



**Coping with Stress in the  
Workplace**

+

**Healthy Communication  
Skills to Navigate Difficult  
Situations**

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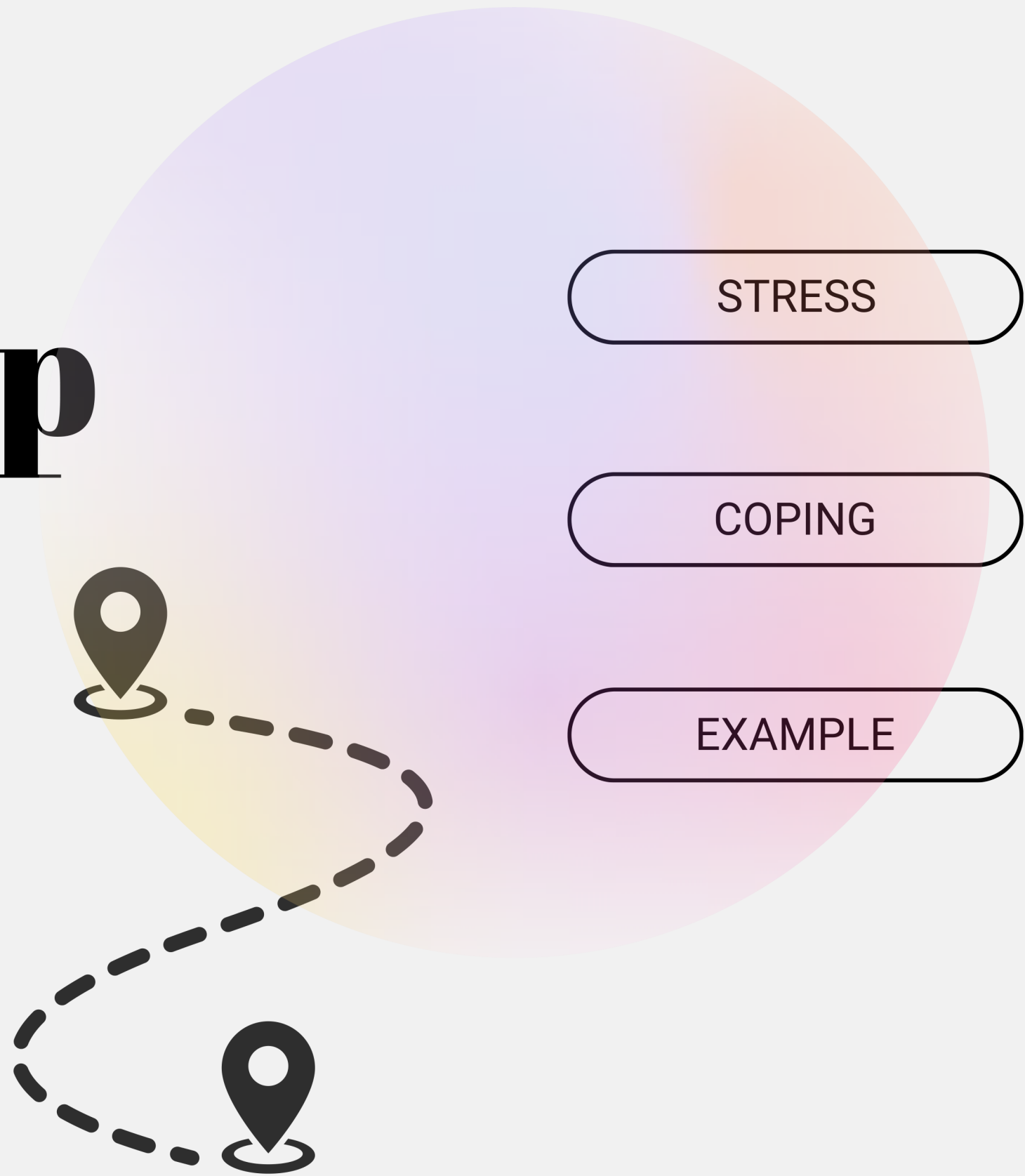




# Disclaimer

This presentation is for the purpose of broad overview of a skill to address communication and coping. This is not a replacement for therapy, medication or mental health treatment of any kind. If you need help finding resources, please reach out to me following this presentation.

