



# **“STRESS IN THE WORKPLACE”**

## **KRWA MANAGEMENT CONFERENCE**

**February 22-23, 2023**

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S4 Water Sales & Service**

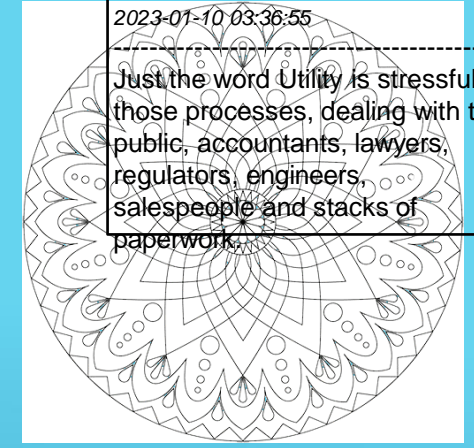
# STRESS IN THE UTILITY WORKPLACE

1. Reducing your stress level can improve your health, overall attitude and work environment.
2. Training, team building, and personal development can improve your abilities to handle stressful situations & improve results.
3. As “ Water Professionals“ we can control our Attitude, Individual Preparation, and Work Ethic. Only three things we can control.
4. Making communications " Crystal Clear" Improves stress reduction and overall control of situation.
5. Building a "Cohesive Team "improves work life and reduces stress.
6. Learn to "Empower Yourself" to defeat fear, anxiety and frustration to reduce your stress level. Use Box Breathing! You Can Do It!
7. The "Water Industry" can be very stressful, why not improve your health, manage your disposition and lower your stress level?



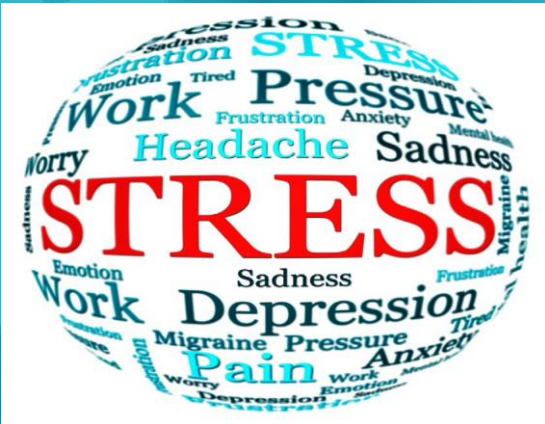
**Stress** can be defined as any type of change that causes physical, emotional or psychological strain. Stress is your body's response to anything that requires attention or action. Everyone experiences stress to some degree. The way you respond to stress, however, makes a big difference to your overall well-being.

Just the word Utility is stressful. At those processes, dealing with the public, accountants, lawyers, regulators, engineers, salespeople and stacks of paperwork.



We don't have an EASY button. We are committed to provide excellent quality products and services, while testing, monitoring and report constantly. Make a mistake and its in the newspaper and sent out with the monthly billing. Our performance is very important! No such thing as a stress-free world!

