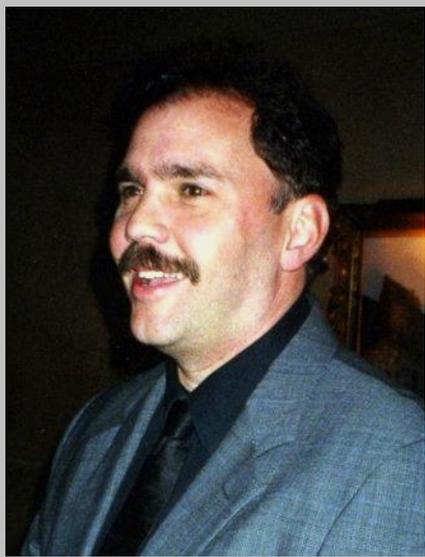


KEEPING UP WITH DR. STEVE

A QUARTERLY NEWSLETTER FROM DR. STEVE ALBRECHT ABOUT EMERGING ISSUES IN HR, SECURITY, TRAINING, AND LEADERSHIP BEST PRACTICES.



UPCOMING EVENTS:

- ❖ **Tuesday, August 13, 2013**
Conference Presenter
"A Live Threat Assessment Exercise"
Association of Threat Assessment Profs.
Anaheim, CA
www.atapworldwide.org

Food For Thought:

THE GREAT DIVIDE		
How Millennials see themselves in the workplace and how they're seen:		
How Millennials describe themselves		How HR professionals describe Millennials
65%	People-savvy	14%
35%	Tech-savvy	86%
82%	Loyal to their employers	1%
14%	Fun-loving	39%
86%	Hard working	11%

SOURCE: SHIPLO.COM SURVEY OF 1,500 JOB SEEKERS AND VETERAN HR PROFESSIONALS IN APRIL AND MAY 2012

Less Stress? More B.R.E.A.D.S.

What follows are tools for realistic stress management. Each of these will help you with the personal and professional stressors you face at every point during your career. If you can focus on these six, every day, you will see important differences in your energy level, enthusiasm for life, relationships, and improvements in your work, patience, and overall mental and physical health.

Breathing – All stress-related breathing is short, shallow, and rapid. Stress-managed breathing is long, deep, and slow. Shallow breathing creates a vicious circle; the shorter your breaths, the more of them you need to take. Breathe in a cycle: inhale, hold briefly, exhale, hold briefly, inhale, hold, etc. Practice breathing slowly and deeply, concentrating on the length of each breath and spending a moment on those transitions between the end of each inhalation and the start of each exhalation.

Relaxation – Using focused relaxation (or meditation) for stress control means you should try to find a minimum of 10 minutes each day, in a safe place, to close your eyes and simply do one thing: breathe slowly, counting from 100 down to 1 (okay, so that's two things). If you can make this a part of your everyday routine, you will actually want to start extending the time.

Exercise – Running a marathon is not necessary to get beneficial, stress-relieving exercise. Just walk, daily, for about 30 minutes. Walking is easier on your joints, burns calories if you move along at a good pace (about 130 steps per minute), and is a great social activity to connect with your spouse or partner, friends, colleagues, or your dog. Exercise helps you get better sleep, burns your excess stress energy from the day, and supports your heart.

Coaching services, training workshops, risk assessments/HR support.

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Dear Dr. Steve: Our customer service skills aren't so great here. Any ideas?

Just one. Whether you call them customers, taxpayers, clients, visitors, patrons, or guests, here's a model for service excellence your employees can use to make their experience GREAT.

G - Greet our customers immediately, with good eye contact and a neutral, friendly, and polite tone.

R - Reassure our customers you are there to help them, answer any questions, or solve their problem.

E - Explain what you can or will do for them, or what they will need to do.

A - Act accordingly. Do your job completely, quickly, and skillfully.

T - Thank our customers for their business, attention, or patience.

(B.R.E.A.D.S. Article Continued)

Attitude – In two words, you can better manage your personal and professional stress when you are *relentlessly positive*. People who see the worst in every one and in everything are no fun to be around. Not all the world is bad. Those same people who always see their glass (or their checking account) as half-empty rather than half-full bring everyone around them down. Leucadia-based psychologist and stress expert Dr. Brian Alman says it best, “Successful people have one foot in the present and the other in the future. Miserable people have one foot in the present and the other stuck in the past.”

Diet – Out with the bad carbs (diet and regular sodas, candy, bagels, white rice, pasta, fries) and in with lean proteins, more veggies, complex carbs, fruits, nuts, more water, and vitamins. Food is a drug and it changes your mood for the good or the bad (caffeine, liquor, sugar, fats). Small changes make a big difference over time, like cutting portion sizes, avoiding most fast foods, drinking two glasses of water before each meal, no carbs after dinner, or adding more fiber. Your body needs fuel but it needs the right kinds of fuel. What you eat makes a difference in how you think, feel, and even how you sleep.

Sleep – We are a sleep-deprived culture. People who say they can get by on four to six hours a night are actually harming themselves. Lack of sleep affects your hormones (which can give you belly fat), judgment, concentration, and interactions with people. If you feel tired all the time, resolve to get more and better sleep than you do now. Make your bedroom dark, quiet (use a white noise fan or ear plugs), and cool. Don't fight with your spouse or partner in the bedroom. Go to another part of the house. The bedroom should be a place of peace.

I encourage you to go to YouTube and look at the stress-relief videos by Dr. Brian Alman. They are brief, practical, and his approach to relaxation is something we can all do.



COACHING SERVICES, TRAINING WORKSHOPS, RISK ASSESSMENTS/HR SUPPORT.