

MANAGING STRESS

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OBJECTIVES

By the completion of the course, the participant should be able to:

1. Identify stress factors in themselves and in others.
2. Understand the symptoms of stress.
3. Identify alternative means for coping with stress.
4. Demonstrate awareness of the importance of achieving balance in daily life to overcome negative stress.
5. Examine current lifestyle habits for potential changes to improve all over health and reduce stress.

CONCEPTS RELATING TO STRESS

Stress is a natural reaction of the body which was designed as a defense mechanism to protect the individual person. Physiologically, when the body is under stress conditions, from either physical or emotional causes, impulses from the sympathetic system increase to most visceral effectors and stimulate them to respond in the most effective way to enable the body to function at its maximum potential to put forth as much energy as the body can physically produce.

This prepares us for the classic “flight or fight” which is sometimes necessary for our survival. The stimulus which signals the brain may be a stimulus which endangers, frightens, irritates, excites or confuses the individual. This mechanism enables individuals to handle unfamiliar or threatening situations. One of the important factors in managing stress is realizing that many of the sympathetic activities are going to be expressed through the visceral effectors if there is no outward expression of the emotions through somatic effectors such as physical activity. For example, when an individual feels angry and goes for a walk to work it off and feels calmed down after the walk, the emotion of anger has been expressed through the somatic effectors (the contractions of the skeletal muscles during the walking). If, however, the anger was not worked off through a physical activity, then that emotion was expressed through visceral effectors and the individual’s blood pressure increased, the pulse rate increased and the mouth felt dry because the salivary glands were producing less saliva.

While sympathetic impulses are usually the dominating forces during stress and control the visceral factors, this is not always true. Parasympathetic impulses sometimes become excessive and control the visceral effectors. An example of this effect would be in the person who had excessive stimulation of the smooth muscle of the stomach which could lead to the development of peptic ulcers.

WHAT HAPPENS TO YOUR BODY DURING STRESS

REACTION	ORIGINAL PURPOSE	LONG-TERM EFFECT
increased heart rate	to pump blood faster	high blood pressure
faster breathing	to provide more oxygen	chest pains from tired diaphragm muscles
stopped or arrested digestion	to divert blood to large muscles	ulcers
blood diverted from head, hands & feet	to send blood to large muscles	cold hands and feet migraine headaches
increased coagulation of the blood	to minimize blood loss should injury occur	increased chance of blood clotting; stroke
release of extra sugars into the blood stream and insulin to break those sugars down	to increase energy	fatigue
stress messages sent to muscles	to prepare muscles for action	muscle fatigue

The word stress has changed in its use over the years and is now more commonly used to refer to the effect the mind exerts on the body, particularly when the combined stressors of life become greater than a person's ability to handle them. Stress is often thought of as the rate of all the wear and tear caused by life. It is the response of the mind (emotions and intellect), body and behavior to stressors. Stress is a necessary part of existence. If stress did not occur, many of the accomplishments of everyday life would not occur and many of our pleasures in life would be diminished. Most individuals are aware when they are functioning in their usual comfort zone for stress factors. Individuals operating in their comfort zone feel energized, find work stimulating and enjoyable, make decisions quickly and easily, remain calm under pressure, enjoy leisure time and have the ability to relax. Individuals are less aware when they begin to function at stress levels above or below their comfort zone. There is no set formula for determining an individual's comfort zone, especially since the comfort zone changes from time to time. Whenever an individual feels that he/she is functioning outside his/her comfort zone, that individual should step back and look at the situation.

Consideration needs to be given as to whether he/she has too little or too much stress. Then take whatever action is necessary to increase or decrease the amount of stress being experienced so that return to the comfort zone can be achieved for optimal functioning. This will assure functioning to the best of the individual's ability.

MAJOR CAUSES OF STRESS:

1. Personal relationships
2. Professional relationships
3. Financial concerns
4. Time pressures
5. Lack of job security
6. Change
7. The need for approval
8. Family pressures
9. Fast-pace lifestyle
10. Drive to overachieve
11. Values conflicts

Symptoms of stress overload and underload differ in their causes, but the symptoms can be quite similar. Symptoms also differ in intensity and from individual to individual. Most people who have difficulty coping with stress do not tune into their bodies and recognize that their body is trying to tell them that it is stressed. Learn to listen to your body. Watch for any of the following signs of stress.

SOME CERTAIN SIGNS OF STRESS:

- 1. Increase in physical problems and illnesses**
- 2. Increase in problems with relationships**
- 3. Increase in negative thoughts and feelings**
- 4. Significant increase in bad habits**
- 5. Exhaustion and fatigue**
- 6. Insomnia**
- 7. Denial that anything is wrong**
- 8. Mistakes**
- 9. Accidents**
- 10. Inability to concentrate/remember**

What does one do if he/she recognizes that he/she has one or more of these symptoms? Accept it as a warning signal and evaluate to determine the cause of the stress. The chart in the previous section indicates the possible long term consequences of a stressful lifestyle. The individual then needs to decide whether or not to make some lifestyle changes.

Individuals who are experiencing symptoms of a stressful lifestyle can actively make the decision to change that lifestyle. In the process of changing their lifestyle, they will also need to re-examine their attitudes and beliefs about themselves. They will need to look carefully at what makes them happy and unhappy; satisfied and dissatisfied. The following is a list of typical beliefs which seem to be consistent with the stress prone personality:

1. I am a victim. All of my problems are caused by someone else.
2. It is awful when things do not go the way I want them to go.
3. If someone disagrees with me, it means he/she does not like me.
4. It is terrible to be average.
5. My value as a person depends upon what others think of me.
6. I have to always do the best I can do.
7. If I make a mistake, that means I am stupid, careless and worthless.
8. People should always be blamed or punished for their mistakes, failures and weakness.
9. I have to be able to know, understand and foresee everything.
10. If I am not perfect at something, then I am no good.
11. In order to be happy, I have to be successful in everything that I do.
12. If I am not the best at something, then I am no good.
13. I always have to be courteous, unselfish and generous.
14. If my spouse (friend, parent, child, etc.) doesn't love me, I am worthless.
15. If something can be dangerous I must worry about it actually happening.

As a means of further evaluation, contrast a high stress life style with a low stress life style as indicated on the following chart.

STRESS EVALUATION

HIGH STRESS LIFE	LOW STRESS LIFE STYLE
The individual struggles with interpersonal relationships (family, spouse, boss, co-workers, children, etc.).	Asserts own rights and needs; negotiates low stress relationships of mutual respect; selects friends carefully and establishes relationships that are nourishing and healthy.
Experiences continual time stress; too much to be done in too little time.	Maintains a well-balanced workload. Allows for "breather" periods.
Worries about potentially unpleasant upcoming events.	Balances threatening events with worthwhile goals and positive events to look forward to.
HIGH STRESS LIFE STYLE	LOW STRESS LIFE STYLE
Has poor health habits (eating, smoking, liquor, lack of exercise, poor level of physical fitness).	Maintains high level of physical fitness, eats well, uses tobacco and alcohol not at all or sparingly.
Life activities are unbalanced. One activity dominates time (work, exercise, etc.).	Life activities are balanced. Engages in a variety of activities, which together, give satisfaction.
Finds it difficult to just "have a good time", relax and enjoy the activities of the moment.	Finds pleasure in simple activities, without having a need to justify playful behavior.
Becomes trapped in one or more continuing stressful situations.	Has "escape time", allowing for occasional detachment and relaxation.
Experiences sexual activities as unpleasant, unrewarding or socially "programmed" (by manipulation, "one-upping").	Enjoys a full sex life, with expression of sexual appetite.
Sees life as a serious, difficult situation; little sense of humor.	Enjoys life on the whole; can laugh at himself, has a sense of humor.
Conforms to imprisoning, punishing social roles.	Lives a relatively role-free life; is able to express natural needs, desires and feelings without apology.
Accepts stressful situations passively; suffers in silence.	Acts assertively to re-engineer stressful situations, renegotiates deadlines, manages time effectively.

In addition to the individual's lifestyle, it is becoming increasingly clear that coping styles, thoughts, feelings and day to day behavior are impacting the individual's health, feeling of well-being and susceptibility to disease. People usually fall into three categories as relates to their ability to handle stress. The first category are those who handle stress well, actually thriving on stress; those who cannot not handle stress well, cannot function under stressful situations; and those who appear to be handling stress well, but who are actually in great turmoil inside. The individuals in the third category are not usually aware of the tension building inside of themselves and may be on the pathway to burnout. The difference between the pathway to peak performance and the pathway to burnout most likely relates to the way we react to stressors and the ways in which we listen to our bodies as we move through the stress. Stress is manageable and burnout is preventable and resolvable. The answers are in knowing oneself and in resolving to get back on balance. Individuals need to take responsibility for their own health. Maintaining good health includes the appropriate handling of stress factors. As one begins to assess oneself (or assess the patient), it is helpful to identify signs of stress and to then analyze what factors led to the exhibiting or those signs. The following exercises will lead in the direction of identifying immediate reactions to stress. The way an individual handles his/her immediate reactions to stress directly impacts the development of chronic stress. As the individual identifies stress factors, he/she can then make choices about the management of that stress.

Behaviors

SECTION I:

The following list contains many of the signs of immediate stress reactions. Read the list and put a check beside those that you recognize as yours.

