

*Kaiser Permanente's  
Relax, Release, Renew*

Recognizing and Coping with Stressful  
Triggers



**KAISER PERMANENTE®**

**GROUP CLASS  
CONFIDENTIALITY AGREEMENT**

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Please share useful general information outside of the group, but what you hear and learn about individual group members should stay here.

# Important Disclaimer

- The information provided in this presentation is not a substitute for the advice of your personal physician or other qualified health care professional.
- Always seek the advice of your physician or other qualified health care professional with any questions you may have regarding medical symptoms or a medical condition.
- Never disregard professional medical advice or delay in seeking it based on information contained in this presentation.

# About Your Instructor

- Cheryl Mirabella
- Kaiser Permanente Health Educator

# Learning Objectives

This session will help participants:

- Learn to recognize their triggers in and out of the workplace in order to manage them for a healthier productive life.
- Recognize the importance of mindful movement as effective coping approach.
- Learn to apply positive coping skills to address stressful triggers.

# What are Stressors?

- Stressors are demands made by the physical, social, or psychological environment that upset balance or homeostasis and cause our bodies to react or respond



# Recognizing & Coping with Stressors

- Recognizing and coping with your personal triggers is the first step toward combating stress
- Coping is the act of managing events or conditions to lessen the physical or psychological effects of stress
- A trigger is a stimuli or impulse that initiates a response

# Knowing Your Triggers

- Triggers are highly personalized, what will stimulate a stress response in one person, might not produce a stress response in others
- Therefore, it's important you know what your triggers are so that you address them in a positive and constructive way
- Taking efforts in building skills and coping strategies that will inoculate you against stress are known as stress management techniques



# How Do You Cope?

- Anger
- Bored
- Lonely
- Deprived
- Frustrated
- Anxious
- The list goes on.. What are your feelings?



# A Common Stressful Trigger

- With regard to stress, your trigger might be a traffic jam on a busy beltway, resulting in a migraine headache
- Triggers open the flood gate to stress
- They pop-up from our daily life activities
- They're our daily hassles



# The Newest Form of Stress

- Technology may keep you in touch, but it can also add to your stress
- Technostress is defined as stress created by a dependence on technology and the constant state of being plugged in or wirelessly connected



# What Are Your Triggers?

- Personal/Family/Friends/Co-workers?



# Communication Styles

- Self-survival includes:
  - ‘aggressive’ response – threat to control
  - ‘passive’ response – loss of control
- Both reactions mobilize the same stress systems of the person

# Effective Communication

- Requires both Self-Awareness and Concern for the other person.
- When Expressing Yourself:
  - Identify your feelings & needs

# Effective Communication

- Express, non-judgmentally, your perception of:
  - What happened?
  - How you felt about it- “I Message”
  - What you would like to see happen
- When you \_\_\_\_\_, I feel \_\_\_\_\_ because \_\_\_\_\_.
- Offer to negotiate a solution.



# Active Listening

- A conscious technique to help deal with emotional situations
- Requires you to truly listen, letting go of judgment, and then responding with something like this:
- “You sound \_\_\_\_\_ about \_\_\_\_\_.”
- This helps you stay focused and respond more appropriately to the person/situation



# What Are Your Triggers?

- Job/Career Changes/Economic?



# Work Pressures

- Long hours, heavy workloads and uncertain job responsibilities are compounded by work/life balance issues and worries stemming from the down turned economy, such as job security and loss of income



# Impact of Stress at Work

- Stressed workers are fatigued prone to mistakes and injuries and more likely to be absent
- Most startlingly, stressed-employees incur healthcare costs nearly twice as high than for other employees



# Cost of Stress At Work

- The cost of stressed employees to businesses is estimated to be between \$200 and \$300 billion dollars a year



# Coping Skills

- Time Management
  - Create a to do LIST
  - Develop a ROUTINE
  - PRIORTIZE
  - Set GOALS
  - BREAKDOWN large projects
  - Avoid PROCRASINATION
- Sharing the load
  - You CAN NOT do everything
  - You DO have to let others know when you need HELP



# What Are Your Triggers?

- Emotional, Compulsive and Overeating?



