**Slide 1**

**SELF CARE HEALTH SUPPORT INFORMATION PEOPLE**

*You Deserve an Upgrade - Leadership Wellness*

*2023 Western Region Credit Conference*
*October 11, 2023*
*Presented by Sheila Roames, CCE, Ergon Asphalt & Emulsions*

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**Slide 2**

## Our Learning Objectives for Today

Evidence shows the positive effects of self-care and the amazing long-term effects. Professional self-care is important whether you're a "crew of one" or a part of a large team. Leader self-care has been proposed as "the foundation of health-promoting leadership." Activating self-care and promoting a positive mindset can provide a supportive network/culture within departments and companies that will make a difference that can last a lifetime.

Participants will learn:

How to improve and implement a self-care regimen that will help not only improve themselves but those around them.

How to improve their leadership skills and methods simply by applying self-care techniques starting with themselves.

How improved leadership skills promote better relationships with internal and external customers.

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**Slide 3**

## What Is Self-Care?

- Self-care is:
  - Taking an **active and pro-active** role in one's own overall health and wellness

  - A framework for managing stress, life challenges, professional burnout and compassion fatigue

  - An empowerment process that creates balance and equilibrium across our personal, social and work lives

  - Any activity that we do deliberately in order to take care of our physical, mental, emotional and spiritual health and well-being

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## Self-Care:
## An Essential In Today's Work Environment

- Self-care creates a foundation for exceptional leaders
- Self-care helps you relate to your team's struggles.
- This helps you become a more empathetic leader—someone who truly understands your team members' struggles. In fact, acknowledging your own vulnerability will help your team members not just look up to you, but relate to you better.
- Lack of self-care combined with work and life stressors may put our professional development, our leadership skills, as well as our relationships with our team and our internal and external customers in jeopardy.
- A primary role of an effective leader is to be a role model—*As we practice good self-care, we model professionalism and leadership for the individuals, groups and communities we serve.*

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## Self-Care supports today's professional in:

- Walking Your Talk – modeling your leadership & professionalism
- Bringing a strengths-based and person-centered approach
- Setting and maintaining appropriate boundaries
- Recognizing and addressing conflicts
- Exploring and sharing your experiences with specific wellness tools
- Cultivating positivity in your life and work relationships
- Supporting your team/co workers their own wellness and self-care plans

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## Challenges for Today's Leader

Challenges to self-care can often arise when serving in the role of a leader. This may impact our:

- ability to serve our team, our co-workers and our internal and external customers.
- professional relationships with our team and other departments
- personal relationships with family and friends
- relationship with our self

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## Patterns Affecting Self-Care

Challenges to self-care often relate to patterns that may become amplified or out of balance due the stressors and intensity of experience while working in a peer role or as a result of other life experiences. Patterns to be aware of may include:

• Workaholism
• Stress
• Burnout
• Boundaries
• People Pleasing
• Perfectionism
• Life Changes & Transitions
• Compassion Fatigue

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## At Risk for Compassion Fatigue

*"Compassion Fatigue is a state experienced by those helping people or animals in distress; it is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper.“*

*– Dr. Charles Figley*

Risk factors may include:
• Hesitant to set boundaries
• Over-achievers
• Stressful home life or life situation
• Minimal self-care

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## Role Stressors

Role Stressors are conditions in the work environment that decrease one's ability to do their job; and may threaten one's safety, wellness and comfort. There are a number of specific role stressors that today's leaders may experience.

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## The Stress Response

Stress is our systems way of responding to any kind of demand.

- Caused by both positive and negative experiences.
- Our body reacts by releasing chemicals into the blood to give us more energy and strength to cope.
- Triggered by a physical danger; however response occurs from any type of stress.
- Can be debilitating when there is no outlet for this extra energy or when we find ourselves in a chronic stress response.

