let me handle this"

- People-pleasers, say "yes" to any request that pulls the attention away from the task at hand
- May gain respect and validation short term, but messed up their priority and feel overwhelmed



Self-Mastery



Self Mastery ...

No such thing as Time Management, have to focus on Self Management ...

- Just doing what needs to be done ...
- *Rather than just putting out small fires and dealing with what is right in front of you ...*

Self-Management (Self Development = Self Care)

- Discipline
- Prioritization
- Energy Management



The Time Target...

Detecting the Highest Use of Time...

- Differentiate between “Urgent” vs “Important”
- *Doing your self-audit*
- Identifying activities that are in the “bulls-eye”

Which dimension do you spend the most time in?

Urgent tasks requiring immediate action or attention. Severe consequences if failure to do so.
Important tasks are tasks that create values to you and help achieving your long-term goal



Asking yourself honest questions...

- *“Are you the first & only person to solve problems in your department?”*
- *“When do you schedule your own-work time?”*
- *“When you receive a task, is your first thought, who else can do it for me?”*

The Eisenhower Decision Matrix



**Dwight D. Eisenhower
Decision Making Matrix**



**Steven Covey
Time Management Matrix 'The 7 Habits of Effective People'**



Schedule Your Time

Plan Time Category :

- Necessary Time (Eat Sleep Bath...)
- Contracted Time (Work)
- Obligation Time (Spouse, Kids', Parent booked time)
- Free time (Relax, Hobbies) – How much is You 'Available Time'?

Define Tasks Types

- Deep work (need creativity)
- Focus work (problem-solving)
- Routine work (mundane and autopilot)

