Stress and Time Management
M. Chrissy Marlowe
### Statistic Sources & References

**Source:** Statistic Brain Research Institute, American Institute of Stress, NY

**Content Author:** Statistic Brain

**Date research was conducted:** July 19, 2010

#### U.S. Stress Statistics

<table>
<thead>
<tr>
<th>Stress Symptom</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of people who regularly experience physical symptoms caused by stress</td>
<td>77%</td>
</tr>
<tr>
<td>Regularly experience psychological symptoms caused by stress</td>
<td>73%</td>
</tr>
<tr>
<td>Feel they are living with extreme stress</td>
<td>33%</td>
</tr>
<tr>
<td>Feel their stress has increased over the past two years</td>
<td>48%</td>
</tr>
<tr>
<td>Said money and work as the leading cause of their stress</td>
<td>76%</td>
</tr>
<tr>
<td>Reported feeling awake at night due to stress</td>
<td>40%</td>
</tr>
</tbody>
</table>

#### Stress Impact Statistics

<table>
<thead>
<tr>
<th>Impact of Stress</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent who say stress has a negative impact on their personal and professional life</td>
<td>48%</td>
</tr>
<tr>
<td>Employed adults who say they have difficulty managing work and family responsibilities</td>
<td>31%</td>
</tr>
<tr>
<td>Percent who cited jobs interfering with their family or personal lives as a significant source of stress</td>
<td>36%</td>
</tr>
<tr>
<td>Percent who said stress has caused them to fight with people close to them</td>
<td>54%</td>
</tr>
<tr>
<td>Reported being allowed from a friend or family member because of stress</td>
<td>36%</td>
</tr>
<tr>
<td>Annual costs to employers in stress-related healthcare and missed work</td>
<td>$500 Billion</td>
</tr>
<tr>
<td>Percent who say they are “always” or “often” under stress at work</td>
<td>38%</td>
</tr>
</tbody>
</table>

#### People who cited physical symptoms experienced the following

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatigue</td>
<td>51%</td>
</tr>
<tr>
<td>Headache</td>
<td>44%</td>
</tr>
<tr>
<td>Upset stomach</td>
<td>34%</td>
</tr>
<tr>
<td>Muscle tension</td>
<td>38%</td>
</tr>
<tr>
<td>Change in appetite</td>
<td>23%</td>
</tr>
<tr>
<td>Teeth grinding</td>
<td>17%</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Psychological Symptoms</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instability or anger</td>
<td>50%</td>
</tr>
<tr>
<td>Feeling nervous</td>
<td>45%</td>
</tr>
<tr>
<td>Lack of energy</td>
<td>45%</td>
</tr>
<tr>
<td>Feeling as though you could cry</td>
<td>35%</td>
</tr>
</tbody>
</table>

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**Stress is the Basic Cause of 60% of All Human Illness and Disease**

3 Out of 4 Doctor’s visits are for Stress-related Ailments

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**Stress Increases:**

<table>
<thead>
<tr>
<th>Risk of Heart Disease</th>
<th>Risk of Heart Attack</th>
<th>Risk of Stroke</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>25%</td>
<td>50%</td>
</tr>
</tbody>
</table>
40% of stressed people overeat or eat unhealthy foods

44%
lose sleep
every night

Stress shrinks the brain

“Extreme” stress events (i.e., divorce, job loss) reduce grey matter in regions tied to emotion and physiological functions which can lead to future psychiatric problems

24% of U.S. employees work 6+ extra hours per week without pay

That’s an average loss of at least $2,992 per year

Enough for a family of 4 to take a 5-day trip to Disneyland
Who's Under More Stress?