- Rapid pulse
- Tightened stomach
- Tenses muscles
- Shortness of breath
- Clenching of jaw
- Inability to concentrate
- Inability to sit still
- Heightened emotions
- Light-headedness
- Trembling hands or fingers
- Increased perspiration
- Nausea
- Pounding heart
- Gritting of teeth
- Dry mouth
- Chills
- Cold hands or feet
- Faintness
- Blushing
- Flushed face

SECTION II:

The next list contains signs of stress build-up. These symptoms may occur and continue after the stressor has passed. These symptoms may also occur due to too little stress in one's life. Read each item on the list and indicate how often this occurs for you. Use the following scale:

0 = NEVER

1 = OCCASIONALLY

2 = FREQUENTLY

3 = ALMOST CONSTANTLY OR CONSTANTLY

PHYSICAL SIGNS:

Tension headaches	0	1	2	3
Migraine headaches	0	1	2	3
Fatigue	0	1	2	3
Change in appetite	0	1	2	3
Constipation	0	1	2	3
Diarrhea	0	1	2	3
Skin rashes or hives	0	1	2	3
Indigestion	0	1	2	3
Aching neck and shoulders	0	1	2	3
Menstrual distress	0	1	2	3
Sleeplessness/interrupted sleep	0	1	2	3
Any other signs _____	0	1	2	3

EMOTIONAL SIGNS:

Nervousness	0	1	2	3
Anxiety	0	1	2	3
Irritability	0	1	2	3
Depression	0	1	2	3
Anger	0	1	2	3
Boredom	0	1	2	3
Apathy	0	1	2	3
Withdrawal	0	1	2	3
Reduced motivation	0	1	2	3
Nightmares	0	1	2	3
Excessive daydreaming	0	1	2	3
Rigid or narrow point of view	0	1	2	3
Inability to remember details	0	1	2	3
A sense of inadequacy	0	1	2	3
Feeling emotionally drained	0	1	2	3
Loss of sense of humor	0	1	2	3
Excessive fantasizing	0	1	2	3
Any other signs _____	0	1	2	3

BEHAVIORS:

Reduced performance at work	0	1	2	3
Reduced productivity at work	0	1	2	3
Inappropriate mistrust of others	0	1	2	3
Outbursts of temper	0	1	2	3
Missing appointments or deadlines	0	1	2	3
Shirking responsibilities	0	1	2	3
Absenteeism	0	1	2	3
Increased errors	0	1	2	3
Minor accidents	0	1	2	3
Indecisiveness	0	1	2	3
Obsessively working longer hours	0	1	2	3
Romantic or sexual indiscretions	0	1	2	3
Problems with sexual performance	0	1	2	3
Use of mood-altering drugs	0	1	2	3
Excessive use of alcohol/tobacco	0	1	2	3
Any other signs _____	0	1	2	3

The next step is to analyze the three areas: **physical, emotional** and **behavioral**. Which signs do you experience the most frequently? Which signs do you experience with the most intensity? What are the circumstances surrounding these signs? List these in the spaces provided

MOST OFTEN

CIRCUMSTANCES

MOST INTENSELY

CIRCUMSTANCES

Now that this analysis is completed, examine it to look at areas of your life that you may want to change. The decision to change and the follow through is up to you. You will want to do this evaluation again in four months. Put it on your calendar now.

The next step in learning about stress is to examine coping patterns. As this area is examined, the goal is to try to determine which coping patterns are detrimental to your health, your relationships and/or to your performance. Answer the following questions:

What do I usually do when I am under pressure?

How do I behave when I am frightened or threatened?

How do I behave when I am angry or frustrated?

Do I behave differently when I feel stressed? How?

Do I always respond in the same way---almost without thinking before I react?

How does my behavior affect my relationships?

Would it be helpful to have a variety of responses, so I can be more flexible?

Which of my responses are the most effective?

Which of my responses are least effective?

Which responses do I plan to change?

How?

When?

In order to try to determine the seriousness of your stress level, answer the following questions as you think back over any changes which have happened in the past six-eight months. Think of all aspects of your life...family...work...social situations... etc. Think about the questions for 30 seconds and then give it a score from one (1) (for little or no change) to five (5) (for a great deal of change) to indicate the amount of change which you perceive. There is no right or wrong answers.

- ___1. Are you working harder and accomplishing less?
- ___2. Are you increasingly cynical or negative?
- ___3. Are people telling you that you do not look like you are feeling well lately?
- ___4. Do you tire more easily?
- ___5. Are you often overcome by a sadness you can't explain?
- ___6. Are you forgetting (appointments, deadlines)?
- ___7. Are you seeing friends/family less because you just do not have the interest or energy?
- ___8. Are you too busy to do even routine things like return phone calls?
- ___9. Are you suffering more physical complaints (colds, headaches, backache)?
- ___10. Does sex seem like more trouble than it's worth?

As you look back over your scores, note the number of times you marked a five (5) for your answer. This will give you an indication as to how stressed you are feeling and have been feeling for some time. Unresolved stress can become chronic stress and lead to burnout. With appropriate steps, however, even chronic stress can be resolved.

BURNOUT

Burnout is a frequently used term that needs to be explored in looking at stress. Burnout occurs when an individual is in a state of fatigue or frustration brought about by a devotion to a cause, a way of life or a relationship that failed to produce the expected reward. A burnout experience usually has its roots in the area of a person's life that seemed to hold the most promise. The individuals who usually experience burnout are individuals who have pushed themselves too hard for too long. They have striven hard to reach a goal, always being counted on to do more than their share to reach the goal. They started out with great expectations and refused to compromise along the way. The people who burn out are often the leaders among us who have never been willing or able to admit that they have some limitations.

How does burnout begin? Slowly! Even though the individual may erupt suddenly, the process of burnout begins slowly and develops over a period of weeks, months, years. Burnout is seldom acute. In order to measure your burnout level, answer the following questions:

- ___1. Are you always worried about preserving your image?
- ___2. Do you feel yourself under pressure to succeed all the time?
- ___3. Are you unable to relax?
- ___4. Do you need to generate excitement again and again to keep from feeling bored?
- ___5. Is one area of your life much more important than all others?
- ___6. Are you taking yourself too seriously?
- ___7. Do you feel a lack of intimacy with the people around you?
- ___8. Are you inflexible once you have taken a stand on something?
- ___9. If your activities fall apart, do you fall apart because you are so closely tied with your activities?
- ___10. Are your goals unclear, shifting frequently?

Once you have answered the questions, ask yourself if this is the way you want to be. Is it the way you started out? When did it change? Are you in charge of your life, or has your life taken charge? Think about the answers, and then go on to the next page.

Now is a good time to consider your personal concerns and objectives for this course. This is the approach that also may be taken with a patient. You have just completed four assessments about yourself. **NOW COMPLETE THE FOLLOWING:**

1. WHICH AREA(S) CONCERNS YOU IN TERMS OF STRESS-RELATED PROBLEMS?

- Physical health
- Job or career
- Home life
- Interpersonal relationships

2. For each of the areas you checked in number one, write down three or four of your specific concerns:

PHYSICAL HEALTH:

JOB OR CAREER:

HOME LIFE:

INTERPERSONAL RELATIONSHIPS:

3. In what ways do you hope this course will help you to deal effectively with those concerns?

4. Identify your objectives for taking this course. Be specific and list what you want to be able to do by the time you complete this course.

If the above assessments do not give you adequate information for you to isolate times of stress or if you are aware that you have stress, but are not sure as to what was the cause of it, keep a daily stress log for two weeks. The following is a sample stress log. Make additional copies of it so that you can keep a daily stress log for one to two weeks.

SAMPLE DAILY STRESS LOG

Daily Stress Log

Directions:

Record all activities from rising until bedtime. Note the time and location of each. Note the persons involved.

Then write in the appropriate reaction rating number for each activity.

Reaction Rating:

+2 very pleasant

+1 pleasant

0 neither pleasant nor unpleasant

-1 unpleasant

-2 very unpleasant

Date: (also list day of week)

Time Period	Activity	Location	Restrictions	People	Rating
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Morning:

6:00 – 8:00

8:00 - 10:00

10:00 - 12:00

Afternoon:

12:00 – 2:00

2:00 – 4:00

4:00 – 6:00

Evening:

6:00 – 8:00

8:00 – 10:00

10:00 – 12:00

Reminders:

1. Fill in the stress log immediately after any stressful event or every two hours if no stressful event has happened.
2. Describe the activities that occurred. Be brief, but include enough information to enable you to remember the event.
3. Note the location of the activity.
4. Note all persons involved in the activity.
5. Briefly describe your physical/emotional responses.
6. Do the rating as soon as possible after the activity. If you wait until later to make the entries, the stress issues will be more unclear and the log will be less useful to you.
7. Make an appointment with yourself to do another stress log three months after you complete this course. This will enable you to see if your stress factors change. Look at stress triggers. Are they the same or have they changed? Are your reactions the same or do you now have different reactions to the stress? Are the people the same or have they changed?
8. You may find it helpful to do a stress log every three months for a year or two. Remember, you didn't develop the stress you now have in a month or two. It takes time to remedy the situation.

The next sections will discuss methods used to reduce the amount of stress a person experiences. The use of any or all of these is highly individual. Explore all of them as stress reducers and ways of improving your health.

EXERCISE

Each individual needs to develop a lifestyle of exercise. Exercise should be incorporated into daily activities just as eating and sleeping are included. If exercise has not been part of your daily routine, you should check with your physician to determine if any precautions should be taken with an exercise program. If you have a health problem, be sure to have a check-up first. Many people have no problem and can begin right away with a simple program. It is a good idea to put your exercise goals in writing before you start any type of a program.

In addition to developing goals, write them up as an agreement (or contract).

Be specific (i.e. I will exercise 40 minutes on Tuesday, Thursday and Saturday doing an aerobic activity for 20 minutes each of those days. Aerobic activities will either be stationary bicycling, jogging or an aerobics class. I will do this for six months beginning today.).

Making a six month commitment will mean that you will more likely make a permanent behavior change. By that time, you will be able to really tell the difference in how you feel, both physically and emotionally.

Include rewards and punishments in the contract. Give yourself a treat such as a mini-vacation when the contract is completed or a chore to do (clean out the garage) if the contract is broken.

Enlist some support. Get a friend or family member to act as an encourager. Maybe they would even like to do the program with you. As the contract nears completion, set some new goals. By this time, exercising should be a part of your daily routine.

Allow for some flexibility. If you are really bored with a specific exercise, do a different one for a few days. If you alternate exercises, you are more likely to stay with the program until the completion of the contract. If you miss one session, make it up, that week if possible, by the next week for sure.