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OMG OMG OMG

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## Stress Effects

**Body**

Fatigue
Headaches
Skin irritations
Frequent infections
Breathlessness
Tight muscles
Muscle twitches

**Mind**

Worrying
Hasty decisions
Impaired judgement
Muddled thinking
Nightmares
Negativity
Indecision

*Stress*

Irritability
Depression
Loss of cofidence
More fussy
Apprehension
Alienation
Apathy

Insomnia
Accident prone
Loss of appetite
Loss of sex drive
Drinking more
Smoking more
Restlessness

**Emotions**

**Behavior**

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## Red Flags & Warning Signs

- **Loss of pleasure or enjoyment at work; and/or in our personal life**
- **Depression**
- **Concentration problems**
- **Anxiety**
- **Increased mistakes or errors**
- **Loss of objectivity**
- **Isolation**
- **Emotional reactivity**
- **Relationship issues**
- **Insomnia or disturbed sleep**
- **Fatigue**

*What are your personal warning signs?*

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## how good can you feel?

### Benefits of Self-Care

***Stress Happens!*** *Self-Care is one of the most important prevention tools that we have! Benefits of practicing Self-Care include:*
- Being at your best at work, in your relationships, in life!
- Maximizing your potential
- Improving your quality of life
- Enhancing physical, mental, emotional and spiritual wellbeing
- Building resources to deal with the life and work stressors

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## how good can you feel?

### Benefits of Self-Care

*How do you promote self-care in the workplace?*

*7 Ways to Encourage Employee Self-Care in the Workplace*

- *Educate Employees on Self-Care. ...*
- *Make Flexible Working an Option. ...*
- *Provide Mental Health Resources. ...*
- *Offer Stress and Time Management Learning Opportunities. ...*
- *Establish Work Hours. ...*
- *Prioritize Mentoring. ...*
- *Lead by Example.*

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**how good can you feel?**

**Benefits of Self-Care**

When your employees practice self-care within the workplace, it comes with several benefits, such as:

• Improved productivity
• Better retention
• Reduced burnout
• Creating a positive work culture
• Increased Productivity
• Happier employees
• Decreased turnover rates

With your employees spending the majority of their time at work, it's essential to prioritize their well-being and self-care habits, if you want them to show up, be engaged and be happy within the workplace

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**how good can you feel?**

**Benefits of Self-Care**

*How to Encourage Employee Self-Care*

1. Educate Employees on Self-Care
2. Make Flexible Working an Option
3. Provide Mental Health Resources
4. Offer Stress and Time Management Learning Opportunities
5. Establish Work Hours
6. Prioritize Mentoring
7. Lead by Example

*Summary*

To summarize, encouraging self-care in the workplace is something all organizations need to be doing if they want to have a healthy workforce that is productive and engaged within their roles. Educating employees on the importance of self-care, introducing flexible working, providing mental health resources, offering learning opportunities, establishing work hours, prioritizing mentorship and leading by example are a few simple ways you can promote employee self-care. When you encourage employees to look after themselves and their well-being, you're setting them up for success which will ultimately lead to some impressive benefits for your business.

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**how good can you feel?**

**Benefits of Self-Care**

Why is self-care important in the workplace?

Embracing self-care activities can help reduce some of the stress for workers. To manage work-related stress, you can try self-care activities such as meditation or mindfulness, taking time away from work, or pulling back on extra workload.

Why self-care is important to your personal and professional well being?

Self-care helps to prevent stress and anxiety

By incorporating self-care activities into your regular routine, like going for a walk or socializing with friends, you give your body and mind time to rest, reset, and rejuvenate, so you can avoid or reduce the symptoms of stress and anxiety.

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**Top 10 Self-Care Practices to Incorporate into Your Daily Routine**

- Spend time outside
- Take a nap
- Turn off your phone
- Share a hug
- Spend time with your pet
- Practice positive thinking
- Get moving
- Meditate
- Spend time with friends
- Make a gratitude list

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**5 Essential Self-Care Strategies**

- Sleep
- Exercise
- Eating Well
- Relaxation
- Connection

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**Is Self-Care Good For you and your work environment?**

Practicing self-care at work is an important part of combating feelings of stress or burnout. When you find ways to manage your mental and physical health in the workplace, you can feel more relaxed and focused throughout the day. Self-care is also a way to remind yourself that you are a person before an employee.