**Your ATTITUDE is a matter of CHOICE**



**“STRESS FREE WORLD”**

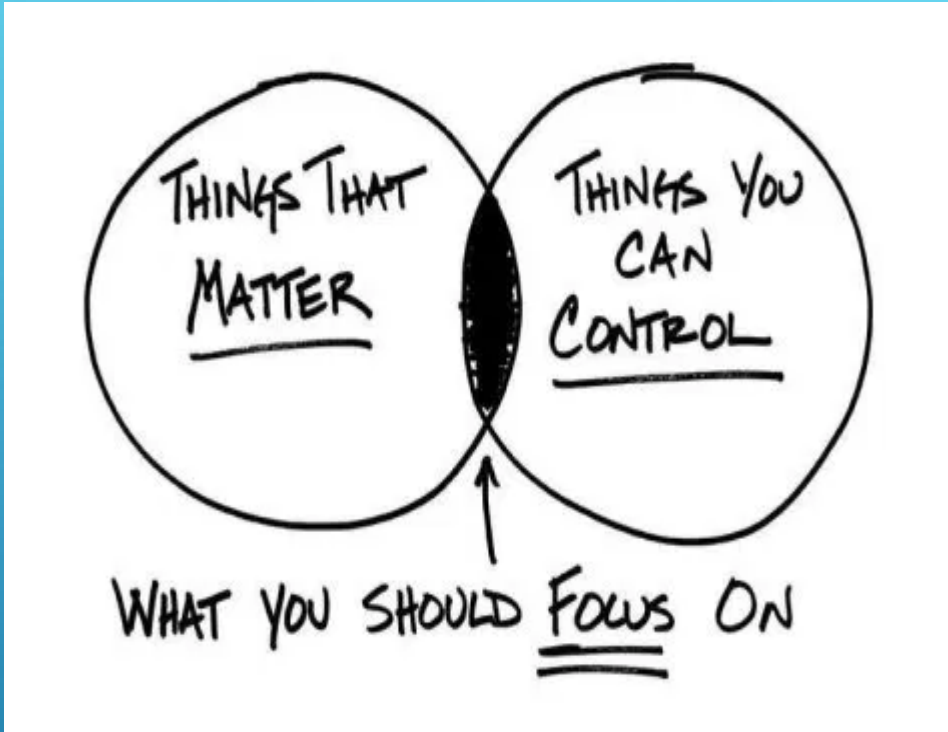


**IMPORTANT**



My presentation last year was Living in your Three-foot world". This applies to managing stress at a paramount level. How to react to a situation is in direct proportion to how you react.

## Evaluate



Mark Owen -Seal Time Six

- ❑ What's in my three-foot world?
- ❑ Is this something I can control?
- ❑ Is this something I should lose sleep over?
- ❑ Will reacting change anything?
- ❑ If so, how should I react?

# "CONTROLLING STRESS"



While the only things we can control are AWI, Our bodies and minds can control the causes and remedies of Stress. Individual preparation comes with training our bodies and our minds to deal with stress. How do you handle it!

# DEACTIVATION OF THE FIGHT OR FLIGHT RESPONSE

## CONTROL

- Attitude
- Work Ethic
- Individual Preparation

**My Watch Even  
Tells Me to  
Breathe!**



# STRESS & BURN OUT



**BURN OUT LEADS TO  
REDUCED PRODUCTIVITY  
AND INCREASED  
TURNOVER**



**PROVEN  
METHODOLOGIES  
AND SUPPORT OF  
MENTAL HEALTH IN  
THE WORKPLACE  
IS A GREAT WAY  
TO RETAIN  
EMPLOYEES AND  
KEEP THEM  
ENGAGED IN  
PRODUCTIVE  
WORK LIFE.**



**THE HIGHER THE  
STRESS INDUCED  
JOB, THE MORE  
OPTIONS YOU WILL  
NEED TO STAY  
AHEAD OF THE  
STRESS. LEARNING  
TO MANAGE IT,  
NOT REMOVING  
ALL OF IT.**



# Beat Workplace Stress

## Embrace the Process! COMMUNICATE

- Turn to Co-Workers for Support, talk it out
- Talk to family, friends, other out-side work
- Build new friendships with co-workers
- Work out problems with your teammates
- Volunteer helping others that is not job related





# SUPPORT YOUR HEALTH EXERCISE AND NUTRITION

Over Focused on Work?

Support Good health, Nutrition and Exercise

Not a lifestyle overhaul, just small things work:

Better Mood, Increased Energy, Increases Motivation

Proven that 30 minutes per day, or three 10-minute sessions works wonders!

Walking, running, dancing    Rhythmic movement,  
elevated heart rate.