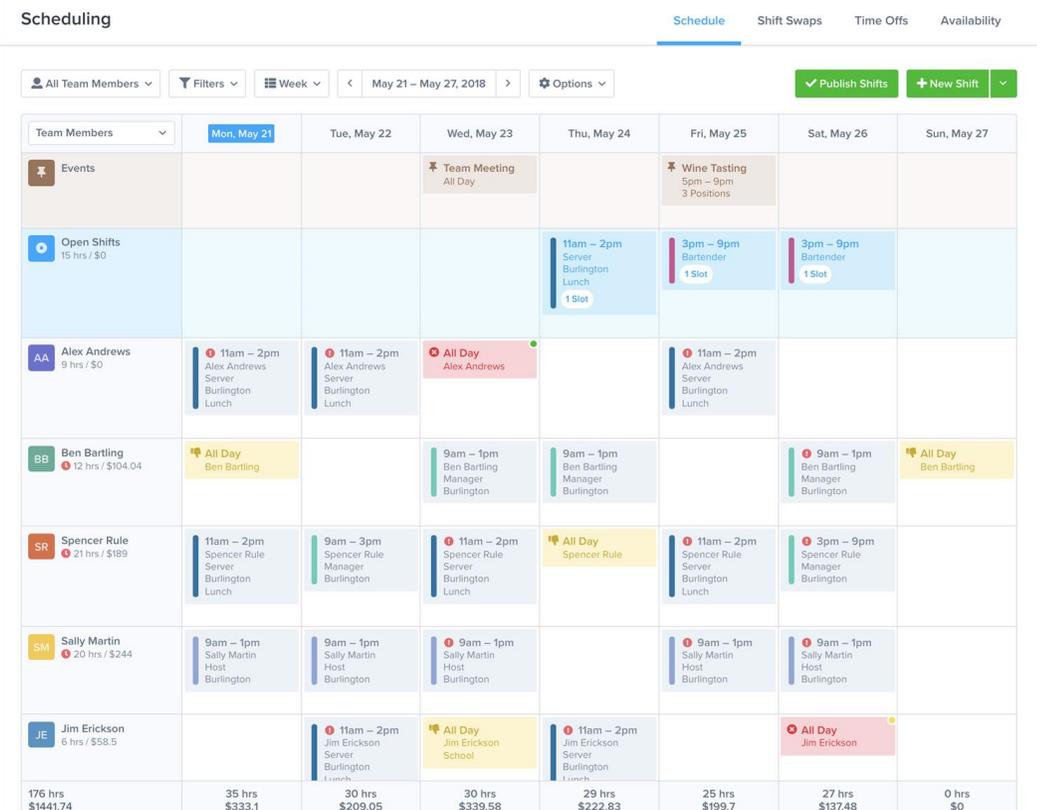
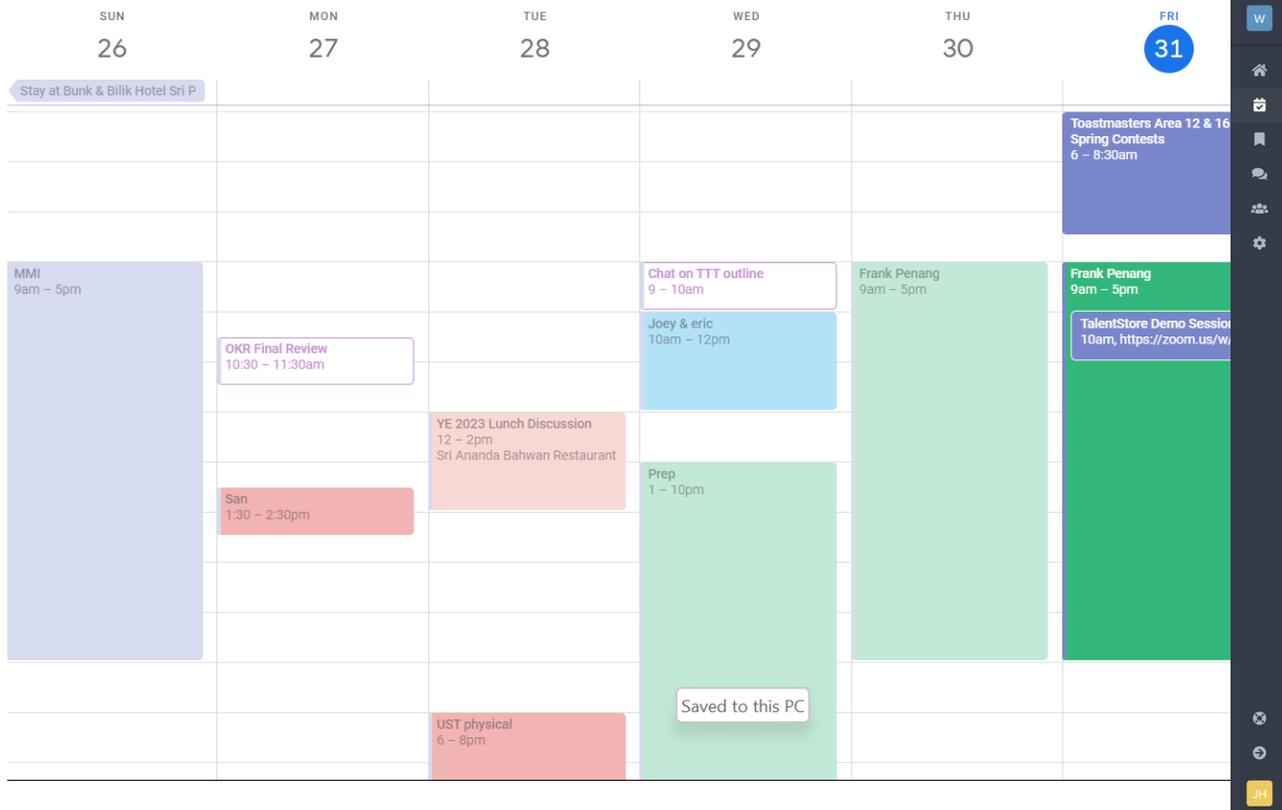
Set 'Time Box' for Task Types

Protect your Time Box - **'Time Block'** the 'Time Box', set aside all distractions



