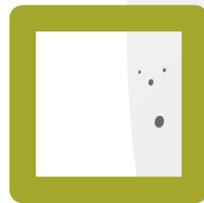
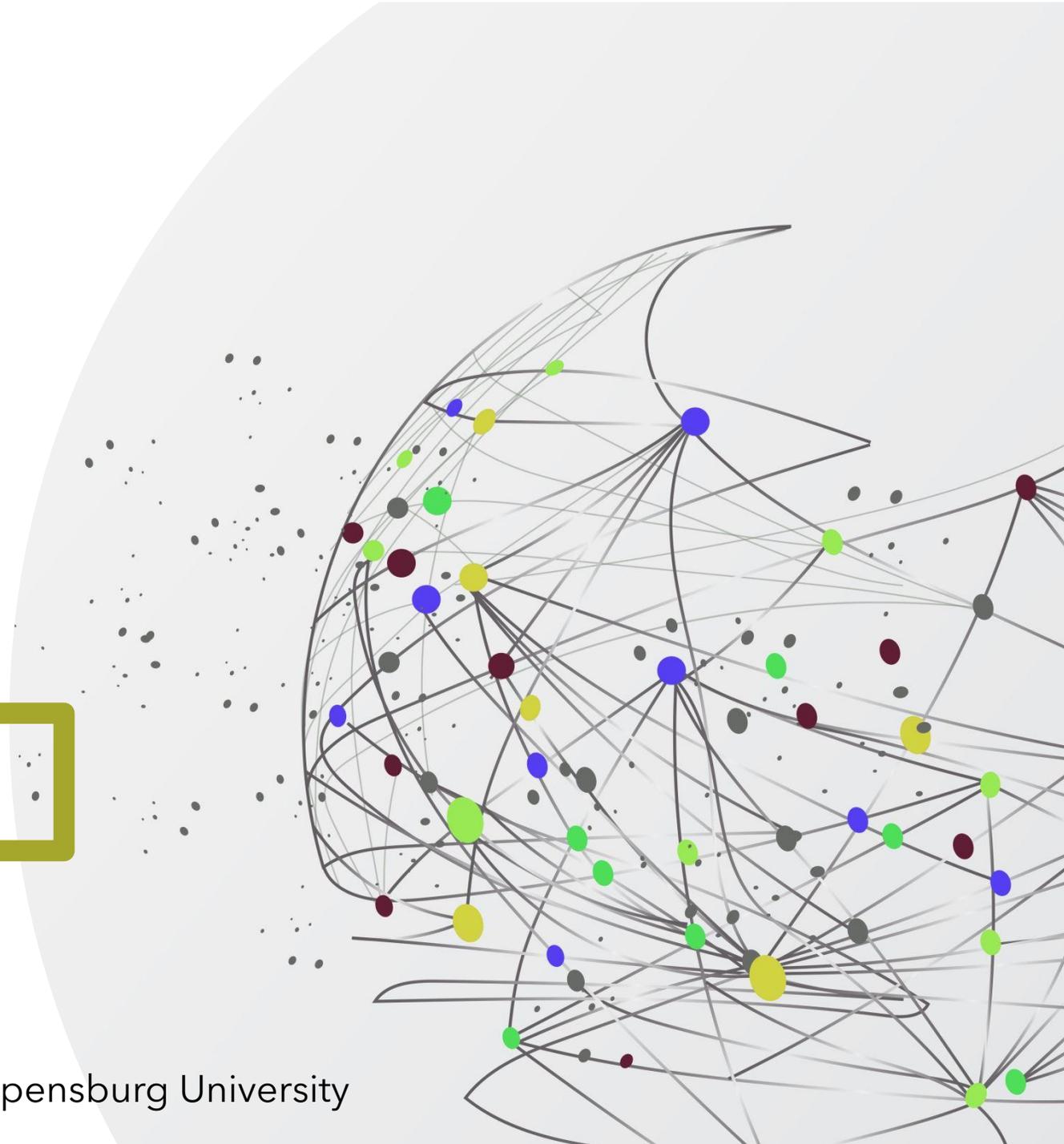