More than 65% of the people who start exercising programs drop out in six weeks or less, often because of injuries. Ways of minimizing the risk of injury are:

1. Warm up by doing five minutes of gentle exercise such as jogging in place or bicycling.
2. After muscles are warmed up, stretching exercises can be done with less chance of tears in the muscles.
3. As you stretch, don't bounce. Bouncing tightens muscles instead of stretching them.
4. Stretching after exercising promotes muscle flexibility.
5. Work out in water. Water gives you a supportive effect and avoids putting so much stress on joints and/or muscles.
6. Exercise every other day, especially in the beginning.
7. Stop exercising when your muscles hurt, feel heavy or when you are tired.
8. Build slowly. Exercise three times in the week, but do it for less time each day to allow yourself to build to the full exercise program.
9. OR: Exercise every day for 10-15 minutes, doing a different exercise each day to build stamina. Build daily either by additional time or a more strenuous routine.
10. Work harder on alternate days.

BENEFITS OF EXERCISE

1. Cardiovascular conditioning: The heart does not have to work as hard to supply the muscles with blood during vigorous exercise. Muscles work more efficiently.
2. Allows the heart, lungs and other organs to work together more efficiently.
3. Body composition changes. There is a decrease in body fat and an increase in lean body tissue.
4. Increases metabolic rate during exercise and for several hours after exercise.
5. Increases ability to cope with stress.
6. Combined with a nutritionally balanced diet, it is a good way to lose weight.
7. Boosts your self-confidence.
8. Promotes productivity. You have more energy to do activities.
9. Improves your inner sense of well-being.
10. Increases your stamina.
11. Will help you get a better night's sleep.
12. Relieves tension and anxiety.
13. Improves concentration and memory.
14. Alleviates depression.
15. Counteracts Type A behavior.

HOW TO GET STARTED

1. Chose the date. (Do not put it off.) Start today if possible.
2. Set the time. Choose the time that feels right to you and you can most easily work into your schedule.
3. Choose a good pair of shoes. They need to give you appropriate support. This is important to minimize injuries.
4. Choose appropriate clothes. They do not have to be the latest fashion in exercise cloths. They need to fit comfortably and be absorbent. Remember, if you are exercising, you will sweat.
5. Pick a beautiful place. Let your mind converge with nature if possible. Your feet would prefer that you exercise on ground/grass rather than asphalt or cement.
6. Have fun...don't compete.
7. Take a friend with you.
8. Prepare your mind as well as warm up your body.
9. As you exercise, use visualization to help you to relax as much as possible.
10. Remember to warm up.
11. Remember to take your pulse rate periodically to see that you are in your target zone.
12. Do it!!

NUTRITION

As an individual is experiencing stress, his/her nutritional needs increase. Prolonged stress in an individual who is borderline in having the minimum daily requirements in his/her diet may result in additional health problems. The typical American diet has moved from "The Basic Four" that was so popular during the fifties to discussions of cholesterol, fat intake, fiber content, power lunches, polyunsaturated fats, complex carbohydrates and sodium intake. Additional research is being done in relationship to specific vitamins and minerals and their effect on stress. Researchers are also determining that it makes a difference as to when in the day certain nutrients are consumed. The healthiest diet emphasizes fresh vegetables, fruit, whole grain bread, cereals and pastas. The American diet has generally been found to be high in protein and often high in fat.

There are three key principles of eating well:

1. Balance
2. Moderation
3. Variety

Good eating habits alone do not make one healthy nor stress free; good habits can help one keep and improve their health and can reduce stress symptoms. Eating nutritiously is one important way that an individual can maintain a sound body and mind. It also indicates that the individual is in control of his/her life.

MAINTAINING A HEALTHY WEIGHT

Overweight means being heavier than average for one's height at age 25, but not more than 20% above the average. Most fullbacks on the local football team are technically overweight, but they are muscular rather than fat. The term fat means heaving excess body fat. Obesity is defined as being more than 20% above average weight at age 25 for specific height and sex. This term represents the extreme in body fatness.

Those individuals who accumulate more fat in the abdominal region are more at risk for heart disease, diabetes, stroke, high blood pressure and breast cancer (in women) than those who accumulate fat in the hips and buttocks.

Obesity is in itself a source of stress. Those individuals who are obese are endangering themselves and their health.

Obesity is associated with high blood pressure, increased levels of blood fats and cholesterol, diabetes, stroke and heart attack. It is best to try to maintain close to ideal weight.

A quick, simple test to see if you need to lose weight is the pinch test. If you can pinch an inch or more of tissue between your thumb and forefinger, you are carrying excess fat. You can lose weight simply by:

1. Increasing your physical activity.
2. Eat less fat and fatty foods.
3. Eat less sugar and sweet foods.
4. Eat more fruits and vegetables.
5. Eat more grains and cereals.
6. Eat smaller portions.
7. Eat slowly. Put your fork down between bites.
8. Take seconds only after you have waited 10–15 minutes. Your stomach needs a little time to tell your brain that it is full.
9. Drink a glass of water 15-30 minutes before eating.
10. Use herbs and spices for flavoring instead of salt and dressings.
11. Eat at appropriate eating places (not in front of the TV or at the desk).
12. Eat off a small plate. It will take less food to fill your plate.
13. Choose a variety of foods from all of the food groups.

14. Serve your plate from the kitchen. It is easier to refrain from taking seconds.
15. Make each meal last for at least 20 minutes.

Nutritionally correct habits are best established in childhood, so adults need to be positive role models for children.

BALANCED DIET: Needs to include the following:

- Protein foods = two servings
- Milk group = two servings
- Fruit and vegetables = four servings
- Breads and cereals = four servings

FAT

Fat: no more than 30% of the total daily calories should be from fat. Ways of reducing fat in the diet are:

1. Trim all visible fat from meat before cooking.
2. Remove skin from poultry before cooking.
3. Select lean meats and eat only small portions of meat.
4. Reduce the amounts of butter, salad dressings, etc. Also try some of the new low calorie salad dressings.
5. Use non-stick cooking oil instead of butter or oil.
6. Bake, broil, boil or microwave foods instead of frying them.
7. Select low or non-fat dairy products.
8. Substitute low fat snacks such as carrot sticks, low-fat yogurt, etc., for high fat snacks such as potato chips, cookies, pies, etc.
9. Remember that saturated fat from animals, coconut and palm oils are worse for you than unsaturated fats.
10. Learn to calculate the percentage of fat calories in any given item.

Formula, for calculating the percentage of fat calories: Determine the number of calories and the grams of fat in one serving. This will be found on the package label. Multiply the grams of fat in a serving by nine (9) (there are 9 calories in a gram of fat). Then divide that number by the total calories in the serving.

Formula = (grams of fat X 9) divided by (total calories). An easy way to roughly figure the percentage of fat is to multiply the grams of fat by 9; if the result is more than a third of the total calories, the food is higher in fat than you may want to eat.

FIBER

Fiber: Increase fiber content in your diet **slowly**. Add only one high fiber food item for the first few days. Then gradually add additional foods, one at a time. Be sure to drink plenty of water. Easy suggestions for adding fiber:

1. Eat apples with the peel left on.
2. Eat tomatoes with the skin left on.
3. Add bran to casseroles and meat loaf.
4. Eat plain popcorn as a low calorie, high fiber food.
5. Eat a green salad each day with plenty of fresh vegetables.
6. Try dried fruits for snacks.
7. Choose whole wheat or cracked wheat bread.
8. Choose brown rice instead of white.
9. Eat oranges instead of drinking orange juice. Be sure to eat some of the inner white pith part.
10. Add seeds and or nuts. These will also add calories. Use sunflower, pumpkin, poppy, sesame, filberts, almonds or pecans.

SODIUM

Sodium: Ways to reduce the amount of sodium you consume:

1. Cook without adding any salt to the food.
2. Leave the salt shaker in the cupboard. Bring it to the table only when someone asks for it, after they have tasted their food.
3. Read food labels carefully. If it is processed or cured, it is more likely to contain sodium than if it is fresh.
4. Try a salt substitute.
5. Omit highly salted foods such as potato chips, pickled foods, salty condiments, cured meats.

SUGAR

Sugar: Ways to reduce the amount of sugar you consume:

1. Choose fresh fruits whenever possible instead of canned.
2. When choosing canned fruits, select the ones packed in natural juice or light syrup instead of heavy syrup.
3. Read labels to determine sugar content. Be aware that the various sugars may be listed individually rather than grouped together. As a clue, most of the word ending in dose are sugars. You have to add them together to get the real picture.
4. Use less of the various types of sugars. Try a sugar substitute.
5. Eat less of the foods that contain large amounts of sugar, i.e., candy, ice cream, cookies, soft drinks, etc.

VITAMINS AND MINERALS

Vitamins and Minerals: The commonly accepted direction relating to vitamin and mineral supplements is that most Americans do not need to take them. That statement assumes that one is eating a well-balanced diet. Americans are spending many dollars on these supplements when the real emphasis should be on planning and eating the correct foods. The fast-paced fast-food lives that many live, may make supplements necessary. The caution here is in taking mega doses of any of the supplements. Mega doses can be toxic and cause illness.

FOOD ALLERGIES

Food allergies: There is growing evidence that allergies to certain foods may trigger headaches, digestive disturbances, fatigue, anxiety and depression as well as diseases such as hay fever, asthma and hives; which have long been associated with food allergies. These are often hard to diagnose, but if a patient has unexplained mood swings, it is another avenue to explore.

EATING FOR ENERGY

Eating for energy: The indications are that an individual needs to concentrate protein in the foods eaten for breakfast, because the body needs the protein for sustained blood sugar levels, rather than the sharp peaks and valleys of blood sugar that a breakfast high in sugary foods would elicit. To avoid that mid-afternoon slump, one needs to eat a smaller lunch.

There is a good argument to be made for eating several small meals in a day instead of three bigger meals.

Specific foods related to stress:

1. The B vitamins. Stress increases your need for these vitamins. Make sure that you are getting enough of each.
Remember that coffee and alcohol consumption will increase your need for these vitamins. So, if you react to stress by drinking more coffee or alcohol, you are increasing your body's needs above what the stress is doing to it.
2. Vitamin C is also considered to be an anti-stress vitamin. As you review your nutritional requirements, consider these two as additional factors.

