



Stress Tolerance and Resilience

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Lesson 1: Workplace Stress and Work-Life Balance

ACTIVITY

Stress Awareness Assessment

Respond to the following questions when asked by your instructor:

- On a scale of one to ten, rate your current stress level.
- Where would you like your stress level to be?
- What are the major stressors in your life?
- What do you see as the major challenges to resolving your stress?
- What are you currently doing to manage and reduce stress?
- What would you like to be doing?

ACTIVITY

Reflective Action

Respond to the following questions when asked by your instructor:

Think of yourself when you are at your WORST end of a long hard day and nothing is going your way. What words, feelings and adjectives come to mind?

Reflective Action

Respond to the following questions when asked by your instructor:

Think of yourself when you are at your absolute BEST at work and you are in your zone.

What words, feelings and adjectives come to mind?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

ACTIVITY

The Nature of Stress

What is Stress?

What is Eustress?

Acute Stress

Chronic Stress

Daily Hassles

Ambient Stress

Pressure vs Stress

- Pressure is defined as an external _____ to _____.
- Pressure becomes worse if you add a critical ingredient: _____, specifically _____ about _____ upset.

Rumination

Aggravating Factors

- _____
- _____
- _____

Fill in the blanks to complete the following statement:

Be _____ about creating the _____
for _____.

Program Goal

Build stress management skills to get better results toward achieving greater work life balance.

Program Agenda

After completing this workshop, you will be able to:

- Discuss the nature of stress
- Describe factors that influence achieving work life balance
- Discuss the role and importance of communication and trust
- Learn about three approaches to a stressful situation
- Learn about stress management tactics, tools and techniques to adopt and practice
- Create an action plan for personal and professional development

Lesson 2: Communication That Leads to Trust

VUCA: Four Defining Characteristics of Work and Life

Our lives are increasingly defined by four characteristics. Discuss how the four defining characteristics contribute to stressful situations in your personal and professional life.

ACTIVITY

Discuss how the four defining characteristics contribute to stress in your personal and professional life.

Volatility:

Uncertainty:

Complexity:

Ambiguity:

ACTIVITY

Partner Interview

Interview someone near you using the questions below to learn more about your partner.

Name: _____

Position: _____

Think about a time when you encountered a stressful situation at work.

What made that situation so stressful?

How did you handle the situation?

Building the Case for Work Life Balance

Four Foundational Pillars

There are four important factors to consider toward achieving greater work life balance in organizational life and in our personal endeavors. Leaders have the responsibility to acknowledge themselves, support people and nurture the conditions for a healthy enterprise.

Organizational Level	Personal Level	Interpersonal	Technological
<ul style="list-style-type: none">• Culture• Supportive Climate	<ul style="list-style-type: none">• Self Awareness• Values, Goals and Commitments	<ul style="list-style-type: none">• Emotional Intelligence• Emotional Regulation	<ul style="list-style-type: none">• Productivity• Efficiency

Notes:

Strengthening the Foundation

Appreciate and understand the importance of open communication and trust to build a solid foundation to achieve work life balance.

- **Organizational Level:** Who are we?
- **Personal Level:** Who am I?
- **Interpersonal Level:** How do we interact?
- **Technological Level:** How do we get work done and connect with people?

Building Trusting Relationships

- Value _____ and _____
- Value _____

- Value _____

Notes:

Creating Interpersonal Trust

Nurture conditions for increased performance and broad interpersonal support through:

- C _____
- C _____
- C _____
- Q _____
- C _____

Notes:

Build Adaptive Capacity: *Bounding Forward and Bouncing Back*

“...preserving adaptive capacity—the ability to adapt to changed circumstances while fulfilling once core purpose—[is] an essential skill in an age of unforeseeable disruption and volatility.”

Risk Mitigation Mindset	Risk Adaptation Mindset

(Zolli and Healy, 2012)
Resilience Why things bounce back

Modes of adaptation:

- _____
- _____
- _____

Adaptive Mindset

Personal Accountability

Growth Mindset

Fixed Mindset

Resilience

The capacity of a _____, _____ or _____ to maintain its core purpose and integrity in the face of dramatically changed circumstances.

Resilience: Banish Rumination Habits

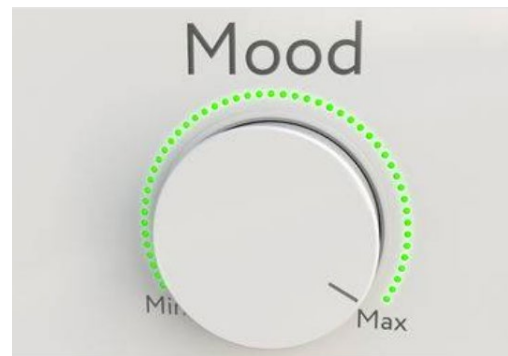
Six Mental Habits to Reduce Stress

- R _____: Focus on the present
- R _____: Command attentional control
- R _____: Create distance and disengage
- R _____: Remove negative emotions and move on
- R _____: Allow time to return to a healthy state of mind / regain composure
- R _____: Purposefully think over a problem to arrive at a solution

Notes:

Resilience Benefits





Notes:

ACTIVITY

Small Group Discussion

Cultivating Trust

“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

Steven R. Covey

Reflect on the statement above and discuss the meaning of trust and ways you can build more trust in your relationships personally and professionally. Take notes on what you learn through the discussion.