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**What does self care in the workplace look like?**

A bubble bath. A cup of tea and a choccie biscuit. A podcast as you stroll around the block. A healthy, productive workforce starts with employees who take care of themselves. We share what self care in the workplace looks like.

We often think of self-care as an activity for personal time. And while there are some forms of self-care that should be done outside of work hours (massage or facial, anyone?), there are some that can be – and should be done – throughout the working day.

I'm here to tell you that it is possible (and highly encouraged) to weave self-care strategies into your work routine, and we're here to show you how.
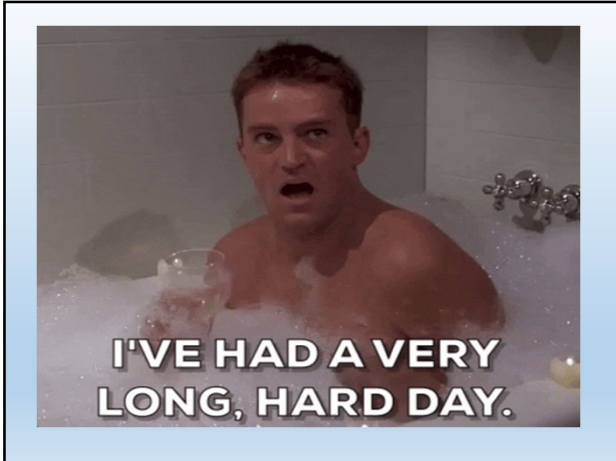
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I'VE HAD A VERY LONG, HARD DAY.

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**What does self care in the workplace look like?**

Prioritizing yourself during the working day can help you be more present, motivated and productive. Think about this. If you're actively managing your own stress levels and mental health, chances are you'll be more organized and grounded for the workday.

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*BREATHE IN BREATHE OUT*

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## Create a routine with set breaks

- Creating a proper work routine can help you get in the mindset to conquer your workday. Start each day with a to-do list and your number one priority that you need to complete. Although small, it can help you feel productive, motivated and aware of what needs to get done.

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## Create a routine with set breaks

- Getting in the routine of waking up at the same time each morning

- Having lunch at the same time and ensuring you take it away from your desk space.

- Prioritizing your physical health – get some fresh air and go outside for a walk or hit the gym

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## Create a routine with set breaks

- Setting a time you want to clock off work for the day (aim for between 5pm and 6pm).

- When creating your work routine, it's important to note that it won't be perfect from day one. If you're penciling in 5 hours to complete a report, but you know that you have a client meeting and team training during that time, you're setting yourself up to fail. Not to mention that we often get distracted, bored or hungry. Be kind and generous with your schedule.

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## Create a routine with set breaks

- Pencil in when you're going to eat lunch, have a coffee break, when you're going to call your teammate or even when you're going to check your phone. Gradual changes and taking smaller steps over time consistently will make it easier to reach any goals.

- Remember, your routine needs to be one that's not only practical but also enjoyable. It should fit well with your goals, lifestyle and workload. Which leads us to one of our favorite methods of self care in the workplace...

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## Put movement and hydration at the top of your list

- Following on from the concept of time blocking, it's important to dedicate time for movement and exercising. The last thing you want at the end of your workday is intense back pain because you've forgotten to get up from your desk for the past 8 hours. Get up, get moving and get in those steps. We're sure that 10,000 steps a day helps keep the doctor away – and yes, we are 100% in favor of those good ol' walking meetings!

- Daily reminders in your calendar to move, stretch, or to drink a glass of water can help you from feeling chained to your desk. Better yet, purchase a water bottle for your desk and put reminders in your calendar to drink up or refill!

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## Put movement and hydration at the top of your list

- If you plan on walking for 30 minutes in the morning, put it in your calendar and update your status. You'll let your team know that you're away from your desk and spending some time re-energizing and refocusing. It will do wonders for your productivity throughout the day, and you'll sit back down at your desk feeling ready to get to work.

- Sometimes all we need is a long walk and a good podcast to start practicing self care – and you won't have to deal with the post-work back pain.