# Stress & Time Management

PA Bankers Association  
Career Development &  
Internship Experience  
Program



Presented by Toru Sato, Dept. of Psychology, Shippensburg University



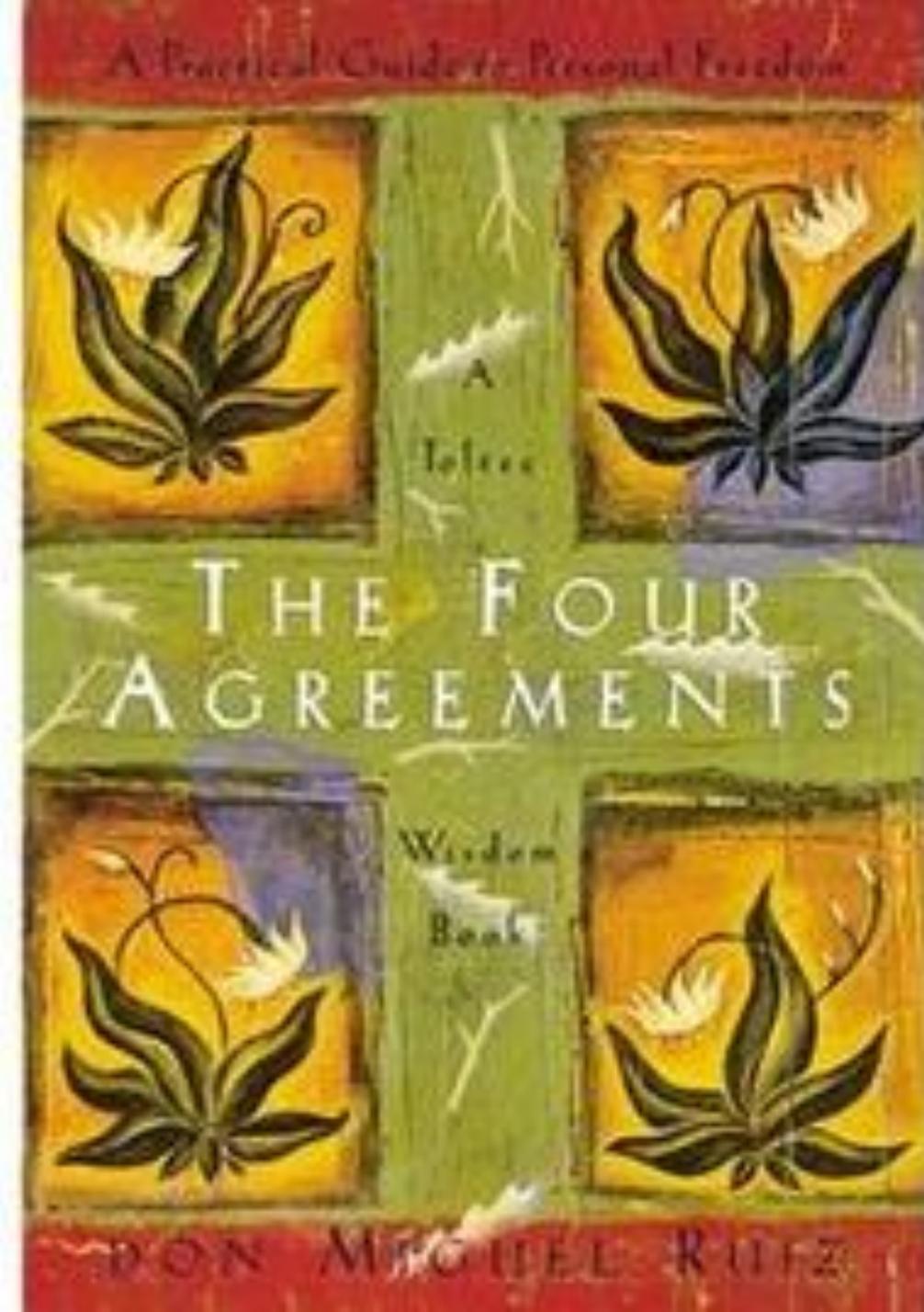
# Introductions

- Toru



Participants – name, which school, which bank?