Remember:

1. There are no free lunches and there are no miracle diets.
2. Foods have their very own taste. Try them without all the extras. You may like the natural taste.
3. Read the labels.
4. Eating habits are lifestyle habits.

Reminders for traveling and eating out:

1. Instead of an appetizer, order iced tea, a diet soda or a large glass of water. Drink it before you order your meal. This action should reduce the amount you order and eat.
2. Always have the salad dressing served on the side. Instead of pouring it on the salad, dip the tip of your fork into it and then take a bite of dressing. That way you get the taste of the dressing without consuming so many of the calories. If you eat out a lot, carry your own packages of low calorie dressing.
3. Ask for open-faced sandwiches with lots of lettuce and tomatoes. Avoid processed meats and pickles.
4. Choose fruit or angel food cake for dessert...without the whipped cream or ice cream.
5. Ask that bread or rolls be served with the main meal instead of with the salad. Once you are full of salad, it will be easier to resist the rolls and butter.
6. When your plate is served, if the portion is too large (which it often is), cut off a portion and ask for a doggy bag at that time. It is easier to resist eating it if it is off your plate and out of sight.
7. If you were reared as a member of the **clean plate club**, don't fight it, just choose which foods you will clean up. Give yourself permission to not clean up all of the food. Ask for a doggy bag.
8. Share a dinner. If two of you share, you can order an extra salad and maybe split a dessert.
9. If you know that high calorie foods are going to be the choices (at a buffet or party), eat a rice cake and drink a big glass of water just before you go.
10. Have a contest with yourself. See if you can make it through the party eating only vegetables.

SMOKING

Smoking is often used as a stress reducer, but is in the long run, very hazardous to your health. Smoking is an addiction and needs to be treated as one. If you are a smoker, now is the time to seriously look at quitting this habit. If you do not smoke, read the section anyway...you may pick up a couple of hints to assist someone else to give up the habit.

There are several approaches to actually stopping to smoke. As you read through this section, select the one you feel most comfortable with...the one that seems right for you.

1. **STOP SMOKING...ALSO CALLED "COLD TURKEY":**
In this method, one decides not to smoke anymore and abruptly stops. If you normally smoke two packs a day, then today you would smoke the usual two packs and then tomorrow, you would not smoke any cigarettes. Research is showing that for vary experienced smokers, this may be the best way to quit smoking. Many people have been successful when they use this approach.

If you choose this approach, then a good tactic to use is to throw away all cigarettes and matches. Wash all ashtrays and put them away. If you choose any of the gradual methods, then you are not doing it “cold turkey”.

2. TAPPERING:

In this method, you determine the number of cigarettes you are going to smoke each day; smoking fewer each day until you stop smoking. As an example: if you usually smoke 40 cigarettes a day, you could decide to reduce or taper by five each day. The first day you would measure out 35 cigarettes and only smoke those. You would keep this up until you were down to zero. If you choose this method, try to work it out so that your actual quit date is less than two weeks from the time you start. To go longer than two weeks, is to risk delaying the actual stopping to smoke. It becomes easy to procrastinate and you may never reach your goal. Some people have found it helpful to count out the number of cigarettes and put them into small packets of five. This way, one has to consciously think about the action each time one wants a cigarette. This is particularly helpful for those individuals who “light up” without even realizing it.

- 3. POSTPONING:** In this method of stopping to smoke, one examines the time one starts smoking each day and decides to postpone that time by a predetermined amount of time. As an example, if you usually have your first cigarette at 6:00 AM, then you might decide to wait and have your first cigarette at 8:00 AM, delaying by two hours. You would continue to delay by two hours daily until you had reached your quit date. Again, plan your quit date to be within two weeks of the time you start your program to quit.

It is not necessary to gradually stop smoking. You need to decide on a date to become an ex-smoker and a method by which to accomplish the task and then begin. Once you have reached that date, it is important to no longer think of yourself as a person who is quitting smoking, but think of yourself as an ex-smoker. You have accomplished it...you no longer smoke...**YOU** are in control.

OK...NOW YOU ARE AN EX-SMOKER:

You will face some challenges. The following are some ideas to help you face those challenges.

WITHDRAWAL SYMPTOMS:

Remember: Withdrawal from cigarette smoking is not going to cause you any extreme pain or endanger your health. Most withdrawal symptoms are gone within two weeks.

CRAVING:

Best treatment: Ignore it or use a substitute activity. The craving will go away shortly. Take a walk, drink a glass of water, do five minutes of stretching exercises.

TINGLING SENSATIONS/NUMBNESS IN ARMS AND LEGS:

Best treatment: Recognize that this is due to the increased circulation in your extremities. The sensations will go away as your body becomes adjusted to functioning with an increased circulatory flow to your extremities. Distract yourself by going for a walk when it is uncomfortable. Think how much better you will feel in a couple of weeks.

LIGHTHEADEDNESS OR DIZZINESS:

Your brain is now getting an increased amount of oxygen and needs to adjust to it. You may also have some difficulty concentrating. This is all due to increased oxygen supply and decreased carbon dioxide levels. This will clear up in a week or two.

COUGHING:

When you were smoking, you were effectively paralyzing the cilia (remember the little hairs?) in your respiratory system. The little cilia which are designed to clean debris, etc. from the respiratory system basically stopped working. When you stopped smoking, the cilia started doing their job again. As they do their cleaning job on your lungs, the coughing will decrease and then stop. This is a good sign that your body is repairing itself.

POSITIVE ACTIONS YOU CAN TAKE:

1. **DRINK WATER:** This serves several purposes:
 - a. It helps rid your body of built-up toxins. It helps to liquefy any secretions that the cilia in your respiratory system is trying to eliminate, thus making excretion easier.
 - b. It reduces any cravings which you might think are hunger.
 - c. It also helps you get into the habit of drinking water instead of eating something, thus reducing the possible weight gain.
2. **CARRY SOMETHING TO SUCK ON WITH YOU:**
Needs to be something you can suck on, with few calories and sugarless (we don't want to cause any cavities). The purpose is to flavor your mouth and give you something in your mouth instead of a cigarette. With the increase in toxins being excreted and the increased coughing, the taste in your mouth (as well as your breath) may be unpleasant. Some suggestions are: sugarless gum, sugarless lifesavers, stick cinnamon, low calorie breath mints, etc.
3. **INCREASE YOUR EXERCISE:**
If you are already on an exercise program, increase it by fifteen minutes three times a day. It is best to spread these additional times throughout the day. The purposes of the increased exercise are to:
 - a. Help reduce any tension.
 - b. Helps rid the body of the toxins.
 - c. Helps counteract any tendency to gain weight.
 - d. It gives you something to do besides smoke...a substitute activity.
4. **DO DEEP BREATHING:**
Take three to five deep, slow breaths, exhaling completely. This serves several purposes:
 - a. The breaths help rid the body of toxins.
 - b. Deep breaths reduce the cravings for a cigarette.
 - c. Deep breaths aid in relaxation (instead of a cigarette).
 - d. Five deep breaths are a good substitute activity instead of smoking a cigarette.

Sometimes it is easier in life to smoke a cigarette than it is to confront and deal with a stressor in our lives. Now is the time to change that behavior. The next section is on handling stressors.

HANDLING STRESSORS

1. Make eye contact with the person to whom you are speaking or who is speaking to you (especially if you are confronting them).
2. Shake hands warmly and firmly when meeting someone...even if you have to extend your hand first (this action helps set the tone for the rest of the interaction).
3. Ask people to clarify if you have any doubt about the meaning of their words or their inflection.
4. Talk in short, direct sentences. This focuses the conversation and helps keep you more in control of the situation.
5. Describe any events or concerns in objective language, instead of adding your opinion into the discussion. You can always add your opinion of necessary.

SABOTAGING BEHAVIORS

YOURS:

You will want to think about how you are going to cope with several types of situations. There may be some situations that you will not want to place yourself into for a while. As an example, if you always go to lunch with the same people (smokers) and sit in the smoking section, go at a different time with a non smoker and sit in the non smoking section. Not only will you not smoke, but you may make a new friend as well.

OTHERS:

There may be some individuals who will try to get you started smoking again. Plan now how you will respond to them when they say, "You need one to relax" or "Just one won't hurt you". One of the most effective answers might be, "I choose not to smoke. I have learned other behaviors that I can use to relax when I am tense, instead of smoking. Excuse me, but I am going for a short walk". It sounds abrupt, but the person encouraging you is being rude to encourage you to go back to smoking. As you are going for a walk, review how you got into that situation and how you can avoid it next time.

As further motivation to remain a non-smoker, the following are suggested:

1. Make up a list of luxury items you want to buy for yourself (or someone else). Convert the price of the item into cigarettes. Start a "piggy bank". Reward yourself at specific time frames, i.e., the first of each month or every Saturday morning.
2. Choose a day of significance to stop smoking; your birthday, anniversary, etc. Reward yourself at anniversary dates along the way, i.e., one month, six months, one year, etc.
3. Never buy a cigarette or carry them with you. Force yourself to buy them one at a time. Friends can help by not allowing you to borrow from them.
4. Never carry matches or a lighter with you. Make yourself have to search for a light.
5. Before you light up, ask yourself: "Do I really choose to smoke this cigarette?"
6. Look at other habits which assisted you to smoke. As an example, if you always have a cup of coffee and a cigarette after dinner while sitting around the dining table; pour the coffee into a mug, put on your jacket and go for a walk, leaving any cigarettes at home. Take your coffee with you and enjoy the stars.
7. As your taste improves, the flavors of foods will improve dramatically. Try some new foods that you haven't tried before. Season using herbs and spices. You will enjoy them more than when you were a smoker.

ALCOHOL

Some individuals try to relieve their stress by consuming one or more drinks of alcohol. Alcohol affects almost every organ system in the body, either directly or indirectly. Alcohol has the most dramatic short term effect on the central nervous system. It acts as a depressant to the central nervous system; so mood alters, perception is altered and behavior changes. Because the central nervous system overreacts after it has been over-stimulated, the body bounces back by being hypersensitive. This is why too much light hurts, noise hurts and touching may hurt. If you drink enough, any organ in the body can be damaged. Drinking even in moderation, can cause loss of certain vitamins and minerals and mean that you may need to take supplements for these.