Your Prime Time

Time Block and Box for the power morning & task



Work with Your Body Clock

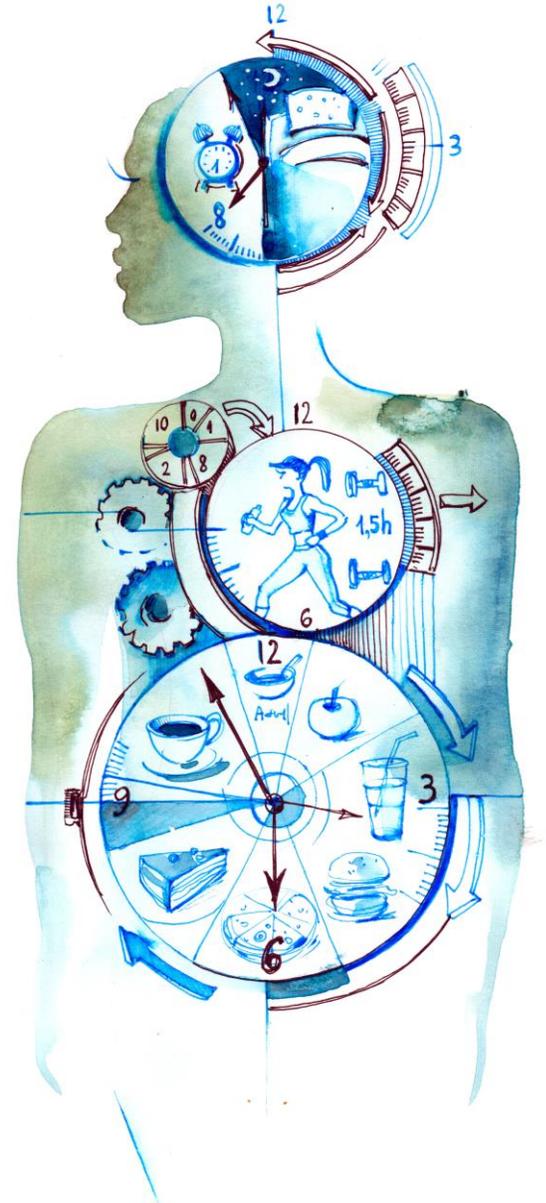
What is your **Prime Time**?

Know your energy peaks and lows !

- Power mornings –. 90% of productivity occurs in the morning, maximum your morning
- Productivity peaks ~11am, 4pm, 7pm, low ~2pm
- Make big decisions before lunch - more clarity and energy

In the afternoon – things start to drag

- Work within Focus cycle of 90min.
- Take a break between tasks and cycle to refresh
