



ServiceMinds inc.



Exceptional Customer Care Environments

Balanced Life Style A Productivity Perspective



Nick de Jong
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Emotional Intelligence

“When emotionally upset, people cannot remember, attend, learn or make decisions clearly.

Stress makes people stupid.”

Daniel Goleman from Emotional Intelligence



Stress

Change Stress Test



Positive Stress

- The perceived imbalance can be closed
- The tools, training, knowledge and support are in place to affect the desired situation
 - Excitement
 - Determination
 - Motivation
 - ***Action***

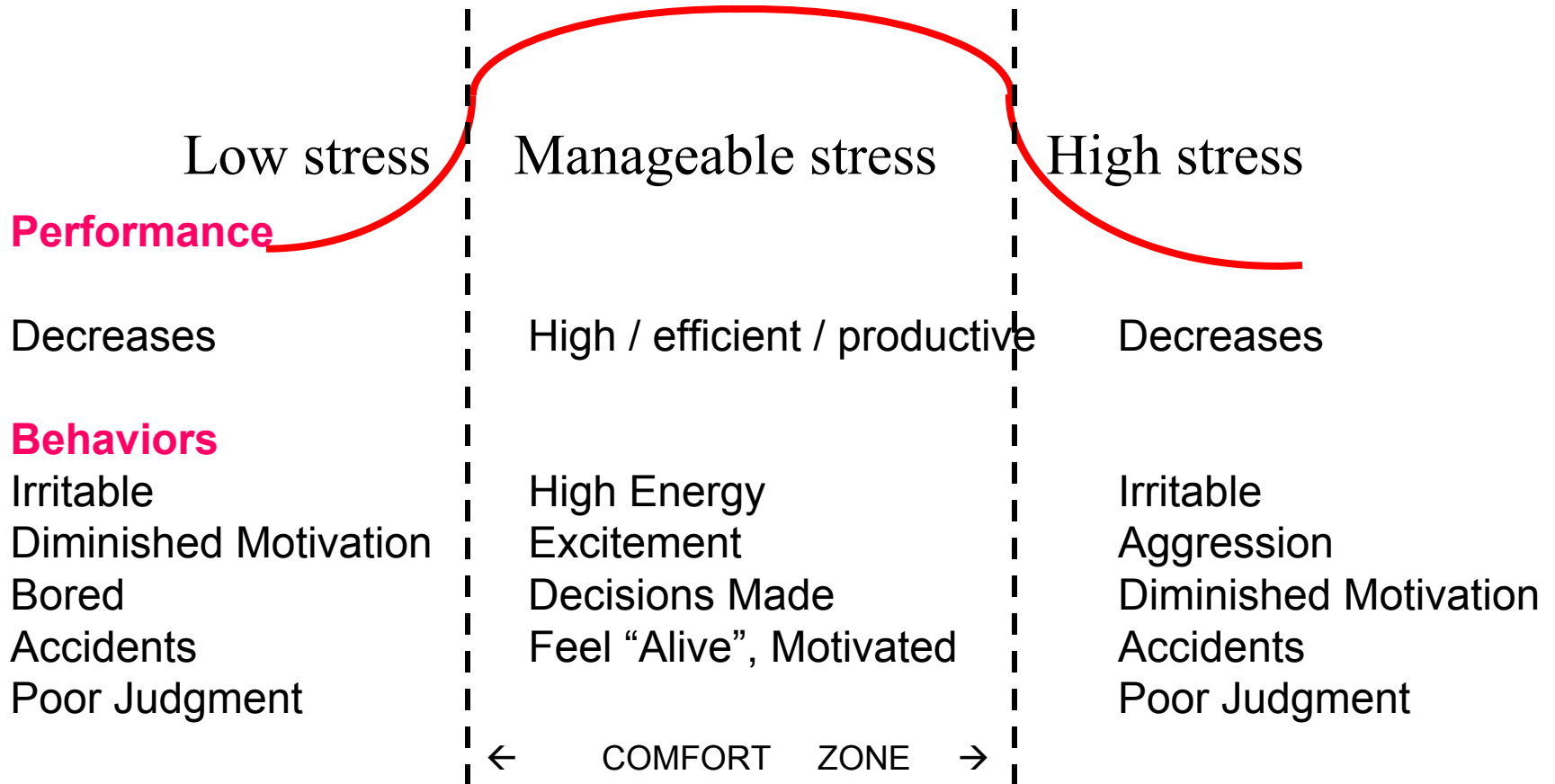


Negative Stress

- The perceived imbalance can NOT be closed