# SUPPORT YOUR HEALTH EXERCISE AND NUTRITION

**Make Smart Stress busting Food Choices**

**Eat small frequent meals- Energy & Focus**

**Level blood sugar prevents mood swings.**

**Feel Good foods quickly leads to a Crash !**

**Foods affect your mood. And ultimately your stress level tolerance.**

**Avoid Nicotine Drink alcohol in moderation.**

**Omega -3 Fatty Acids give a mood boost!**



# DON'T FORGET TO SLEEP

Lack of Sleep interferes with daily productivity, creativity, problem solving skills

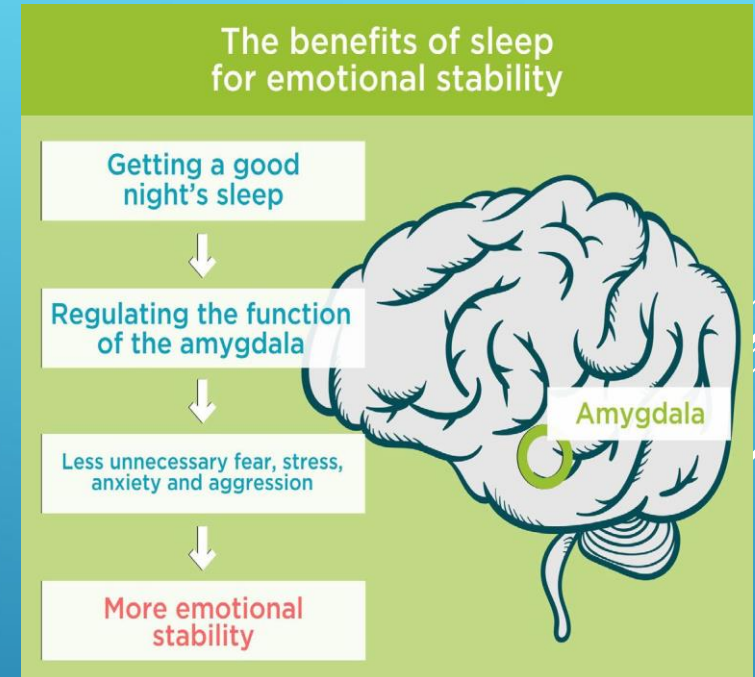
Reduces Energy & Focus

Go to bed and get up same times every day

Try to get 8 hours per day of sleep, best results

In overall health.

Shift work and sleep deprivation



# PRIORITIZE AND ORGANIZE

**Create a Balanced Schedule-Work Life Balance**

**Leave Earlier in the Morning- 10-15 Minutes Early**

**Plan Regular Breaks- Practice Relaxation Techniques**

**Establish Boundaries- Available 24 Hours per Day?**

**Don't Over Commit - Write Down, Prioritize Should & Must**

**Prioritize Tasks- Unpleasant stuff First!**

**Break Projects into Small Steps- "One Step at a Time"**

**Delegate Responsibility- Let go, Desire for Control**

**Be Willing to Compromise- Adjust Expectations**



# BAD HABITS CONTRIBUTE TO STRESS

Negative Thoughts & Behavior Triggers

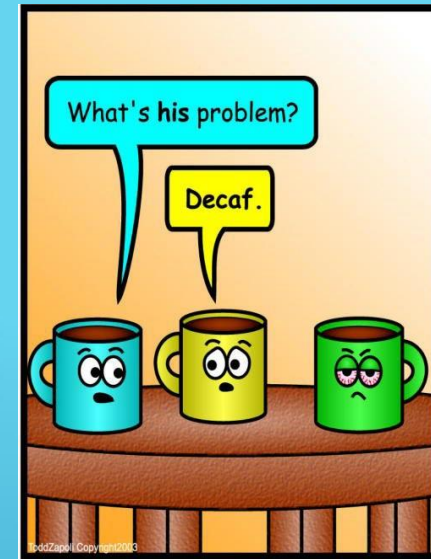
Resist Perfectionism- Don't set unrealistic goals

Flip Negative Thinking- Avoid negative co-workers

Don't Try to Control the Uncomfortable- "That Three Foot World Stuff"

Look for Humor in The Situation- Find a Way to lighten the mood

Clean Up Your Act- Work space clutter, Saves time and cuts stress



# **BE PROACTIVE IT'S YOUR JOB**

**Regain Sense of Control if You're Stressed Out**

**Feeling Bored, under-appreciated ,ask for a review**

**Talk to Your Employer About Stressors- Communicate**

**Clarify your Job Description- Some Jobs are all inclusive**

**Toxic Environment- What's Causing Stress?**

**Take Time Off- VACATION,**

**Request a Transfer or ask for another supervisor –**

**Find Purpose and Joy in your job- Life is Too Short!**



# MANAGERS CAN REDUCE STRESS AT WORK

Positive Role Model as a Leader, Remain Calm

Consult Your Employees- Communicate- What's causing Stress?

