

Calm in the Chaos:


Navigating Conflict, Stress, and

Boundaries through Emotional Intelligence





Agenda

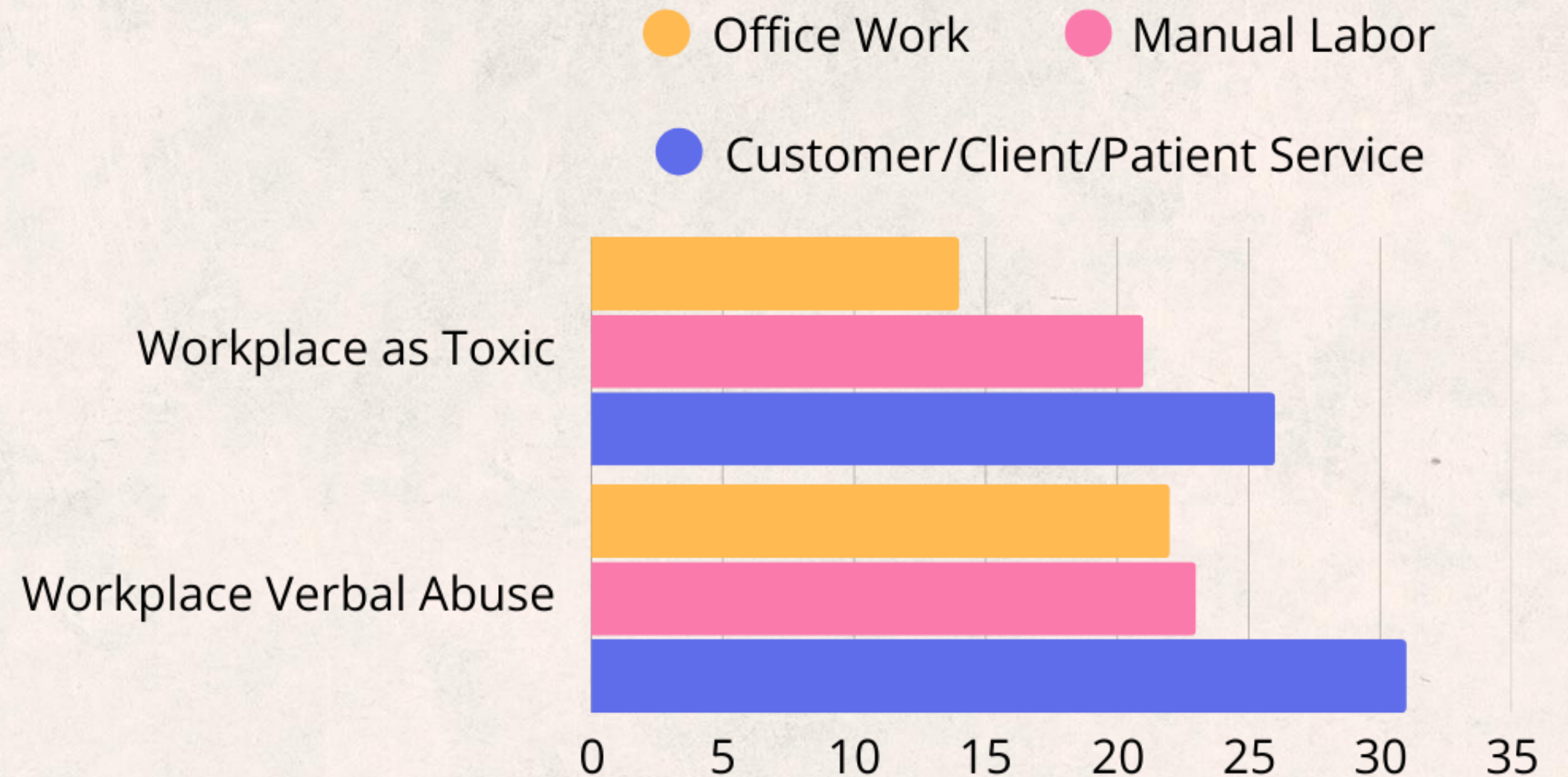
- Introduction
 - Stress
 - Methods of Regulation
 - Conflict Management
 - Building Boundaries
 - Self Care Strategies
- 

Analysis

APA reports that **77%** of workers report experiencing work-related stress in the last month.

57% of those are experiencing symptoms of workplace burnout.

Burnout can lead to to emotional exhaustion, anxiety, and decreased productivity, and more.



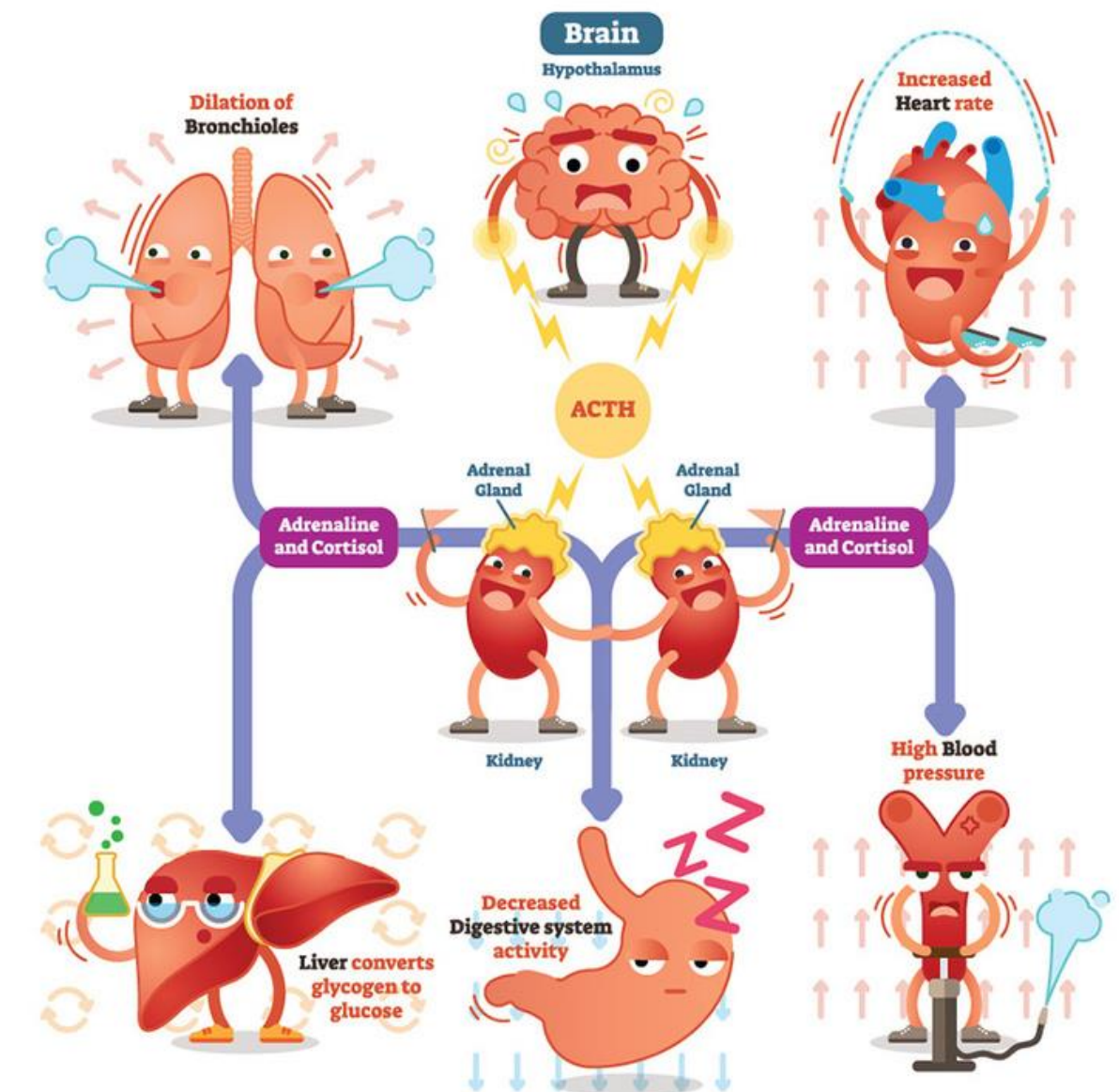
What is Stress?

