

Expanding Our Mindset



Minimizing Stress during times
of change in the workplace

Wellness & Mindset

YOUR MIND WILL ALWAYS
BELIEVE EVERYTHING
YOU TELL IT. FEED IT
WITH FAITH. FEED IT
WITH TRUTH. FEED IT
WITH LOVE.

Mental Wellness v. Unwellness

Research shows high-pressure jobs can lead to:

Burnout/Turnover

The dark side of organizational citizenship behavior

Illness

Anxiety

Depression

Substance Abuse

Addiction

Suicide

Maintaining mental wellness at work



What is my baseline?



This is important because the average person spends one-third of their lifetime at work – that is about 90,000 hours.

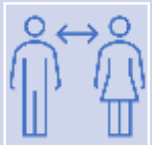
Is your mental health in a good place?



Am I doing things that give me pleasure?



Am I productive?



Am I connecting with other people?

The Workplace



Contributor to mental wellness



Detractor from mental wellness

Some level of stress



Some level of stress is good.



It can be a motivator.



It can bring about focus or energy...



You are understanding the job and getting it done.

Unhealthy, constant stress

Chronic stress

Demotivating

Negatively effects work product

Damages relationships

Effects

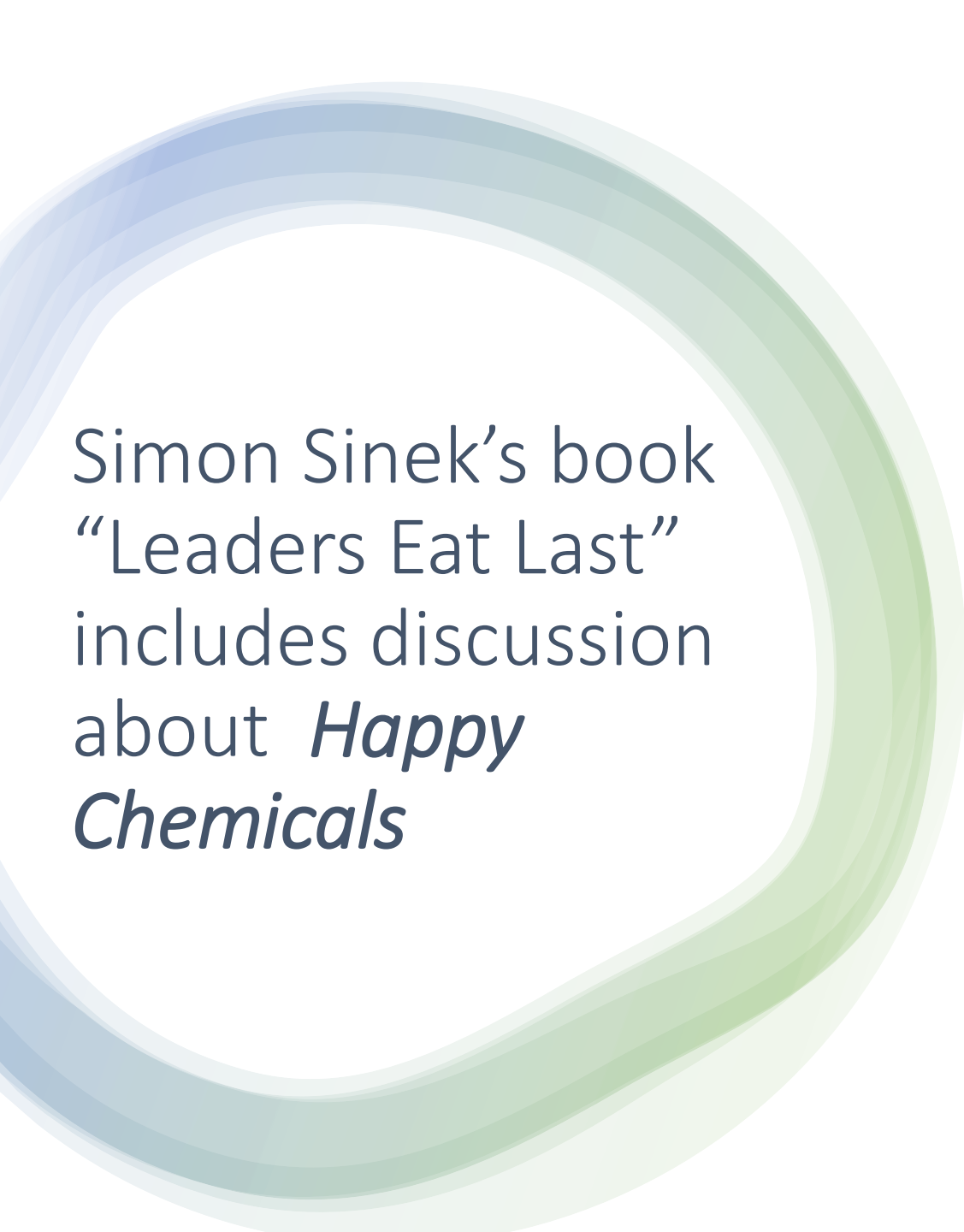
- Feeling worn out, extra tired
- Health problems
- Dreading work
- Vicious cycle of losing patience and productivity
- Relationships and organizational culture suffer
- Physical pain