In addition, alcohol can cause disruption in your sleep patterns and cause your body to suppress the deepest stages of sleep, needed for you to feel at your best the next day. It also causes you to have a difficult time getting out of bed the next morning, which can lead to increased stress of being to work on time. If you are going to have a drink, make the one you have with dinner be the last one for the day and you may sleep better and be more refreshed the next day.

As you are looking at stress in your life, examine the use of alcohol in the light also of your nutritional needs. Your body converts alcohol to fat the same as it would convert two scoops of your favorite ice cream to fat.

The use of alcohol does not relieve the stress. It may, in fact, increase your stress.

CAFFEINE

The peak effect time for caffeine is between two and four hours. It frequently lasts for up to seven hours and may still be in the system for up to twenty hours. Coffee will raise the blood sugar level when first consumed, but as soon as the body's insulin overrides it, the body system lets down and you experience a letdown feeling. If you have another cup of coffee, you put your body through the see-saw all over again. Because of the symptoms of withdrawal from caffeine, you may find it more helpful to taper off from caffeine. You will feel better within about three days. Examine your ritual times for a cup of coffee (or a cola). Count the number of cups of coffee that you consume in a day. Where do you drink it? Who are you with?

Do you have to have that cup of coffee first thing in the morning, before you can get started on anything else? What is your ritual about making that first pot of coffee in the morning? Are you enjoying the coffee or the ritual in the most? For some, the putting on the coffee and smelling it perk are reminders of pleasant, warm experiences and that is as important as drinking the cup of coffee.

When you can recognize your pattern, you can begin to break out of the pattern.

Some suggestions for decaffeinating are:

1. Taper off. Reduce the number of cups daily, replacing them with a caffeine free drink.
2. Change your habits. In the morning, instead of making a pot of coffee, go for a walk and drink a glass of water.
3. Experiment with some of the decaffeinated coffees and with the herbal teas. There are many new varieties.

COMMUNICATION

One of the most common sources of stress is not being able to tell someone else what we are feeling and thinking. Communication occurs both verbally and non-verbally. When communication is occurring, three parts are involved:

1. A sender of the message.
2. A receiver of the message.
3. The content of the message.

When all three parts of the communication process are functioning smoothly, effective communication takes place and there is little room for misunderstandings to occur. However, if one or more of the three parts malfunctions, incomplete, inappropriate or incorrect messages will be sent. This may result in misunderstanding and an increase in stress. Good communication is an exchange of more than ideas. It is also an exchange of feelings and attitudes. If there is no agreement of ideas, you have the basis for conflict. But conflict never develops until there is a clash of feelings and attitudes. When you understand that emotions are a vital part of communication, you can use them to improve communication.

Non-verbal Communication:

Non-verbal communications tell what kind of person you are, how you feel about others, how you fit into the group, whether or not you are anxious, your comfort level and some of your feelings about yourself. If you learn to read the non-verbal communication of the other person, you can determine all of these factors about him/her. The diversity of cultures and backgrounds in America make this a special challenge for us. Add the stress of illness and the challenge becomes even greater.

Some of the ways that non-verbal communication is used are:

1. Appearance: What does your appearance say about you? The way one dresses speaks a powerful message. If you are dressed very professionally, the person with whom you are interacting will respond to you in a more professional manner than if you are dressed as if you are planning to go to the golf course.
2. Eye contact: Cultures respond differently to looking someone directly into the eyes. Many Americans view the person who won't or doesn't look them in the eyes as not trustworthy, dishonest or shifty. Other cultures and even some subcultures of Americans view this very differently. These factors need to be considered before action is based upon this non-verbal communication.
3. Posture: Stand and then sit in front of a full length mirror. What does your normal posture say to others about you? Do your shoulders slump and your head hang down just a bit? Do you look as if you are depressed? Are your shoulders squared back and your head held so that you can look other people in the eye as you meet them? The latter posture communicates that you are a "take charge" person and ready to face whatever comes your way. The first look says that life has already beaten you down. What do you want your posture to say about you? You are in control of it.
4. Facial expressions: It has been said that people can read emotions just by watching a person's eyes. Again, you are in charge of your facial expressions, what are you communicating with them?
5. Time: Each person communicates non-verbally his/her priorities by the time devoted to each one. Make sure your time allocations match your priorities in life.

Listening:

We can think at a rate seven times faster than we can hear. It is possible to hear at between 110 and 140 words per minute. The average person spends 70% of his/her day communicating. 45% of his/her time is spent in listening. Approximately 25% of his/her ability is used for listening.

One of the ways to enhance communication is a process called Active Listening. Active Listening refers to the listener using skills to actively assist the communication process.

Two major purposes of Active Listening are:

1. To help the listener gain a greater understanding of what the speaker is saying.
2. To allow the speaker to gain a greater self-awareness.

In order to engage in the process of Active Listening, the listener needs to give appropriate attending and responding behaviors.

The Attending Behaviors are:

1. Facing the other person(s) squarely.
2. Adopting an open posture (folded arms across the chest won't do).
3. Maintaining good eye contact, but not intimidating.
4. Leaning towards the other person (maintain space so as not to threaten).
5. Give appropriate verbal cues (yes...; go on...; etc.).

The Responding Behaviors are:

1. Understanding responses: "Let me see if I understand what you are saying...."
2. Supportive responses: "I see.....go on."
3. Interpretive responses: "I think what you are saying is....."
4. Probing responses: "And then you did.....?"
5. Evaluative responses: "What did you think about that?"

WAYS TO IMPROVE LISTENING ABILITY:

1. Stop talking.
2. Minimize noise in the environment.
3. Eliminate interruptions.
4. Take notes on follow-up items.
5. Focus on the ideas of the speaker, not the delivery.
6. Hold off on formulating your answer until the speaker has finished talking.
7. Integrate the non-verbal behavior of the speaker in with what he/she is saying.
8. Evaluate your own biases, keep an open mind.
9. Don't become defensive or threatened by what the speaker is saying.
10. Don't allow yourself to be distracted.

BLOCKS TO EFFECTIVE COMMUNICATION

ENVIRONMENTAL:

1. Visibility of the speaker and any visuals he/she is using.
2. Interruptions.
3. Temperature.
4. Noise.
5. Uncomfortable seating arrangements.
6. Inappropriate lighting.
7. Air quality in the room (smoke).
8. Distance of listener from speaker.

LISTENER:

1. Reaction toward speaker.
2. Fatigue level of listener.
3. Hearing impairment.
4. Distracted.
5. Prejudice or stereotype.
6. Defensive or threatened.

SPEAKER:

1. Speech too loud or too soft.
2. Accent or speech impediment.
3. Boring or monotonous delivery.
4. Distracting mannerisms.
5. Vocabulary or language.
6. Physical appearance.
7. Facial expressions.
8. Body position/stance.

ASSERTIVENESS:

There have been lots of discussions about assertiveness during the past several years. As it relates to communication, there are some assertive rights of which we need to be reminded because these rights and our belief (or non-believe) in them affect our communication style. They are:

1. You have the right to hold and express your own feelings, thoughts and opinions.
2. You have the right to be treated with respect and to be taken seriously.

3. You have the right and responsibility to control your own life.
4. You have the right to make and refuse requests without feeling guilty.
5. You have the right to make a mistake and to be responsible for that mistake.
6. You have the right to be human (not perfect) and not to be liked by everyone.
7. You have the right to get what you pay for.
8. You have the right to set your own priorities.
9. You have the right to give and receive information in a professional manner.
10. You have the right to change your mind.

THE ANGER FACTOR:

Anger interferes with the communication process. You are responsible for your feelings of anger and what you do about them. The following are some ways to control your anger:

1. Listen to how you talk to yourself when you are angry. Two common behaviors occur when we are angry:
 - a. Magnification: You exaggerate the importance of an event. Ask yourself, "What difference will this make in three years?"
 - b. Mind reading: "She did this to me because she doesn't like me". Tell yourself: "How do I know she doesn't like me? I need to discuss this with her."
2. Take a time out. When you feel your anger rising, initiate a time out by saying, "I'm beginning to feel angry, and I want to take a time out", and leave the scene. The time out gives you time to regain control of your feelings and to re-think your position.
3. Condition and relaxation response. When you feel that you are becoming angry, condition yourself to take three deep breaths. After a few weeks of practice, you'll feel yourself automatically taking a deep breath instead of reacting.
4. Vent some of the anger in positive ways. Anger is a legitimate emotion. It needs to be properly expressed, not repressed. Try these venting techniques: Write your thoughts down, then tear up the paper; use humor; visualize the person you are angry with standing there in his/her underwear.
5. Exercise strenuously.
6. Find someone with whom you can just vent and who will keep it confidential.

SELF TALK:

There is some evidence that the way we approach life either assists us to handle stress well or to not handle it well. Some of our attitudes are reflected in our self-talk.

Some examples of positive self-talk are:

1. Change is an opportunity.
2. Life without change would be dull and boring.
3. I feel the way I think.
4. I am confident.
5. I am a leader.
6. I take good care of myself because I am important to me.
7. I can choose not to overeat.
8. My opinions are of worth.
9. I finished the 10-K last, so what,....at least I ran the race.
10. When I'm handed lemons, I'll make lemonade.

CONFLICT RESOLUTION:

One of the communication areas we need to explore is the area of conflict resolution. Many individuals are afraid to take the risk of confronting a conflict head-on and resolving it. The risk is actually lower when people face conflict and solve it than when they run and hide from the conflict.

The optimal goal in conflict resolution is creating a win-win solution for everyone involved. Of course, this is not possible in all situations, but should be the goal.