When a perceived threat is encountered, the hypothalamus in the brain activates the body's stress response system.

During stressful events, your body releases chemicals called hormones, such as adrenaline and cortisol. Adrenaline gives you a burst of energy that helps you cope and respond to stress and cortisol slows non-essential functions for a flight/flight/fawn/freeze response.

Over an extended period, chronic stress can lead to cumulative physiological and psychological effects, increasing the risk of health problems such as cardiovascular disease, anxiety, and depression.

STRESS RESPONSE SYSTEM



Stress

Stress is how your mind and body cope with the environment.

$$S = P > R$$

Stress occurs when the pressure (stressors) are greater than the resource.



Evaluating Stressors

External

Major Life Events

Deaths
Promotions
Marriage
Kids
etc.

Institutional Stressors

Rules
Deadlines
Regulations
etc.

Social Interactions

Micro-aggressions
Bullying
Rudeness
etc.

Daily Hassles

Misplaced Keys
Stress at Home
Stress at Work
Spilled Coffee
Delays
Traffic
etc.

Physical Environment

Temperature
Confined Spaces
Bright Lights
Newness
etc.

Evaluating Stressors

Internal

Personality

Traits (Perfectionism)
Resiliency
Sensitivity
World View

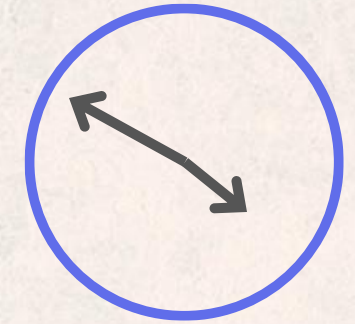
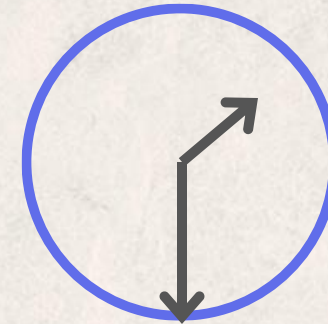
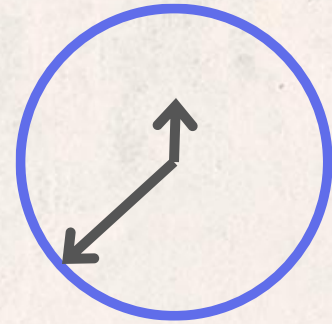
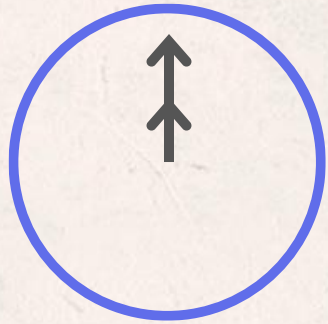
Negative Self-Talk

Pessimistic Thinking
Self-Criticism
Over-Analyzing
etc.

Lifestyle Choices

Staying Up Late
Caffeine
Alcohol
etc.

Duration of Stress



Positive or Acute Stress

Short-Term
Increases performance and sense of urgency

Survival Tactic:
Fight/Flight/Fawn/Freeze
Ex: Having a test tomorrow



Negative or Chronic Stress

Prolonged- weeks, months, years

It's harmful to one's health
People tend to "get used to it"
Example: Poverty, Chronic Illness, etc



Breakout 1

How is stress specifically affecting you? - 4 min

Think about:

- Physical
- Emotional
- Mental
- Behavioral



How is Stress Affecting You?

Physical:

Headaches
Rapid Heartbeat
Body Pain*
Loss of sex drive
Changes in sleep
Medical symptoms &
Chronic Illness*

Mental:

Inability to concentrte
Memory lapses
Panic attacks

Emotional:

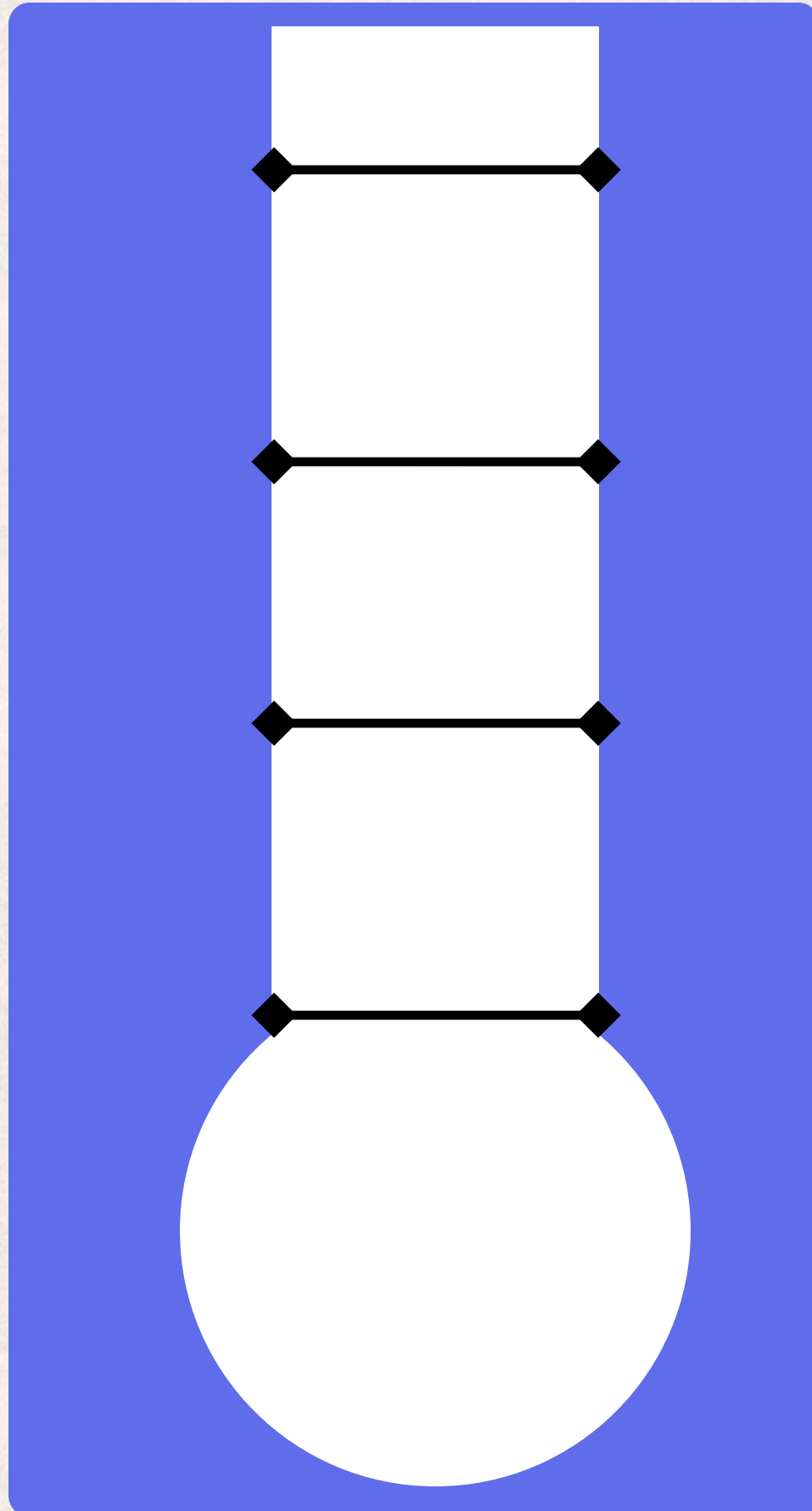
Irritability
Depression
Fits of rage
Tearfulness
Impatience
Anxiety
Shutting Down

