

Priority Management & Handling Stress

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Proclamations

- Thank you PWI for having us here!!!
- Be proud of what you do and represent your industry well
- No matter how hard we try, there ARE only 24 hours in a day

The future is something which everyone reaches at the rate of sixty minutes an hour.
C.S. Lewis

Overview: What We'll Cover

- **Stress Personalities & Handling Stress:**
 - Recognizing your stress personality!
 - What are the "faulty perceptions" of each stress personality,
- **Priority Management:**
 - Where do we start
 - Merging **personal** and **professional**
 - Your **Vision** for Your Future and Your Ability to **Proactively** Engage It
 - Review, adjust, and revitalize

Stress Personalities - Overview

- Self defeating behavior
- Predictable inner voice
- Not who you are, but what you do
- Stress Personalities.....

- Internal Timekeeper
- Pleaser
- Sabertooth
- Critical Judge
- Worrier
- Internal Con-Artist



Source: Stress Personalities: A look inside our Selves, Mary Demcy and Rene Tihista

"Internal Timekeeper"

"No Time to Say Hello, Goodbye, I'm Late"

- Compulsion to multi-task,
- May be late or just on-time,
- Busy but not efficient
- Unable to prioritize
- Deadlines become a major source of stress



- **Stress Point:** Chronic Fatigue

Internal Timekeeper

- **Faulty Perception:** *Survival and self-esteem are based on the amount of work you do. Therefore, the busier you are, the better off you'll be!*
- **New Perception:** *Being constantly busy means you won't have time to be focused, concentrated and effective.*



Pleaser

"When I Say Yes, I feel Used"

- Saying "No" creates stress and anxiety
- Puts self last, everyone else first
- Difficult to express anger
- Resentful to others
- Respects everyone's opinion but your own
- **Stress Point:** Helplessness / Victim

PLEASER

- **Faulty Perception:** *If you set limits on the amount of work you take on, others will not consider you a team player.*
- **New Perception:** *People who control their workflow get more done*

SABERTOOTH

"Mad at the World"



- Fumes when you have to wait
- Hostile motive when there is none
- Anger = sarcasm, needling, arguments
- Explosive outbursts
- Fear of being manipulated
- **Stress Point:** Chronically irritable, hostile, frustrated

Sabertooth

• **Faulty Perception:** *The world is a hostile, unfriendly place. In order to survive you must maintain an adversarial position toward life.*

• **New Perception:** *Anger can be replaced by assertiveness*

Critical Judge

"Don't I Ever Do Anything Right?"



- Inner voice that says "Sloppy Job"
- Motivated by negative criticism
- "About time"
- "Don't let it get to your head"

• Depression: Can't live up to it's level of perfection.

• **Stress Point:** Self-loathing = chronic colds, viruses, immune disorders

Critical Judge

• **Faulty Perception:** *Constant negative self-criticism will point out your deficiencies and motivate you to try harder to perfect yourself.*

• **New Perception:** *You can be motivated more effectively by positive self- assessment.*

Worrier

"Tell Me Everything is Going to Be Alright"



- Obsessive "What ifs", day & night
- Insomnia - Middle of the night
- Lack of trust in yourself
- Always expect the worst
- Anxiety, fear & panic - essential to your survival
- **Stress Point:** Insomnia, panic attacks, paralyzing self-doubt

Worrier

- **Faulty Perceptions:** *worrying will keep you from unforeseen disasters*
- **New Perception:** *you've made good decisions in the past and you can trust yourself to make good decisions now.*



Internal Con Artist

"Why Do I say One thing and Do Another?"

- Voice of Procrastination
- All is well when it is not
- Indulges your bad habits
- Reckless and self-deprecating habits
- **Stress Point:** You struggle constantly with problems of overindulgence & underachievement

Internal Con Artist

- Faulty Perceptions: *Self denial is punishment*
- New Perceptions: *Self discipline can give pleasure and satisfaction and enhance self-esteem.*

Priority Management



The Nature of Time - Your most valuable asset

**The Myth of "Time Management"
What to do, what to do?**

From *Hard Market Selling* and Polestar (www.gopolestar.com)

Priority Management

Your "Ta Da" List

The Psychology of Priority Management

Out-thinking Your Busy Problem

Priority Management

Activity Identifiers

Level I Activities:

High payoff, objective-based, proactive, and preventative

Level II Activities:

Deadline or crisis-driven, urgent, reactive, stressful

Level III Activities:

Other's priorities, interruptions, take-away stuff

Level IV Activities:

Non-productive, time-wasters, potentially harmful

Priority Management

Step 1 - Build Your Ta Da List

- Start on Sunday
- List all potential personal activities
- List all potential professional activities
- Include it all
- Know that it will grow
- Accept that you'll not get it completed

Priority Management

Step 2 - Qualify the Activities

- Find the Level I stuff
- Find the Level II stuff, grimace
- Find the Level III stuff, think of boundaries
- Find the Level IV stuff, don't

Priority Management

Step 3 - Establish Priorities

Review impact of each activity

Grade again by Level

Priority Management

Step 4 - Identify Opportunity Costs

- Assign value to your time
- Review activity for alternative solutions & new efficiencies
- Ask "Is the value of the outcome worth the time I will spend to do it?"
- Re-categorize activity Level, as needed

Priority Management

Step 5 - Build a Weekly Calendar

- Select 2-3 personal Level I activities per day
- Select 2-3 professional Level I activities per day
- Schedule only Level I activity on weekly calendar leaving buffer zones
- Revise and reschedule activity as necessary during the week

Priority Management Action Plan

1. Start on Sunday – Create Master List (“Ta Da” List)
2. Establish High Payoff Activities (both Personal and Professional)
3. Calendar HPAs on Weekly Calendar
4. Review in 3 months – modify Ta Da list

Priority Management

Summary

- Create list of all activities – merge personal and professional
- Build weekly HPA calendar – Seriously Engage
- One victory
- Build plans and engage in activity
- Know that Cathi and I worry about you
- Be Careful Out There... Always Wear Seat Belts

Summary: Priority Management and Dealing with Stress

- **Stress Personalities** are not who you are, but what you do when you become stressed...
- **Priority Management** is a process of creating personal and professional goals, establishing a list of High Payoff Activities, and placing on a weekly calendar

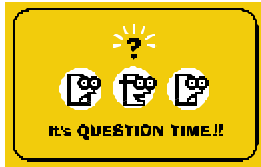


Wrap-Up

Your "Priority Management" Pledge ...



Questions??



Evaluations...



Thank you!

Feeling the Love



Need any follow-up advice from here? Contact:
(619) 294-9863 or e-mail at sthompson@aspenrmg.com. We're glad to help!