# roadmap



STRESS

COPING

EXAMPLE

COMMUNICATION

BLEND THEM

EXAMPLE

# **stress + the brain**

**the good stress (motivating)**

**vs**

**the negative stress (repeated + proglonged)**

# how does it present

## physical

headaches  
indigestion  
muscle tension  
chest pain  
fatigue  
nausea

## emotional/cognitive

lack of motivation  
worried  
irritable  
difficulty concentrating  
memory difficulty

## behavioral

ruminating on thoughts  
avoidance of others  
interpersonal conflict  
restlessness  
avoidance of tasks

## long term

memory impairment  
sleep disorders  
anxiety/depression symptoms

problematic substance use  
weakened immunity  
heart disease

# **coping**

**Feel it**

**Social and/or Professional Support**

**Gain a Healthier Perspective**

**Categorize and Prioritize - Rubber vs. Glass**

**Basic Self Care Check-in**

**Live a Balanced Life / Personal Time**

**In the Moment**

**If you're stuck on a stressful thought -*Socratic Questioning*:**

**Will it matter a day from now?**

**A week from now?**

**A month from now?**

**A year from now?**

**An “in the moment” exercise: *5 Senses Grounding***

**Acknowledge**

**Five things you can see around you**

**Four things you can touch around you**

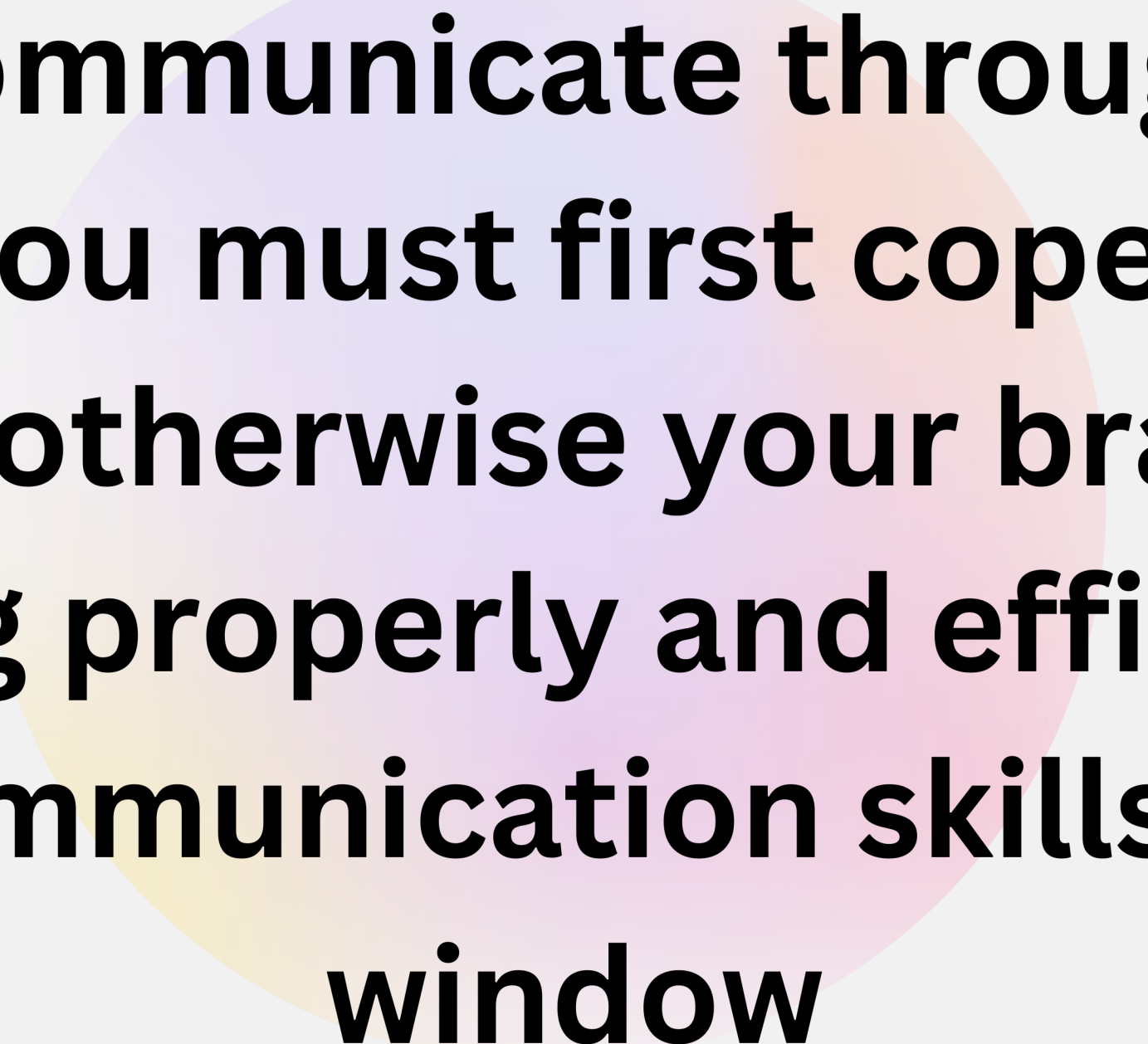
**Three things you can hear**

**Two things you can smell**

**One thing you have tasted today**



**example**



**In order to communicate through something  
difficult you must first cope with that  
stressor otherwise your brain is not  
