SMART WAYS TO DEAL WITH WORK’S BIGGEST STRESSORS

Psychologist and author of Resilient Me, Sam Owens shares her key insights for facing work’s challenges and building resilience…

1 FEEL IN CONTROL DURING MEETINGS
Being prepared is crucial, so rehearse the bullet points of what you want to cover. Just before going into the meeting room, focus on the emotions or behaviours you want to convey by saying to yourself: ‘I feel calm’, ‘I talk clearly and succinctly’.

2 DEAL WITH CONFLICT EFFECTIVELY
Ask questions to better understand, rather than making assumptions. When we’re hurt or angry the problem-solving part of our brain is hindered because we are in ‘fight-or-flight’ mode, so take time to pause. You’ll come back able to talk respectfully and kindly.

3 BEING CONFIDENT DURING YOUR REVIEW
Use positive language that focuses on your goals rather than on your fears and dislikes. Drop weak words and phrases that imply uncertainty and lack of self-belief. Consciously replace phrases like ‘I’ll try’ and ‘I think I can’ with ‘I will’ and ‘I’ll work out how’.

4 MANAGE YOUR WORKLOAD WELL
Setting deadlines means we’re three times more likely to succeed so set yourself date goals and think about delegating less urgent tasks? When all else fails, ask for help. Your boss will want to help you so, calmly and constructively, explain the situation to them.

5 STRIKE A HEALTHY BALANCE
It’s important to let your brain rest and recharge when you’re tired, so carve out time to maintain resilience and good health. Block out time for socialising, exercising, me-time, meditation or hobbies – and give it the same priority as work commitments.

Tip: A face-to-face request is 34 times more successful than an email.

Tip: Introduce mentorships at work to increase engagement and connections.