# Patterns That Can Develop?

- Eat when you're not hungry?
- Skipped meals, binged on snacks?
- Eat large meals, stuff yourself?
- Sneak food when others aren't around?
- Tried and 'failed' multiple diets?
- Have food hidden, your 'stash' of goodies?

# Comfort Foods

- What is your favorite comfort food?
- What feelings come from eating it?
- How about **right before**?
- Or **during**?
- Or **after** eating it?





# Coping Skills

- Exercise to manage stress
- Learn how to process your negative emotions
- Seek professional counseling or therapy
- Learn how to shop for and make healthy meals that are satisfying yet low in calories and fat
- Drink a glass of water and relax before eating
- Eat slowly and portion sized foods

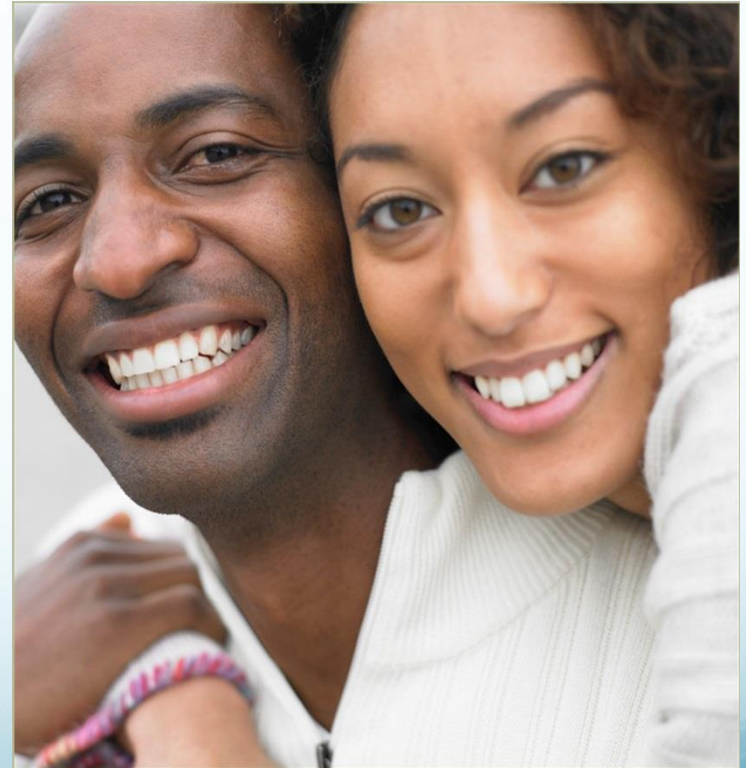
# What Are Your Triggers?

- Health Condition?



# Coping Skills

- Relaxation
- Managing Negative Emotions
- Increase Activity Level
- Relationship Building



# What are Your Triggers?

- Social/Environment?



# Negative Coping Skills

- Certain behaviors that undermine your health and well being occur in response to triggers. Behaviors such as cigarette smoking, abuse of alcohol, drugs, emotional eating and careless sexual encounters are common reactions to triggers.



# Positive Coping Skills

- Certain techniques to reduce stress have been practiced for centuries around the world and there is a wide selection from which to choose.
- These ancient techniques now have become the basis for stress management techniques used in this country.

# Positive Coping Skills

- Some common stress management techniques include, mindful movement, yoga, qigong, tai chi, deep breathing, meditation, visualization, reflective journaling and others including, progressive muscle relaxation, massage therapy, biofeedback and hypnosis.



