WORKBOOK

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# SURVIVE & THRIVE in a CRISIS

IT'S NOT WHAT YOU SAY TO EVERYONE ELSE THAT DETERMINES YOUR LIFE; IT'S WHAT YOU WHISPER TO YOURSELF THAT HAS THE GREATEST POWER.
**- MARCANDANGEL**

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# WELCOME

Dear Business Owner/Manager,

As a business owner myself, I fully appreciate the stress, pain and tribulations and the joy of running a business. The personal discipline and dedication you need to be successful.

When a disaster or major crisis suddenly impacts our business, we need to react quickly and effectively. We need to keep an eye on our mental health and that of our staff as we seek to cope with the sudden and sometimes dramatic change to our business.

We put together this workbook for Business Owners and their Advisors to try and help with your decision making and cope from two perspectives;

1. From a Business perspective
2. From a Personal perspective.

Work though these 24 steps either on your own or through one of our advisors. Many thanks to our supporting contributors, Maus, SafeWrite, and The Institute of Advisors who provided the electronic calculators and the “Business in Mind” research project team and UTAS for their great work in the area of mental health and resilience. Most of their body of work is contained in Part 2 of this manual and was massaged to fit the workflow.

Sincerely,

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## ABOUT MAUS SOFTWARE

Maus Software is a leading publisher of cloud business software targeted to SME's (small to medium sized businesses) and Business Advisors & Accountants. Maus publishes one of the largest ranges of management software titles in the world. These multi – award winning business tools are now being used by more than 60,000 companies around the globe.

maus.com

## ABOUT SAFEWRITE

SafeWrite is the leading online management tool SME use to systemize their HSEQ obligations. SafeWrite has over 15 integrated registers with built in notifications, so you staff stay on top of what's due and when. SafeWrite is the HSEQ solution that frees business to focus on what they do best, while conveniently maintaining their compliance requirements.

safewrite.com

## ABOUT THE INSTITUTE

The Institute of Advisors is a body representing professional Business Advisors around the world, founded in 2009 with the aim of raising the standards in Business Advisory services.

**THIS MODULE IS PART OF THE** - Become a Certified Business Advisor program. The Institute runs the Certified Business Advisor Program. This crisis management module is included in the certification course.

The Role of An Advisor
Building an Advisory Model
Client Discovery Programs

instituteadvisors.com.au

Strategic & Business Planning
Client Review Meetings
Marketing your Practice
Crisis Management &
Contingency Planning

## CONTRIBUTING AUTHORS – PERSONAL RESILIENCE MODULE

The Personal Resilience module was developed based on the "Business in Mind" research project and the original version is run by staff from the University of Tasmania, the Menzies Research Institute and Griffith University. The project is funded by the Australian Research Council, Beyond Blue and WorkCover Tasmania and is supported by the Tasmanian Chamber of Commerce and Industry. The project team was as follows


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PART 01

# BUSINESS RESILIENCE

HOW IS YOUR BUSINESS COPING?

PART 02

# PERSONAL RESILIANCE

HOW ARE YOU PERSONALLY COPING?

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# 24 STEP CRISIS MANAGEMENT PLAN FOR BUSINESS OWNERS

PERSONAL RESILIENCE

Further help

Action Plan

Work life balance

Positive thinking

Take charge

Embrace change

Coping with stress

Start


Product/Market Strategies


Product Portfolio Focus


Competitor Analysis


SWOT ANALYSIS


Objectives / Strategies


Actions


Crisis Communication


Staff, Suppliers Customer, Family, Investors, Lenders


"What if" modelling


Expense Reduction


Wage Reduction /Staff


Cash Strategies


Government Stimulus


Alternate Financing Options


How is your business coping?