functioning properly and efficiently and  
healthy communication skills go out the  
window**



*Blend Them*

**Coping with Stress + Healthy  
Communication**

# communication

## passive

Prioritizing the needs/wants/feelings of others, even at your own expense.

## aggressive

Only your own needs/wants/feeling matter.

## assertive

Honoring the importance of both peoples needs.

importance ~~≠~~ agree

# **Assertive Communication**

**Respectful**

**Listens and reflects**

**Clearly and respectfully states needs/wants**

**Open minded**

**Confident in tone and body language**

# **In a difficult situation**

Cope (ahead if you know beforehand or in the moment)

Confidence

Listen

Reflect

“I” statement - clearly and respectfully state needs/wants

# Example

You've missed a deadline and your manager schedules a discussion with you for tomorrow morning. You've had a lot of extra work lately since your teammates have been out sick.

Manager: "I wanted to talk this morning about the deadline you've missed. This is very unlike you, can you tell me what's going on?"

**Cope ahead (if you know beforehand)**

**Confidence**

**Listen**

**Reflect**

**Clearly and respectfully state needs/wants**

# Example

A coworker asks for you to drive them to work this week, but you live on the opposite side of town and have obligations in the mornings (dropping kids off at school, etc).

Coworker: "I'm so stressed out about my car being in the shop, can you drive me to work this week?"