How do you personally define and demonstrate trust?

How is trust defined and demonstrated within the workplace?

Why is it important to focus on building and sustaining trust-based relationships?

What can you do to build more trust in your personal and professional relationships?

Notes:

Lesson 3: Stress Management Best Practices

Building a Foundation of Resilience

Manage Stress by building a foundation of resilience through brain training best practices

- _____
- _____
- _____
- _____

Sleeping Sufficiently

Sleep Tactics

Brain Boosting Sleep Interventions

Length of Nap	Benefits
---------------	----------

10 min.	
20 min.	
30-60 min.	
90 min.	

Cultivating Mindfulness: Six Solid Mindfulness Practices

Mindful Meditation and Attention

Mindful Questioning

Slowness

Mindful Compassion (Observing, Accepting, and Releasing)

Mindful Exploration of the Five Senses

Mindful Perspective Taking

Mindful Meditation Practice

Slowness Techniques

Slowness Practice

Consciously perform the selected task in slow motion and then consciously engage in a small group debrief discussion.

Reflection:

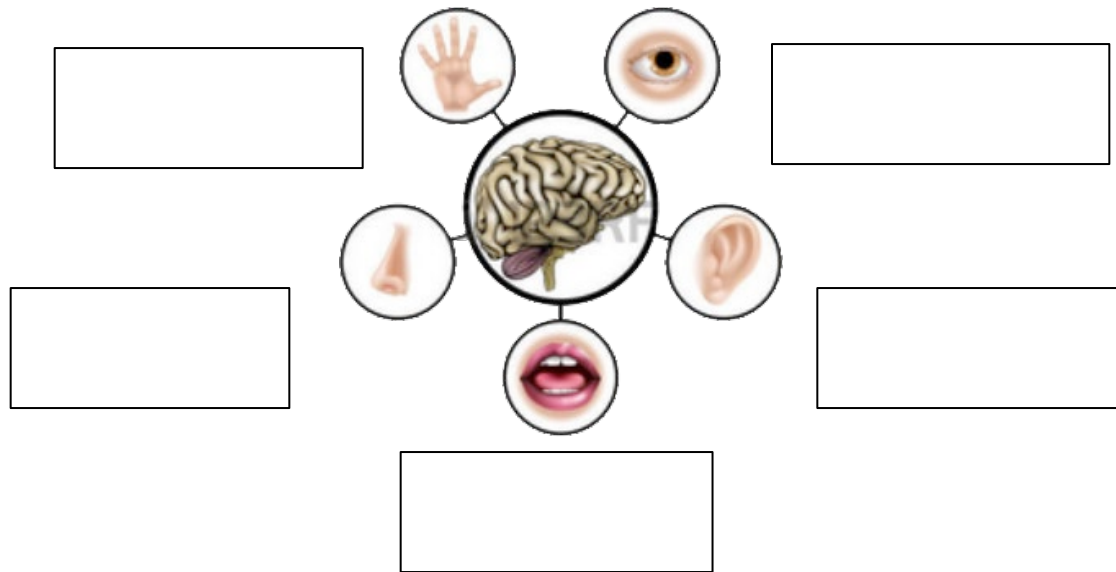
1. What did you notice?

2. What was the experience like?

3. Where in your day could you infuse slowness as a practice?

4. What types of activities could you engage?

Mindful Sensory Exploration Practice



Beware of Brain Drain – Mindful Attention: Focus and Unfocus

Brain's Default Mode Network (DMN)

Mindful Attention: Un-Focus Techniques

Positive Constructive Day Dreaming

Practical Application: Sulfi Parable

Thinking back on your life:

Describe anything that happened to you that, at the time, you thought was a “bad thing”:

Looking back at it today, can you see clearly that it was not so bad, and perhaps was even a “good thing”?

Notes:

Perspective Taking: Three Step Process

1.

2.

3.

Emotional Regulation Tactics

Infuse Laughter and Humor into Situations

Seek Out Fun and Challenge

Smile

Savor the Positive

Expand Emotional Vocabulary

Show Gratitude

Reframe Thinking

Practical Application: Interpersonal Support

Building Social Connections

How we connect impacts how we feel and think. There are five factors that are important to survival, managing stress and achieving greater work life balance:

1. Having deeply held values, goals and commitments
2. Sharing distress with other people
3. Maintaining high morale
4. Engaging in physical activity and
5. Maintaining friendships and love relationships

Notes:

Strengthening the Foundation

Build a broad foundation of interpersonal support by leveraging networks. Relationships are essential to managing stress and achieving an improved quality of life.

Five tactics to adopt and practice:

1. Identify sources of support
2. Assess the strength of personal network connections
 - Who do you see?
 - When?
 - Why?
 - How?
3. Conduct a network analysis
 - Deliberately facilitate connections personally and professionally
 - Who do you naturally connect with?
 - Who do you need to connect with more?
 - Which people are automatically connecting with each other and who are not?
4. Facilitate connections by determining the interventions you need to create more interactions and stronger relationships.
5. Assess the communication climate for defensive or supportive behaviors that erode or build trust.