Strategies to Help

- Understanding your current workplace or organizational culture & building a healthy culture
- Supervisory support
- Clear job roles
- Attention to skill sets - strengths
- Open environment to ask for help



Simon Sinek's book
"Leaders Eat Last"
includes discussion
about *Happy
Chemicals*

Endorphins – get these from hard work and solving problems

Dopamine – get this by checking things off your to-do list and meeting milestones

Serotonin – get this by feeling respected, supported, valued, and confident

Oxytocin – get this when you feel a part of something – that you have contributed to something that matters



Exercises in Dealing with High Pressure Work

- **Take charge of your mindset**
- **Maintain healthy boundaries**
- **Live out your values**
- **Take care of yourself**
- **Find what gives you joy**
- **Show gratitude**

Techniques to help maintain *mental health @work*

Take charge of your mindset

This is difficult (and I can do hard things) v. This is a bad day

Shift to a **growth, resilient** mindset

What am I learning? What will I do differently in the future?

How do I refine or redefine this situation? How do I move forward?

Write it down...

Maintain healthy boundaries

- Define your work hours
- Say no
- Ask for help
- How do I detach when I need to get away?
 - Email messages
 - Setting meeting times
 - Supervisory support – **ask about this and give it**

Live out your values at work

- How do you want to be perceived at work?
- Live out your values – ***trusted, dependable, competent***

Live out your values at home

- How do you want to be perceived at home?
- Live out your values – *available, supportive, loving*

Live out your values

- Ask yourself if you are living out your values?
- Is there chronic misalignment between yourself and your organization?

Care for yourself

- Create a new to do list at the end of the day for the next day
- This will help you shift your mindset away from work
- Plan some moments
 - A walk
 - A glass of water
 - A quick journal entry
 - A puzzle
 - A conversation with a colleague
 - Lessons from the pandemic

What gives you joy?

- Something fun...a hobby, enjoyment
- Show gratitude





Mental Wellness –
not just by chance

Our minds are to be
cared for, regularly, over
time.

Signs it is time to talk with a professional

- You are keyed up most of the day
- You dread going to work everyday
- Your internal monologue is negative consistently
- Outside stressors are intense – you cannot concentrate because of deeply troubling things
- You don't care about things that used to drive you
- You feel helpless or hopeless
- You never sleep well
- You can't manage emotions – things are not flowing
- If you have thoughts of hurting others or yourself



Breathe...

“It’s so easy to think the sky is falling. Take a second to take a deep breath, and then you’ll realize it’s not as bad as you thought.”