**Cope ahead (if you know beforehand)**

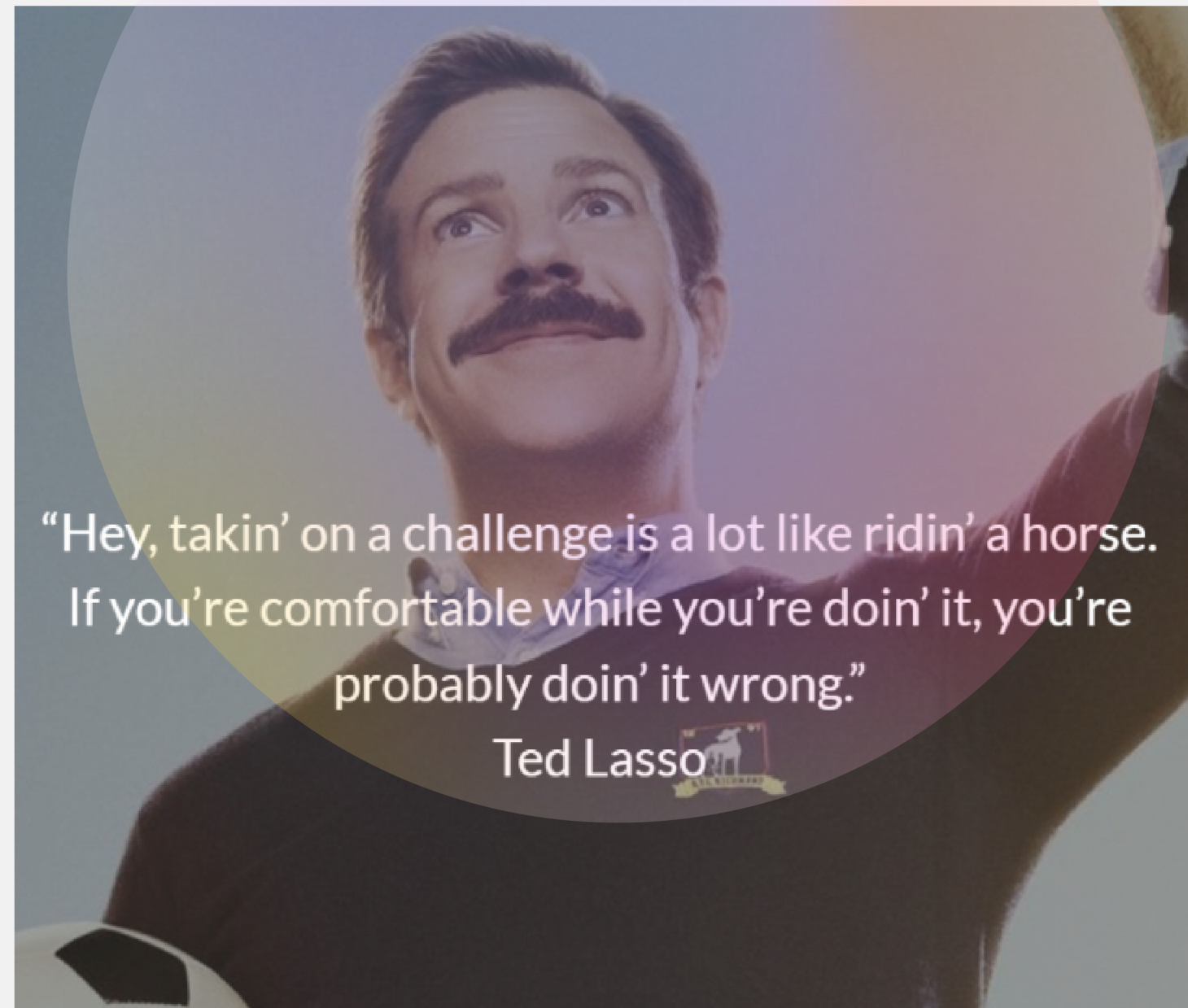
**Confidence**

**Listen**


**Reflect**

**Clearly and respectfully state needs/wants**

# Support



“Hey, takin’ on a challenge is a lot like ridin’ a horse.  
If you’re comfortable while you’re doin’ it, you’re  
probably doin’ it wrong.”

Ted Lasso 

# **Working on stress management and communication are things that can be done in therapy.**

Therapists in your area can be found on [www.psychologytoday.com](http://www.psychologytoday.com)

I am happy to provide referrals if you are looking for something specific in a therapist. Please don't hesitate to reach out to me.



**Q + A**



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credits

<https://www.health.harvard.edu/staying-healthy/understanding-the-stress-response>