- The tools, training, knowledge or support are NOT in place to affect the desired situation.
 - Frustration
 - Anxiety
 - Irritation
 - Aggression, anger
 - ***Inaction***



YERKES-DODSON LAW OF STRESS





Fight or Flight

- Prehistoric Times
 - Body responses to stress were with purpose and beneficial
- Modern Times
 - Most of us no longer have the capability to physically respond to stress so the benefits of our physiological reactions are lost



Some Psychological Warnings

- Working late excessively or for no appropriate reason
- Difficulty in decision making
- Excessive worrying
- Confusion
- Outburst of anger and temper



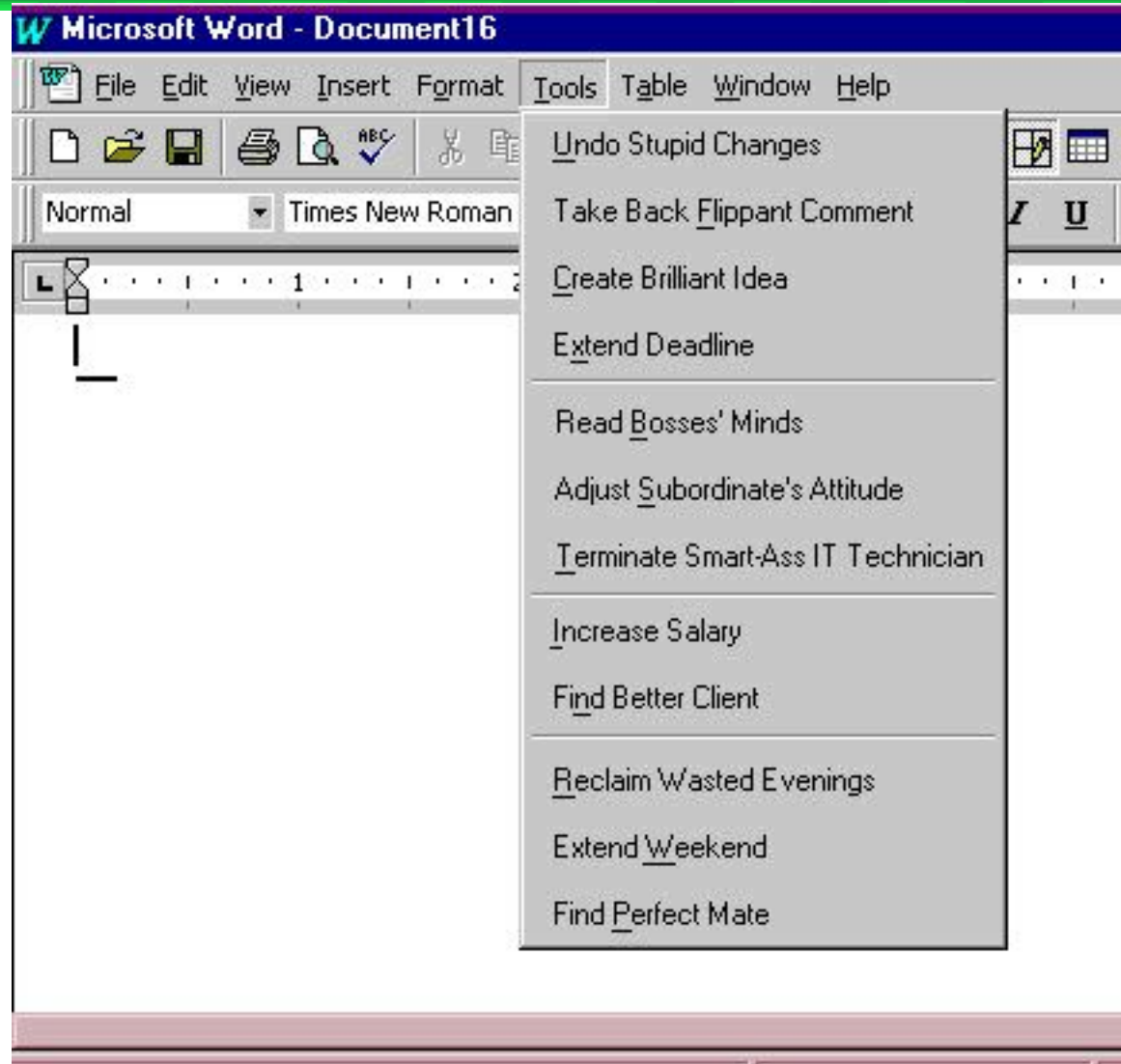
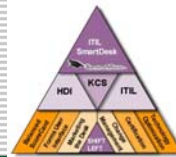
Only You Can Make You Happy