- Allison Bolinger

Take care of yourself...

...so you can be your best in multiple roles.


It is important to know there is help available...

And you can make good referrals for others, too.



Crisis Lifeline

Suicide and Crisis Lifeline: 988



Assess Organizational Health/Structure

Organizational health (Lencioni, 2016)

Healthy organizations:

build a cohesive leadership team

All healthy organizations must have a strongly united team in charge, all individually committed to pursuing a common goal.

create clarity

Healthy organizations also have complete clarity amongst those leaders. They are aligned.

over-communicate clarity

People have to hear something seven times on average before they believe it, but most leaders don't like to over-communicate. Healthy organizations aren't afraid to repeatedly reinforce ideas.

reinforce clarity

Leaders need to build the right amount of structure in human systems to support it. They institutionalize their culture it.



Trust – A Key Takeaway

- Build vulnerability-based trust in your team & it will change everything.
- ***Predictive trust*** is where two people, who have known each other for some time, can predict each other's behavior and reactions.
- The type of trust that teams really need is ***vulnerability-based trust***. This is when people say: "I don't know the answer, I need help, I screwed up, and I'm sorry."

Highlights

- Excellence in Service, Transparency, & Communications
- Budget Commission - *structural changes*
- Financial Systems Integration – *SaaS was a Success*
- Improvements in Technology – *lodging tax collection; GIS & REA*
- Supervisory Support & Training
- Leadership Focus
- Ongoing Strategic Planning
- *More than 1500 informal hearings*



New Public Value

Innovation + Efficient Execution

- Technology – additional services
- Customer Service
- Collaboration
- Sustainability
- Knowledge Transfer