- Leave 'room' for unexpected impromptu meeting



Time To Reflect!



- 1. What are the key learnings about your Time Management with regards to Stress Management?**
- 2. What is(are) actions you will take differently to better manage the time and the stress?**



What can you
make out of the
word

'STRESSED'





*Stressed
De-stress
Desserts*

Self-Care



"Self-care is how you take your power back." — Lalah Delia.

Wheel Of life

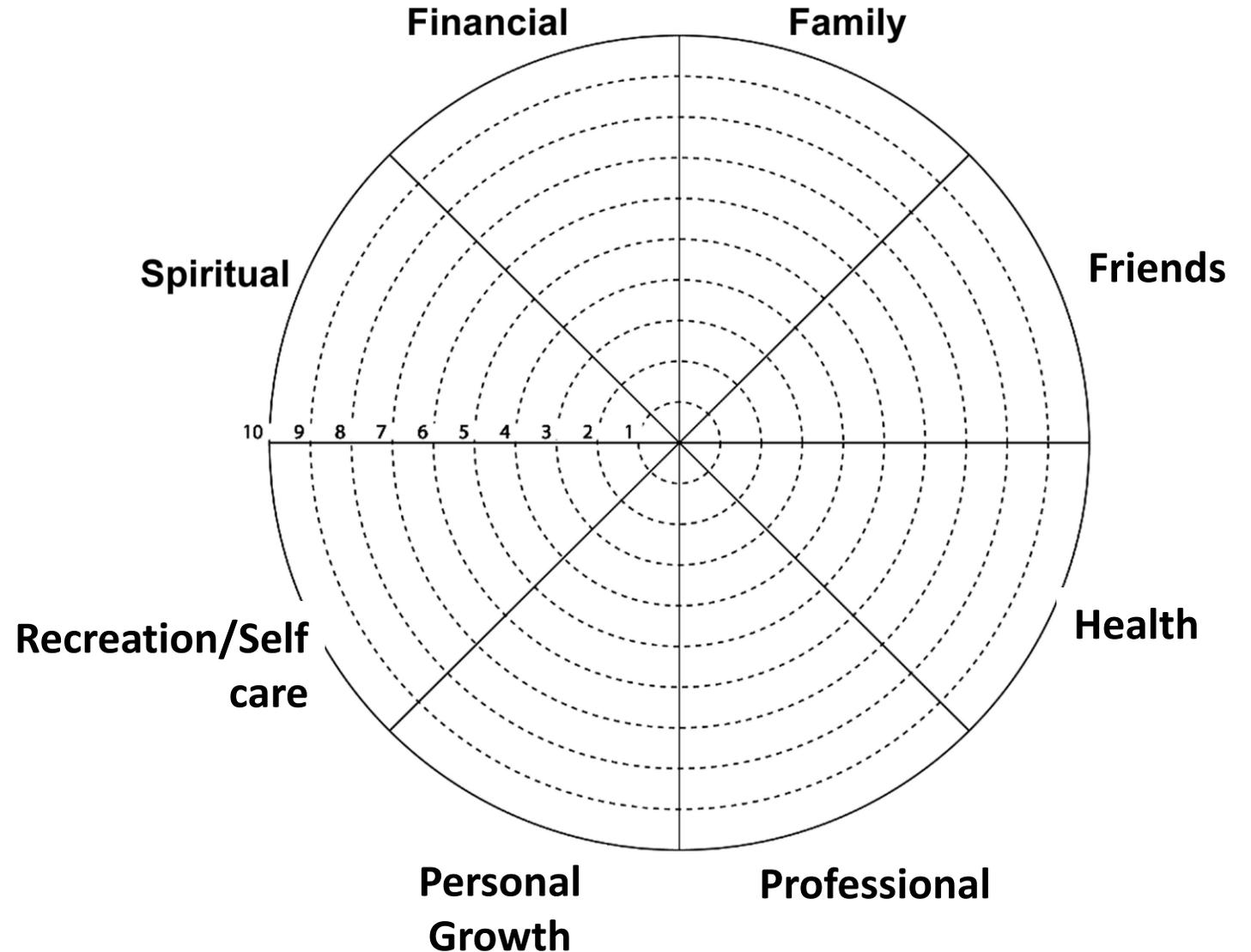
A great tool that help you understand what you can do to make your life balanced.