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Jog around the office ☺

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## Set defined boundaries

- Working through your lunch break? That's the opposite of self care. So why do 59% of managers feel pressure to work through their lunch? It's time to set some boundaries.

- Boundaries can be described as guidelines or rules designed to establish safe and reasonable behaviors for an individual and can contribute to positive wellbeing.

- In the workplace, it's your first instinct to help your team when they need you, often pushing your own needs to the side. But this shouldn't be the case.

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**Boundaries look different for everyone – so what exactly might boundaries at work look like**

- Taking regular breaks for lunch time and penciling in 10 minutes for a mid-morning coffee break

- Taking sick leave to prioritize your own physical health and not feeling guilty

- Being aware of your personal stress levels and mental health state, and being mindful how to improve them

- Taking annual leave and not logging on during your days off

- Setting strict working hours and only responding to work calls and emails during those hours

- Turning off email notifications over the weekend

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*Set some boundaries and set them now…*

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**Refresh and switch up your workspace**

- When many of us were working from home at least some of the time, we learned that having a refreshed working area could help you feel re-energized. With that said why stop now? Keep your area refreshed and clear of clutter.

- But it's not just where you set up your workplace – you want to create an environment where you'll feel inspired to be for 8 hours a day. You should invest in creating a work setup that you'll enjoy being at – after all, we spend one-third of our lives at work. Investing in a good monitor, laptop stand, plants, planner, stationery, lamp and chair are just some of the things that can make all the difference.

- Go one step further and buy a work teapot and some artwork to hang above your desk.

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## SLEEP

Getting good sleep is essential for being healthy in body, mind, emotions and spirit. On average, people need 7 - 8 hours of sleep a night to feel refreshed and energized. Sleep disturbances can affect quality of life and work performance. **Ways to improve sleep can include**:

• Creating a regular sleep schedule; cultivating sleep rituals e.g. drinking tea, journaling
• Limiting caffeine and sugar, especially at night
• Utilizing relaxation practices including breathing or listening to music to encourage sleep
• Minimizing light or noise in your bedroom
• Getting proper nutrition through food and supplements
• Limiting activities prior to sleep, especially cell phones, social media, etc.

*Practice: Breath Awareness*

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GOOD NIGHT WORLD

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*DEEP BREATH*

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Getting adequate exercise is essential overall health and wellness. Physical activity for 20-30 minutes each day helps in reducing your body's physical reaction to stress by relaxing tension. It also helps in releasing negative thoughts, reducing anxiety and boosting your self-esteem. **Practices that support getting regular exercise include:**

• Going to a gym or taking fitness classes
• Taking up yoga or tai chi
• Walking or hiking
• Taking a dance class
• Biking or swimming
• Weight or strength training
• Martial arts
• Gardening

**EXERCISE**

*Practice: Yoga/Stretching*

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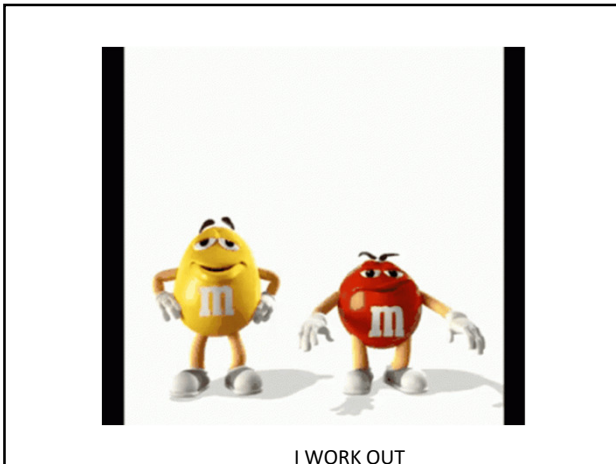
I WORK OUT

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Eating Well is essential for creating a healthy and well-balanced life. We cannot function without sustenance; and to function optimally good nutrition is needed. Nourishing body, mind, emotions and spirit with is a key to self care and pristine leadership.