“Grant me the ability to accept the things I cannot change, the courage to change the things I can and the wisdom to know the difference.”



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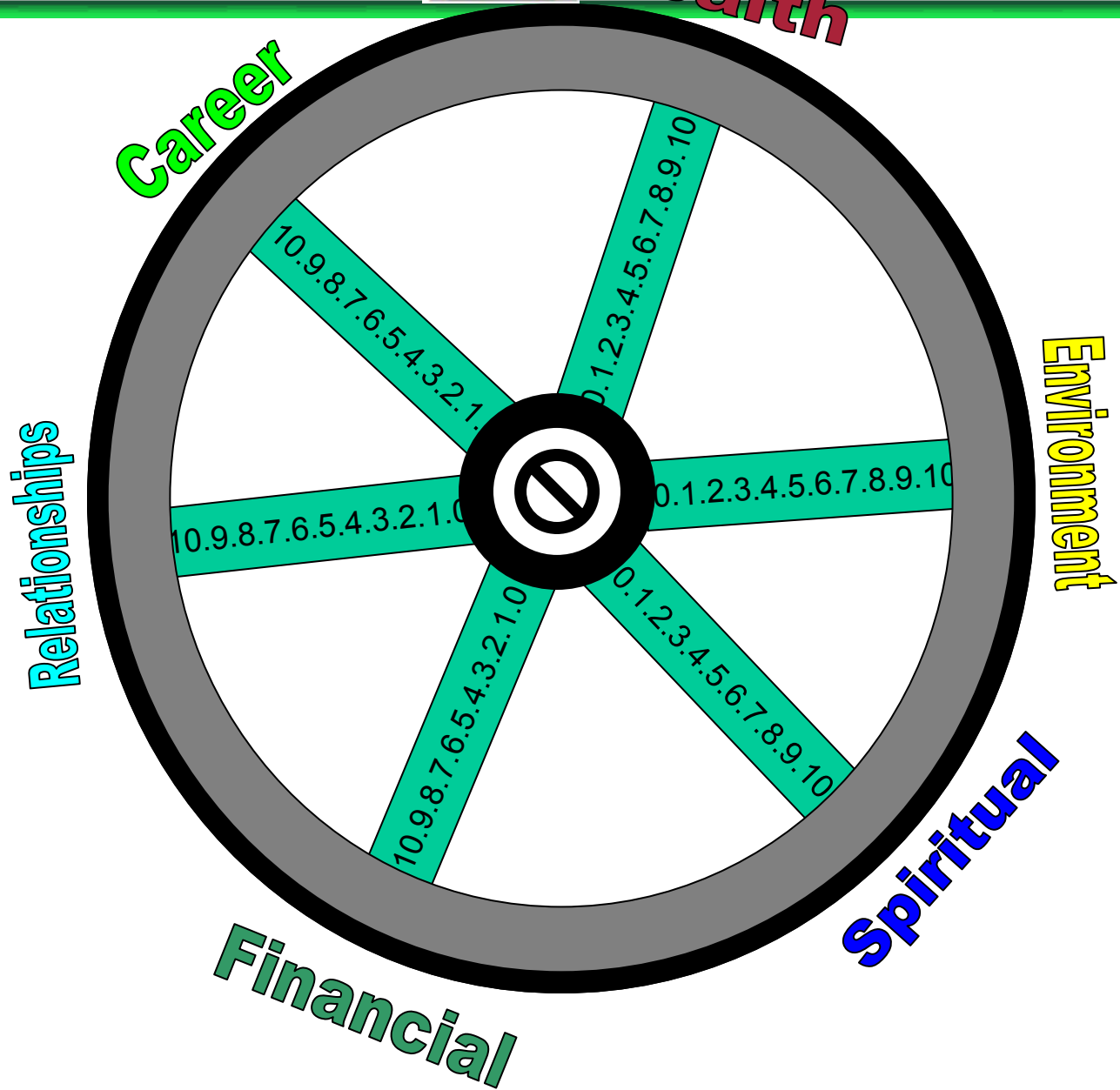
**“Whenever something goes wrong,
I just push this little button and restart.
I wish my whole life was like that!”**