Scoring.....

Think about the life category below, and rate them from 1-10, depending on how much attention you are currently giving them

Balancing...

Which 1 or 2 category (lowest score) you are taking actions to improve?

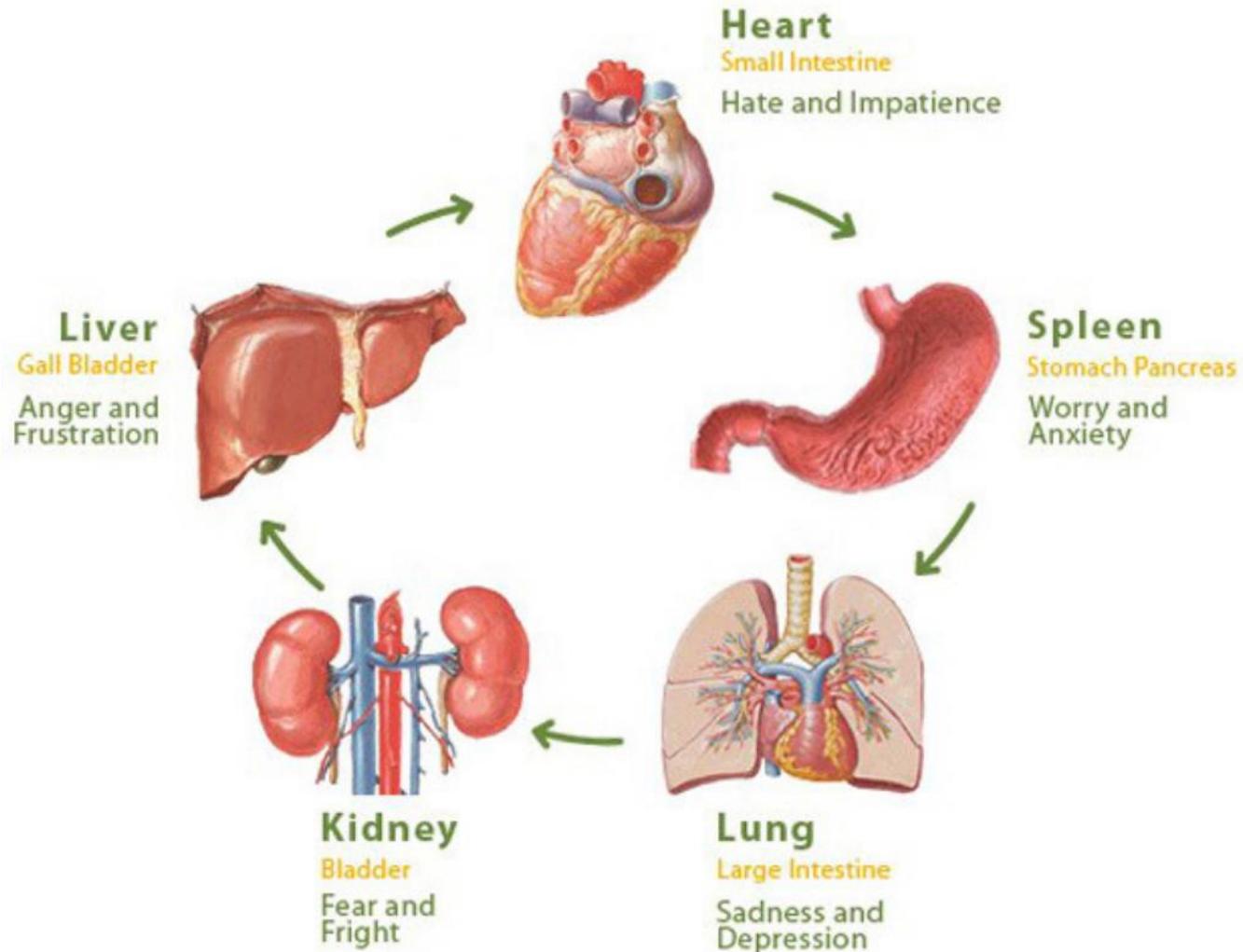




Malakoff 17km Penang 2013
<http://khok174.blogspot.com>



Organs and Emotions are Connected



Every organ corresponds to a certain emotion.

- Every disease stems from disbalance in an organic or its meridians (energy channels).
- Physical disorder in a certain organ often actually arises from an emotional imbalance in that organ.
- The reverse could also be true: an imbalanced organ can heighten a specific emotion.
- This can then become a vicious cycle.