*Practices that support eating well:*

• A healthy eating plan that is right for you
• Replacing fast-food with whole foods and grains
• Becoming aware of food sensitivities e.g. gluten, dairy, soy, etc.
• Eating lots of fruits and vegetables
• Drinking plenty of water (suggested at least 8 glasses per day)
• Not skipping meals or going longer than 3 - 4 hours without eating or snacking, especially if you tend to experience low blood sugar

*Practice: Drinking Water*

**EATING WELL**

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EATING HEALTHY

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daily reminder for em to drink water

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Relaxation supports us on all levels body, mind, emotions and spirit; it helps to integrate and absorb our life experiences. Relaxation replenishes mental resources and allows the body to recover. Making time to relax is essential for self care and wellness. **The are many ways to practice relaxation:**

• Spending time in nature - walking, hiking
• Taking a hot bath or sauna
• Breathing exercises
• Meditation & Mindfulness
• Yoga
• Reading
• Journaling
• Creativity
• Listening to music

**Relaxation**

*Practice: Music*

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RELAX, HEALING,CHILLING

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## Connection

Connection is vital to our personal self care and well-being as well as our ability to serve as leaders. **There are many practices that cultivate a sense of connection:**

- Professionally you should connect with NACM's CAP & ACAP Classes, trade groups, Boot Camps, regional conferences and Credit Congress
- The Professional Development arms of NACM such as CFDD and Icel.
- Spiritual practices such as prayer, meditation, or contemplation
- Participating in community e.g. spiritual, family, work
- Spending time with family and friends
- Accessing peer support or mentorship
- Connecting with self through meditation, journaling, and self-reflection
- Spending time in nature
- Quiet Time
- Having fun!

*Practice: Reach out to your local CFDD and ICEL, try a trade group, Sign up for CAP or ACAP programs.*

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National Association of Credit Management | INTERMOUNTAIN | ARIZONA

*Driving results*

**CFDD**
NATIONAL ASSOCIATION OF CREDIT MANAGEMENT

**ICEL** INTERMOUNTAIN
Credit Education League

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## Additional Self-Care Tips

**Recognize** — Recognize there is a limit to what you can do or take on. By doing more, you risk your ability to serve your team, your organization and most of all yourself!

**Try** — Try not to take your work home. Leave time for transition between work and home. Transition is the perfect time for a self-care ritual.

**Explore and practice** — Explore and practice stress management techniques, get regular exercise and do fun activities that take you completely away from your work and life stress.

**Share** — Share perspectives. Get support from other leaders. Spend time with people outside your profession so that your work life doesn't inhabit your whole life.

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**Build Your Own Self-Care Tool Box**

*What are 10 things that you can due in 5 minutes or less that can support you in practicing self-care?*

BUILD YOUR OWN SELF-CARE TOOL BOX

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**Sustainable Self Care Begins With You:**

• Be kind to yourself.
• Enhance your awareness with education and experiences.
• Accept where you are on your path at all times.
• Exchange information and feelings with people who can validate you.
• Clarify your personal boundaries. What works for you; what doesn't.
• Express your needs verbally.
• Take positive action to change your environment.
▪ Create a network of support.
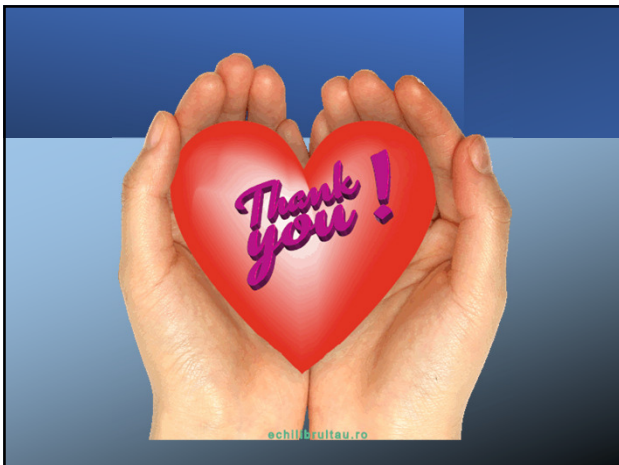▪ *Build your Self-Care Toolbox and use it every day!*

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Thank you!

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