Approaches to conflict resolution are:

1. **Compromise or negotiation:** Parties of equal power give up something they want. Both parties must be willing to give up something of equal value. It can become a win-lose situation if one party perceives she/he is giving up the most.
2. **Competing:** One party pursues what he/she wants at the expense of the other party. Only one party wins. This party seeks the win regardless of the cost to others.
3. **Accommodating/Cooperation:** The individual sacrifices his/her beliefs and wants in an effort to allow the other individual to win. The actual problem is not usually solved in this win-lose situation. One person just gives in to the other one.
4. **Soothing:** This approach is used to reduce the emotional component of the conflict. Smoothing may be appropriate for minor issues, but rarely results in resolution of the actual conflict.
5. **Avoidance:** The involved individuals are aware of a conflict, but choose not to acknowledge it or attempt to resolve it. Sometimes avoidance is appropriate because the problem is trivial and not worth solving or when it will resolve itself.
6. **Collaboration:** This is an assertive and cooperative means of conflict resolution that results in a win-win solution. In collaboration, both persons/groups put aside their original goals and work together to establish a supraordinate or common goal. The focus throughout collaboration is on problem solving and not on defeating the other person/group.

In order for collaboration to occur, the individuals/groups must do the following:

1. Define a common goal that both individuals/groups can agree on.
2. Share a mutual respect for the knowledge and expertise of all parties in the collaboration.
3. Accept mutual responsibility in reaching the common goal.
4. Work together to review the goal once it is reached.
5. Communicate openly and honestly.
6. Have equitable shared decision making powers.
7. Share knowledge with each other in a timely manner.
8. Offer support to each other.
9. Understand the language of the problem to be solved.
10. Have roles that are mutually acceptable.

WHAT TO DO WHEN YOU CAN'T AVOID A CONFLICT

No matter how harrowing the conflict, following these five pointers can ease the pain. Each one is easier said than done; but even if they seem impossible, act on them as best you can.

1. Do remember that the point in contention is only a small part of your life.
2. Do take action to resolve the conflict. Even if you don't succeed, you'll be spending your energy on something constructive, instead of rage and frustration.
3. Do remember that only one of your attributes is under fire. You have many assets that no one is criticizing.
4. Do put some distance between yourself and the conflict. Put the conflict in its place. Back off emotionally, and even physically, until you cool off.
5. Do examine the conflict for future reference. Even if you lose, you may find pointers for handling a conflict the next time one arises.

REMEMBER:

No one makes you engage in conflict.

No one makes you have a specific feeling---you choose---anger, sadness, happiness, etc.

Each of us needs to accept ownership of our feelings.

Each of us needs to accept responsibility for entering into the conflict.

Know what you want as the outcome of the conflict.

Never disagree! Do offer other ideas, suggestions.

Make it OK for the other person to feel the way they feel.

Make it easy for the person to change positions without losing face.

Don't force proof. Present evidence and let them decide.

The person who speaks FIRST has the privilege of setting the mood or tone of the rest of the conversation.

The person who asks the most QUESTIONS gets to control the content and direction of the conversation.

The person who LISTENS more has greater control of the final outcome of the conversation.

TIME MANAGEMENT

Time management is really self-management to maximize the time that you have available each day. In this sense, maximize does not mean cram as much as possible into as little time as possible. It means using the time that you have to reach the goals that you want to reach and to place the priorities of how much time you spend on each. Each person needs to give consideration to the time management issue because it is your life that you are spending. Once the time is gone, you will never have it again. So, how does one manage time? The following method has been helpful to utilize:

1. **Set goals.** Identify some goals that you want to accomplish in various amounts of time, i.e., one week, one month, six months, one year, five years, ten years, etc.
2. **Prioritize the goals.** List the most important ones first, within each time frame.
3. **Break the large goals into small segments.** If your goal five years from now is to have finished your BSN, break it down into how many courses you will take each semester. It is easier to work with smaller units and to feel a sense of accomplishment when each unit is completed.
4. **Make a daily "to do" list.** Consider that you won't get everything finished. Actually, only about half of the list really needs to be done. Concentrate on the most important items and do the rest as you have time to do them.
5. **Determine your most productive time of day.** Reserve this time for your most important projects from your "to do" list. Do not use this time for routine tasks. Schedule routine or boring tasks for your most non-productive times.
6. **Develop a schedule.** Do the same things at the same time of day as much as you can. This saves decision time as to what to do next.
7. **Eliminate time wasters.** Every six months, go through your calendar. Ask yourself, "What am I doing that does not have to be done at all anymore?" Do this activity both at work and at home. Eliminate at least one item each time.
8. **Delegate.** Ask yourself, "What can I delegate to someone else to do?" And then, delegate it!!
9. **Look at the mail you are receiving.** Are you the best person to receive it, open it and process it? Could someone else do it, even the mail at home?

10. **Look at how you handle interruptions.** Plan for some uninterrupted time for project work. Put the answer machine on even when you are home. The telephone is for your convenience.
11. **Only go shopping once a week.** A lot of the time can be spent in the grocery (or other stores) store. Keep a list of items needed and go only once per week. Shop at off peak hours. Compete with yourself to see if you can shop for the week in less than 45 minutes.
12. **Do as many errands at one time as you can.** Consolidate all of the stores/shops into as small an area as possible. You will save driving time as well as parking and getting into and out of the car multiple times. In addition, you may reduce the number of lines you have to stand in to await your turn.
13. **Plan now what to do with the time you have just gained.** If you don't plan ahead, you will waste the time on unplanned items, not directed towards meeting your goals.

RELAXATION TECHNIQUES

There are many relaxation techniques. Some are designed for deep relaxation and others for momentary relaxation. These techniques are being used by many individuals who not only want to relax, but who have found that relaxation techniques assist them to control pain, especially chronic pain. Some are even using less pain relief medication. Others are lowering their blood pressure and cholesterol levels. Try these techniques and determine for yourself whether or not they are helpful. After you have tried them all, you may want to combine two or three of the techniques.

PROGRESSIVE RELAXATION:

In progressive relaxation, the individual has to learn the difference between what tension feels like and what relaxation feels like. Once they have learned this, they will be able to identify when there is tension in any part of their body and will be able to relax that part. For this experience it is helpful to lie on your back in a semi-darkened room with your knees bent.

Tense one fist and forearm. Hold for seven seconds. Feel the difference between your tense fist and the one that is not tensed. Relax that arm and fist. Repeat these actions. Be sure that you can tell the difference. After you have practiced a few times, it is time to begin the sequence.

Be sure that you have loosened any tight clothing, belt, tie, etc. This will take about 20 minutes. Close your eyes. Begin with your toes and feet. Curl the toes on your right foot. Relax them. Stretch your right foot...toes pointed out. Relax. Extend the toes of your right foot back towards your knee, stretching the calf muscle. Hold for seven seconds, then relax. Repeat this sequence with your left foot. As you contract the muscles, inhale very slowly and exhale slowly as the muscles relax.

Next, tighten the large muscles in your right leg, hold for seven seconds, then relax. Repeat with the left leg. Then move up to the stomach area. Tighten the abdominal muscles, hold, then relax. Then push your lower back down towards the floor. Hold for seven seconds. Then relax.

Now tighten up the shoulder muscles. Relax. Remember to inhale slowly as you tighten the muscles and exhale slowly as you relax.

Shrug your shoulders---try to touch your shoulders to your ear lobes. Hold, then relax. Now hug yourself, then relax. Now tighten the muscles in you right fist and right arm. Relax.

Move to the left fist and left forearm. Tighten then relax. Now tighten the neck muscles and relax. Frown, tensing as many muscles in the face as you can. Relax and feel the tension drain from your face, eyes and forehead. Enjoy the relaxed feeling. You should feel that much of the tension has drained away. Stay in that position for a few minutes. When you need to come back to the real world, count backwards from five. By the time you get to one, you will be alert and ready to go. With a little practice, you should be able to do this technique with ease.

SELF-RELAXATION PROGRAM:

This is a phased program similar to the previous one, but done in stages.

Stage 1: Lie on your back in a darkened room, with eyes closed, arms at your sides, legs uncrossed. Place pillows under your neck, knees and feet if that increases your comfort. Loosen or remove any binding clothing—shoes, belts, tight collars. They can contribute to muscle tension. Spend thirty to forty-five minutes alternately contracting and releasing parts of your body, one at a time. When you are tensing, try to make your muscles tighter and tighter and hold for about 10-20 seconds. Then let go **very slowly** and **feel** the relaxation developing. When you think you have reached your limit, keep telling yourself to “let it go further and further”. This will help you sense how real relaxation feels.

The exercises should follow a logical order through your body.

Here is a recommended sequence:

1. HANDS AND ARMS:

- Clench (then relax) each fist.
- Bend both elbows and flex your biceps, hard (then relax).
- Rigidly straighten both arms (relax).

2. FACE, HEAD AND NECK:

- Wrinkle your forehead until you feel tension moving across your scalp.
- Frown deeply; tense every muscle in your face.
- Close your eyelids as tightly as possible.
- Clench your teeth and notice the tension in your jaws, cheeks, throat and neck.
- Press your tongue against the roof of your mouth.
- Press the back of your head firmly into your pillow or against the floor.
- Relax.
- Push your chin against your chest and strain your head forward.
- Shrug your shoulders up to your ears.
- Relax.

PAUSE: Think about a feeling of relaxation spreading from your fingertips up to your scalp and down to your neck and shoulders.

3. MIDSECTION:

- Inhale as deeply as you can hold before slowly exhaling.
- Relax, then repeat, relax.
- Tense your abdominal muscles as tightly as possible without pulling them in.
- Relax.
- Pull in your stomach and hold.
- Relax.
- Arch your back and hold as long as you can.
- Relax.

Pause: Think about relaxation gradually spreading through all the muscles of your chest, back and stomach. Then imagine that feeling spreading even deeper into your head and shoulders and down into your arms.

4. LEGS AND FEET:

- Press both heels hard against the floor.
- Point your feet and toes away from your head as far as possible.

- Point your toes toward your head.

Pause: Think about feeling relaxed, starting with your toes and slowly moving up your entire body. Try to imagine the tension you would feel if you were actually lifting your legs.