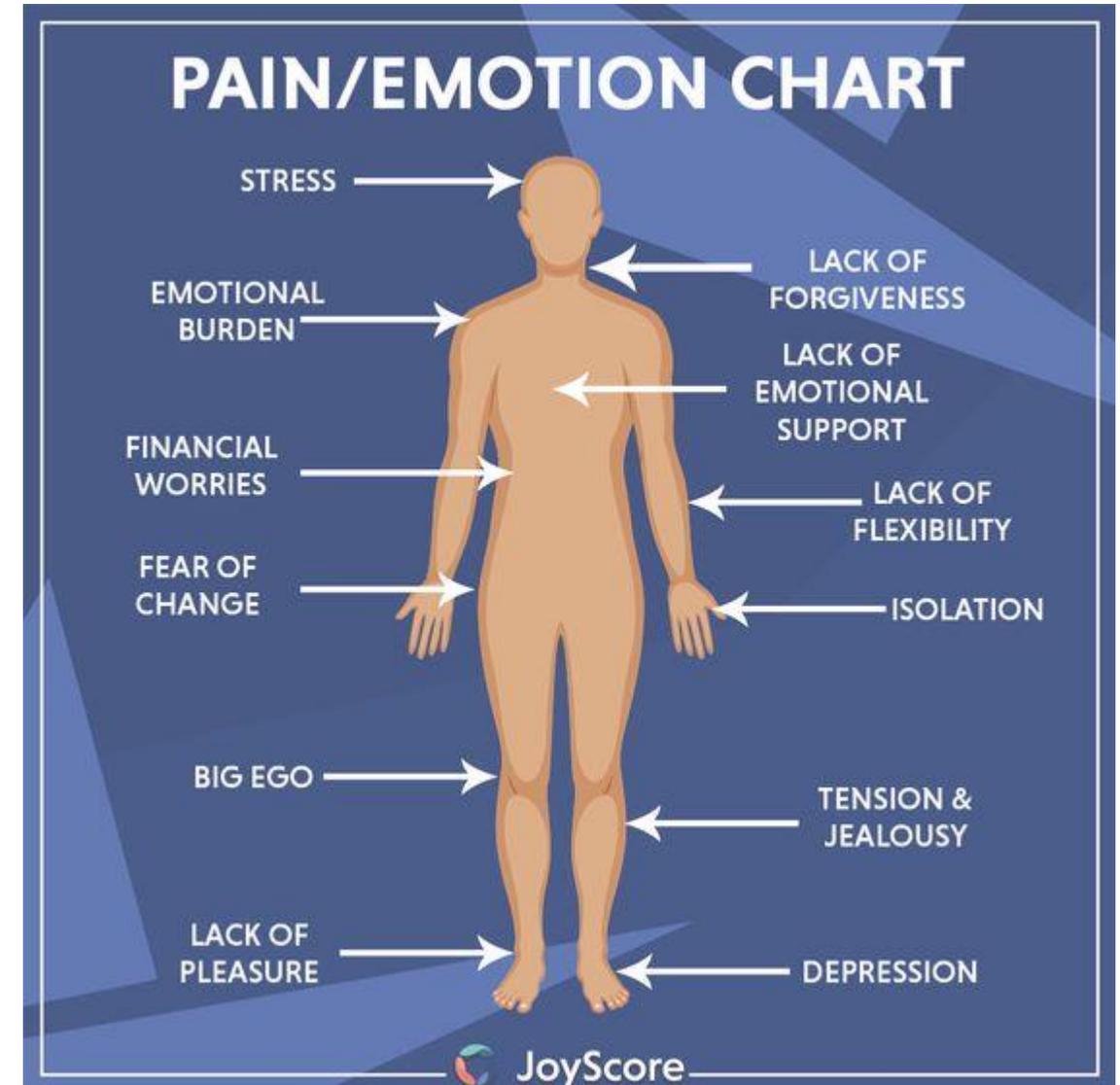
Emotion Body & Pain

Aches and pains are your emotions manifesting in your body.....