Practical Application: Assessing Your Personal Network and Affirming Values

The 80th Birthday Exercise



Imagine that it is your 80th birthday and on this day, you are looking back on your life, the choices you have made and what they were about. Your memories, the people around you, the way your body feels, and the place where you are all reflect these choices. Imagine that guests stand up to toast YOU! Take a moment to connect with your desires in the here and now: who and what would you really hope would be there, as you look back on your life?

As you imagine this scene, what do you hope people say about you? Journal whatever comes to mind.

Discussion

Share one thing you learned from the 80th birthday exercise.



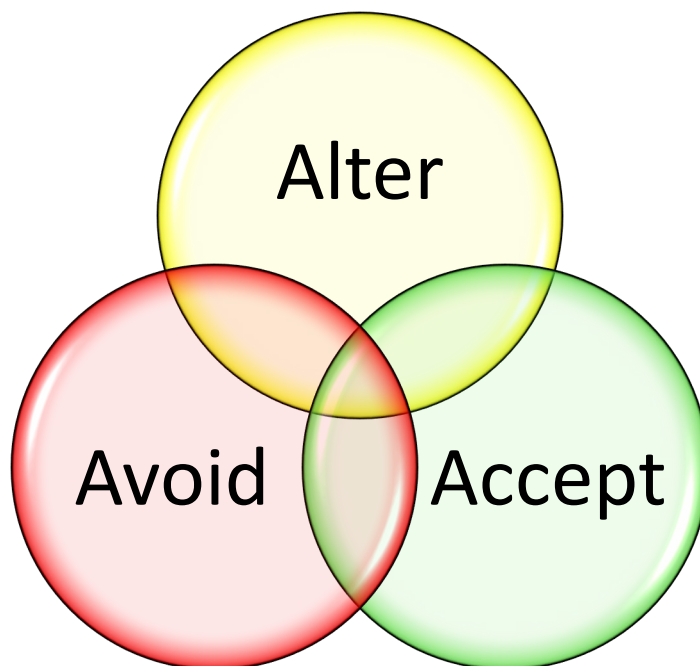
Tip: Clarify goals, commitments, and values when fostering and sustaining relationships.

Notes:

Triple A Approach

Dealing with Stress

You have a choice in how to deal with stressful situations. You can choose to alter, avoid or accept the situation.



Notes:

Triple A Approach: Alter the Situation



Focus on:

- Thinking positively
- Improving competencies, knowledge awareness or skills
- Doing something differently

Notes on altering the situation:

Write about a situation when you used this stress management approach or saw it being used.

How was the stress management approach modeled?

Stress Management: Managing Stress in the Workplace

Triple A Approach: Avoid the Situation



Focus on:

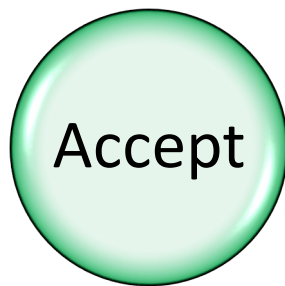
- Identifying things you needlessly stress about
- Identifying ways to remove needless stressors from your life

Notes on avoiding the situation:

Write about a situation when you used this stress management approach or saw it being used.

How was the stress management approach modeled?

Triple A Approach: Accept the Situation



Focus on:

- Recognizing the power of choice
- Evaluating situations and alternatives
- Embracing positive attitudes and solution-oriented thinking
- Moving forward!

Notes on accepting the situation:

Write about a situation when you used this stress management approach or saw it being used.

How was the stress management approach modeled?

Practical Application: Building Communication that Leads to Trust

Reflect on the concepts and tactics presented. Develop an action plan to further develop your stress management skills toward achieving greater work life balance. Select two tactics to adopt and practice over the next 30 days.

Tactic	Actions	When
Sleeping Sufficiently		
Sleep Tactics		

Brain Boosting Sleep Interventions		
Cultivating Mindfulness		
Mindful Meditation and Attention		
Mindful Questioning		
Slowness		
Mindful Compassion (Observing, Accepting, and Releasing)		
Mindful Exploration of the Five Senses		
Mindful Perspective Taking		
Emotional Regulation Tactics		

Infuse Laughter and Humor into Situations		
Seek Out Fun and Challenge		
Smile		
Gratitude		
Build Social Connections		
Identify sources of support		
Assess the strength of personal network connections		
Conduct a network analysis		

Facilitate connections		
Assess communication climate		

Practical Application: Assessing Your Personal Network and Affirming Values

Reflect on the concepts and tactics presented. Develop an action plan to further develop your stress management skills toward achieving greater work life balance. Select two tactics to adopt and practice over the next 30 days.

Tactic	Actions	When
Dealing with Stress: Applying the Triple A Approach		
Alter the situation		
Avoid the situation		
Accept the situation		
Develop Conceptual Knowledge and Skills		
Increase self-awareness		
Improve interpersonal effectiveness (e.g., trust, supportive behaviors, open communication)		