Enjoy your relaxed state as long as you like, then stretch, yawn and get up. If you feel yourself getting tense later on, try to recapture the “letting go” feelings you experienced.

Repeat the exercises daily for two weeks and try not to become discouraged. For most people, the “break-through” doesn’t occur until about halfway through Stage 2. The second two weeks of the program focuses on mental methods that can help peel away layers of tension and anxiety. In short, this stage produces relaxation on demand.

STAGE 2: spend about thirty minutes a day following this schedule.

1. Lie comfortably in a darkened room, breathe deeply several times and feel a warm, heavy, relaxed sensation spread through your body as you slowly exhale. Think about a wave of calm flowing over your body in a slow, logical sequence.
2. Spend a minute or so thinking the word “relax” each time you exhale. Next, think of other stimulus words: calm, serene, tranquil, warm, confident, restful, peaceful, etc. Pause after each word and try to associate feelings of relaxation with it. Pick two words that seem most calming to you and repeat them slowly about twenty times while you relax more and more deeply. With practice, you’ll be able just to say those words to yourself in tense situations and touch off relaxed feelings.
3. For about fifteen minutes, imagine relaxation spreading slowly through your body, starting at your forehead and ending with your toes. Think of the sensations involved as it spreads from one muscle to the next.
4. Imagine a blank chalkboard, and then put the numbers one through ten on it, one at a time. As each appears, try to relax more deeply and capture the sensations suggested by one of your stimulus words from #3. By the time you reach ten, you should be totally relaxed.

The final two weeks of the program are spent conjuring up relaxed feelings while sitting, standing and walking as well as lying in a darkened room. The goal is to enable you to relax anywhere in any situation. It is a lot like driving a car. When you are first learning, you are very conscious of everything you do. But with practice, it all becomes automatic.

STAGE 3: Start each daily session lying comfortable on your back, breathing deeply several times and thinking about relaxation spreading through your body. Use your stimulus words and try to capture feelings of calmness within yourself.

After you feel tension begin to drain away, move on to the next steps.

1. Imagine a scene you find very relaxing: A sunny beach, a cabin in the woods, a mountain lake, a fireside. Savor the scene for about five minutes. This is your personal “getaway image” and, like your stimulus words, can be used to defuse tense situations as you become adept at using it.
2. Sit comfortably in a chair, with eyes closed, arms at your sides. One at a time and then together, raise your arms. Feel the tension of holding them, then let them flop down in a release. Repeat, holding a deep breath as you raise your arms, then exhaling as they flop. While your arms are up, concentrate on keeping the rest of your body relaxed.
3. Stand up and try to recapture feelings of relaxation, especially in your shoulders, stomach and arms. With your eyes still closed, walk back and forth a short distance, swinging your arms gently and working to switch off any tension that may be creeping in.
4. Breathe slowly and regularly while standing still and thinking about relaxation spreading slowly through your body. Use your stimulus words to deepen the feeling.

5. Lie down and see how quickly you can regain a calm sensation all over your body. Then enjoy your personal relaxation image for at least one minute. You may find one technique more helpful than another. Try as many as you can and then choose.

AUTOGENIC RELAXATION TRAINING

This technique follows the progressive relaxation technique as to moving through the body parts, but uses warmth and heaviness instead of tensing the muscles. It is important in this technique to allow the parts of the body to go limp like a rag doll.

Let's start: Lie down on your back in a darkened room, with your legs bent at the knees. Raise your right leg and let it slowly drift down to the floor. Sense the heaviness, the leg is very heavy and warm. The warmth is getting stronger now. The leg feels warm and heavy. Now move to the left leg. Raise it and let it drift to the floor. It feels heavy and warm. Feel the warmth going from the toes right up to the thigh area.

Now lift your right arm and feel how heavy it is and warm. Let it drift down to the floor, feeling warm and heavy. The warm feeling is moving right up to your neck area. Lift the left arm and let it drift to the floor, feeling the warmth and heaviness. It is moving right up to your neck area. Feel the warmth in your neck.

It is heavy and warm. The warmth is moving down into the chest area and moving across your chest. The warmth moves on down to the abdominal are. The warmth and heaviness feel so relaxing.

It's like lying out on the sun backed beach in the warm sand. The warmth is flowing through your body. Your face is relaxing...your eyelids feel so heavy. The lines in your forehead are easing away with the warmth. Your forehead feels so cool now. Now that you are relaxed, you feel your heartbeat slowing down. Your breathing is becoming more calm and relaxed.

You may choose to use one phrase throughout this relaxation technique. Repeat it over and over again. When you are ready to get up, count backwards from five. You will be alert by the time you get to one.

MEDITATION

Meditation is a term that encompasses several techniques, all of which can produce deep relaxation. Although meditation is often associated with Eastern religious practices, prayer, or trance-like states, meditation techniques are not mystical by nature nor do they involve going into a trance.

Some meditation techniques use a word as a focal point. Others suggest that you focus on a color, your breathing, an abstract concept or an object. The purpose of each of these devices is to help quiet your mind, freeing it from its normally busy activity.

One way to begin meditation is to sit quietly with your eyes closed. Relax all your muscles from your head to your toes. Become aware of your breathing; breathe through your nose easily and naturally. Breathe in...and out. Then begin to silently repeat the word you have chosen, or focus on the color you have chosen. Breathe in...and out again. Don't be discouraged if you have distracting thoughts. Just let them pass through your mind, again focusing on your mental device. If you can maintain a passive attitude, deep relaxation will occur at its own pace.

Continue this pattern of regular breathing and meditation for fifteen to twenty minutes. When you finish, sit quietly for a few minutes with your eyes closed; then with your eyes open.

BIOFEEDBACK

In a sense, biofeedback is an extension of an already familiar process. You know, for example, how fast your heart is beating if you put your hand to your chest. You know when you are having trouble breathing, or when your stomach is full. But you can't see, taste, feel, hear or smell your brain waves, the activities of your muscle cells, or your blood pressure.

Biofeedback equipment is simply a sophisticated way to monitor these events.

It transforms your inner activities into readily observable signals. Sometimes the signals are translated electronically into lights, tones or wavy lines on a monitor; sometimes they can be simple as a temperature rating on a finger thermometer.

Whatever type of equipment is used, its purpose is to enable you to “see” or “hear” your bodily responses through some set of signals.

In relaxation training, biofeedback can be very helpful as a learning tool. As you learn to relax a muscle group, for example, you can actually “see” the muscles relax via the biofeedback equipment: You get instant reinforcement. If you are learning to relax by warming your extremities, a simple finger thermometer can indicate your success. Eventually, you become so attuned to your own feelings and bodily sensations that you are able to reach a state of deep relaxation without the use of biofeedback equipment.

MOMENTARY RELAXATION

While progressive (deep) relaxation is extremely helpful to your general well-being, it is simply not always practical to use.

Although the level of recuperation is not nearly as profound, momentary relaxation is very beneficial since it can be used whenever and wherever you like. Try to get in the habit of taking short recuperative breaks throughout the day to counteract stress build-up, or to prepare for on-the-spot situations that are likely to produce stress. Some momentary relaxation techniques require knowledge of deep relaxation, but most can be done with little previous experience.

Very often a combination of techniques will be most helpful for you. Try several, and continue using those which you find most effective.

DEEP BREATHING

In stressful situations, many people tend to restrict their breathing. It becomes short and shallow and centered primarily in the chest area. This cuts down the amount of oxygen that reaches the brain, and creates added tension in the stomach and lower back. Since the rhythm and regularity of breathing can have a calming effect on your nervous system, deep breathing can help reduce the stress you feel.

Before, or immediately after, a stressful situation, sit quietly for a minute or two. Close your eyes and let your attention focus on your breathing. Breathe through your nose easily and naturally, letting your shoulders and neck muscles relax.

Within just a few minutes, you should notice the tension slipping from your body.

VISUALIZATION

Imagine yourself in your favorite, restful place...on the beach, in the woods, in front of a fireplace, etc. Imagine the sensations you would feel; perhaps the warm sun on your face, or mild breeze against your skin. You might be able to hear the crackling of the fire, or the sound of the waves lapping against the shore. Imagine, too, your calm state of mind in this restful place. The more detail you can add to your scene, the more quickly and easily you'll be able to relax. After a moment or two in your imaginary place, you should feel refreshed and calmer.

You need to take some time to develop your imaginary place and then it will be quite easy to recall and step into. Developing it goes like this: Close your eyes and visualize: You are out walking in the woods and you come to a meadow surrounded by tall pine trees. The grass is thick and very green, with millions of spring wildflowers growing scattered throughout the lush green grass. There is a large flat rock nearby and you lie down on it to rest. As you stretch out on the rock, its warmth oozes into all the fatigued muscles in your body. The warmth invades

your back and legs, relaxing them. It feels soooo good. The birds are singing in the treetops, a light, listing sound, almost like chimes...it's so sweet sounding, like a lullaby. Combined with the wind blowing gently through the tall trees, it sounds like a symphony, playing just for you. Smell the sweetness of the grass and the wildflowers....there must be a hundred different kinds of flowers...pink, yellow, red, blue, white, orange, all against a background of lush, soft green.

Oh look, there is a mother deer and a baby grazing at the edge of the woods. They look so calm and peaceful, graceful in their movements, as if they are one with the trees and grass.

The breeze feels good blowing across you face. The warmth of the rock is sooo soothing, you could stay here all day, just resting and absorbing all of this. Just close your eyes and listen to the birds. They answer each other with their songs.

Their songs harmonize with the wind rustling through the trees. You are so relaxed, you do not want to get up, but you now have to open your eyes on the count of three. One, two, three. Now open your eyes. You feel much more refreshed and calmer.

Once you have built your visualization, it takes just seconds to transport yourself to that place and get the tranquility benefits.

COMBINATION:

For some, it will be helpful to do a combination of these techniques. To do a combination would take a little bit of time and practice, but it will be well worth it for the benefits.

