



International
Wellbeing Insights
People, Culture & Wellbeing



Stress Management Society
from distress to de-stress

Simon-Kucher & Partners

Excelling Under Pressure: Positive Mindset, Spheres of Influence 2023

For further information, please contact
International Wellbeing Insights — 0203 142 8650
support@stress.org.uk

SIMON • KUCHER & PARTNERS
Strategy & Marketing Consultants



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WELCOME

Stress is the driving force that keeps us on our toes and ensures that we push to be the best we can be. However that is only valid up to a certain point. If we have too much stress and endless wear and tear, it can drive us into physical, mental and emotional exhaustion.

Certainly we can't avoid the problem. Situations arise on a day-to-day basis, which make physical, mental and emotional demands on us. There may be decisions that need to be made, deadlines that need to be met, and lessons to be learned.

Unreasonable stress affects one in five of the working population and after acute medical conditions it is the most common cause of long term sickness absence from work (CIPD Absence Management 2014).

Stress undoubtedly makes people ill. It is now known to contribute to heart disease, hypertension and high blood pressure, it affects the immune system, is linked to strokes, IBS (Irritable Bowel Syndrome), ulcers, diabetes, muscle and joint pain, miscarriage, allergies, alopecia and even premature tooth loss.

Therefore it is imperative to strike the right balance. As individuals, we must take stock of all aspects of our life and situations and learn to cope better.

Treat it early, and your prospects are good. Ignore the problem, and there is a risk that 'burnout' may become a permanent state of affairs.



THE TOP PRINCIPLE

Write down 3 situations/worries that you often think about or are currently challenged with:

1.

2.

3.

Worrying about the future can cost us a lot of time and energy. It is a time robber just like unexpected or unscheduled interruptions. Time robbers are a massive problem when trying to manage your time effectively. Dealing with time robbers is ultimately a problem solving exercise. This consists of a logical 'step by step' analysis of what the problem actually is. It is also necessary to define the level of control.

A useful device for ascertaining this level is the TOP principle: *is the problem...*

Totally within my control

Outside of my control

Partially within my control

If the problem is totally outside of your control, then there is absolutely no point in attempting to solve it, we have to re-focus our energies on to things that we can an effect over

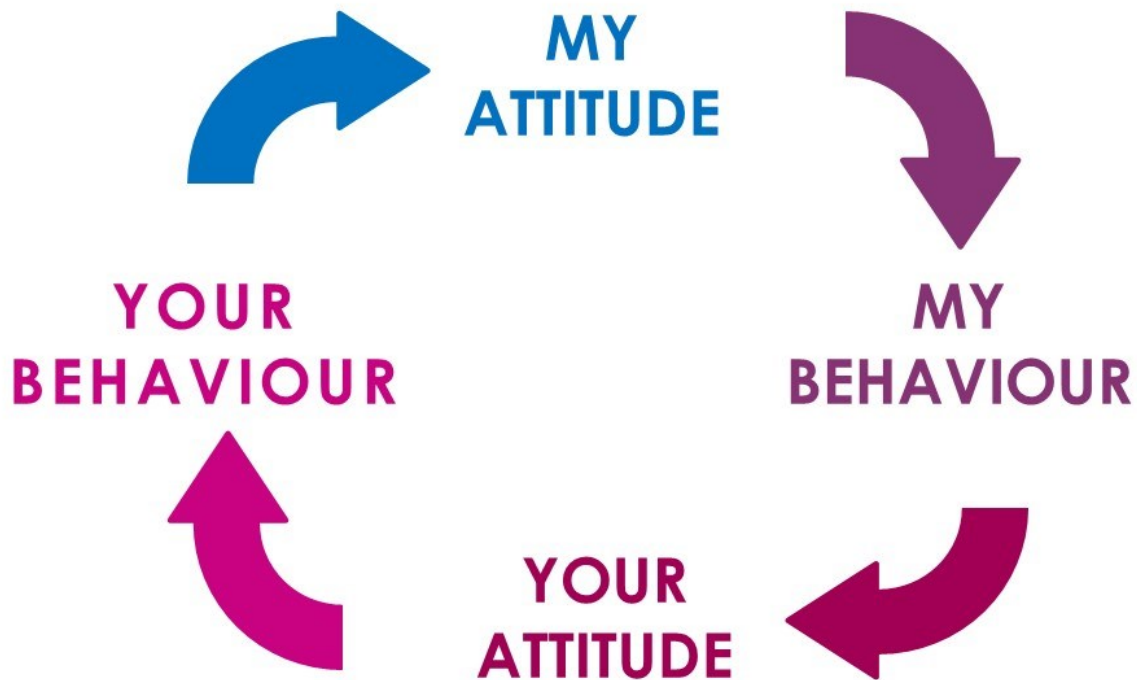
How would you classify each of your 3 worries? Circle the respective letter.