Favorite – video game, sport, restaurant chain  
ice cream flavor, pizza topping,  
celebrity, sports team, movie/TV show  
(minimum 3)



Stress-Management  
- Stress comes from thoughts

Don Miguel Ruiz  
- The Four Agreements.

1. "Be impeccable with your word."
2. "Don't make assumptions."
3. "Don't take anything personally."
4. "Always do your best."

# 1. "Be impeccable with your word."

Why is it important?

## *Breakout Group*

Do your words Uplift or Drain others and self?

example: Assigning work to others

Receiving Criticism

Does how and when to say things matter?

To minimize stress - how would you listen to others?

Mindfulness of thoughts and feelings - exercise



1

# 4 Layers of All Beings

1.



2.



3.



4.



Eric & Homeless man



## 2. "Don't make assumptions."

Have you ever assumed someone knows what you want even though you never expressed it to them? Or vice-versa?  
Example?



## 3. "Don't take anything personally."

### *Breakout Group*

Provide an example of a time when someone took what you or someone else said personally.

Discussion Questions:

What assumptions was she making?

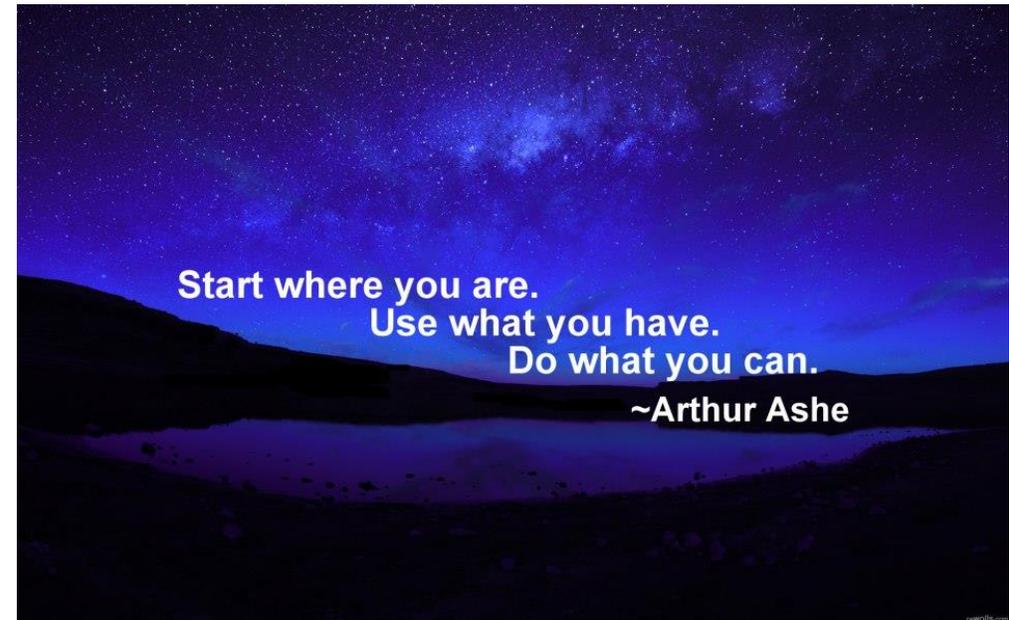
How was she taking her son's actions personally?



2&3

My Son is Selfish

## 4. "Always do your best."



### Time Management

- Scheduling your day/week/month realistically

#### *Breakout groups*

- Scheduling breaks - why?
- Incorporate variety in activities - why?
- Forgiving yourself if you can't get it all done - why?



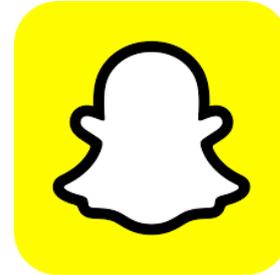
# YouTube

Breaks that Recharge  
Breaks that Drain  
Examples?



When does a necessary break  
turn into a "Time Suck"?  
(when recharge turns to drain)

*Breakout groups*



**YouTube**

What are some realistic ways to minimize your "Time Sucks"?