# Mindful Walking

- Use the adrenaline
- Metabolize the glucose
- Improve brain function
- Sleep better
- Improve energy level





# Yoga

- An estimated 20 million adults in America actively practice yoga, an ancient tradition which began about 5,000 years ago. The term “yoga” means union or harmony.
- It combines meditation, stretching, and breathing with poses designed to relax, refresh and rejuvenate.



# Qigong

- Qigong (pronounced “chee-kong”) is one of the fastest-growing and most widely accepted forms of mind-body health exercises.
- Qigong is an ancient Chinese practice that involves becoming aware of and learning to control the vital energy in your body called “qi” or “chi”(pronounced “chee”).



# Tai Chi

- Developed in China as a form of self-defense, Tai Chi is the graceful form of exercise that has existed for about 2,000 years.



# Deep Breathing

- Typically, we breathe using only the upper chest rather than the abdominal region.
- Deep breathing is breathing that maximally fills the lungs by involving the movement of the diaphragm and lower abdomen.



# Meditation

- There are many different forms of meditation
- Practiced by Eastern religions for centuries, meditation is believed to be an important form of introspection and personal renewal
- Used as stress management tool, it can calm the body and quiet the mind, creating a sense of peace



# Visualization

- Visualization is the creation of mental images to promote relaxation



# Reflective Journaling

- Reflective journaling is a way to capture significant events in our lives so that we can become aware of what we have endured and lessons we have learned
- It connects us to our evolving feelings and emotions as it relates to stress





# Massage Therapy

- Massage is a safe and effective way to promote relaxation, relieve pain and reduce muscle tension
- There are many varieties to consider from general relaxation, increase sports performance, acupressure for discomfort, reflexology for achieving balance, deep tissue massage to realign the body and self-massage





# Resources

- <http://www.kp.org/listen> You will find guided imagery exercise for weight loss, as well as other stress management skills.
- <http://www.kp.org/mindbody> Additional information about stress management and the Mind Body connection & Wellness
- National Institute of Health  
<http://www.nichd.nih.gov/news/releases/stress.cfm>. Last Update: 07/21/2006.



# Make the Call, Take the Call

The State of Maryland Wellness Program offers **free** confidential health coaching through its "Make the Call, Take the Call" coaching program.

Trained professional coaches will help you to understand your health status and provide motivating support over the phone to help you with the following topics:



- Healthy weight*
- Managing stress*
- Physical activity*
- Eating healthy*
- Quitting tobacco*



Connect with your Kaiser health coach at:  
**1.866.862.4295**

Please check out our "Make the Call, Take the Call" video located on the wellness website at

<http://dbm.maryland.gov/benefits/Pages/WellnessHome.aspx>

# For a copy of this presentation

Please visit the State of Maryland Wellness website

<http://www.dbm.maryland.gov/benefits/Pages/WellnessHome.aspx>

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### Health Benefits

- > Medical Plans
- > Prescription Drug Coverage
- > Dental Coverage
- > Flexible Spending Accounts
- > Term Life Insurance AD&D
- > Wellness Program

### Quick Reference

- > Benefits/Wellness Blog
- > DBM Homepage
- > State Employees Homepage

### Wellness Programs

- > CareFirst
- > United Health Care
- > Kaiser Permanente

### Wellness Program Information

Thinking about starting a fitness routine and eating better? Or, maybe you're thinking about how to reduce stress, quit tobacco, and improve your overall health. "Make The Call, Take the Call" Wellness Coaching can help!

Make the Call - Take the C...

### News and Updates

- > Wellness Program Success !!!
- > 2018 Spring Wellness Fair Schedule
- > 2018 Wellness Activities

### Wellness Activities in 2018

- 2018 Wellness Program FAQ's
- 2018 Wellness Program PCP Zero Copay and Specialist Reduction Process
- Medical Carrier Added Benefits (weight management reimbursement included)
- State's Health Risk Assessment

Or reach out to your wellness coordinator



*RELAX, RELEASE, RENEW*

QUESTIONS?

Thank You and Be Well!