1. T O P

2. T O P

3. T O P

BETARI'S BOX



Our stress levels may increase due to the behaviour of the people around us but also by the way we react to them. The following module draws on the Betari's Box concept to raise awareness of how people's behaviours and attitudes are directly linked to each other, and how we can reduce interpersonal conflict and stress.

ATTITUDE AFFECTS BEHAVIOUR

Our attitude becomes visual through our external behaviour. This may be apparent in the signals we send to others, such as smiles, tone of voice and use of particular words. It has an effect on how we act towards other people. The reverse is also true. The attitude of others has an effect on their own behaviour.

BEHAVIOUR AFFECTS OTHERS' ATTITUDES

If a person is aggressive towards you, you will interpret this in a certain way, which will in turn affect your own attitude. And again, the reverse is true. Your behaviour affects the attitudes of those around you as they interpret, rightly or wrongly, what you do. This creates a circle. The way you act affects someone else's attitude. Their attitude affects their behaviour, which has an effect on your own attitude that affects your behaviour, and the cycle continues.

BETARI'S BOX

TIPS TO BREAK A CYCLE OF NEGATIVITY

SOMETIMES YOU CAN FIND YOURSELF STUCK IN A CYCLE OF BEING IRRITABLE, WHICH MAKES YOU DEFENSIVE AND MORE IRRITABLE. ONCE YOU RECOGNISE THIS, SEE IF YOU CAN PRESS THE "RESET BUTTON" AND BE PLEASANT TO OTHERS.

REMEMBER THAT WHETHER YOUR ATTITUDE IS GOOD OR BAD, IT AFFECTS EVERYONE YOU COME INTO CONTACT WITH.

YOU CAN ONLY CONTROL YOUR OWN ACTIONS, SO IF A COLLEAGUE IS STUCK IN A NEGATIVE CYCLE, THEN REMEMBER THAT YOU HAVE A CHOICE IN HOW YOU RESPOND. JUST BECAUSE THAT PERSON IS NEGATIVE TO YOU DOESN'T MEAN THAT YOU HAVE TO RESPOND IN A NEGATIVE WAY.

PRACTICE EMPATHY. EMPATHY CAN ALSO GET YOU OUT OF A NEGATIVE CYCLE ONCE YOU'RE IN IT.

IF SOMEONE AROUND YOU IS PERSISTENTLY AGGRESSIVE AND RUDE, EXPLORE THE REASONS FOR THEIR NEGATIVE BEHAVIOUR. IF THEY ARE FAMILIAR WITH THE BETARI'S BOX, YOU COULD USE THIS AS A STARTING POINT FOR THE DISCUSSION.

STOP WHAT YOU'RE DOING AS SOON AS YOU REALISE YOU'RE IN A NEGATIVE MOOD. TAKE A FEW MINUTES TO ASSESS WHY YOU'RE FEELING SO NEGATIVE. NEGATIVITY OFTEN BEGINS WITH AN IN-SIGNIFICANT EVENT SUCH AS GETTING STUCK IN TRAFFIC AND CAN ESCALATE FROM THERE. BREAK OUT OF THE CYCLE BY FOCUSING ON SOMETHING POSITIVE.