Module 2

The Wellness Wheel





Key Areas of Wellness

1. Health

- Physical
 - Exercise
 - Nutrition
- Mental
 - Humour

2. Relationships

- Work
- Family
- Social

3. Spirituality

- Belief System
- Meditation
- Down-time

4. Financial

- Budget
- Long-Term Plans/Goals
- Investment

5. Environment

- Work
- Ergonomics
- Tools
- Home

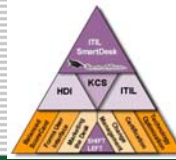
6. Career

- Communication
- Career Options



The Wellness Wheel

Balance Self Test



Health

An exercise program:

- Improved appearance
- Reduced aches and pains and less risk of degenerative disease
- More blood to the heart at lower pulse and pressure
- Blood better distributed when under stress
- Increased lung capacity
- Cholesterol level reduction



Health

Nutrition

- High fat diet suppresses the immune system
- Excess simple sugars deplete stores of vitamins
- Emotional stress affects levels of Vitamin C
 - Lowers resistance to infection and disease
- Vitamin B deficiencies cause of
 - Irritability, lethargy and depression



Health

Nutrition

- High Sodium may raise blood pressure
- Excess alcohol consumption
 - Can suppress the immune system
- Excessive caffeine consumption stimulates the Sympathetic nervous system
- Recreational drugs – all bad



Health

Key Nutrition Tips

- Don't eat lunch at your desk
- Drink lots of water
- Eat more vegetables and fruit
- Eat breakfast
- Reduce red meat consumption
- Limit saturated fat and cholesterol
- Eat lots of fiber
- Avoid too much sugar
- Limit caffeine consumption



Mental Health

Worry

- 40% never happens
- 30% is too late to change
- 12% are related to health
- 10% are petty things that don't really matter
- 4% are substantial but outside of your control
- 4% are substantial and within our control

Therefore 96% are irrelevant to any possible benefit of worry



Mental Health and Humour

Psychological

- relieving anxiety and tension
- serves as an outlet for hostility and anger

Social

- lessens the hierarchy
- establishes rapport
- decreases social distance

Communication

- helps convey information
- It opens the door for communication
- gains and holds the listener's attention



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Mental Health and Humour

VIDEO



Mental Health

“Humour allows you to lighten up and live rather than tighten up and snap.”

Mental Health Strategies

- Take yourself lightly and your job seriously
- Draw the line
 - Celebrate the end of the work day
- Take a mini vacation
 - Something to remind you of that favourite place or event
- Do something you love to do everyday

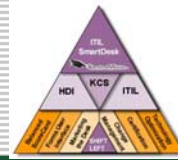


How EI affects us

"...in navigating our lives, it is our fears and envies, our rages and depressions, our worries and anxieties that steer us day to day. Even the most academically brilliant among us are vulnerable to being undone by unruly emotions. The price we pay for emotional illiteracy is in failed marriages and troubled families, in stunted social and work lives, in deteriorating physical health and mental anguish and, as a society, in tragedies such as killings..."