Behavioral:

Appetite changes
Increased Substance Use
Nail biting
Fidgeting
Needing distractions
Joking to cover
insecurities

My Thermostat Exercise

10 min

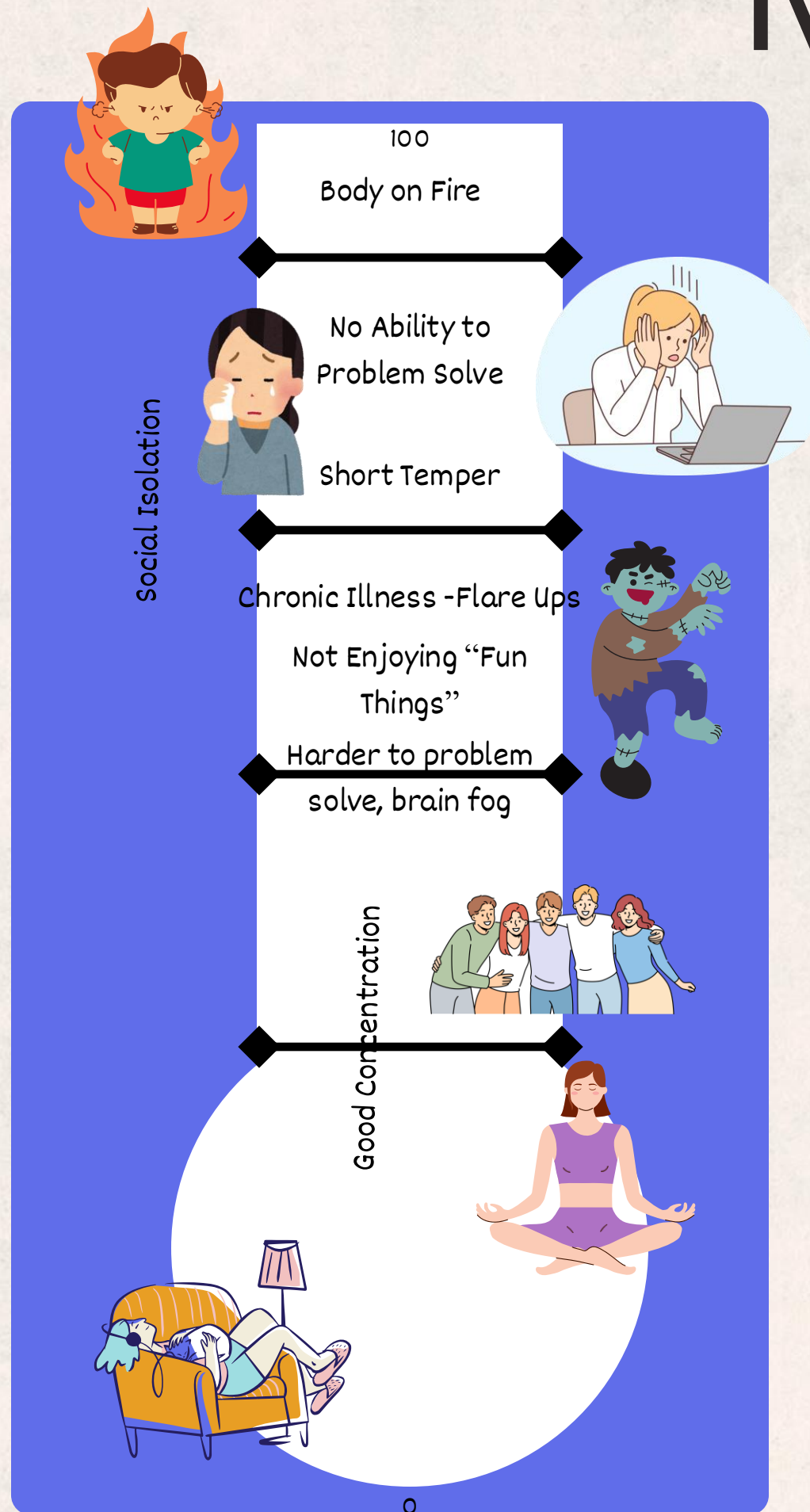


The temperature gauge can be a good visual or cognitive aid to really understand what is happening within our body and mind. A simple way to monitor ourselves (stress or anger) can be to use a 1-10 scale or our own personal temperature gauge.

0 degrees stands for a total state of calm, whereas our 100 degree is our boiling point representative of a loss of control that leads to negative consequences.

1. What does calm look or feel like to you?
2. Where does calm start to feel different?
3. What does your boiling point look like?
4. Is there a point of stress, where you don't look back?