TRANSACTIONAL ANALYSIS

The **Transactional Analysis (TA)** is a theory of popular psychology based on the idea that one's behaviour and social relationships reflect an interchange between parental (critical and nurturing), adult (rational), and childlike (intuitive and dependent) aspects of personality established early in life.

PARENT

("exteropsyché")

A state of the ego, in which people behave, feel and think in response to an unconscious mimicking of how their parents (or other parental figures) acted, or how they interpreted their parents' actions. For example, a person may shout at someone out of frustration because they learned from an influential figure in their childhood that this was an effective way of relating with others.

ADULT

("neopsyché")

A state of the ego, which is like a computer processing information and making predictions absent of major emotions that could affect its operation. Learning to strengthen the Adult is a goal of TA. While a person is in the Adult ego state, he/she is directed towards an objective appraisal of reality.

CHILD

("archaeopsyché")

A state of the ego, in which people behave, feel and think similarly to how they did in childhood. For example, a person who receives a poor evaluation at work may respond by looking at the floor and pout as they used to when scolded as a child. Conversely, a person who receives a good evaluation may respond with overexcitement. The Child is a source of emotions, creation, recreation, spontaneity and intimacy.

TRANSACTIONAL ANALYSIS EXERCISE

IT'S FRIDAY, YOU'RE DUE TO BE OFF ON ANNUAL LEAVE - THIS HAS BEEN BOOKED FOR MONTHS.

THERE IS A REALLY IMPORTANT, TIME SENSITIVE, CLIENT DEADLINE AND ALL HANDS ARE NEEDED ON DECK. SUDDENLY, YOUR MANAGER SAYS THAT YOU CAN NO LONGER HAVE THE TIME OFF.

HOW WOULD A 'PARENT' EGO TYPE RESPOND TO THIS SITUATION?
WHAT WOULD A LIKELY OUTCOME BE?

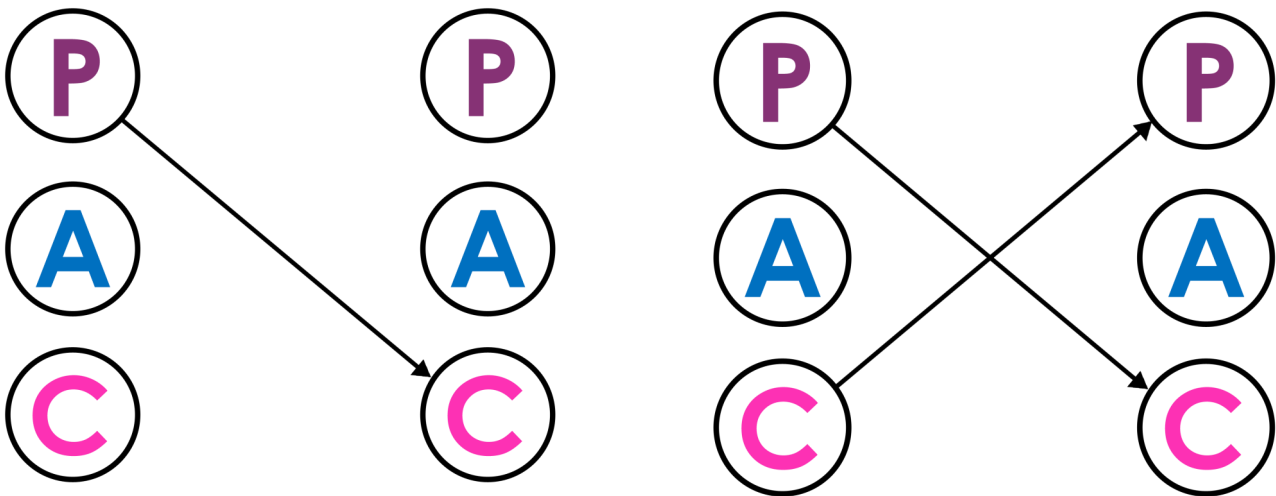
HOW WOULD A 'CHILD' EGO TYPE RESPOND TO THIS SITUATION?
WHAT WOULD A LIKELY OUTCOME BE?

