UNDERSTANDING & MANAGING STRESS: TAKING CONTROL

Prepared & Presented by

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STRESS MANAGEMENT:

Cognitive:
1. Scanning
2. Internal Tension Thermometer
3. Focusing
4. Problem Solving
5. Rational Thinking
6. ABCDE Technique
7. Quiet time, Journaling
8. Empathy
9. Grace Factor, Teflon
10. Humour
11. The Rose
12. Patience and Forgiving
13. Stress Rehearsal
14. Thought Stopping
15. 24/48 Hour Rule
16. Thought Substitution
17. Positive Self-Talk, 70/30 Rule
18. Worrying Effectively

Situational:
1. Assertive Spectrum
2. Saying No
3. Broken Record
4. DESC Script
5. Negotiation
6. Time Management
7. Personal Time Inventory
8. Value Clarification
9. Scheduling
10. 80/20 Principle
11. Support Network
12. Work-Life Balance

Physical:
1. Progressive Relaxation
2. Deep Muscle Relaxation
3. Autogenic Training
4. Sensory Imagery Relaxation
5. Quieting Reflex
6. Countdown Relaxation
7. Centered Breathing
8. Focused Breathing
9. 6-Second Quieting Response
10. Therapeutic Massage
11. Meditation – Relaxation Response
12. Mindfulness Training
13. The Third Place
14. The Shakedown
15. Re-Entry Habit
16. Active Living
17. Nutrition
18. Weight Management
19. Sleep Management
PROBLEM SOLVING – ACTION PLAN

1. IDENTIFY - What is the concern or problem? 

2. SCAN - How do I think or feel? 

3. FOCUS - What do I want? 

4. TAKE ACTION OR LEAVE. What can I do?
   
   A. Take action. Choose one or more options from the list of resources on page 1.

   Cognitive Resources:
   - a.
   - b.
   - c.
   - d.

   Situational Resources:
   - a.
   - b.
   - c.
   - d.

   Physical Resources:
   - a.
   - b.
   - c.
   - d.

   B. Avoid the issue or leave the situation.
   - a.
PROBLEM SOLVING

1. IDENTIFY - What is the concern or problem?  Bill’s snoring.

2. SCAN - How do I think or feel?  His snoring is making me feel tense and irritable.  I’m getting mad at myself for getting into this predicament.

3. FOCUS - What do I want?  I want to get to sleep as fast as possible.

A. Take action.  Choose one or more options from the list of resources on page 1.

Cognitive Resources:
   a.  
   b.  
   c.  
   d.  

Situational Resources:
   a.  Be assertive – ask Bill to try sleeping on his side to stop his snoring.  
   b.  
   c.  
   d.  

Physical Resources:
   a.  Use Sensory Imagery - imagine his repetitive snoring as ocean waves moving in and out.  
   b.  
   c.  
   d.  

B. Avoid the issue or leave the situation.
   a.  Find a hotel attendant and get another room.
## ANGER CONTROL:

1. Internal Tension Thermometer (ITT)

<table>
<thead>
<tr>
<th>Tension</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explosive</td>
<td>- injury to loved one</td>
</tr>
<tr>
<td></td>
<td>- threat to life and limb</td>
</tr>
<tr>
<td>Intense</td>
<td>- being cut off in traffic (road rage)</td>
</tr>
<tr>
<td>Angry</td>
<td>- supervisor complaining about my performance</td>
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<tr>
<td>Frustrated</td>
<td>- argument with co-worker</td>
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<tr>
<td></td>
<td>- being embarrassed or humiliated</td>
</tr>
<tr>
<td>Tense</td>
<td>- poor customer service</td>
</tr>
<tr>
<td>Anxious</td>
<td>- rude people</td>
</tr>
<tr>
<td></td>
<td>- going for an interview</td>
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<tr>
<td>Controlled</td>
<td>- have challenging work but have time and skill to do it</td>
</tr>
<tr>
<td>Focused</td>
<td>- enjoy playing with my kids</td>
</tr>
<tr>
<td></td>
<td>- in a flow state of challenge and mastery</td>
</tr>
<tr>
<td>Calm</td>
<td></td>
</tr>
<tr>
<td>Relaxed</td>
<td>- listening to relaxing music</td>
</tr>
<tr>
<td></td>
<td>- prayer or meditation</td>
</tr>
<tr>
<td></td>
<td>- sitting in a hot tub or bath</td>
</tr>
</tbody>
</table>

