Creating A Culture of Excellence: How to Identify and Manage Stress
“We shape the culture; the culture shapes the character.”

-Dr. Tom Lickona & Dr. Matt Davidson
Work Ethic, Goal Achievement, Problem Solving, Innovation

Communication, Collaboration, Negotiation, Teamwork

EXCELLENCE WITH INTEGRITY
COMPETENCIES

Priority & Stress Management, Growth, Life Purpose

Integrity, Responsibility, Leadership, Service

The Robert D. and Billie Ray Center
COMPACT FOR EXCELLENCE TEMPLATE

In order to do our **best work** and treat each other with **respect and care**, we each agree to/not to:

- Be open to and respectful of ideas, people, and the process
- Assume best intentions
- Listen to understand – then listen to reply
- Participate – Don’t hide / Don’t dominate
- Appropriate IT use

Adapted from Lickona & Davidson (2005).
Discuss a time when you were pushed past your tipping point – from good stress to distress.

What happened?
How did you know you were in distress?
How did you react to distress?
Stress Exists – It is Real

Are we thinking about stress the wrong way?
GOOD STRESS–DISTRESS CONTINUUM

Improved focus, motivation, endurance

Mental, physical, emotional breakdown

Based on the work of Hans Selye

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GOOD STRESS–DISTRESS CONTINUUM

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Draw your custom stress continuum

Identify your optimal balance point
STRESS MANAGEMENT PLAN

**Awareness**
How do you know you feel distressed?

**Mindset**
What should you think when you feel distressed?

**Actions**
What actions should you take to manage distress?

**Outcome and Reflection**
What do you want to happen?
How and when will you reflect on how well your stress management plan worked?
Stress Awareness

How do you know you are in a high stress situation?

How you can be aware of others stress levels?
STRESS MANAGEMENT PLAN

AWARENESS

How do you know you feel distressed?

MINDSET

What should you think when you feel distressed?

ACTIONS

What actions should you take to manage distress?

OUTCOME AND REFLECTION

What do you want to happen?
How and when will you reflect on how well your stress management plan worked?

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Case study: Studying Outliers
Summary

• Sometimes our brains are conditioned to think about the negative, rather than recognize the positive.

• 75% of job successes are predicted by optimism levels, social support and ability to see stress as a challenge rather than a threat.

• Our external world (the things around us) only predicts 10% of our long-term happiness. 90% of our long-term happiness is dependent upon the way our brain processes the world.

• If we change the way our brain processes the world from negative to positive we give ourselves a better chance for success.
Stress Mindset

What are your optimal (second mindset) thoughts of stressful situations?

What would be an optimal mindset for organizational stress?
STRESS MANAGEMENT PLAN

**AWARENESS**

How do you know you feel distressed?

**MINDSET**

What should you think when you feel distressed?

**ACTIONS**

What actions should you take to manage distress?

**OUTCOME AND REFLECTION**

What do you want to happen?

How and when will you reflect on how well your stress management plan worked?
Stress Actions

Create a list of actions you can take in order to manage your own stress in the moment so that you can continue providing optimal performance.

What are proactive actions you can take in anticipation of high stress situations.
# STRESS MANAGEMENT PLAN

## Awareness
- **How do you know you feel distressed?**

## Mindset
- **What should you think when you feel distressed?**

## Actions
- **What actions should you take to manage distress?**

## Outcome and Reflection
- **What do you want to happen?**

- **How and when will you reflect on how well your stress management plan worked?**
Reflection Questions

1) What stressed me today? (awareness)
2) What was my second thought when dealing with stress today? (mindset)
3) What actions did I take when feeling stressed? (actions)
4) Did I reach the desired outcome?
   1) If yes, why was I successful?
   2) If no, what do I need to do better or differently the next time?
When will you reflect?
What is your method of reflection?
STRESS MANAGEMENT PLAN

**AWARENESS**
- How do you know you feel distressed?

**MINDSET**
- What should you think when you feel distressed?

**ACTIONS**
- What actions should you take to manage distress?

**OUTCOME AND REFLECTION**
- What do you want to happen?
- How and when will you reflect on how well your stress management plan worked?
STRESS MANAGEMENT STEPS

1. Be aware.
2. Choose your response.
3. Grow and let go.
GROW-AND-LET-GO STRATEGIES

» Embrace challenges as opportunities to push and stretch yourself.

» View mistakes and failures as opportunities to learn.

» Continue to find ways to develop in areas of weakness.

» Seek the help of others.
How do you cause your own stress?
**STRESS MULTIPLIERS**

To lower or prevent stress, limit or avoid the following:

- Worrying about being perfect.
- Worrying about making mistakes.
- Worrying about how you compare to others.
- Worrying about the perception of others.
- Hiding struggles or weaknesses.
- Not asking for help.
Blueprint for Life

Bring direction, purpose, energy, and adventure to your life by creating a blueprint for achieving diverse goals.

1. Identify your goals.
2. Organize and prioritize.
3. Develop a plan of action.
4. Get started today.
5. Monitor progress; revise as needed.

- People to meet
- Places to visit
- Educational goals to pursue
- Things to create, make, or build
- World/community problems to solve
- Hobbies to try

- Events to attend
- Things to learn how to do
- Things to improve about myself
- Adventure challenges to try
- Jobs or professions to try
- Things to accomplish in music, sport, &/or the performing arts

Adapted from Hal Urban

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**Turnaround Strategies**

» Face the facts — be honest with yourself and others.

» Work harder than you think you can, and keep trying when you think you can’t.

» Be accountable; avoid the blame game.

» Believe in yourself.

» Build on your strengths, interests, and abilities.

» Find others who will support and challenge you.
Excellence & Ethics® Tools

**Turnaround Advisor**

Qualities to look for in a person who can help you turn things around:

» Honest.
» Understanding.
» Good listener.
» Asks good questions.
» Holds your issues in confidence.
» Able to brainstorm possible action steps.
» Supports and challenges you as you put your plan into action.