HOW WOULD AN 'ADULT' EGO TYPE RESPOND TO THIS SITUATION?
WHAT WOULD A LIKELY OUTCOME BE?

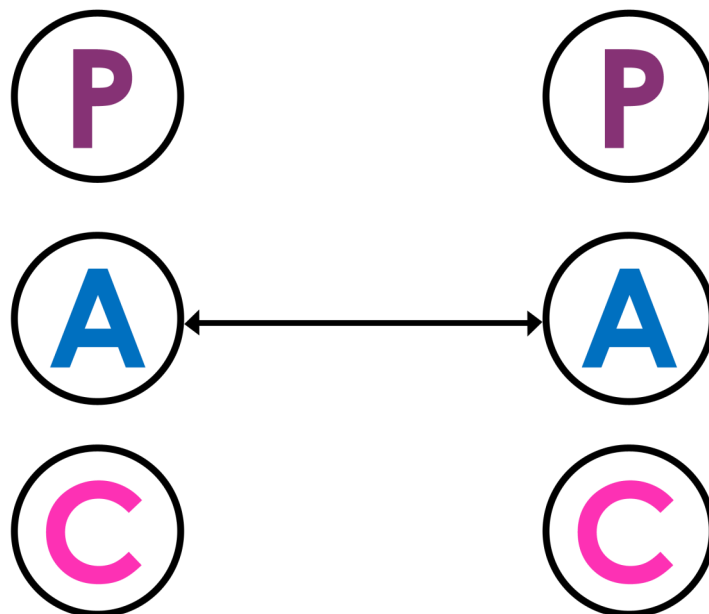
TRANSACTIONAL ANALYSIS

IMPROVING COMMUNICATION

WE CAN APPLY TRANSACTIONAL ANALYSIS TO THE WORK ENVIRONMENT BY OBSERVING HOW TEAM MEMBERS RESPOND TO EACH OTHER. A PERSON WITH 'PARENT EGO-TYPE' BEHAVIOUR OFTEN PROMPTS OTHERS TO REACT FROM A 'CHILD EGO' STATE AND VICE-VERSA.



COMMUNICATION CAN BECOME MORE EFFECTIVE, ESPECIALLY WHEN UNDER PRESSURE OR AT TIMES OF HIGH STRESS, WHEN YOU MAINTAIN AN ADULT EGO STATE, NO MATTER WHICH EGO STATE YOUR COUNTERPART FALLS INTO.



TRANSACTIONAL ANALYSIS EXERCISE



YOU WALK IN TO THE KITCHEN AND TWO PEOPLE ARE FIGHTING OVER THE LAST ORANGE IN THE FRUIT BOWL. THIS IS IMPORTANT TO THEM; THEY BOTH REALLY, REALLY WANT IT!

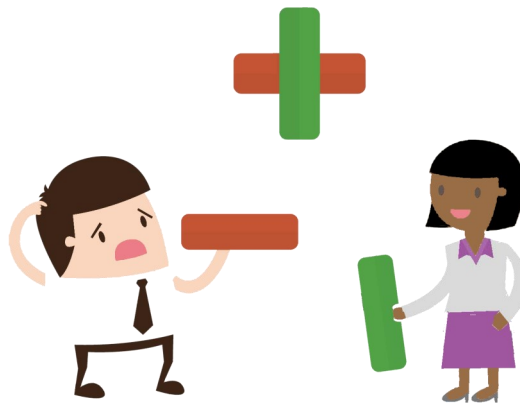
HOW DO YOU RESPOND TO THIS SITUATION?

WHAT WOULD A LIKELY OUTCOME BE?