- Men (67 percent) and women (64 percent) say that they are generally satisfied with their lives. However, there are aspects of their lives that both[...]
- Historically, women report higher levels of stress than men, and this year is no exception (5.4 vs. 4.9, respectively, on a scale of 1 to 10 where 1 is little or no stress and 10 is a great deal of stress).
- Compared to women, men are less likely to say they are doing an excellent or very good job handling relationships (men 39 percent vs. 42 percent, friends 44 percent vs. 54 percent), eating healthily (27 percent vs. 37 percent) and getting enough sleep (27 percent vs. 34 percent).
Reactions to Stress

Alarm
↓
Resistance
↓
Exhaustion

Experiencing Stress

STRESSORS
• Anticipatory
• Encounter
• Time
• Situational

REATIONS
• Physiological
• Psychological

RESILIENCY
• Physical
• Psychological
• Social
Consequences of Stress

- Physiological
  - Immune response
  - Coronary disease
  - Viral infection
- Psychological
  - Burnout
  - Other behaviors

What are your Stressors / Causes of Burnout?

- Unsupportive management
- Use of sick/vacation leave, other benefits
- Limits on reasonable employee interaction
- Personality conflicts
- Unreasonable expectations
- Not enough information
- Personal/family problems
- Profound change

Local Government Stressors

- Regulatory environment
- Rapid growth & cultural diversity
- Security by cameras rather than by patrol
- Expectation of rapid communication
- Change in the role of managers and elected officials
- Major leadership changes
- There are very few secrets in government
- Mobility & a sense of community
- 9-11 has made everyone security sensitive

Privatization
Types of Stressors

- **Time Stressors**
  - Work overload
  - Lack of control

- **Encounter Stressors**
  - Role conflicts
  - Issue conflicts
  - Action conflicts

Types of Stressors

- **Situational Stressors**
  - Unfavorable work conditions
  - Rapid change

- **Anticipatory Stressors**
  - Unpleasant expectations
  - Fear
Stressors

• Type “A” Behavior
• Life Out of Balance
• Dealing with Change

Life Balance Activities Assessment

How do you manage these stressors?

<table>
<thead>
<tr>
<th>Types of Stressor</th>
<th>Elimination Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Effective/efficient time management</td>
</tr>
<tr>
<td></td>
<td>Delegating</td>
</tr>
<tr>
<td>Encounter</td>
<td>Collaboration &amp; Team-building</td>
</tr>
<tr>
<td></td>
<td>Emotional Intelligence</td>
</tr>
<tr>
<td>Situational</td>
<td>Work redesign</td>
</tr>
<tr>
<td>Anticipatory</td>
<td>Goal setting</td>
</tr>
<tr>
<td></td>
<td>Small wins</td>
</tr>
</tbody>
</table>
Encounter Stressors

- Work on your people skills/emotional intelligence
- Know what your limit for interactions in a day is
- Deep-breathing exercises
- Empathy

Situational Stressors

- Learn to be more self-aware—recognizing “automatic” physical & emotional signals
- Learn conflict management skills
- Learn how to communicate in difficult situations

Anticipatory Stress

- Positive visualization techniques
- Meditation
- Overcome fear of failure: contingency plans; analyzing all possible outcomes
Developing Resiliency

- Some stressors will not go away
- Resiliency increases capacity to withstand negative effects of stress

Physical: cardiovascular health, dietary control, rest
Psychological: emotionality, self-esteem, hardiness
Social: close emotional ties, common experiences, supportive interactions, mentors, teams

7 Things Resilient Employees Do Differently

1. Manage stress & avoid burnout
2. Show up as their real selves
3. Grow grit-passion and perseverance to pursue goals
4. Stay inspired-source of motivation & engagement
5. Mental toughness & flexibility
6. Manage change & setback

Paula Davis Laack
7 Things Resilient Employees Do Differently

7. Develop high-quality connections
   • Communicate supportively; listen
   • Facilitate the success of others: guidance, recognition and support
   • Build trust—rely on others
   • Play! Have fun!

Time Management Statistics

70% of employees work beyond scheduled time and on weekends, more than half cited "self-imposed pressure" as the reason.
Society for Human Resource Management, Spring 2008

20% of Americans interviewed in 2005 said they had seen spending less time with household members. This is compared with 11% in 2006. In the first half of this decade, people reported an average of 26 hours per month with family, dropping to 16 hours in 2006.
Annenberg Center for the Digital Future, University of Southern California, June 2009

71% of white-collar workers feel stressed about the amount of information they must process and act on while doing business; 67% feel overwhelmed.
Institute of the Future, Menlo Park, CA
Time Management: the process of organizing and planning how to divide your time between specific activities.

Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high.

So what does Effective Time Management even mean?

- **Time Management:** the process of organizing and planning how to divide your time between specific activities.
- Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high.

Two skills to manage time:

- **Organization:** the ability to organize tasks according to their priorities
- **Task:** the ability to focus on the task at hand
1. Focuses upon the task on hand to discover what needs to be accomplished.
2. Organizes the materials so that the task can be accomplished.
3. Uses the materials to get the task done
4. Uses one’s abilities and instincts to wrap things up (know when to stop and what to finish).

So what does Effective Time Management even mean?

- Align your time use with core principles
- Spend your time on important, not just urgent matters
- Distinguish clearly between what you view as important and urgent
- Focus on results rather than process or methods
- Don’t feel guilty when you say “no”
Time Management Principles

- We do things that require a little time before things that require lots
- We do things that are planned before things that are unplanned
- We do things we like before things we don’t like
- How can these be used as tools for time management?

Time Wasters

- Worrying and putting a task off/Procrastinating
- Implementing first instead of analyzing first
- Unanticipated interruptions that do not pay off
- Making unrealistic time estimates
- Unnecessary errors
- Crisis management
- Failing to delegate
- Poor organization
- Poor planning
- Lacking priorities

Time Savers

- Managing decision making process, not the decisions
- Concentrating on one task at a time
- Establishing daily, short-term, mid-term, and long-term priorities
- Handling correspondence expeditiously
- Throwing unneeded things away
- Establishing personal and org deadlines
- Not wasting other people’s time
Time Savers

- Ensuring all meetings have purpose, time limit
- Getting rid of busy work
- Maintaining accurate calendars
- Keeping things simple
- Ensuring time is set aside to do high-priority tasks
- Setting aside time for reflection
- Using checklists, to-do lists
- Adjusting priorities as result of new tasks

Your Time Management Reality:

Record your time use in 30 min increments/1 week:

- How much time did you ineffectively use or waste during the week?
- What are your biggest time wasters?
- What people are your biggest time robbers? robbers?
- What can you do to manage your time better? better?

Aspects of Time Management

- Goal Setting
- Prioritization
- Managing Interruptions
- Procrastination
- Scheduling
When you know where you are going, you can figure out what exactly needs to be done & in what order.

Personal goal-setting

5 Golden Rules
1. Set goals that motivate you
2. SMART goals
3. In writing
4. Make an action plan
5. Stick with it!

Time Management Aspects: Goal Setting

Time Management Aspects: Prioritization

Efficient work means focusing on most important, highest value tasks

Eisenhower Principle
Eisenhower Principle

1. Important AND Urgent: either unforeseen or last minute
2. Important, but Not Urgent: help achieve goals and complete important work
3. Not Important but Urgent: prevent you from achieving goals
4. Not Important and Not Urgent: distractions

Important and Urgent

• Identify clear and specific personal priorities.
• What do I stand for?
• What do I care passionately about?
• What legacy would I like to leave? What do I want to be remembered for?
• What do I want to have accomplished 20 years from now?
• If I could persuade everyone in the world to follow a few basic principles, what would they be?

Urgent? Important?

1. Vendor calls to demand payment of a long overdue invoice
2. IT Director stops by to talk about a complicated database problem
3. Finance Director sends around a notice inviting suggestions for equipment purchases
4. Monthly staff meeting is moved up and will start in 4 minutes
Urgent? Important?

1. Your secretary passes on a flyer about a professional conference in Dallas next month
2. Another department head asks for your 2-year activity report from one of your divisions
3. Inspector from the state shows up unannounced to inspect safety features & procedures in your building
4. Your spouse texts you asking for your spare keys

Scenarios

Time Management Tips

• Get started
• Get into a routine
• Do not say yes to too many things
• Do not commit yourself to unimportant activities
• Divide large tasks
• Do not put unneeded effort into a project
• Deal with it once and for all
• Set start and stop times
• Plan and prioritize your activities
“I must govern the clock, not be governed by it.”
Golda Meir