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How's our EQ

A Quick Test



What is Emotional Intelligence?

Self-awareness--knowing your emotions, recognizing feelings as they occur, and discriminating between them

Mood management--handling feelings so they're relevant to the current situation and you react appropriately

Self-motivation--"gathering up" your feelings and directing yourself towards a goal, despite self-doubt, inertia, and impulsiveness

Empathy--recognizing feelings in others and tuning into their verbal and nonverbal cues

Managing relationships--handling interpersonal interaction, conflict resolution, and negotiations



How to Practice

- Use three word sentences beginning with "I feel"
- Stop labeling people & situations
- Analyze your own feelings rather than the action or motives of other people
- Ask others how they feel -- on scale of 0-10
- Make time to reflect on your feelings



How to Practice

- Identify your fears and desires
- Identify your UEN's (Unmet Emotional Needs)
- Take responsibility for your emotions & happiness
- Stop believing others cause your feelings
- Express your feelings - find out who cares - spend time with them
- Develop the courage to follow your own feelings



Social Relationships

- Separating you from your work
 - Team sports
 - Volunteer groups
 - Hobby groups
 - Clubs



Spiritual

Definition

“Pertaining to or affecting the immaterial nature or essence of human-kind”

Belief systems

- Personal value systems
- Nature based beliefs
- Organized religions



Spirituality

Some helpful approaches

- Read from sacred writings
- Grow spiritually with a friend or religious leader
- Become acquainted with thoughts and teachings of great leaders
- Meet with others with similar beliefs
- Spend quiet time in contemplation or meditation



Meditation

Ways to Reduce Stress

- Listen to the soothing sounds of water...there are many ways to experience this either in a music form or an indoor fountain.
- Listen to your favourite music
- Practice Yoga
- Discover the benefits of Aromatherapy
- Relax with a good book