WIN/WIN PROCESS

FOUR STEP PROCESS:

- 1. SEE THE PROBLEM FROM ANOTHER POINT OF VIEW**
Empathise with the parties involved
- 2. IDENTIFY THE KEY ISSUES AND CONCERNS**
What does everyone actually want?
- 3. WHAT WOULD MAKE A FULLY ACCEPTABLE SOLUTION?**
What does success look like?
- 4. IDENTIFY NEW OPTIONS TO ACHIEVE THOSE RESULTS**
How can we get there?



SCENARIO:

TWO FRIENDS, ABI AND BETH, ARE IN THE LIBRARY AND BOTH WANT TO READ 'PRIDE AND PREJUDICE'. HOWEVER, YOU GET TO THE BOOK SECTION AND THERE IS ONLY ONE BOOK LEFT AND THEY BEGIN TO FIGHT....THE BOOK IS GOING TO TEAR

HOW WOULD YOU DEAL WITH THE SCENARIO NOW?

ADOPT A POSITIVE MINDSET

ASSESS YOUR MIND SET	AGREE	DISAGREE
I OFTEN FIND MYSELF WORRYING ABOUT ALL THAT COULD GO WRONG	Y	N
LITTLE THINGS CAN CAUSE AN EMOTIONAL REACTION THAT IS HARD TO FORGET	Y	N
I AM DISTRACTED BY CONSTANT MIND CHATTER	Y	N
I FEEL CONFUSED WHEN I AM STRESSED	Y	N
I CAN BECOME FORGETFUL OR SUFFER FROM MENTAL BLOCKS WHEN STRESSED	Y	N
I HAVE AN INTERNAL 'BAD VOICE' THAT CAN BE QUITE UNKIND	Y	N
I SPEAK TO MYSELF IN A NEGATIVE WAY THAT I WOULD I NEVER USE TOWARDS ANOTHER PERSON	Y	N
IF PEOPLE ASK TO SPEAK TO ME, I IMMEDIATELY THINK I'VE DONE SOMETHING WRONG	Y	N
WHEN I HAVE A GOOD IDEA, I CAUTION MY SELF NOT TO GET USED TO IT AS IT PROBABLY WON'T HAPPEN AGAIN FOR A WHILE	Y	N
I'M NOT CONVINCED WHEN PEOPLE SAY I DID SOMETHING WELL	Y	N
THE GLASS IS HALF-EMPTY	Y	N
9 OUT OF 10 GOOD COMMENTS, BUT I FOCUS ON THE 1 BAD	Y	N
PEOPLE HAVE TO POINT OUT WHAT WENT WELL FOR ME	Y	N
TOTAL		

MY PERSONAL ACTION PLAN

WHICH OF THE STATEMENTS RESONATE WITH YOU? WHAT COULD YOU DO DIFFERENTLY?

I PROMISE MYSELF I AM GOING TO ADOPT A MORE POSITIVE MIND SET BY TAKING THESE ACTIONS:

1. _____
2. _____
3. _____

ENTER YOUR COMMITMENTS TO LOG YOUR ACTIONS AND PROGRESS

SUPPORT RESOURCES

MENTAL WELLNESS/HEALTH PAGE

- Please visit your intranet for more information on burnout prevention and stress management: <https://portal.simon-kucher.com/sites/hr/Pages/BurnoutPreventionStressManagement.aspx>
- Here you will also find information on:
 - Training and learning resources
 - Local support by country
 - Internal support by country
 - General health resources
 - Ombudspeople

WORLD HEALTH ORGANIZATION (WHO)

- WHO work to improve the mental health of individuals and society at large
- Find further information here regarding mental wellbeing and mental disorders
- https://www.who.int/mental_health/en/

Take personal
responsibility to get the
individual support you
need

IMPROVING A POSITIVE MINDSET

PRACTICAL STEPS YOU CAN TAKE TO IMPROVE YOUR POSITIVE MINDSET

Developing a consistently positive mindset takes practice. Try incorporating a few of these steps into your daily routine and see how they work for you.