Communicate One-on-One- Listen Face to Face

Deal with Conflicts in a Positive Way- Respect Dignity

Give Workers opportunity to Participate in decision- SOP's

Avoid Unrealistic Deadlines- Suitable for abilities & resources

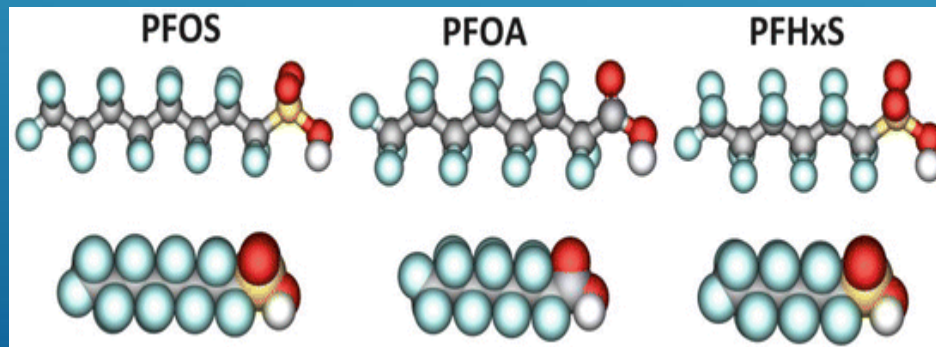
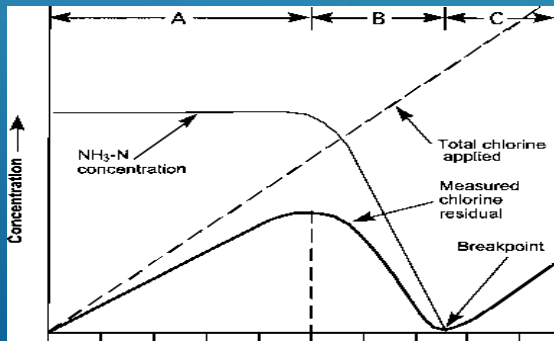
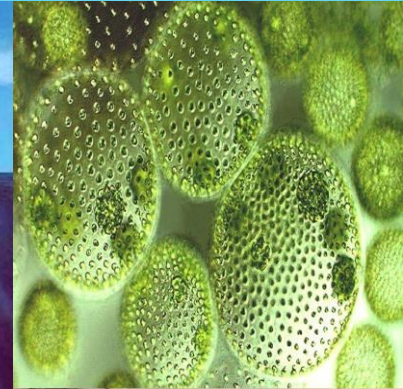
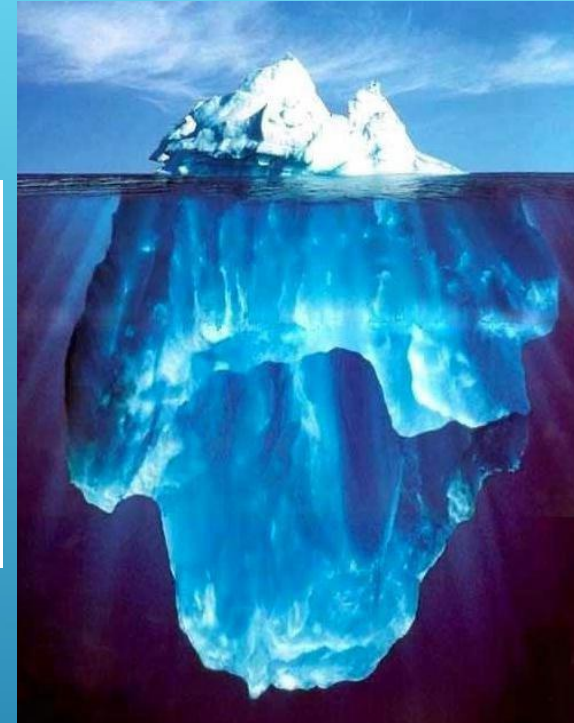
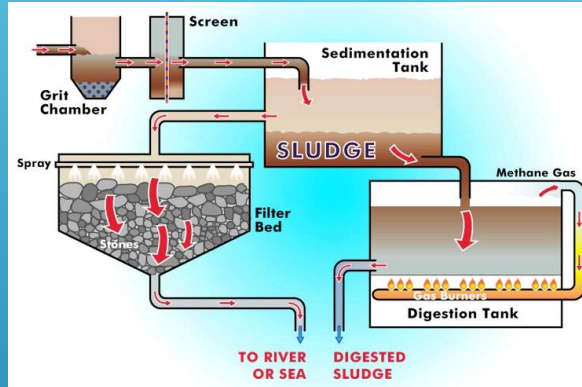
Clarify Expectations- Crystal Clear – fair & consistent