We feel emotions in certain parts of their bodies.

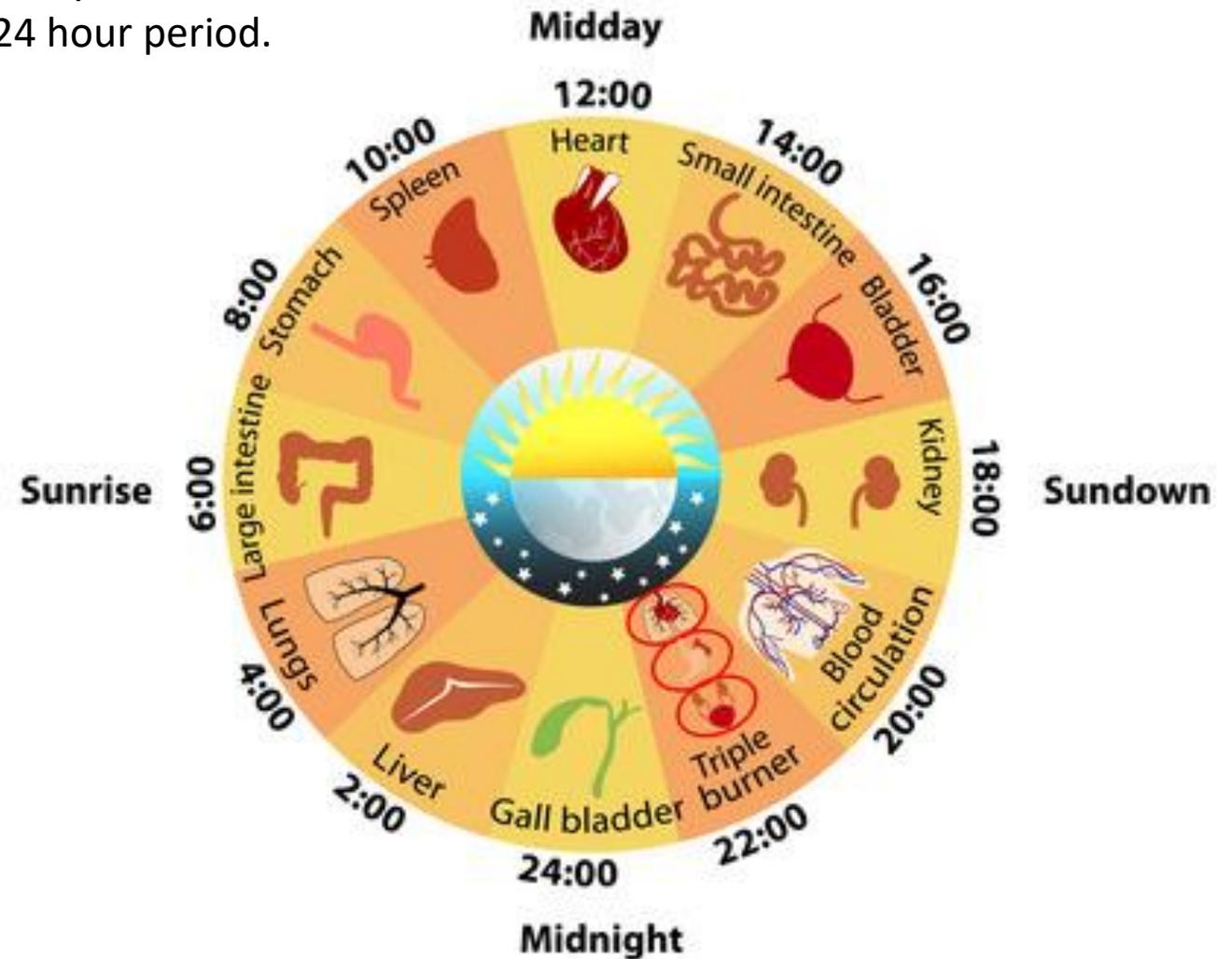
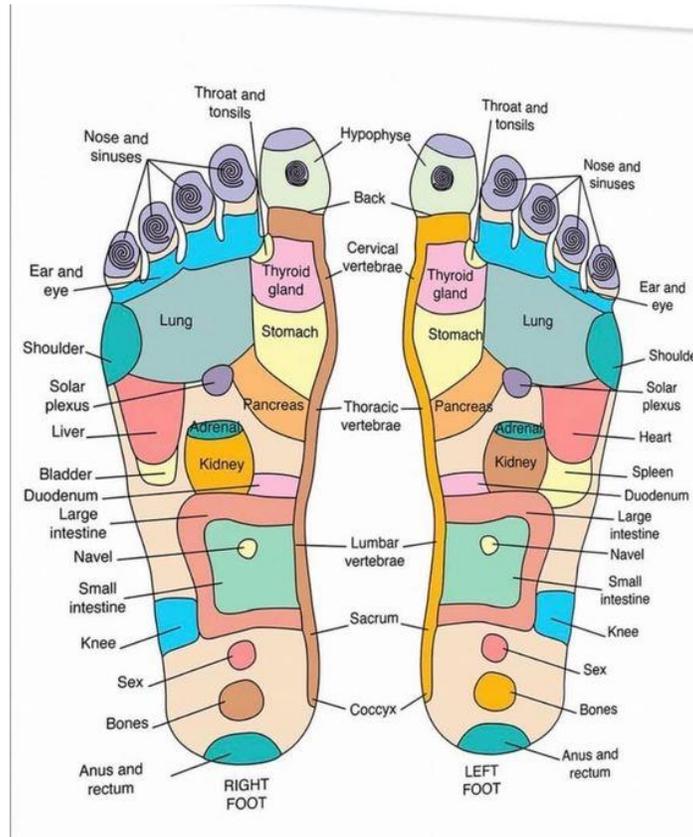
E.g.,