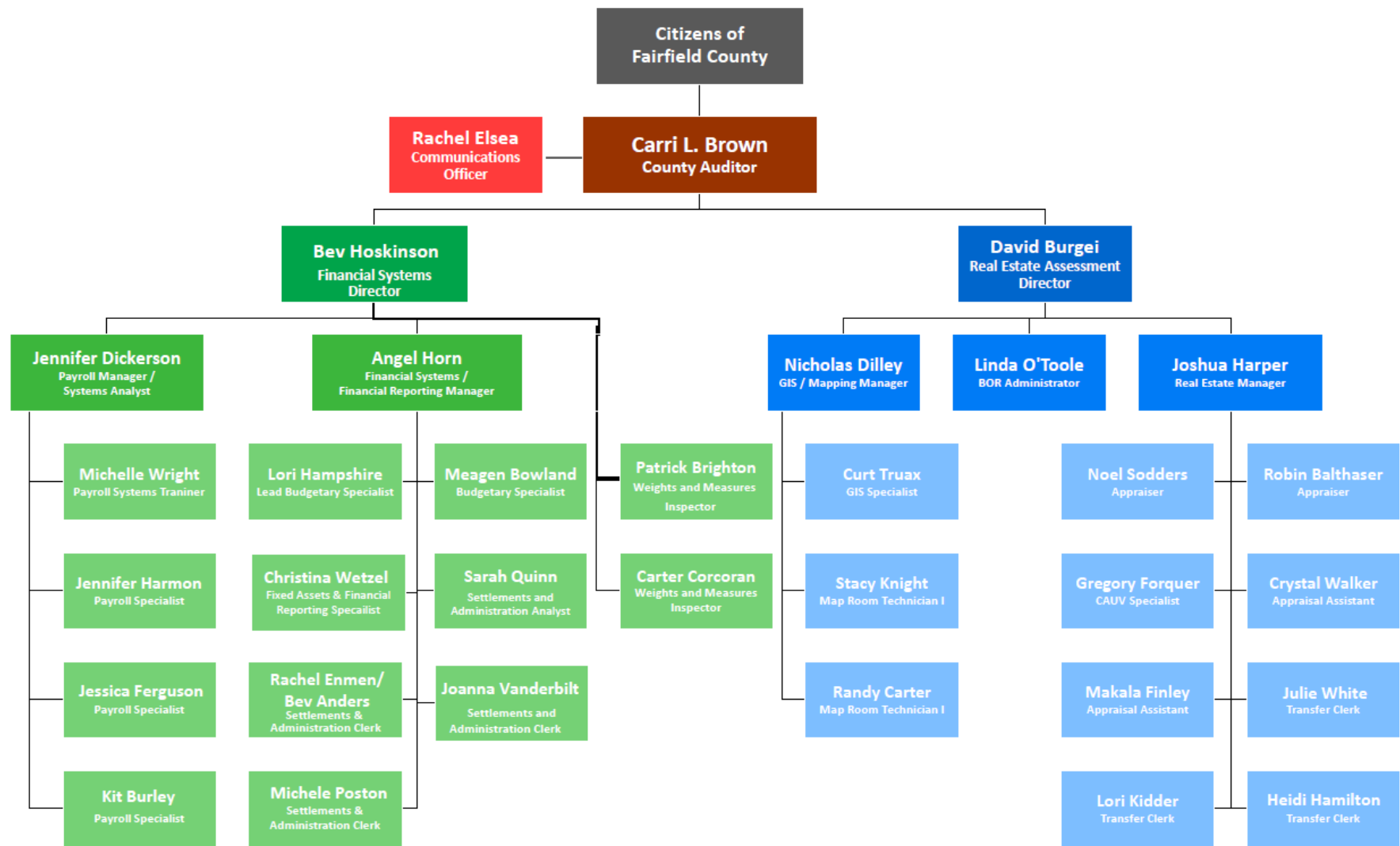


Table of Organization - 31.375 FTEs
(2.5 fewer FTEs – “like comparison” in 2022)

Mindset – Mr. No... to Dr. Yes...if

- Take care in how you are perceived
- Try to use positive language and give options
- Be a resource
- You are an expert
- Show empathy and understanding



Turn to the research...

What employers can do...



Offer flexible hours



Allow telecommuting



Support the use of paid time off



Encourage employees to take care of their health



Provide resources



Give support, listen



Ask employees what they need

- Forget Perfection
- Strive for **Authenticity**



*There is a
toll in
expecting
perfection.*

- Stress of pretending, fear of being discovered (imposter syndrome)
- Production of cortisol
 - Memory loss
 - Muscle loss
 - Weight gain
 - Risk of diabetes, heart disease, and other ailments

Humility is
the key to
authenticity.
When
something
goes wrong...

Saying you are sorry...

1. Accept responsibility - Be genuine
2. Avoid the word "But" - Use "And" if you must
3. Focus on your actions, not the response
4. Accept you might not be forgiven
5. Practice sincerity
6. Express regret
7. Follow up - Keep your word

Humility is
the key to
authenticity.

- I am sorry – communicate it and mean it
 - Be prepared
 - Overcommunicate with all stakeholders
 - Make others comfortable
 - Be committed

Before... 2022

- **0%** had written individual goals & performance assessments.
- **10%** were provided training opportunities.
- **35%** reported they felt supported by their supervisor.
- **40%** reported opportunity to identify strengths at work.
- **10%** report opportunity to sharpen their strengths.
- **78%** had intention to turnover.
- **70%** felt a high degree of negative stress.



Employee Feedback – at the end of 2023

- **100%** had individual goals & performance assessments.
- **100%** were provided training opportunities.
- **96%** reported they felt supported by their supervisor.
- **96%** reported opportunity to identify strengths at work.
- **92%** reported opportunity to sharpen their strengths.
- **17%** had intention to turnover
- **29%** felt a high degree of negative stress



Our Brand is Excellence





Questions?

Carri L. Brown, PhD, MBA, CGFM
County Auditor

(740) 652-7096

(740) 777- 8552 (cell)

carri.brown@fairfieldcountyohio.gov



Resources

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