After its all done - forgive yourself. What seems like a "Time Suck" may actually end up being a much needed break.



What are your Stress triggers (buttons)?

(i.e., what stresses you out the most) – everyone mentions one

## **Practical**

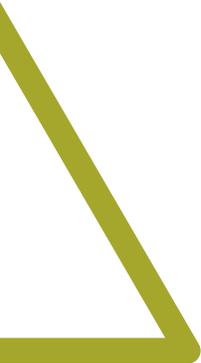
Money

Time

Workload

Unfinished work

Anticipation of stressful period



## **Psychological**

Engulfment

Abandonment

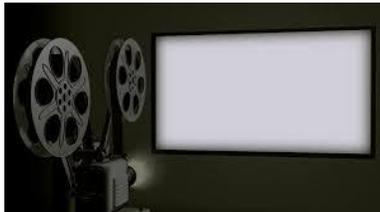


Dance - Blue Bird  
Little wave big wave  
Querencia



## Mindfulness Meditation

Focus on Breath  
Observe Thoughts & Feelings



*"What we are looking for  
is what is looking"*

*St. Francis of Assisi*



1. We can choose our thoughts
2. We have all we need to face all of our challenges

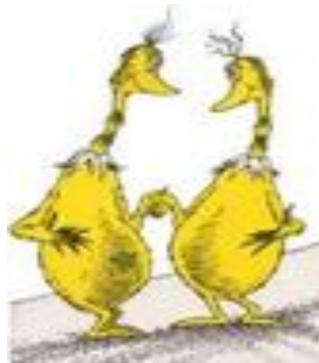
# Social Conflict - 2 roads

## A. The high road

1. Realize that the other person needs our love

Why is this important?

*"Perhaps all the dragons in our lives are princesses who are only waiting to see us act just once, with beauty and courage. Perhaps everything that frightens us is, in its deepest essence, something helpless that needs our love."*



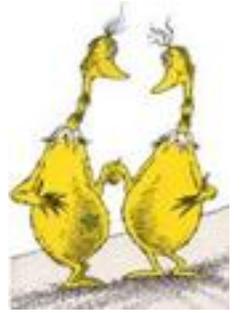
Rainer Maria Rilke



# Social Conflict: High Road cont.

## 2. Awaken the spirit of service

- Let go of how you want them to be - Why?
- Open to who they are now
  - We only feel drained if our desire  $\neq$  what is happening
- Lead by example (what does a mature person do?) 😊



## 3. If emotionally hijacked take time out (min. 30 minutes)



Attachment to being right creates suffering. When you have a choice to be right, or to be kind, choose kind and watch your suffering disappear.

— Dr. Wayne Dyer

zentips.org

## Social Conflict – 2 roads (cont.)

### B. The human road

getting out of abusive relationships

- **Setting boundaries** - Stop the cycle of others draining us by expressing ourselves
  - a. Subtle signals - change topic - non-verbals
  - b. Accept our own insecurities and honestly express - them with "I statements" respectfully

\*No *secondary emotions* (e.g., anger, jealousy, envy)  
Avoid "You statements" - blame, attack

\*Express *primary emotions* (e.g., fear, sadness)

*Breakout groups (video exercise)*



## Social Conflict – 2 roads (cont.)

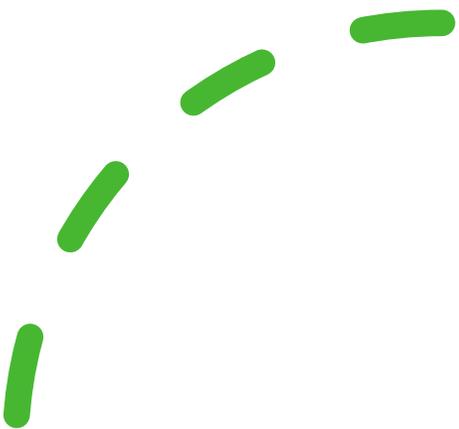
### B. The human road (cont.)

c. Make a request

d. Escape from the interaction politely

e. Re-examine our relationship with that person





**Thank you!**

Questions & Comments