



present

The Incredible Hulk: *Transform Stress and Anger into Balance and Calm*

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Content Leaders:

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Top Ten Life Stress Events

Spouse's death
Divorce
Marriage separation
Jail term
Death of a close relative
Injury or illness
Marriage
Fired from job
Marriage reconciliation
Retirement

Source: Holmes-Rahe Life Stress Inventory

Common Internal Stressors

- Inability to accept uncertainty
- Pessimism
- Negative self-talk
- Unrealistic expectations
- Perfectionism
- Lack of assertiveness

Common External Stressors

- Major life changes
- Work
- Relationship difficulties
- Financial problems
- Being too busy
- Children & Family

Source: http://www.helpguide.org/mental/stress_signs.htm

What stresses you?

How do you respond to stress?

Stress Warning Signs and Symptoms

Cognitive Symptoms	Emotional Symptoms
<ul style="list-style-type: none">•Memory problems•Inability to concentrate•Poor judgment•Seeing only the negative•Anxious or racing thoughts•Constant worrying	<ul style="list-style-type: none">•Moodiness•Irritability or short temper•Agitation, inability to relax•Feeling overwhelmed•Sense of loneliness and isolation•Depression or general unhappiness
Physical Symptoms	Behavioral Symptoms
<ul style="list-style-type: none">•Aches and pains•Diarrhea or constipation•Nausea, dizziness•Chest pain, rapid heartbeat•Loss of sex drive•Frequent colds	<ul style="list-style-type: none">•Eating more or less•Sleeping too much or too little•Isolating yourself from others•Procrastinating or neglecting responsibilities•Using alcohol, cigarettes, or drugs to relax•Nervous habits (e.g. nail biting, pacing)

From: http://www.helpguide.org/mental/stress_signs.htm

Reducing Stress in the Workplace

- **Take responsibility** for improving your physical and emotional well-being.
- **Identify negative attitudes and shadow behavior** that add to the stress you experience at work.
- Work with the group or team to **assess or monitor shadow behaviors** of yourself and the group.
- **Practice better communication skills** to ease and improve your relationships with others in the workplace.

The more emotional intelligence you have, the more stress you can avoid

What Is Emotional Intelligence?

Emotional intelligence is the ability to identify, use, understand, and manage your emotions in positive and constructive ways. It's about recognizing your own emotional state and the emotional states of others. Emotional intelligence is also about engaging with others in ways that draw people to you.

In the simplest form IE is nothing more or less than awareness of self and awareness of others

Emotional intelligence consists of four core abilities:

Self-awareness — The ability to recognize your own emotions and how they affect your thoughts and behavior; know your strengths and weaknesses; and have self-confidence.

Self-management — The ability to control impulsive feelings and behaviors; manage your emotions in healthy ways; take initiative; follow through on commitments; and adapt to changing circumstances.

Social awareness — The ability to understand the emotions, needs, and concerns of other people; pick up on emotional cues; feel comfortable socially; and recognize the power dynamics in a group or organization.

Relationship management — The ability to develop and maintain good relationships; communicate clearly; inspire and influence others; work well in a team; and manage conflict.

http://www.helpguide.org/mental/eq5_raising_emotional_intelligence.htm

Emotional Intelligence Quotient

1. Do you understand both your strengths and your weaknesses?
2. Can you be depended on to take care of every detail?
3. Are you comfortable with change and open to novel ideas?
4. Are you motivated by the satisfaction of meeting your own standards?
5. Do you stay optimistic when things go wrong?
6. Can you see things from another person's point of view and sense what matters most to him or her?
7. Do you let client needs determine how you serve them?
8. Do you enjoy helping colleagues develop their skills?
9. Can you read office/work politics accurately?
10. Are you able to find "win-win" solutions in negotiations and conflicts?
11. Are you the kind of person others want on their team? Are you usually persuasive?

If you answered yes to six or more of these questions and if people who know you well would agree with you, then you have a high degree of emotional intelligence.

From Richard E. Boyatzis & Annie McKee, Resonant Leadership: Renewing Yourself and Connecting With Others Through Mindfulness, Hope and Compassion, 2005, Harvard Business School Press.

Mental Models

Mental Models are "deeply ingrained assumptions, generalizations, or even pictures or images that influence how we understand the world and how we take action." (Senge, Peter. Fifth Discipline Fieldbook)

Mental Models:

- represent our "perception" not what is necessarily real or true
- are powerful in their influence over our actions and responses
- can prevent us to being open to new ideas, options, or learning

Shadow Behavior – How a Monkey and Lizard Can Turn You into the Hulk

Shadow Behavior

- Behavior that casts a shadow on you
- Caused by external and internal stress...
 - Self limiting behavior
 - Drop in emotional intelligence

Reactions

- Human
- Monkey
- Lizard

Hulk Behavior

- What does your Hulk behavior look like?
- What causes your hulk behavior?

Balance Model

Intellectual	Physical
Spiritual	Emotional

Balance Assessment

Rate your satisfaction level with the various aspects of your life. Rate **V** for Very Satisfied, **S** for somewhat satisfied, and **R** for rarely satisfied.