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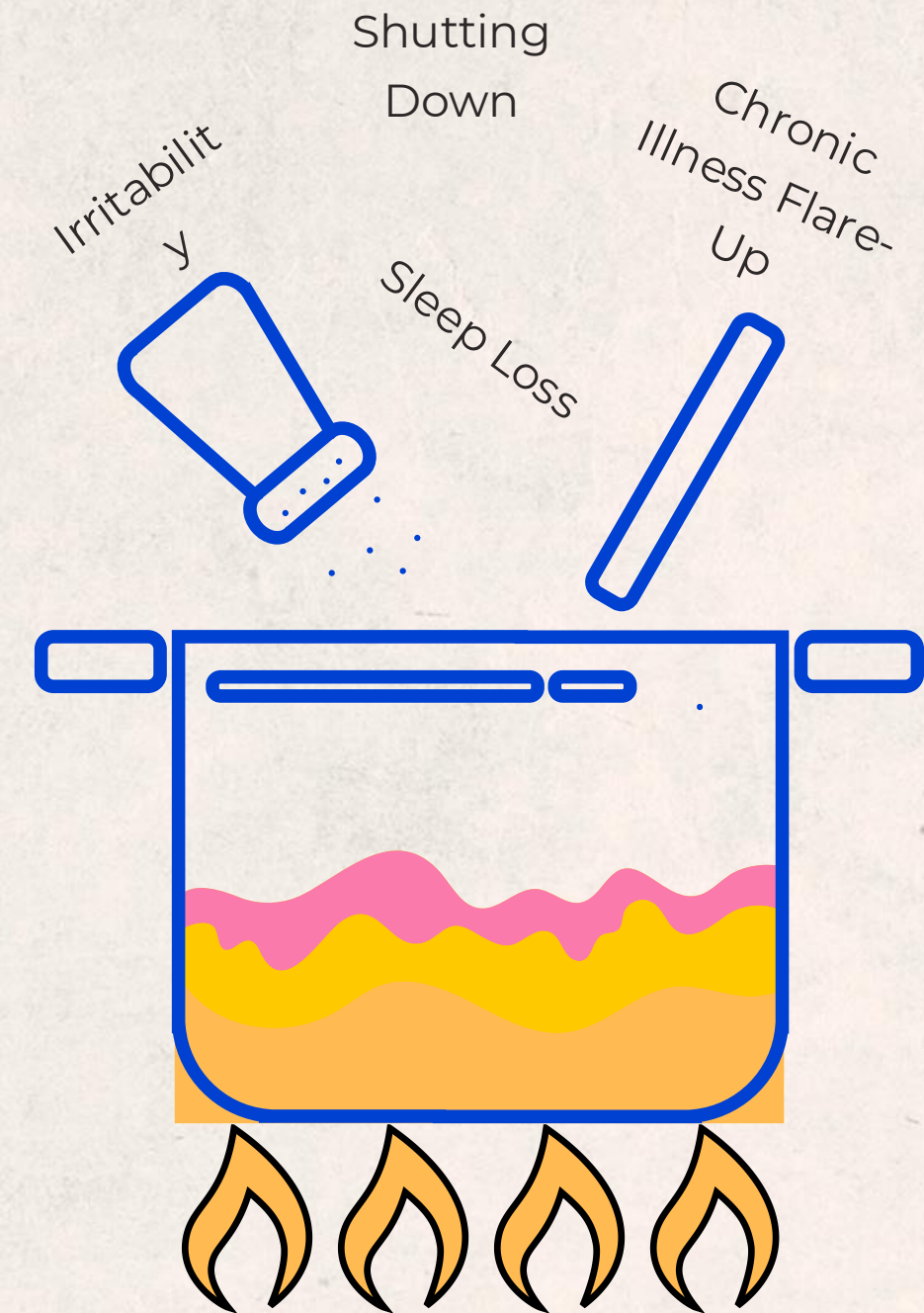
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Conflict

Conflict refers to a disagreement or struggle between individuals, groups, or entities due to differences in needs, values, goals, or perceptions. It can manifest in many forms - such as interpersonal, intergroup, or even internal conflict.

While stress doesn't always equal conflict, if we are unable to be self-aware or identify our stressors we may be less able to navigate ourselves away from entering into the conflict cycle.



Conflict



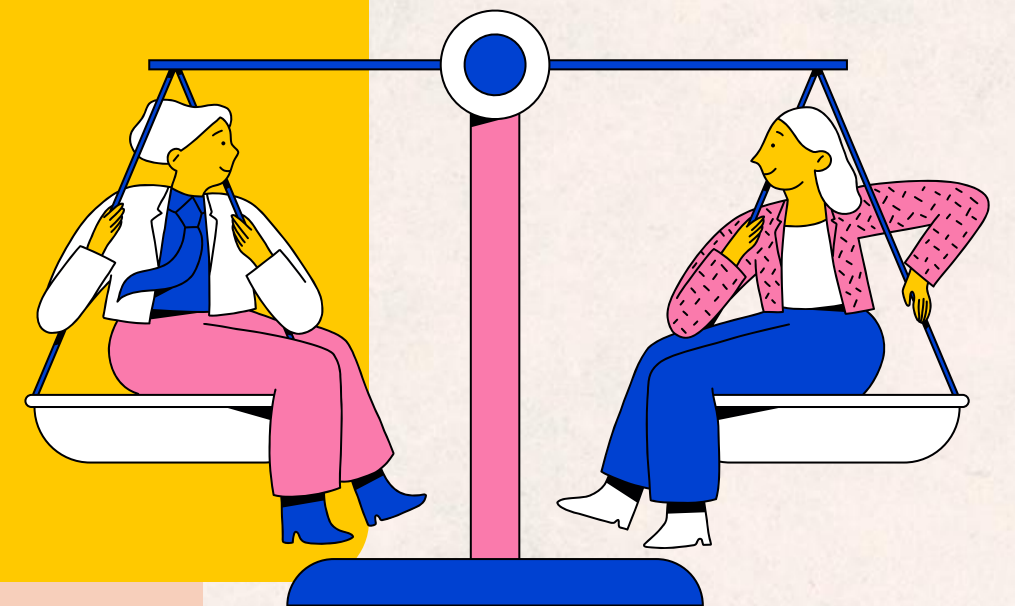
Generally, conflict is considered a negative and undesirable situation. However, conflict can be the source of creativity and development.

Social and individual change is fueled by conflict and is a normal process in the first step of change & development. Managing and conflict can be the source of building trust and a key to deepening relationships.

If untreated, conflicts can build from uncomfortable or distracting to a relative crisis in the workplace or at home.

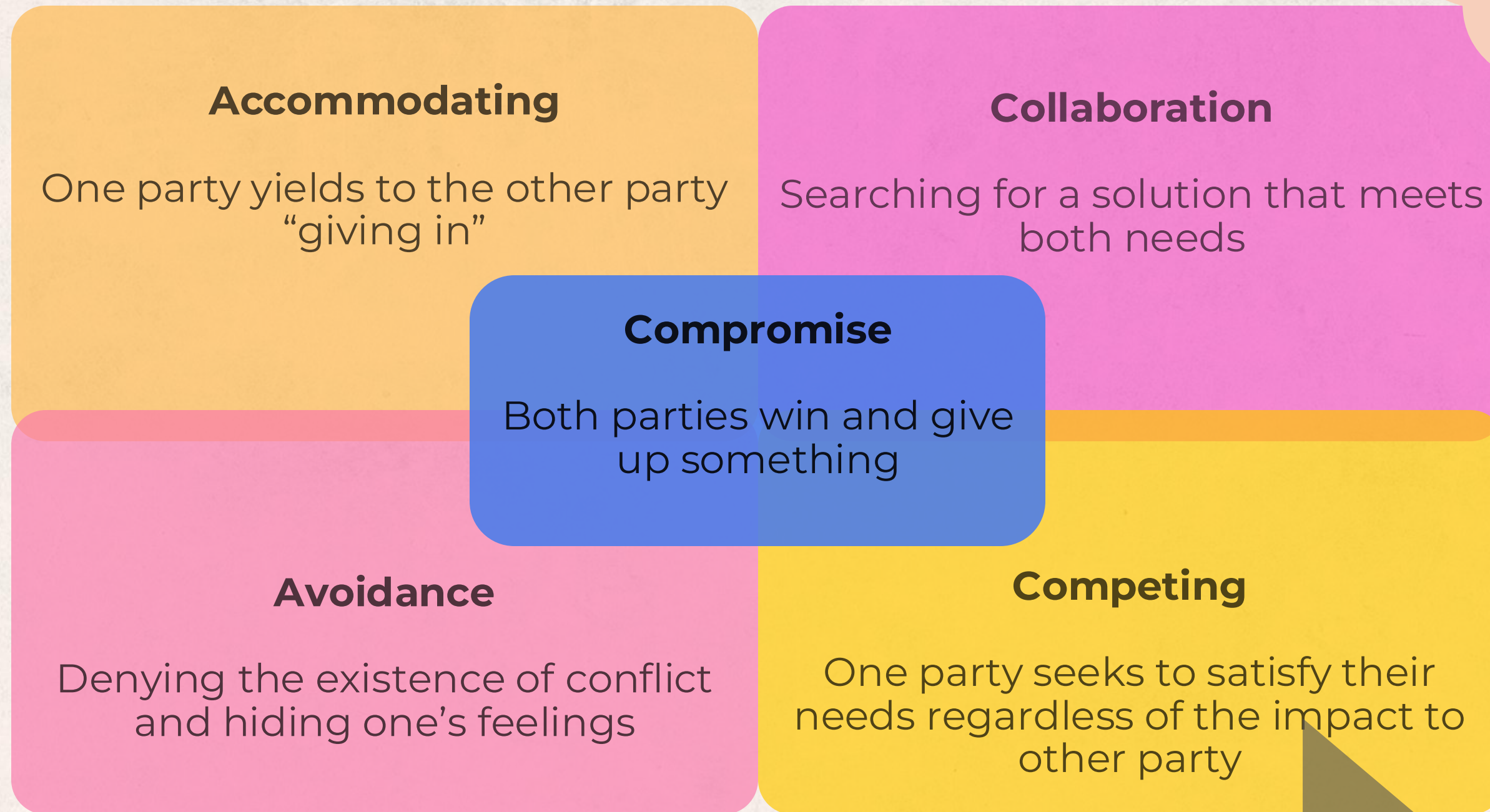
To manage these in the moment it is crucial to take into account:

- My Beliefs
- My Worldview
- My Narratives
- Stressors



Conflict Style

How is this connected to survival responses?



Breakout 2

**What conflict style do you most fall into?
4 min**

(Avoidance, Collaborating, Competing,
Accommodating, Compromise)

Where does this usually happen:

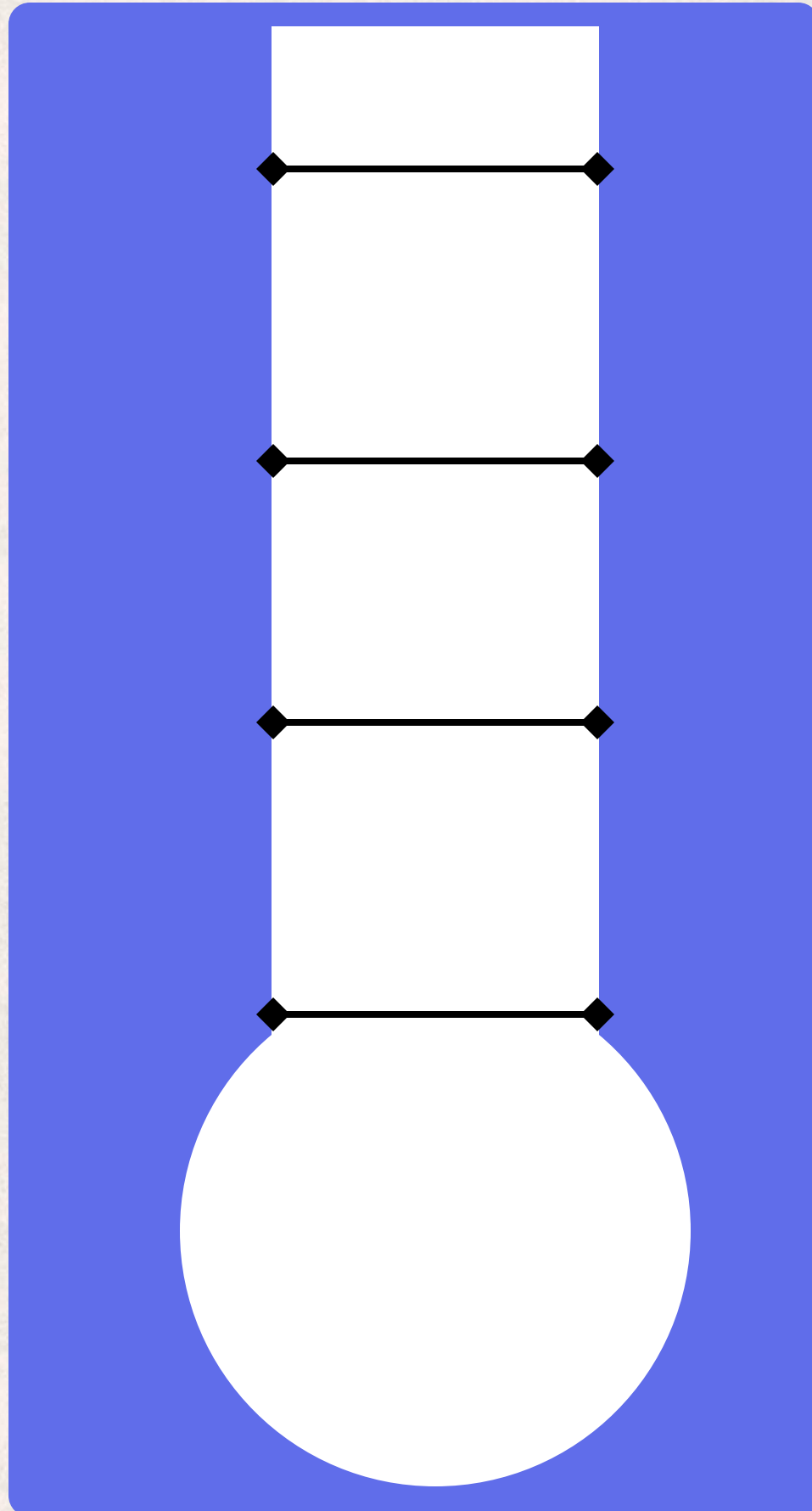
- Home
- Work
- Romantic Relationships



Conflict Style Quiz

My Thermostat Exercise

8 min



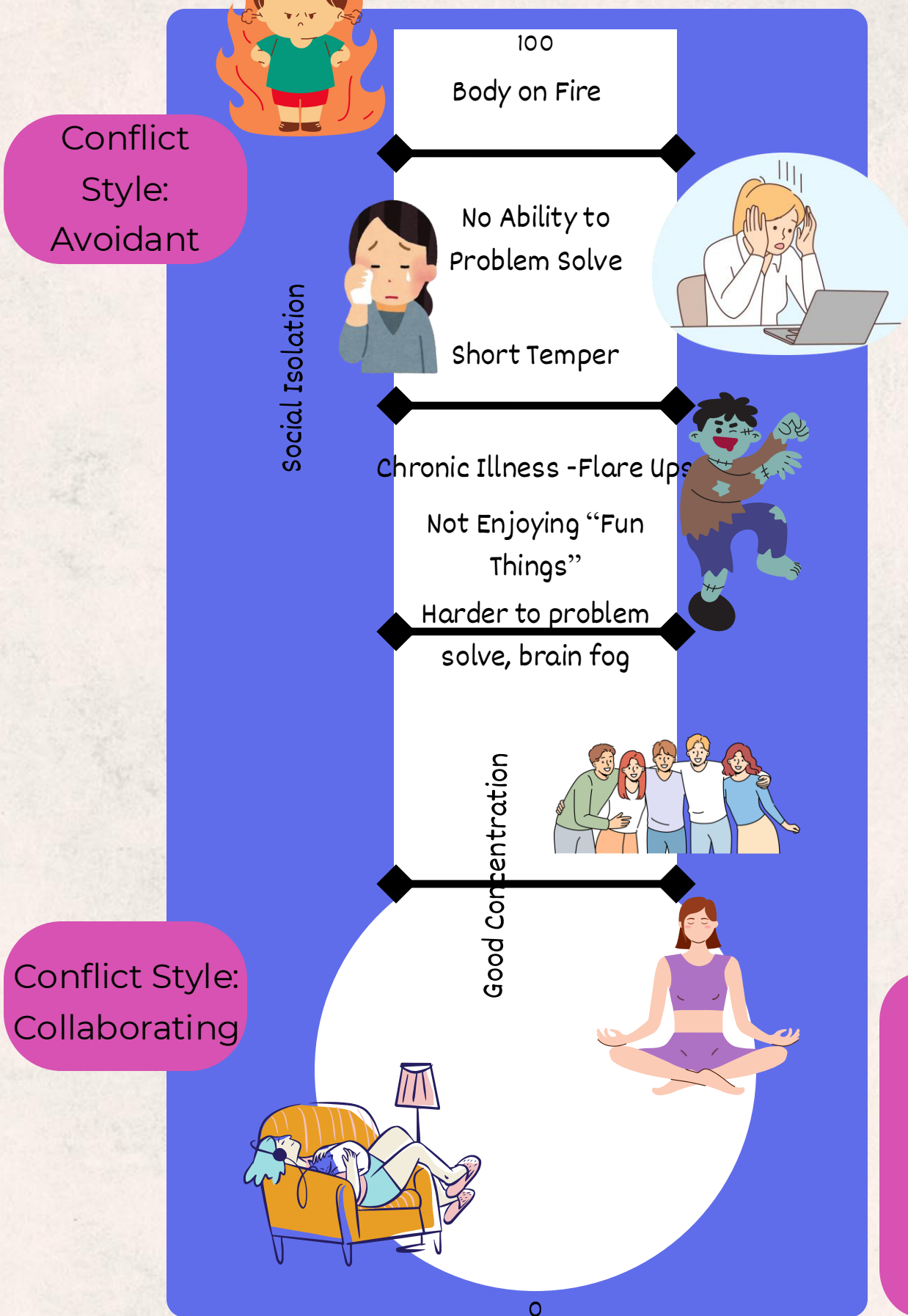
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Think about your last few disagreements or stressors. What was happening as far as stressors.

- 1) Identify stressors
- 2) Write out your conflict styles, do they change with the temperature?

My Thermostat Exercise

8 min



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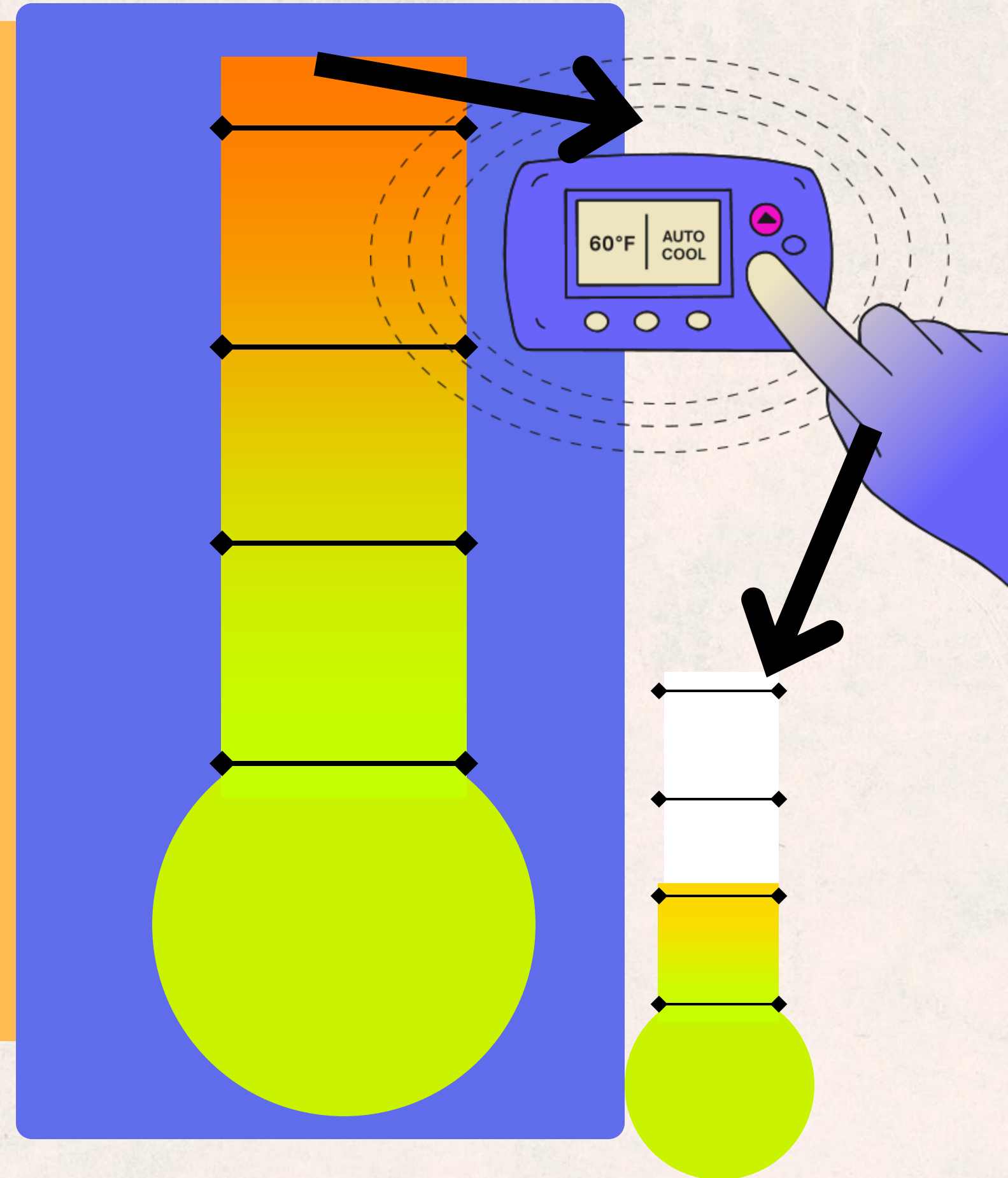
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Stressors:
Health
Lack of Time
Family Life
Job