DEALING WITH NEGATIVE SELF-TALK

Our inner critic can be harsh. Dealing with negative self-talk involves identifying negative thoughts and replacing them with positive ones.

MENTAL BREAKFAST IS THE MOST IMPORTANT MEAL

Start your day with a positive mindset by visualising a positive outcome for the day ahead.

RETHINKING FAILURE

Instead of viewing failure as a negative outcome, reframe it as an opportunity to learn and grow. Seek feedback, learn from your areas of improvement, and look for challenges to improve.

BE MINDFUL OF THE PRESENT

Focus on the present moment and avoid dwelling on past mistakes or future worries. Be aware of and flexible with negative emotions, observe them, and give them space.

USE AFFIRMATIONS

Affirmations are positive statements that can help shift your mindset. Repeat them to yourself regularly.

DO SOMETHING NICE FOR SOMEONE

Helping others can boost your mood and increase your positivity.

SURROUND YOURSELF WITH POSITIVE PEOPLE

Spending time with positive people can help reinforce a positive mindset.

PRACTICE GRATITUDE

Keep a gratitude journal and write down things you are thankful for. No matter how small, remind yourself of the good things in your life.

KEEP A THOUGHT JOURNAL

Identify negative thoughts and what might be causing them. This can help you reframe negative thoughts and focus on positive ones

CULTIVATE A GROWTH MINDSET

See challenges as opportunities, reflect on your failures, and focus on rewarding actions rather than traits. Foster grit, develop skills to overcome obstacles, and incorporate "yet" more often.

REST AND TAKE BREAKS

Let your serotonin system do its job to help you live a happier and fuller life. Meditate, sleep well, and exercise on a regular basis.

PRACTICE POSITIVE THINKING

Evaluate negative thoughts rationally and respond with affirmations of what is good about you, and actively practice positive thinking on a daily basis. Be grateful, use humour, smile more, visualise your goals, and practice positive self-talk

Over time, you may find that positivity becomes a habit, and you'll be able to approach life's challenges with a more optimistic outlook.



MY 30 DAY ACTION PLAN

ACTION ONE

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

ACTION TWO

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

ACTION THREE

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

BUDDY SYSTEM SUPPORT

To implement positive behavioural change, we must form new habits - it takes at least 28 days to form a new habit. We must decide our actions, carry them out, support and be accountable to ourselves and each other.

Who will you make yourself accountable to over the next 30 days?

How will you stay in touch? How many times over the next 30 days?

ABOUT INTERNATIONAL WELLBEING INSIGHTS

Stress is a much used (and abused) term these days. You frequently hear people say “I’m stressed” or “I’m depressed”, yet there is still much confusion about what these terms actually mean and how best to tackle them. This is where we can help. We are the UK’s leading authority on stress management issues, which is why you will regularly hear us talking about this topic in the media.

International Wellbeing Insights is dedicated to leading effective universal change by maximising your resilience, happiness, productivity and success with our passionate approach to reducing stress and promoting wellbeing.

Our extensive knowledge of stress and wellbeing and our cutting edge interventions have made us the primary organisation dealing with work-related stress reduction and wellbeing promotion in the UK since 2003.

For years, we’ve been empowering individuals to take charge of their wellbeing through our workshops, guides and regular updates. We also act as a trusted advisor for many companies such as British Airways, Allianz and Shell, guiding them through the mental wellbeing solution maze.

For more information or to book a workshop or a coaching session see www.stress.org.uk, call +44 203 142 8650 or email info@stress.org.uk



NOTES

A large rectangular area defined by a dashed purple border, intended for taking notes.



International
Wellbeing Insights
People, Culture & Wellbeing

We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you.

We look forward to supporting your wellbeing journey.

Find Us Here:

The Lighthouse
Suite S, Quay West
Salamander Quay
Harefield, Middlesex
UB6 9NZ

Call Us On:

Switchboard: +44 (0) 203 142 8650

Email Us On:

info@stress.org.uk

Visit Us On:

www.stress.org.uk
www.wellbeing.work

We have supported many organisations, including:

