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SMME Clinic Masterclass

**Introduction to Stress, Burnout, &
Disengagement**
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Practical Business Remedies

Introduction to Stress, Burnout, and Disengagement

- Stress Curve
- Workplace Stats
- What is: Stress, Burnout & Disengagement
- Signs of Disengagement
- Self Assessment
- Stress : What Happens in the Body
- Fight or Flight
- Cortisol & Stress
- Relaxation & Stress Responses
- Activities for Activating the Relaxation Response
- Technique : Guided Practice PMR



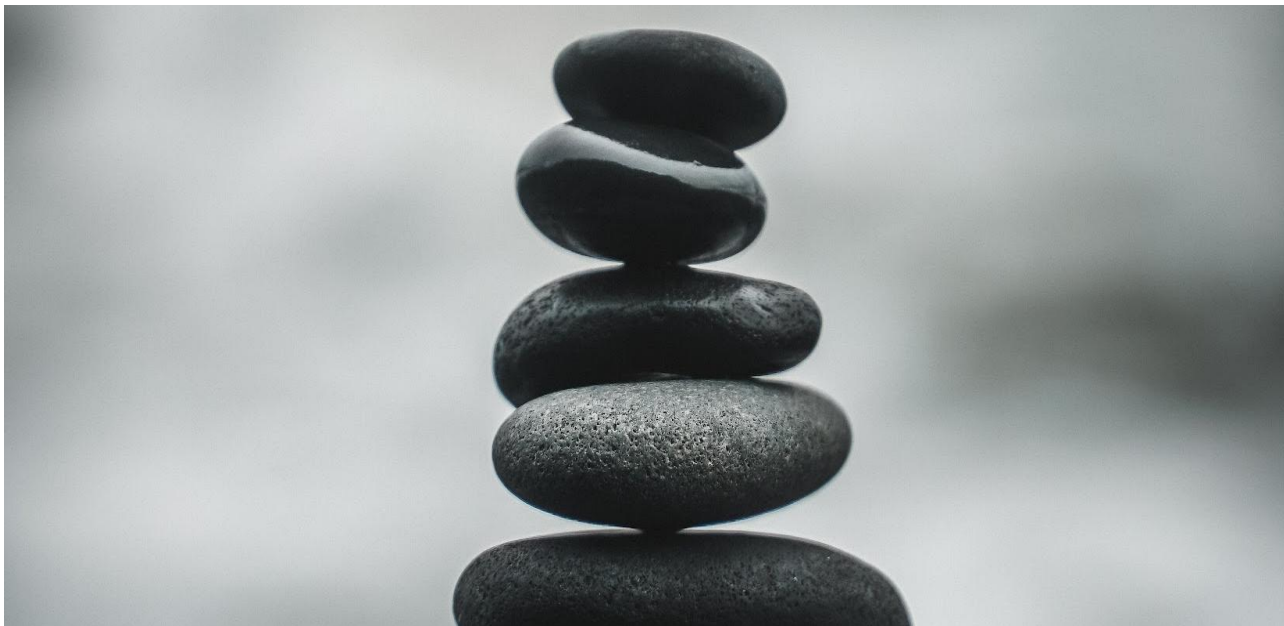
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One Word Feeling?



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Stress Curve



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What is Stress, Burnout & Disengagement



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Stress is the body's innate reaction to a challenge or demand. While short-term stress can provide motivation, chronic stress can lead to adverse health effects, affecting us physically, mentally, and emotionally.

Burnout is a psychological syndrome resulting from chronic, unmanaged workplace stress. Burnout leads to emotional and physical exhaustion, along with reduced professional effectiveness.

Disengagement the act of withdrawing from an attachment or relationship or, more generally, from an unpleasant situation, usually occurring in the workplace one form being **silent quitting**.



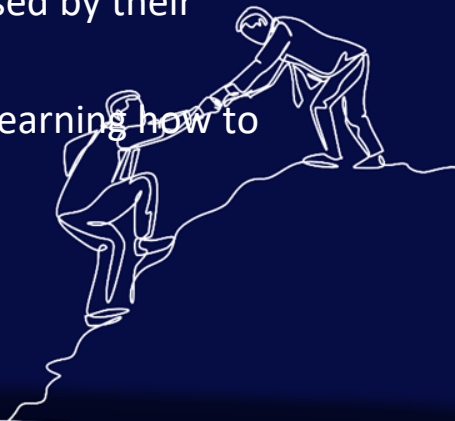
What is Stress, Burnout & Disengagement



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- 40% of workers reported their job was very or extremely stressful.
- 25% view their jobs as the number one stressor in their lives.
- 75% of employees believe that workers have more on-the-job stress than a generation ago.
- 26% of workers said they were “often or very often burned out or stressed by their work.
- 80% of workers feel stress on the job, nearly half say they need help in learning how to manage stress and 42% say their coworkers need such help.

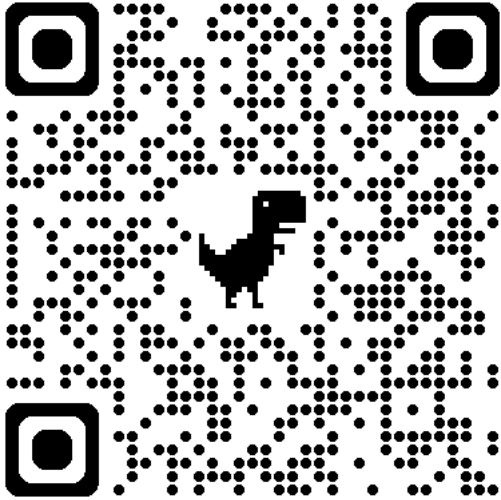
Source: [American Stress Association](#)



What is Stress, Burnout & Disengagement



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Activity Stress Calculator

<https://www.prokerala.com/health/health-calculators/stress-test.php>



Signs of Burnout



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- Fear of failure and restlessness
- Feeling irritable
- Poor self-care
- Feeling sad, depressed, helpless or apathetic
- Questioning your own mortality
- Emotional Exhaustion
- Detachment from clients and work
- An increased cynical and negative outlook
- Withdrawal from relationships
- Using maladaptive coping strategies: excessive intake of sugar, caffeine, alcohol or drugs.
- Second guessing yourself



Signs of Disengagement

Withdrawal

Absenteeism

Silence

Breaks from
Routine

Poor
Communication

Lack of
Participation

Complacency

Poor Work
Quality

Exhaustion

Naysaying

Rudeness

Apathy



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The Autonomic Nervous System



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Sympathetic Nervous System

Activated during the "fight or flight" response.

Parasympathetic Nervous System

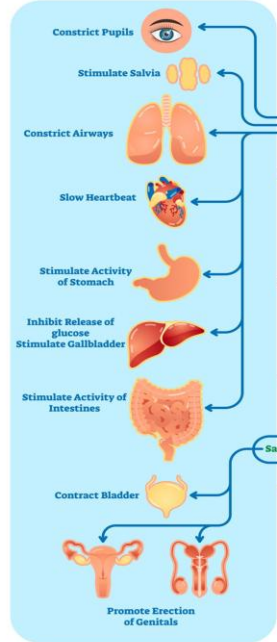
Restores balance, promotes healing, and induces calmness.



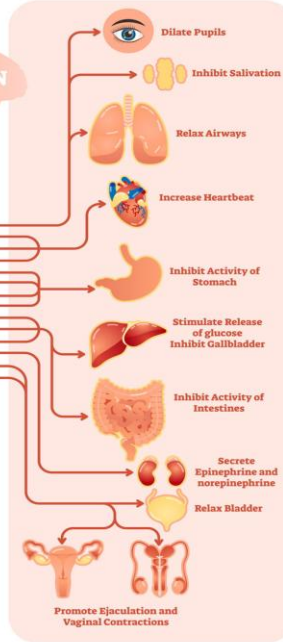
What Happens in the Body

AUTONOMIC NERVOUS SYSTEM

PARASYMPATHETIC NERVES



SYMPATHETIC NERVES



BRAIN

Cranial Nerves

Cervical Nerves
C1
C2
C3
C4
C5
C6
C7
C8

Thoracic Nerves
T1
T2
T3
T4
T5
T6
T7
T8
T9
T10
T11
T12

Lumbar Nerves
L1
L2
L3
L4
L5

Sacral Nerves
S1
S2
S3
S4
S5

Coccygeal Nerves
Co1

Spinal Cord
Sympathetic Chain



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What Happens in the Body

Relaxation Response	Stress Response
Heart Rate Slows down	Heart Rate increases
Parasympathetic Nervous System is triggered (the part of the nervous system that helps the body rest & relax)	Sympathetic Nervous System is activated (the part of the nervous system that helps to cope with stress.
Blood is directed away from the major muscle groups and back to the gut	Blood is directed away gut and into major muscle groups
Improves Digestion	Digestion does not work well
Sleep improves	Sleep problems
More calm, focused personality	Irritability
Sense of Wellbeing increases	Sense of Wellbeing decreases



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Chronic Unmanaged Stress



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Chronic unmanaged stress can lead to health risks in your body.

Activating the parasympathetic system through techniques like mild exercise and deep breathing helps restore balance. Even short, consistent relaxation practices greatly contribute to stress management.



Fight or Flight Response



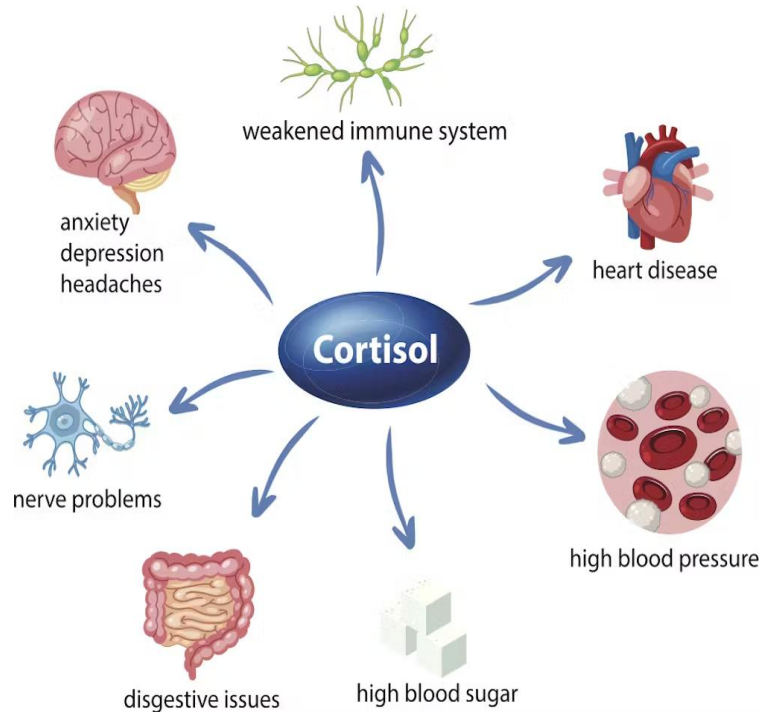
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Cortisol & Stress



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Effects of Unmanaged Cortisol



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Weakens prefrontal cortex functional connectivity.



Leads to persistent changes in brain circuits.



Maintains the brain in a primitive, reactive state.



Increased impulsivity and emotional reactivity.



Activating the Parasympathetic Nervous System



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The Progressive Muscle Relaxation Technique



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Purpose of PMR:

- Release physical tension.
- Promote deep relaxation.

Effectiveness (relieves):

- Anxiety,
- Insomnia,
- Stress,
- Headaches,
- High blood pressure
- Cancer pain.



Exercise: PMR



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Exercise: Guided Practice PMR



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1. **Hands.** The fists are tensed; relaxed. The fingers are extended; relaxed.
2. **Biceps and triceps.** The biceps are tensed (make a muscle – but shake your hands to make sure not tensing them into a fist); relaxed (drop your arm to the chair). The triceps are tensed (try to bend your arms the wrong way); relaxed (drop them).
3. **Shoulders.** Pull them back (careful with this one); relax them. Push the shoulders forward (hunch); relax.
4. **Neck (lateral).** With the shoulders straight and relaxed, the head is turned slowly to the right, as far as you can; relax. Turn to the left; relax.
5. **Neck (forward).** Dig your chin into your chest; relax. (Bringing the head back is not recommended – you could break your neck)
6. **Mouth.** The mouth is opened as far as possible; relaxed. The lips are brought together or pursed as tightly as possible; relaxed.
7. **Tongue (extended and retracted).** With mouth open, extend the tongue as far as possible; relax (let it sit in the bottom of your mouth). Bring it back in your throat as far as possible; relax.
8. **Tongue (roof and floor).** Dig your tongue into the roof of your mouth; relax. Dig it into the bottom of your mouth; relax.



Exercise: Guided Practice PMR

9. **Eyes.** Open them as wide as possible (frown your brow); relax. Close your eyes tightly (squint); relax. Make sure you completely relax the eyes, forehead, and nose after each of the tensings.
10. **Breathing.** Take as deep a breath as possible – and then take a little more; let it out and breathe normally for 15 seconds. Let all the breath in your lungs out – and then a little more; inhale and breathe normally for 15 seconds.
11. **Back.** With shoulders resting on the back of the chair, push your body forward so that your back is arched; relax. Be very careful with this one, or don't do it at all.
12. **Butt.** Tense the butt tightly and raise pelvis slightly off chair; relax. Dig buttocks into chair; relax.
13. **Thighs.** Extend legs and raise them about 6in. off the floor or the footrest but don't tense the stomach; relax. Dig your feet (heels) into the floor or footrest; relax.
14. **Stomach.** Pull in the stomach as far as possible; relax completely. Push out the stomach or tense it as if you were preparing for a punch in the gut; relax.
15. **Calves and feet.** Point the toes (without raising the legs); relax. Point the feet up as far as possible (beware of cramps – if you get them or feel them coming on, shake them loose); relax.
16. **Toes.** With legs relaxed, dig your toes into the floor; relax. Bend the toes up as far as possible; relax.



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Questions?



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Thank You!



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