Emotional

- | | | | | |
|----|--|---|---|---|
| 1. | I spend time in meaningful relationships. | V | S | R |
| 2. | I seek out positive relationships with others. | V | S | R |
| 3. | I allow myself to experience the full range of my emotions . | V | S | R |
| 4. | I express my emotions appropriately. | V | S | R |
| 5. | I express myself authentically. | V | S | R |
| 6. | I behave in ways that increase the potential for others to respect me. | V | S | R |
| 7. | I do not let my emotions create turbulence in my life. | V | S | R |
| 8. | If I'm in a bad mood, I do not take it out on others. | V | S | R |
| 9. | I take responsibility for my own happiness. | V | S | R |

Physical

- | | | | | |
|----|---|---|---|---|
| 1. | I get physical exercise on a regular basis (4-5 days/week). | V | S | R |
| 2. | I take healthy action to control my stress. | V | S | R |
| 3. | I take time for relaxation and sleep. | V | S | R |
| 4. | I have a healthy diet, specific to my own body's needs. | V | S | R |
| 5. | I drink plenty of water. | V | S | R |
| 6. | I limit my intake of caffeine. | V | S | R |
| 7. | I limit my intake of sugar. | V | S | R |
| 8. | I limit my intake of alcohol. | V | S | R |
| 9. | I avoid my intake of tobacco and drugs. | V | S | R |

Spiritual

- | | | | | |
|----|--|---|---|---|
| 1. | I take time for meditation, reflection, and/or prayer. | V | S | R |
| 2. | I have a connection to my individual spirituality and/or formal faith tradition. | V | S | R |
| 3. | I experience purpose and/or meaningfulness in my life. | V | S | R |
| 4. | I express and/or experience gratitude frequently. | V | S | R |
| 5. | I feel connected to others on my spiritual journey. | V | S | R |
| 6. | I model the values that are important to me. | V | S | R |
| 7. | I take time to nurture my spiritual development. | V | S | R |

Intellectual

- | | | | | |
|----|---|---|---|---|
| 1. | I am committed to continuous learning and personal growth. | V | S | R |
| 2. | I enjoy reading for professional development. | V | S | R |
| 3. | I enjoy reading for personal retreat. | V | S | R |
| 4. | I limit the amount of T.V. that I watch. | V | S | R |
| 5. | I express my creativity in many different forms. | V | S | R |
| 6. | I engage in both analytical (left brain) and creative (right brain) activities. | V | S | R |
| 7. | I am aware of the belief & value systems that guide my actions. | V | S | R |

Urgency Index

Answer each of the following questions by writing in the number that best describes you in your day-to-day life (remember, be honest!). Then, add your responses together to determine your "urgency index".

0 = Never 1 = Rarely 2 = Sometimes 3 = Often 4 = Always

- ___ I seem to work best under pressure
- ___ I don't get to spend deep, introspective time with myself because of the rush and pressure of external things
- ___ I'm frustrated by the slowness of people and events around me. I hate to wait or to stand in line
- ___ I feel guilty when I take time off from work
- ___ I feel like I'm in a terrible rush
- ___ I push people away so I can finish what I'm doing
- ___ I feel anxious when I'm out of touch with the office
- ___ I'm preoccupied with one thing when I'm doing something else.
- ___ I'm at my best when I'm handling a crises
- ___ The adrenaline rush from new crisis seems more satisfying than the steady accomplishment of long-term results
- ___ To handle a crisis, I tend to give up quality time with the important people in my life
- ___ I assume people will understand if, to handle a crisis, I have to disappoint them or let things go
- ___ I rely on solving some crisis to give my day a sense of meaning and purpose
- ___ I eat lunch or other meals while working or on my feet
- ___ I keep thinking that some day I'll be able to do what I really want to do
- ___ A huge stack in my out basket at the end of the day makes me feel that I've been really productive

Total ___

- 46+ Urgency addict
- 26-45 Strong urgency mind-set
- 0-25 Low urgency mind-set

Questions?

Let us know if we can answer any questions about the handouts or program. We are happy to chat by phone or email.



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Association Coach®

Daniel is a professionally trained coach and facilitator and is Principal of Association Coach, an executive coaching and consulting firm. He supports association executives in making informed and strategic decisions in their personal and professional lives. His professional experience includes serving as Executive Director of the International Coach Federation, the Home Automation and Networking Association, the National Multifamily Housing Industry Council, and Associate Director of the Institute of Management Consultants. His insights on executive and life coaching have been featured in dozens of news media. Dan holds a Master of Arts in Science and Technology from The George Washington University. He has held the Certified Association Executive (CAE) from the American Society of Association Executives since 1987 and he received his coach training from CoachU and the Coaches Training Institute. Currently he serves on the Board of Directors of the International Coach Federation's Metro DC Chapter.

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Jill McCrory, Ringleader, brings a background of interactive training, teambuilding, and leadership training to the Leadership Outfitters team. Her background includes 15 years with the National Association of Home Builders. She has worked with national association leaders and state and local chapters in the areas of leadership development, volunteer management, strategic thinking, personal vision and purpose, and creativity/innovation. At Leadership Outfitters she is known for her creative approach to teambuilding and a philosophy of "leadership at all levels". She has a passion for facilitating creative group techniques including experiential team initiatives, World Café, and various "unconference" formats. A frequent presenter at ASAE and the Center for Association Leadership events including the annual meeting and the Great Ideas conference, she currently serves on the Professional Development Council. A native Washingtonian, she is presently earning a Masters degree in Theology from the John Leland Seminary in Virginia. Jill is a co-founder of Leadership Outfitters, Inc. which has offices in Washington, D.C., Los Angeles, Boston, Hartford, and Eugene, OR.

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