Tools for Regulation

Refers to the ability to manage and respond to one's emotions, including:

- identifying
- understanding
- responding to feelings



Conflict Management

1) Awareness of our thermostat can tell us where we are at emotionally.

- *Do we need a break?*
- *Are we ready for a potentially tough conversation?*
- *What do I need right now?*

2) Active listening and being aware of biases

- *Is my brain filling in missing pieces to make decisions?*

3) Awareness of others.

Just like us, our co-workers also have their own world and stressors. It is important to “perspective take” when we have gut reactions.

- *Is there another way I could read this email/text?*
- *Am I reading/intaking this because of a different interaction?*
- ***What is worth my stress?***

Navigating conflict is all about:

- Awareness of self and what you are able to navigate in the moment



Conflict Management

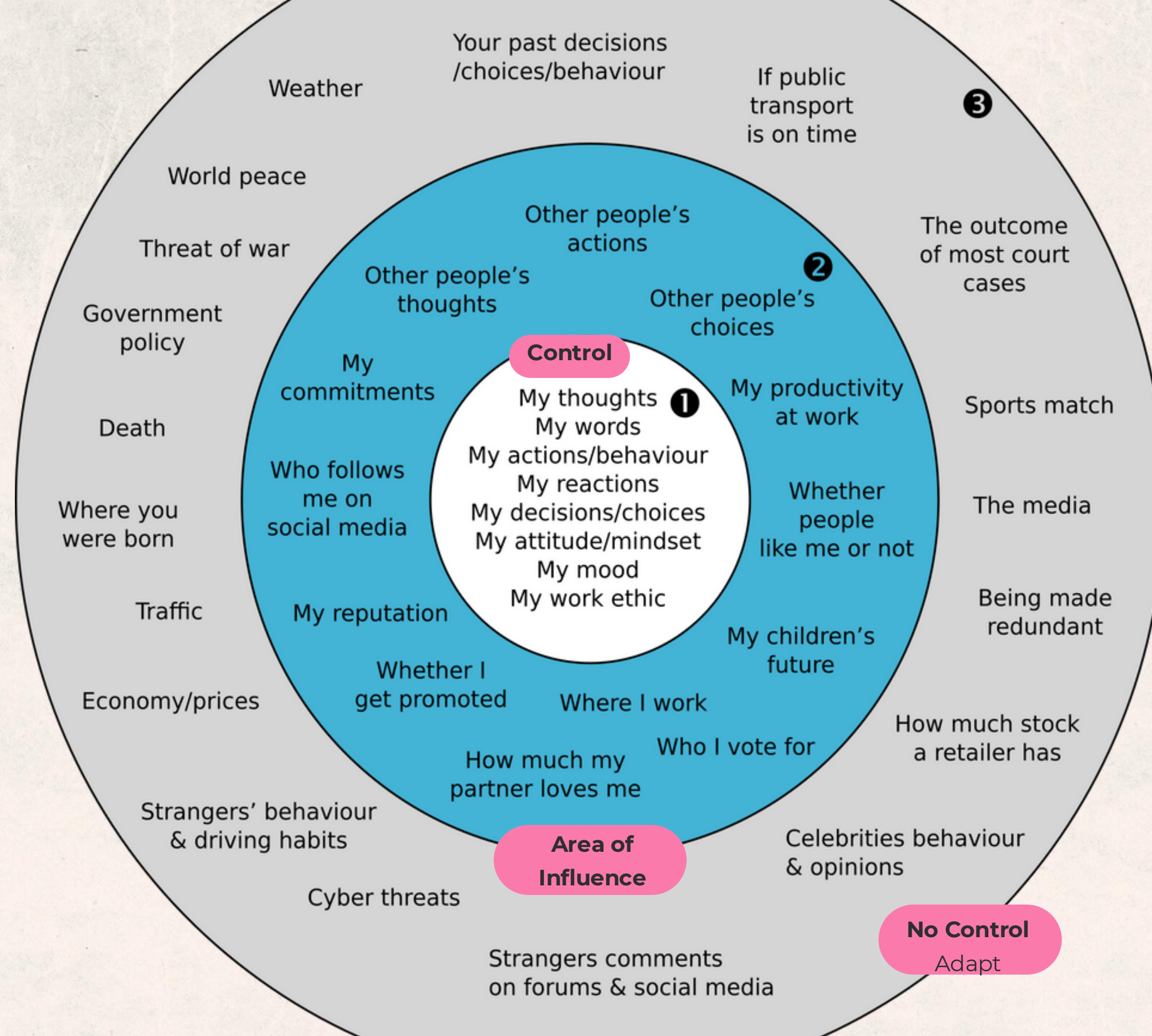
Managing conflict is about choosing where we spend our energy.

1. What things deserve our focus
2. What is worth staying upset about
3. Where do we place boundaries

When finding ourselves stuck, finding where we have control can help.

Locus of Control Exercise:

- Where **don't** I have control?
- Where **do** I have complete control?
- Where **can** I have some influence?



No Control
Adapt

Boundaries

Boundaries are the limits and rules we set for ourselves within relationships. Unhealthy boundaries tend to be either too rigid or too porous. Healthy boundaries fall somewhere between these two extremes.

Rigid

- Unlikely to ask for help.
- Keeps others at a distance.
- Surface-level relationships.
- Inflexible rules about what you will and won't do.
- Difficulty trusting other.

Healthy

- Knows your needs & feelings are just as important as other's.
- Says "no" and is accepting of when others say "no".
- Knows personal wants and needs and can communicate them.

Porous

- Always puts other people's needs before their own.
- Difficulty saying no and when others say no.
- Feels responsible for other people's feelings and/or happiness.

