



Loosing Good Trying to Reach Perfection: Stress Management

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Session Agenda

- Identifying Areas of Stress
- Discussing the Effects of Stress
- Stress Management
- Practical Steps for Today
- Summary



Disclaimer

I am not a psychologist or a psychiatrist so this session is a practical guide and discussion of how stress occurs and what we can do about it.



What stresses you?



Defining Stress

- There is no agreed upon definition, but all agree it is a combination of –
 - Experiences
 - Pathways
 - Responses
 - Outcomes
- Caused by a range of events or circumstances



Areas We Experience Stress

- Family
- Health
- Natural Disasters
- Community Issues
- Work
 - Employee relationships
 - Work volume
 - Work areas
 - Routine vs. Creativity



Reasons We Experience Stress

- Less resources
- More work
- Audit Findings
- Relationships
- Email overload
- Being left out of important meetings
- System problems
- Job satisfaction / dissatisfaction
- Litigation demands
- Other??

Internal vs. External Stress

Affects of Stress

1. Physical
2. Emotional
3. Psychological

Physical Effects of Stress

- Lack of sleep – chronic fatigue
- Weight change – gain / loss
- Body aches
- Function breakdowns (ulcers, etc.)
- Muscles spasm/cramps
- Overall poor health

Emotional Effects

- Depression
- Crying – extreme sadness
- Anger
- Fear
- Feelings of isolation

Psychological Effects

- Depression
- Bad judgments
- Poor decisions
- Indecisiveness



Managing Stress

**Sometimes we are our own worst
cause of stress – unreal
expectations, over commitments,
trying to achieve perfection, and
not being flexible.**

“Stop the Madness!”

*The number one way for me
to manage stress is to give
myself permission to be
imperfect.*

First Step: Identify Source of Stress

- What triggers me to be stressful?
- When do I feel a need to react?
- How do I respond mentally and physically?

Watch for triggers!

Build Support Networks

- Inside the organization
 - Mentors
 - Litigation attorneys
 - Peers
 - Former colleagues
 - Champions
- Outside the organization
 - Mentors
 - Friends
 - Family
 - Associations - ARMA
 - Clubs

Avoid – Going it alone!

Practical Tips to Deal with Stress

1. Have a strategic plan & roadmap
2. Put timelines to tasks
3. Identify and apply changes to the causes of mistakes – avoid reward/punishment
4. Create “To Do” lists and calendar events
5. Manage email
6. Solicit Champions

Practical Tips (Cont'd)

- Prioritize – focus on highest value tasks first
- Don't try to have the perfect plan
- Let go of the minutia
- Don't over commit – *leave time for “just in case”*
- Be flexible when possible
- Focus on issues not personalities
- Accept imperfection – self and others

Dealing with Work Overload

- If your “To Do” list stresses you out!
 - Negotiate time, resources, quality
 - Communicate if deadlines will be missed and offer new date
 - Reassign or release tasks

Managing Email Stress

- Create email criteria and tell others
- Concise, actionable emails
- Descriptive subject lines
- Avoid cc: or “Reply All”

Managing Email Received

- Turn off incoming alerts
- Avoid using “Read Receipts”
- Let coworkers know the best time to email you
- Read and process emails – don’t let them sit in your inbox

Managing Email

- **File it!** – Store the email in your File Plan for records retention or future reference
- **Action** – Transform the email into an action item by moving it to a To-Do list
- **Toss** – delete it if not a record

GOOD FAT!

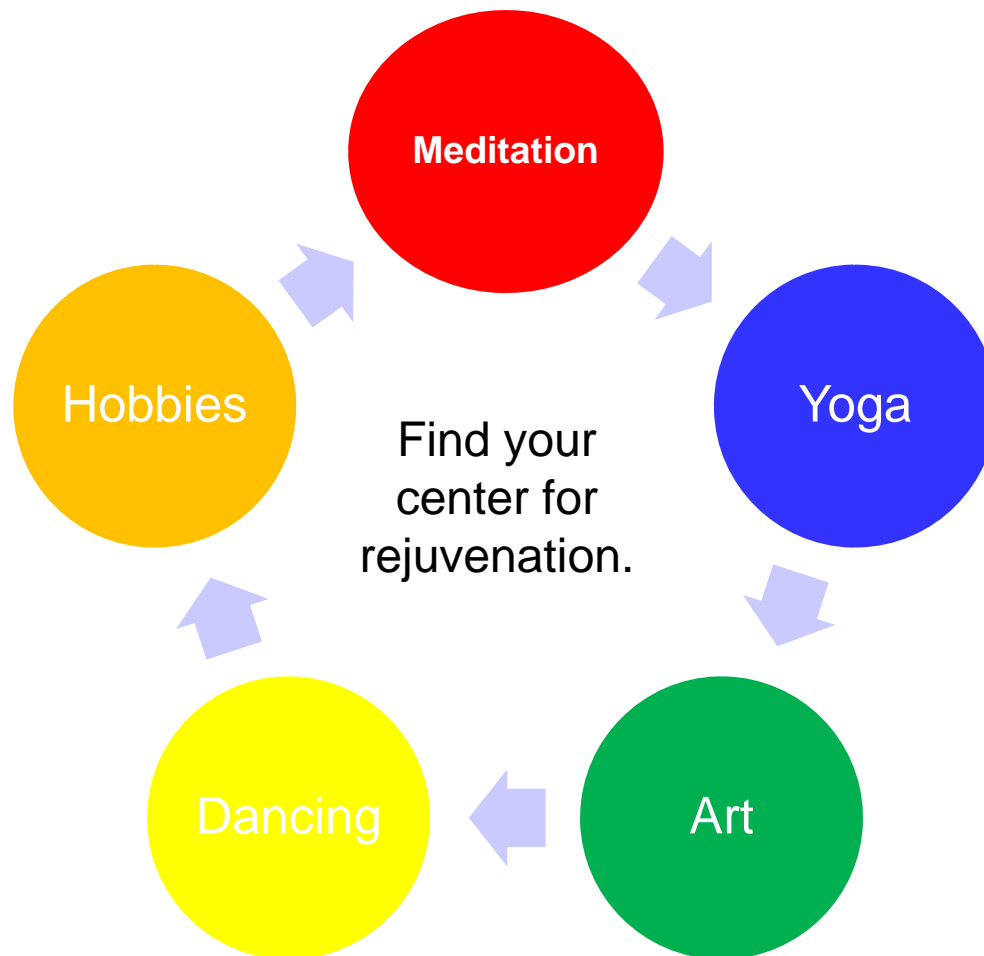


Taking Care of Self

Busting Stress

- Do not routinely skip lunch – get out of your office
- Exercise regularly
- Eat balanced meals
- Get rest
- Find your fun

Releasing Stress Techniques





Summary



Take Away Points

- Each of us will experience stress in our lives
- A little stress can be valuable, too much unhealthy
- Find out what causes your unhealthy stress
- Seek ways to mitigate stress or manage it more effectively