Offer Reward & Incentives- Provide opportunities social interaction among employees.



- ▶ Our daily experiences can sometimes be overwhelming.
- ▶ There is always more than meets the eye.

## STRESS IS EVERYWHERE



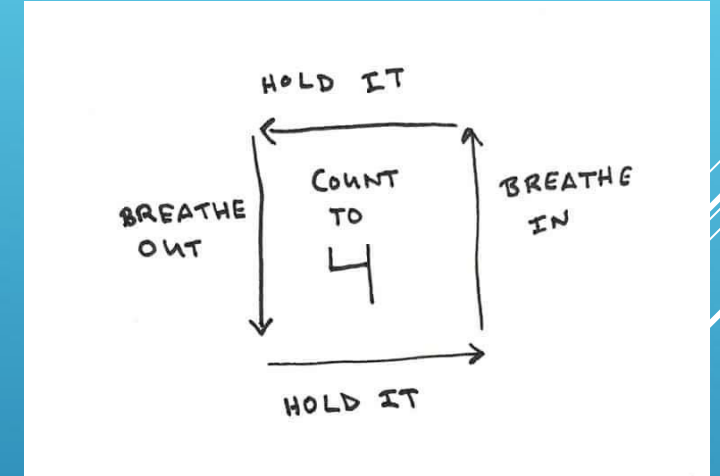


# BOX BREATHING TECHNIQUE

Stress Management- Box Breathing used by Navy Seals to stay calm In stressful Situations. Training Mechanism.....

Box Breathing is effective method to overcome stress and improve body's future response to stress and anxiety.

- ❑ Improves Mental Well Being-
- ❑ Heightening Cognitive Performance-
- ❑ Enhances Body's Future Reaction to Stress –
- ❑ Helps Deactivate the fight-or-Flight Response-



# TO PRACTICE BOX BREATHING

1. **Set A Timer for 5 Minutes**
2. **Sit on the floor with a straight Spine on the floor or in a chair with feet flat on the floor.**
3. **Close your eyes and inhale for a count of four.**
4. **Hold Your Breath for a Count of Four.**
5. **Hold for a count of Four Repeat Until Alarm Sounds.**



# TEAMWORK



**“ Is The Ability To Work Together Toward A Common Vision.**

**The Ability To Direct Individual Accomplishment Toward Organizational Objectives.**

**It Is The Fuel That Allows Common People To Attain Uncommon Results.”**





- ▶ Lead by Example- “We Must Be Responsible”
- ▶ Train, educate and evaluate to reduce stress
- ▶ Team Works is Always Best- “None of Us is as smart as all of Us.” Spread the Stress!
- ▶ The number one way to help retain employees and keep them engaged is to adopt an overall strategy to support mental health.
- ▶ Managers must Set the Standard and lead by Example.
- ▶ Improve Morale- “The beatings will continue ,until Morale improves.” Build Confidence! HUA!

HOW TO GET PEOPLE TO  
“BUY IN”!

" It's not what you know, it's knowing where to find what you need. "



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QUESTIONS????????

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