Boundaries

Physical

Protecting our personal space

Workplace

Protecting our ability to do our work without interference or drama

Emotional

Protecting our own emotional well-being

Sexual

Protecting our needs and safety sexually

Material

Protecting our personal belonging

Time

Protecting the use, and misuse, of our time

Boundaries

Questions to ask yourself as you begin setting boundaries:

- 1) How will this make me feel safer/more regulated?**
- 2) Is this boundary to have control over others or to support my well-being?**
Ex: Does this aim to change others' values
- 3) Is this boundary attainable or applicable in this environment?**
Ex: Work vs. personal life



Self-Care

Emotion Focused:

Meditation

Grounding Exercises

Journaling

Breathing Exercises

Changing the Environment

Warm/Cold Shower

Soothing Smells/Tastes

Social Resources:

Spirituality

Community

Friends

Family

Being Around a Lively
Environment

Internet/Parasocial Supports

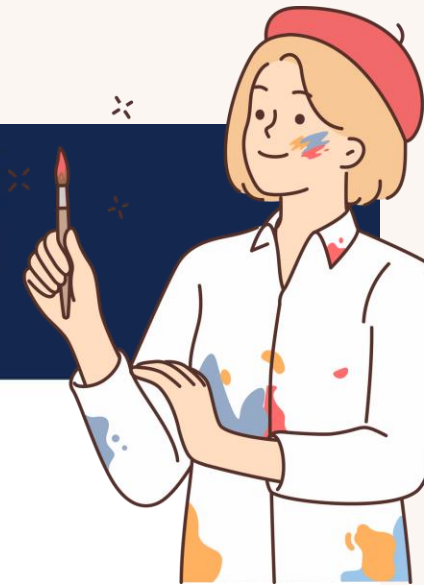
Behavior or Action Focused:

What Is in My Control?
Making To-Do Lists
SMART Goals
Keeping Routine

Lifestyle:

Caffeine Intake
Alcohol/Substance
Intake
Exercise Habits
Balanced Eating
Rest

FIGHTING BURNOUT



BREATHE

Discover a breathing technique that is right for you; a brief practice can soothe your vagus nerve and finish your fight-or-flight stress reaction.

CREATE

Get creative with activities like knitting, painting, singing, writing, or clay work. Whatever lights your soul up, do more of that.

CRY

Crying is a natural way our body releases stress, so don't feel ashamed or try to hold back tears.



Complete the Stress Cycle

LAUGH

Laughing together can help release and express our hidden emotions; it's like finding light at the end of an emotional tunnel.



TOUCH

Physical affection with others makes your body release hormones like oxytocin, which help you feel safe and connected.



GET PHYSICAL

Exercise isn't limited to the gym; dancing, doing jumping jacks at home, running, swimming, or even punching a pillow all count.



Create a Thermostat 8 min

1) Identify a specific boundary that could alleviate stress

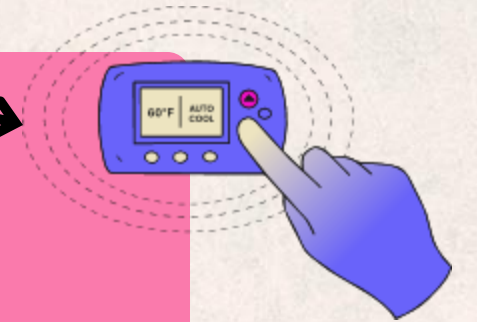
2) Create a list of self-care strategies that allow us to “turn the heat down”

for at work and home



Create a Thermostat

8 min



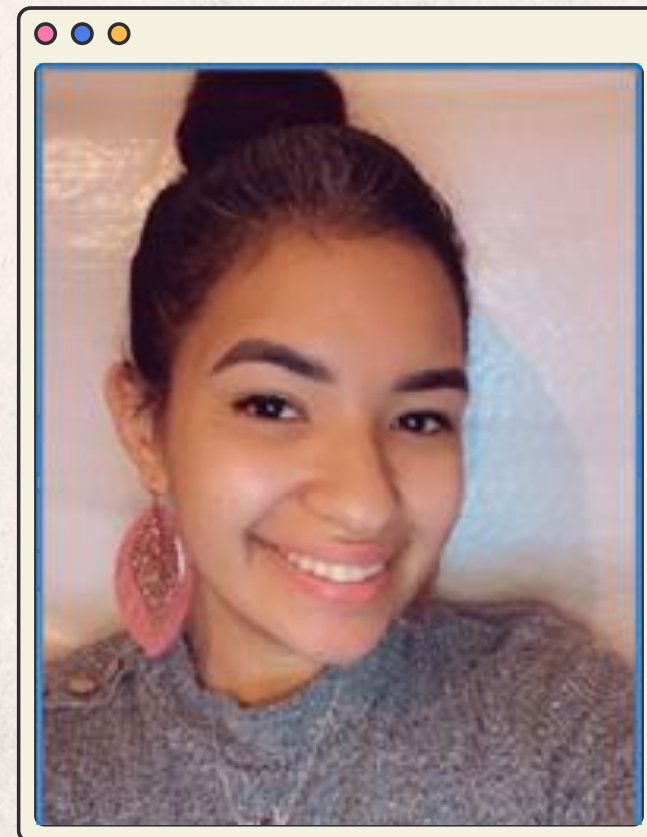
**Boundary:
When i'm at a
70 - 90, I will
take breaks
during
disagreements.**

Ways I can regulate myself:

1. Take care of my physical & mental health
2. (Exercise, make dinner with family)
3. Prioritize friendships
4. Find my meaning - relationships, hobbies
5. education, build community, therapy
6. Pre-plan some things to reduce decision fatigue
7. Meditation/Yoga

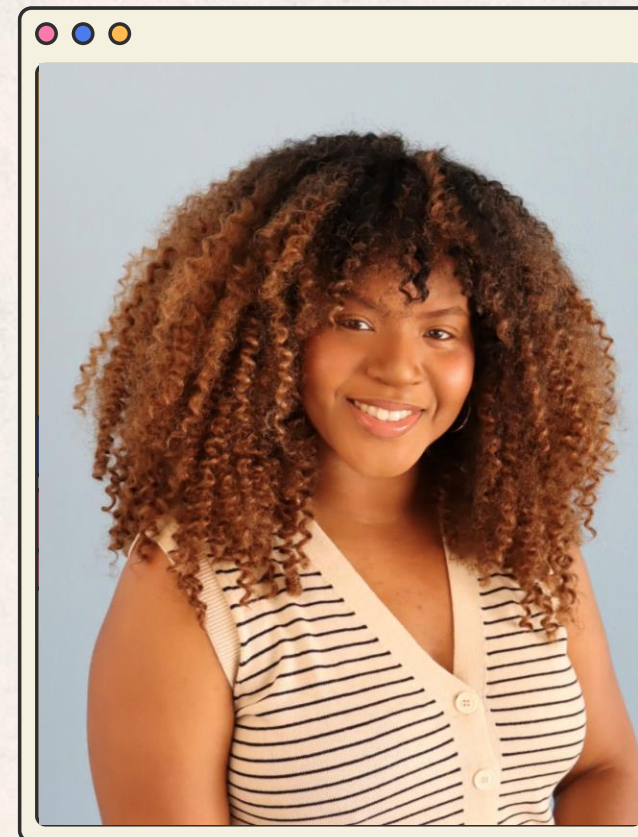


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