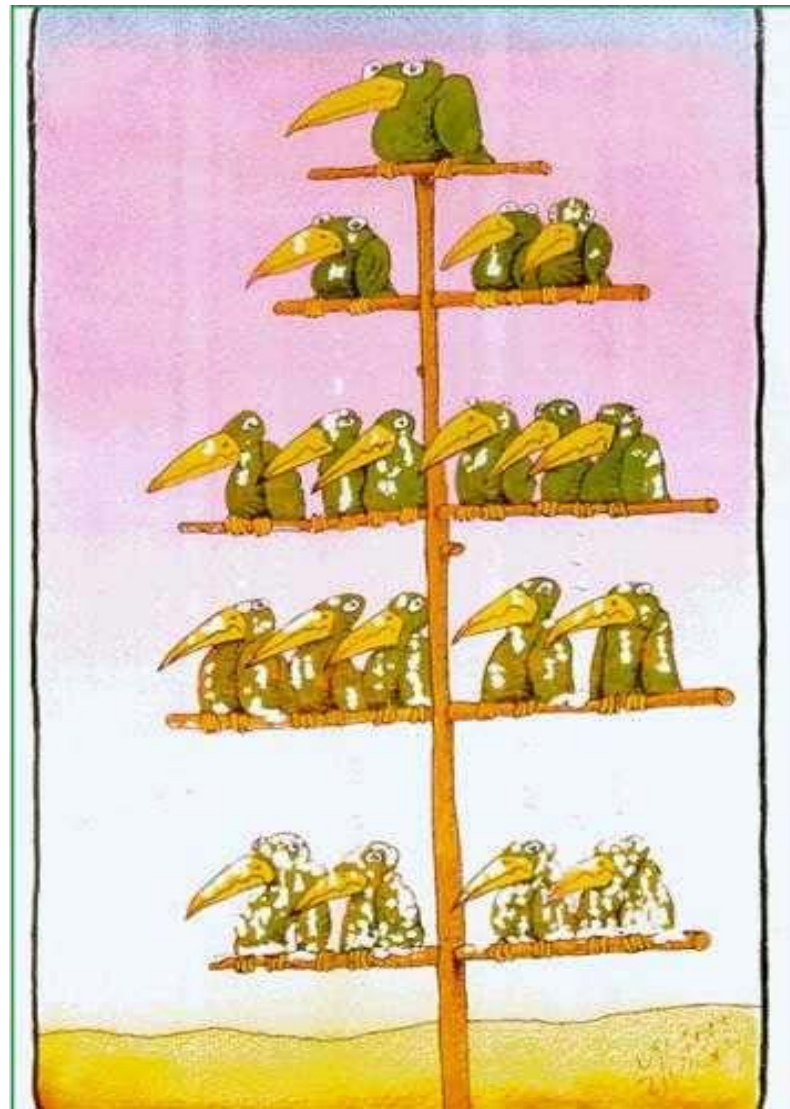


Relationships at Home

- Communicate
- Talk about your day
- Ask about your family's day
- Show support during stressful events
- Regularly participate in activities that promote interaction
 - Going on a weekend trip
 - Playing a game of basketball
 - Family reunions
 - Go to a movie



Organizational Stress??





Relationships at Work

- Accept differences in others
- Express and recognize feelings
- Recognize events in others lives
- Point out the good consequence of an others actions
- Ask for opinions on how to solve problems
- Share experiences
- Say “You’re right”
- Shake hands
- Join a team
- Smile – Acknowledge other people



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nlp

A tool for change



Neuro-Linguistic Programming

is a set of techniques, axioms and beliefs that adherents use primarily as an approach to personal development. It is based on the idea that mind, body and language interact to create an individual's perception of the world and that perceptions, and hence behaviors, can be changed by the application of a variety of techniques.



Neuro-Linguistic Programming

How we speak affects how we think

How we think affects how we feel

How we feel affects how we behave

EI

- Recognize feelings
- Adjust feelings
- New behaviour and outlook



Neuro-Linguistic Programming

nlp principle 1 - achieving outcomes

know your outcome

- people do not have conscious outcomes
- know what we don't want
- life becomes based on moving away from those things we don't want
- Need to move toward the things we want



Neuro-Linguistic Programming

“Begin with the end in mind”

“All things are created twice.

There is a mental or first creation, and a physical or second creation to all things.”

Stephen Covey

The 7 Habits of Highly Effective People



Neuro-Linguistic Programming

nlp principle 2 - sensory awareness

- Sensory acuity to know if you are moving towards it or not
- Learn to determine what effect we are having on other people
- Ability to interpret changes in muscle tone, skin colour and shininess, lower lip size and breathing rate and location



Neuro-Linguistic Programming

nlp principle 2 – sensory awareness

- feedback as to when we reach the desired state
- know to stop when we reach the desired state



Neuro-Linguistic Programming

nlp principle 3 - Changing behaviour

Vary your behaviour until you get the response you want.

If what you are doing isn't working, do something else

nlp principle 4 - Take action

Take action now to change your behaviour

'Don't delay; act today.'



Action Plan

Apply nlp

- Paint the picture
- Find a picture
- Start NOW
- Beware of changes that happen
- Change what isn't working
- Know when you get there
- Celebrate every little step along the way



Building Your Personal Plan

The Personal Action Plan tips

- Things change, be adaptable
- Keep everything in moderation
- Start small and build up
- Don't do everything at once
- Prioritize
- Don't sweat the small stuff
- Try asking – Don't assume people are aware of your issues
- Manage your plan
- Review regularly



Vision

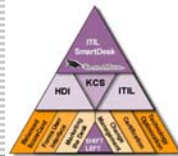
Stress can blur your vision and prevent you from taking action.

“VISION without Action is merely a dream

Action without VISION just passes time

VISION with ACTION can change ^{your}~~the~~ world”

Joel Barker “with slight modification by RADAR”



Thank you



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