### Relaxation

2. Count down 1 - 10

3. Quieting reflex (Q.R.)
   a. Smile inwardly
   b. Two breaths
   c. Relax shoulders

4. Centered breathing -
   - Breath in on 4
   - Hold on 4
   - Exhale on 4
FOUR STEPS FOR CONTROLLING ANGER:

1. Stop and calm down
   a. Calm down your body.
   b. Calm down your mind.
   c. I can control my temper.

2. Think about what will happen if you lose your temper
   a. What do you want?
   b. Should you stay or walk away?

3. Talk to the person you’re mad at
   a. Implement the D.E.S.C. script if appropriate.

   **DESCRIBE** the other person’s behavior or the situation being reacted to specifically and objectively.
   When you . . . (When . . ., When I . . .)

   **EXPRESS** your feeling reaction to the other person’s behaviour or the situation in a non-evaluative way.
   I feel . . .

   **SPECIFY** one or two behaviour changes you would like the person to make. (Ask for agreement.)
   I would prefer . . . (I want . . ., I would like . . .)

   **CHOOSE** the consequences you are prepared to carry through. Tell the person what you can do for him or her if the agreement to change is kept (positive consequences).
   If you do . . .

   If necessary, tell the person what you will do if the agreement is not kept (negative consequences).
   If you don’t . . .

4. Get rid of any anger that’s left by doing:
   a. Something active.
   b. A relaxation exercise.
   c. Things you enjoy.
SEVEN WAYS TO STAY MOTIVATED:

1. **Build A Strong Ship**
   - Not smoking
   - Drinking moderately
   - Sleeping 7 to 8 hours
   - Eating regularly
   - Balanced breakfast
   - Recommended weight
   - Exercise regularly

2. **Develop Morning Rituals**
   - What am I thankful for?
   - Oh boy, it’s a great day to get up and go get em!

3. **Establish Symbols**
   - Bumble bee
   - Willow tree

4. **Develop Positive Thinking**
   - I am flexible
   - I am responsible for my day

5. **Be Sociable**
   - Have fun

6. **Stop Worrying**
   - Thought stopping
   - Reframing

7. **Take Time To Be Still**
   - Relaxation
   - Prayer/meditation
   - Reflection
INTRODUCING: DON MELNYCHUK, PH.D.

Dr. Don Melnychuk is a nationally recognized speaker, trainer and writer who specializes in the areas of stress and fatigue management, adapting to shiftwork and motivation.

Known to many as “Dr. Don”, he has done more than 1500 presentations over the last twenty-one years to groups as small as nine and as large as several thousand.

Participants enjoy his down to earth style, and feel that he is able to make the session relevant to their needs. Don cares about the people who come to listen to him.

Some of Don’s keynote sessions include:

- Taking Control – 9 Ways to Manage Work and Personal Stress
- Revitalize Yourself – 6 Ways to Build Stamina and Manage Fatigue
- Best Practices for Fatigue Risk Management
- Seven Ways to Stay Motivated in a Changing World

Dr. Melnychuk has earned the reputation of being a stimulating and entertaining speaker. Within a dynamic, interactive learning environment, he offers participants a fast-paced enjoyable program that provides them with new insights and skills to improve performance.

With 90% repeat and referral business – his programs work!

Whether it's a one hour keynote, a half or a full day seminar or a multi-day training program Dr. Don Melnychuk will energize your group for action.

Don holds a Ph.D. in Counseling Psychology from the University of Alberta and a M.Ed. in Applied Psychology from the University of Toronto. He is a Chartered Psychologist with over 21 years experience in the field. Don is a member of the College of Alberta Psychologists, Canadian Association of Professional Speakers and the Global Speakers Federation.

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