- Arthritis can represent feeling criticized and unloved Ego as pain in the knee
- Financial worries as pain in their stomach
- Unhappiness in the chest



CIRCADIAN RHYTHM AND THE BODY CLOCK

24 hour body clock system that reflects the physiological systems and organs for repair and maintenance of the body. This system follows a circadian rhythmic flow through the body over a 24 hour period.



Life My Ikigai

What is the
reason you
waking up every
morning?



Life My Ikigai



Ikigai is a centuries old Japanese philosophy which guides the way most Japanese people see life.

It is believed that ikigai is the secret to long life.

It is responsible for the joy derived from life.

‘Purpose of Being’

1

Set Intention

Commit daily habit of devoting time to exploring yourself

SLOW down, hit PAUSE.

Listen to your heart

Believe and your see

2

Mindful of Your state

Curious and keep an **open mind** for challenge and change

Positive-Possible in the up and downs of the day

Grateful (Gratitude journal) – other focused instead of self focus

3

Live My ikigai

Adopt the Ikigai Rules

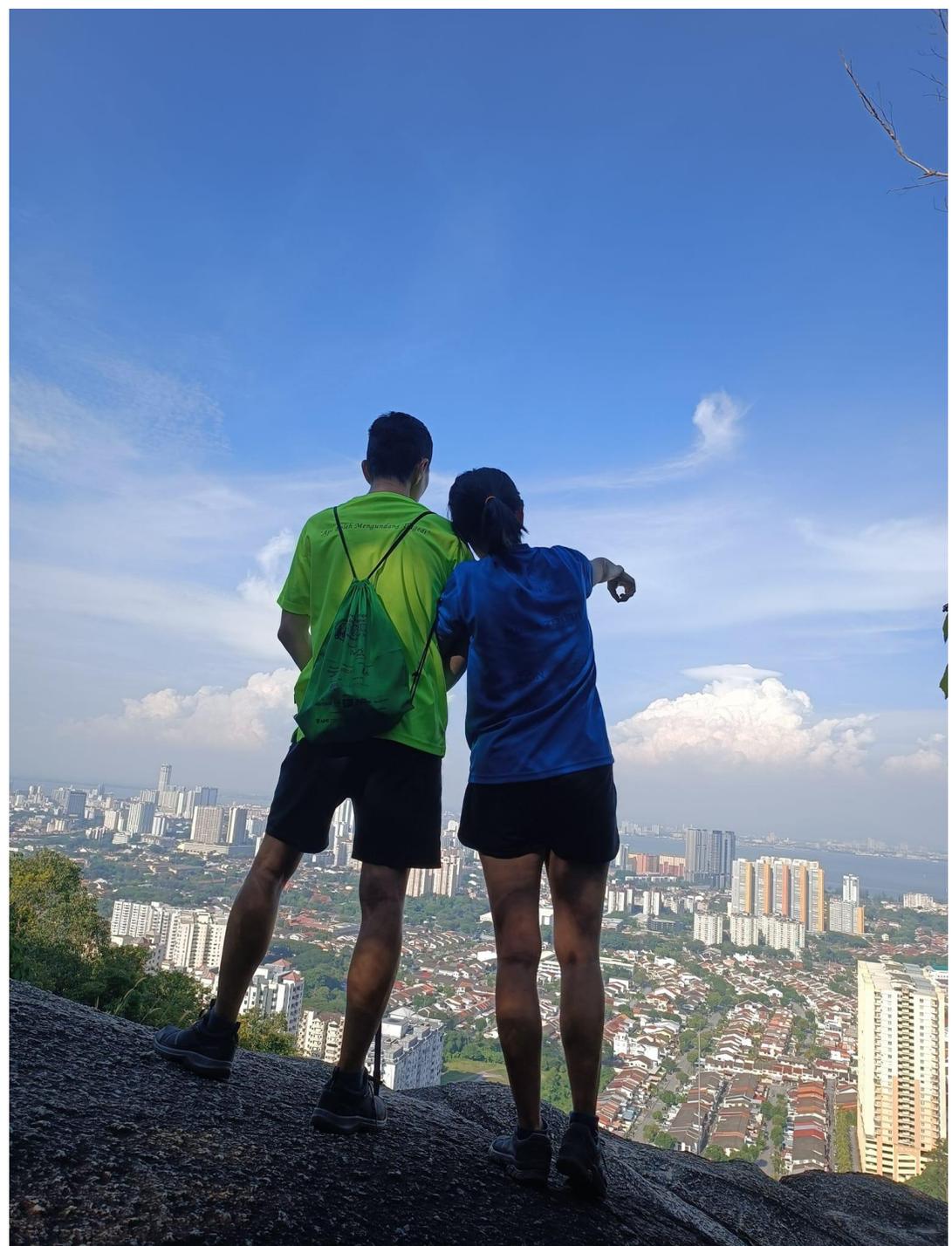
'Japanese Secret of Long and Happy Life'



Hector Garcia and Francesc Miralles

IKIGAI Moment





Daily Hi-5

Gratitude



Exercise



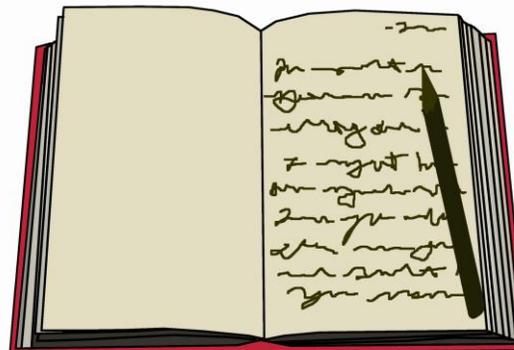
Visualization
Mindfulness
Affirmation



Fun - Dopamine Moment



Journal



What is your Daily
High 5 Habit?

THE HIGH 5 HABIT



Daily **D.O.S.E** Of Happiness

What are the Happiness Chemicals?



Dopamine (Feel Good Hormone)

Enable motivation, learning and pleasure
Give determination to accomplish goals



Oxytocin (Love Hormone)

Give feeling of trust, motivates to build relationship and bonding



Serotonin (Mood Stabilizer)

Feeling Significant & important among peer
Calm form of accepting yourself with people around you



Endorphin (Pain Killer)

Release a brief euphoria to mask pain
Response to pain & stress to alleviate anxiety and depression

Daily To-Do-List
Long term Goal
Exercise
Create something:
writing, music or art

Physical touch
Socializing
Music
Help others
Exercise
Cold shower
Meditate

Sunlight
Be with Nature
Cold shower
Smile
Massage
Exercise

Laughing/crying
Music/art
Dark chocolate
Spicy food
Exercise/stretching
Massage
meditate

Deficiency : procrastinate, low self-esteem, lack of motivation, insomnia, mood swings, depression, feeling hopeless



Stress Management Is Life
Management.

If you take control of your stress, your
life will thank you for it!