Developing it goes like this: Close your eyes and visualize: You are walking along the beach, with the sun still high enough to give warmth to the sand. The sand is white and smooth. The waves are rolling gently in, lapping up onto the shoreline. There are two sailboats out on the water, gliding along, their sails gently blown by the wind. The sand feels so warm between your toes. You sit down on the warm sand and watch the waves hitting against the outcrop of rocks just to your right. What a rhythmical sound. You stretch out on the sand, feeling its warmth in all your pores. You curl your toes, and straighten them, sinking them into the warm sand.

Now you raise one leg, tightening the calf muscles and relaxing it; tighten and relax it again. Now the other leg...tighten and relax...again...tighten and relax. Listen to the waves, lapping up on the shore. Flatten you back into the sand...it feels so warm, penetrating every muscle...relax, press again...relax. Watch the sea gulls overhead, dipping and gliding along so effortlessly.

Tighten the muscles in your right arm, make a fist with your right hand...relax...tighten...relax...let it drift to the sand...it is heavy from the warmth of the sand...relax. Tighten the muscles of your right arm, make a fist with your right hand...relax...tighten again...relax...let it drift down into the warm sand...sooo heavy.

Feel your neck muscles...the warmth of the sand is finally getting to them...they are tight. Shrug your shoulders...try to touch your shoulders to your earlobes...relax...shrug your shoulders again...relax...now press your shoulders into the warm sand...let them sink into it...listen to the waves washing up onto the rocks...over and over again...relax. The sun is in your eyes...you frown, tightening all of your facial muscles...a cloud drifts over the sun...you relax and close your eyes...feel the tension draining away...let it go...just absorb all the sounds...the water slapping against the rocks, the gentle lapping of the waves against the shoreline...the sea gulls as they fly overhead, calling to one another. You relax...completely...unembarrassed by anyone watching...you are all alone...just the sea gulls for company...and the water to rhythmically lull you into a state of tranquility. As you feel so relaxed, you know it is time to go...count backwards from five...four...three...two...one...open our eyes...you are relaxed, but alert...ready for the next challenge. As you examine the methods of relaxation, you will be able to tell which ones were combined into the last visualization.

Remember that the goal is to develop one scene in such detail that you can within seconds mentally transport yourself into the scene and be able to benefit from the relaxation portion of the visualization. This can be done in moments of time, sitting in a chair or riding in an elevator. The example here seems lengthy, but that was just to show you the detail of the process.

MUSCLE MEMORY

After you have practiced with the deep relaxation techniques, such as progressive relaxation, you can relax quickly by using your muscle memory. Sit comfortably, and try to remember the exact sensations you had during deep relaxation. Next, try to duplicate those sensations, this time without going through all of the deep relaxation steps. In this way you can experience a relaxation effect within a few seconds.

In addition to these techniques, there are a variety of relaxation audio tapes and video tapes. Check some out from your local library and try them out. As a conclusion to this course:

WAYS TO REDUCE STRESS

1. **TALK IT OUT:** Don't bottle up your worries. Confide them in someone you trust. Don't expect them to tell you what to do. Sometimes just putting the problem into words helps sort it through to a solution.
2. **ESCAPE FOR A WHILE:** When things go wrong, it is normal and healthy to recover your breath and your balance in a walk, a book, a movie, a trip. You will come back better prepared to deal with the problem at hand.
3. **WORK OFF YOUR ANGER:** Outbursts of rage usually solve nothing, but neither does remaining outwardly quiet and calm while you are seething inside. Channel anger into hard, constructive, physical work; return to your problem relaxed and controlled.
4. **GIVE IN OCCASIONALLY:** Of course, stand your ground when you feel you are right, but remember that others have to win sometimes too. It is immature and gains very little in the long run to insist on having your way all of the time.
5. **DO SOMETHING FOR OTHERS:** If you are worrying about yourself a lot of the time, try doing something for someone else. It will take your mind off of your own problems, and give you a warmer feeling about your relationship with the rest of the world.
6. **TAKE ONE THING AT A TIME:** When tasks and problems pile up, don't be overwhelmed. Attack the most urgent situations first. With an organized approach, it is possible to reduce the chaos to a point where it can be resolved.
7. **SHUN THE "SUPERMAN" URGE:** Don't demand perfection of yourself. The sure result is tension, frustration and failure. Concentrate on the things you do well; don't push yourself to do the impossible.
8. **GO EASY WITH CRITICISM:** Don't demand that everyone live up to your standards. Each person is an individual with human virtues and shortcomings. Look for the good points to commend, rather than the weak ones to condemn.
9. **GIVE THE OTHER FELLOW A BREAK:** Competition is healthy and contagious, but so is cooperation. You don't have to edge the other fellow out all the time. If you let the pressure ease up a little, you can both relax and get more done.
10. **MAKE YOURSELF AVAILABLE:** Don't feel left out or rejected when others are often waiting for you to make the first move. Give people a chance—they do want to know you better.

11. **SCHEDULE YOUR RECREATION:** Don't drive yourself too hard. Money, success, nothing is worth losing your physical and mental health. Make sure you have time for hobbies, sports and friends. This is insurance for a happier life.
12. **LOVE YOURSELF:** Give yourself credit for what you do well. Take pride in expressing your own individuality. Develop attitude of standing up for your rights.

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COURSE TEST

1. Stress is a natural reaction of the body originally designed to:
 - a. Protect the individual person.
 - b. Prevent us from being angry.
 - c. Help us routinely exercise.
 - d. Stimulate our visceral effectors.

2. One of the long term effects of unresolved stress is:
 - a. Increased heart rate.
 - b. Increased peristalsis.
 - c. More blood going to the stomach area.
 - d. High blood pressure.

3. When under stress, energy is increased by:
 - a. Faster breathing.
 - b. Increased heart rate.
 - c. Release of sugars and insulin into the blood stream.
 - d. Eating more vegetables.

4. Individuals operating with their comfort zone for stress experience:
 - a. A dread of going to work.
 - b. A dread of going home.
 - c. Excitement about their work.
 - d. A sense of never being finished with work.

5. Stress which is not resolved for a long period of time is likely to result in:
 - a. A healthy attitude towards work.
 - b. Increased health problems.
 - c. A healthy attitude towards children.
 - d. Perfect work attendance record.

6. Muscle fatigue in the stressed individual is due to:
 - a. Increased coagulation of the blood.
 - b. Stress messages being sent to muscles.
 - c. Blood being diverted to the hands and feet.
 - d. A decrease in exercise.

7. A major cause of stress in many individuals is:
 - a. A lack of understanding about stress.
 - b. Their reaction to stress.
 - c. Losing their temper.
 - d. A concern about money.

8. Learning to stay within his/her comfort zone will enable a person to:
 - a. Function to the best of his/her ability.
 - b. Argue less with his/her co-workers.
 - c. Be on time.
 - d. Enjoy change.

9. Learning to stay within his/her comfort zone for stress should:
 - a. Cause cold hands and feet.
 - b. Help to prevent high blood pressure.
 - c. Slow down digestion.
 - d. Cause faster breathing

10. A person may be experiencing an overload of stress when:
 - a. He/she sleeps only six hours/night.
 - b. He/she has frequent illnesses.
 - c. He/she remembers minute details.
 - d. He/she is always positive in attitude.

11. The individual experiencing a high stress life style:
 - a. Is a victim of that life style.
 - b. Values him/herself above others.
 - c. Can change his/her life style.
 - d. Seldom worries about others.

12. The person with a "stress-prone" personality:
 - a. Thinks everyone else causes his/her problems.
 - b. Likes for others to disagree with him/her.
 - c. Does not place blame on others.
 - d. Freely and readily admits mistakes.

13. When a person recognizes that he/she is not effectively coping with stress he/she should:
 - a. Panic.
 - b. Consult his/her physician.
 - c. Deny that anything is wrong.
 - d. Evaluate to determine the cause of the stress.

14. The person in a low stress life style:
 - a. Seldom manages to take a vacation.
 - b. Frequently becomes involved in unhealthy relationships.
 - c. Uses alcohol and tobacco excessively.
 - d. Maintains a high level of physical fitness.

15. The person in a high stress life style:
 - a. Denotes most of his/her time to work.
 - b. Exercises one hour every day.
 - c. Always has time for "vacation" week-ends.
 - d. Laughs at him/herself frequently.

16. The person who lives a low stress life style would find time to:
 - a. Take a walk along the beach.
 - b. Accept stressful situations.
 - c. Smoke a pack of cigarettes each day.
 - d. Worry about the future.

17. Burnout:
 - a. Occurs in all persons leading a high stress life style.
 - b. Is preventable and resolvable.
 - c. Occurs in all persons leading a low stress life style.
 - d. Occurs only in those who fail to exercise regularly.

18. The way we react to stressors:
 - a. Is determined from birth.
 - b. Is determined by our personality.
 - c. Contributes to the development of burnout.
 - d. Is caused by others.

19. The following is usually an immediate reaction to stress:
 - a. Vomiting.
 - b. Falling asleep.
 - c. Tingling sensation in arms and hands.
 - d. Rapid pulse.

20. A person experiencing stress build-up:
 - a. Is always on time.
 - b. Enjoys sex frequently.
 - c. Has abundant energy
 - d. Frequently forgets appointments.

21. Burnout is:
 - a. Often an excuse for not doing something.
 - b. Develops over a period of time.
 - c. Acute in nature.
 - d. Occurs when the boss is unreasonable.

22. The individual experiencing burnout:
 - a. Is easily able to relax
 - b. Is under pressure to succeed all of the time.
 - c. Has all areas of his/her life in balance.
 - d. Is very flexible.

23. The person experiencing burnout needs to:
 - a. Be more serious about work.
 - b. Preserve his/her image.
 - c. Evaluate his/her lifestyle.
 - d. Make one area of life the most important.

24. Keeping a daily stress log will:
 - a. Increase your stress.
 - b. Let you see how really busy you are.
 - c. Enable you to say no to new projects.
 - d. Enable you to assess causes of stress.

25. When keeping a stress log it is important to:
 - a. Wait until you have all the information about the activity.
 - b. Record even brief information as soon as possible
 - c. Record information at least every 15 minutes.
 - d. Record at the end of the day all of the events of the day.