How to Better Manage Stress in Your Organization

Presented by:

Greg Brannan

Deer Oaks EAP Services/PEBA
Presentation Objectives

• Develop a better understanding of the impact stress has on your own health

• Gain insight into the ways that stress is affecting your workforce

• Share suggestions that will help you support your organization’s employees in dealing with the stress they experience

• Provide an overview of the comprehensive EAP services offered through PEBA
Stress Levels in 2017... …Worse Than Ever

The Facts

- The pace of life, technology, the economy, etc.
- The impact on our employees
- Other stressors we face
Individual Conditions

Associated with Chronic Employee Stress

**Emotional Effects:**
anxiety, aggression, apathy, boredom, depression, fatigue, frustration, guilt, shame, irritability, bad temper, moodiness, low self-esteem, threat, tension, nervousness, loneliness, inability to make decisions and concentrate, frequent forgetfulness, hypersensitivity to criticism and mental blocks

**Health Effects:**
asthma, chest and back pains, coronary heart disease, diarrhea, faintness and dizziness, headaches and migraine, neuroses, nightmares, insomnia, psychoses, hypertension psychosomatic disorder, diabetes mellitus, skin rash, ulcers, loss of sexual interest and weakness
Organizational Impact

of High Employee Stress Levels

• Higher levels of illness & absenteeism

• Increased health claims

• Morale issues

• More conflict & problems in workplace relationships

• Lower overall productivity
Become Consciously Aware...

...of How Stress Affects You & Your Team
• Listen to your own internal alarm systems – notice what your mind, body and behavior are telling you

• Be sensitive to the attitudes and behaviors that indicate that your employees are overly stressed (negativity, conflict, changes in productivity, etc.)

• Pay attention to the performance pressure, current pace of work, the amount of change occurring in your environment, etc.
Personal Stress Management

- Adjust your attitude & thinking
  - Practice optimism & watch the way you think about negative events
  - Minimize worrying (research study)
Personal Stress Management

• Respond instead of react
  – Practice thoughtful responses to stress & adversity (instead of reacting emotionally)

• Minimize unhealthy coping behaviors
  – overworking, emotional eating, negative venting, etc.
Personal Stress Management

- Maintain balance & pace yourself
  - Take time for yourself regularly (daily breaks, don’t cut meal times short, plan some fun)
  - Keep a slow, but sure pace – be a tortoise, not a hare

- Promote higher utilization of your EAP program
Get Leadership Support

- Make the case to leadership to gain buy-in and support for maintaining a focus on employee stress management and work-life balance
Make It an Organizational Priority

- Solicit – in a significant way – the involvement and resources of your natural partners (employee health plans, EAP provider, etc.)

- Develop a focused stress management program to enhance employee resilience & coping skills (i.e., hold monthly seminars, distribute work–life balance tips, discourage weekend e–mails, etc.)
Train Your Supervisors

- Teach supervisors the importance of encouraging employees to live balanced lifestyles (including personal modeling)

- Reduce the stress caused by supervisors utilizing ineffective management styles (overly autocratic, micro-managing, etc.), by providing training on soft skills, more supportive management styles (e.g., coaching)
About Deer Oaks:

• Founded in 1992 in San Antonio
• 95% of our contracts are with government agencies & municipalities
• Provide EAP, work-life & wellness services for over 1 million individuals across the country
• EAP provider for PEBA since 2007
Our Comprehensive EAP Services Include:

- Telephonic, 3–session, 6–session, or 8–session program models
- Resource & referrals for child care, eldercare, & daily living issues (finding plumbers, pet sitters, etc.)
- Unlimited telephonic legal and financial consultations
- Telephonic identity theft prevention services
- Unlimited management consultations & on–site crisis counseling
- Employee & supervisor seminars & webinars
The Benefits of EAP Programs Include:

• Improve overall employee wellness
• Provide support for employees in dealing with the stress, emotional & relationship issues, etc. that reduce their productivity
• Assist in improving morale and workplace culture to improve employee retention
• Help to reduce health care costs
• Increase the effectiveness of the organization’s managers and supervisors
Visit Models/Pricing:

• Telephonic Only – $.65 PEPM
• 3–Visit Counseling Model – $.90 PEPM
• 6–Visit Counseling Model – $1.22 PEPM
• NEW: 8–Visit Counseling Model – $1.53 PEPM
Please contact:

Greg Brannan
Deer Oaks EAP Services
301-829-0364
gbrannan@deeroaks.com