Technology and Stress?? Oh Yes.

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Strata Leadership
Where We are Headed...

• Understand relationship between stress and performance, and HR’s role in bolstering the bottom line
• Awareness of how technology can undermine organizational values and how to move toward alignment and reinforcement
• Learn how to become a stronger business partner by using organization-wide approaches to reduce stress and build resilience
Stress and Performance

- Peak performance
  - Focused
  - Motivated
  - Healthy tension
  - Optimum stress

- Healthy
  - Inactive & bored
  - Healthy tension

- Disease
  - Stress overload
  - Exhaustion
  - Panic
  - Anxiety
  - Anger
  - Burn-out & breakdown

- Sick
  - Fatigued
  - Exhaustion

Performance vs. Stress level graph.
Technology - Love It, Hate It

• Email
• Mobile phone
• Internet
• Computers
• Texting/Instant messaging
Email

- **Dark-side of Email**
  - Numerous
  - Constant
  - Arrives at any/all times
  - Void of emotional context

- **Why it’s so hard to say “No”**
  - No limitations established
  - Research: Learned behavior
How Our Concentration Works

It takes 15 minutes to reach peak concentration, no matter how big or small the interruption is.
Email and Culture

• Common Drivers:
  – Low Trust
  – Conflict avoidance
  – Short-cuts

• Threatened Values:
  – Trust
  – Collaboration and teamwork
  – Innovation
Taming The Beast - Making Email Work

• Purposeful use of “tool”
  – Block time to work on email
  – Create filters (e.g., “cc:”, daily reports)
  – Intentional selection of recipients
  – Information vs. Emotion

• Create comfortable spaces to meet/gather

• Discourage late-hour emails
Mobile Phone

• Times average person turns on their phone per day?
• Helpful Apps
  – Instant or Moment
  – Offtime or Unplugged
• Research:
  Physical separation from phone
Mobile Phone and Culture

• Common Drivers
  – Overachieving
  – Fast-Paced
  – Customer-focused

• Threatened Values
  – Work-life balance
  – Learning
  – People-focused
Mobile Phone - Love Contained

- Purposeful use of “tool”
  - Education
    - Insidiousness of constant connection
    - Power of “notifications”
    - Silent distraction
  - Phones during meetings
- Strongly encourage unplugging from work
- Reward “Smart” work
- Discourage communication during PTO (especially vacation)
Recover

Work Really Hard

Stop
Sleep and Performance

• Research
  – Cognitive decline
    • Memory
    • Focus
    • Problem-solving
    • Decision-making (judgment)
    • Cognitive speed
    • Math processing
    • Reaction speed
  – Emotional decline
Sleep and Culture

• Common Drivers
  – Overachieving
  – Competitive
  – Results-oriented

• Threatened Values
  – Work-life balance
  – Health
  – Safety
Fiercely Protecting Sleep

• Corporate Policy
  – Scheduling
  – Travel
• Education
• After-hour work communication
• Limit scheduling early/late work events
• Be aware of stories celebrating “road-warrior” behaviors
• Encourage rest and recuperation
Recovery and Culture

• Common Drivers
  – Overachieving
  – Competitive
  – Results-oriented

• Threatened Values
  – Work-life balance
  – Learning and growth
  – Recognition
Recovery - Getting Grit-ty

- Education
  - Resilience cycle
  - Joyful activities
  - Benefit of breaks
  - Avoiding hot-button triggers
- Celebrate milestones and completions
- Timing of assignments
- Promote learning
- Encourage use of all paid time-off given
- Encourage pursuit of personal goals
- Discourage communication during PTO
- Create comfortable spaces to gather or get away
Where We Ventured...

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Let’s Stay Connected!

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- Executive Development
- Cross-functional Teams

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