Current Cash Level


Impact Assessment
What is impact on sales, customers, suppliers, employees, business.
Ie decline of 50% in revenue


Immediate actions


Current Cash Burn rate & financial resilience

BUSINESS RESILIENCE

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HOW IS YOUR
BUSINESS COPING?
CAN WE HELP YOU DEVELOP A BUSINESS RESILIENCE PLAN?
During this period we would like to help you to navigate business strategies to help you to cope with the current crisis.
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STEP 01

# ASSESS HOW YOUR BUSINESS IS COPING

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## PLEASE TICK THE BOX THAT BEST DESCRIBES YOUR SITUATION



















## WHAT TO DO NEXT ASAP…

### 1. BUSINESS OPPORTUNITY
- ✓ We have identified an opportunity as a result of this crisis. E.g.
- ✓ New demand for existing products
- ✓ New markets
- ✓ Product modifications
- ✓ Diversification

### 2. BUSINESS UNAFFECTED
- ✓ Our business remains generally unaffected

### 3. BUSINESS MARGINALLY AFFECTED
- ✓ Our business has been affected but the damage isn't too bad

### 4. MAJOR IMPACT
- ✓ We have suffered a severe hit and need to come up with solutions and advice on how we survive

### 5. CRITICAL IMPACT
- ✓ We need immediate financial solutions to avoid bankruptcy. We need time to turn the business around

### 6. BUSINESS FATALLY DAMAGED/ PARALYSED
- ✓ The business is critical. We need solutions around voluntary insolvency

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# OUR GOAL




DEVELOP STRATEGIES TO MOVE TO A BETTER POSITION.

### 1. BUSINESS OPPORTUNITY

- ✓ We have identified an opportunity as a result of this crisis. In
- ✓ New demand for existing products
- ✓ New markets
- ✓ Product modifications
- ✓ Diversification

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- ✓ We need immediate financial solutions to avoid bankruptcy. We need time to turn the business around

### 6. BUSINESS FATALLY DAMAGED/ PARALYSED

- ✓ The business is critical. We need solutions around voluntary insolvency

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# OUR ROADMAP
(To be completed over the next steps of the program)

## EXPENSE REDUCTION STRATEGIES

## CASH IMPROVEMENT STRATEGIES

## REVENUE ENHANCEMENT

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ESTIMATED CASH BURN BEFORE

REDUCE GENERAL OVERHEAD

CASH STRATEGIES

ANSOFF MATRIX

REDUCE SALARIES & WAGES

GOVERNMENT SUPPORT OR INSURANCE

PRODUCT PORTFOLIO

ACCESS TO ALTERNATE FUNDING

COMPETITORS

SWOT ANALYSIS

ESTIMATED CASH BURN AFTER

SURVIVAL MONTHS

| STRATEGY | Grow | Hold | Liquidate |
|---|---|---|---|

**Note:** Recommend a full Business & Marketing Plan is completed

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# WHAT IS YOUR CURRENT CASH?

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## WHAT IS YOUR CURRENT CASH?

## HOW MUCH CASH DO YOU HAVE ON HAND?

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STEP 03

# HOW WOULD YOU DESCRIBE THE LIKELY IMPACT

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# WHAT WOULD YOU ESTIMATE IS THE LIKELY IMPACT OF THIS EVENT?

| IMPACT | FINANCIAL / BUSINESS CONSEQUENCE |
|---|---|
| EG BUSINESS LOCKDOWN IN PANDEMIC | 40% reduction in revenue for 6 months |
| | |
| | |

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STEP 04

# WHAT IMMEDIATE RISK MITIGATION STRATEGIES CAN YOU IMPLEMENT

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# WHAT IMMEDIATE RISK MITIGATION STRATEGIES CAN YOU IMPLEMENT

| IMPACT | STRATEGY |
|---|---|
| **EG BUSINESS LOCKDOWN AS A RESULT OF THE PANDEMIC** | Remote working, training staff, health and safety issues so we don't lose more staff. |
| | Keep staff positive |
| | Clear communication lines with suppliers, banks, customers |

What can you do to limit, avoid or negate the risk. Note focus on business strategies.
We will do financial strategies next.

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STEP 05

# FINANCIAL BEST / WORST CASE MODELLING

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# FINANCIAL MODELLING. BEST AND WORST CASE SCENARIOS

Based on what we know and what we can do immediately
What is our likely best case and worst case scenario

| | BEST CASE | WORST CASE |
|---|---|---|
| SALES | | |
| PROFIT | | |
| CASH | | |

**ESTIMATED CASH BURN RATE**

**Work with your accountant or advisor on the below actions.**

**ACTIONS**

- ☐ Get accurate financials
- ☐ Prepare Cash flow forecast
- ☐ Prepare what if analysis

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## CASH BURN RATE

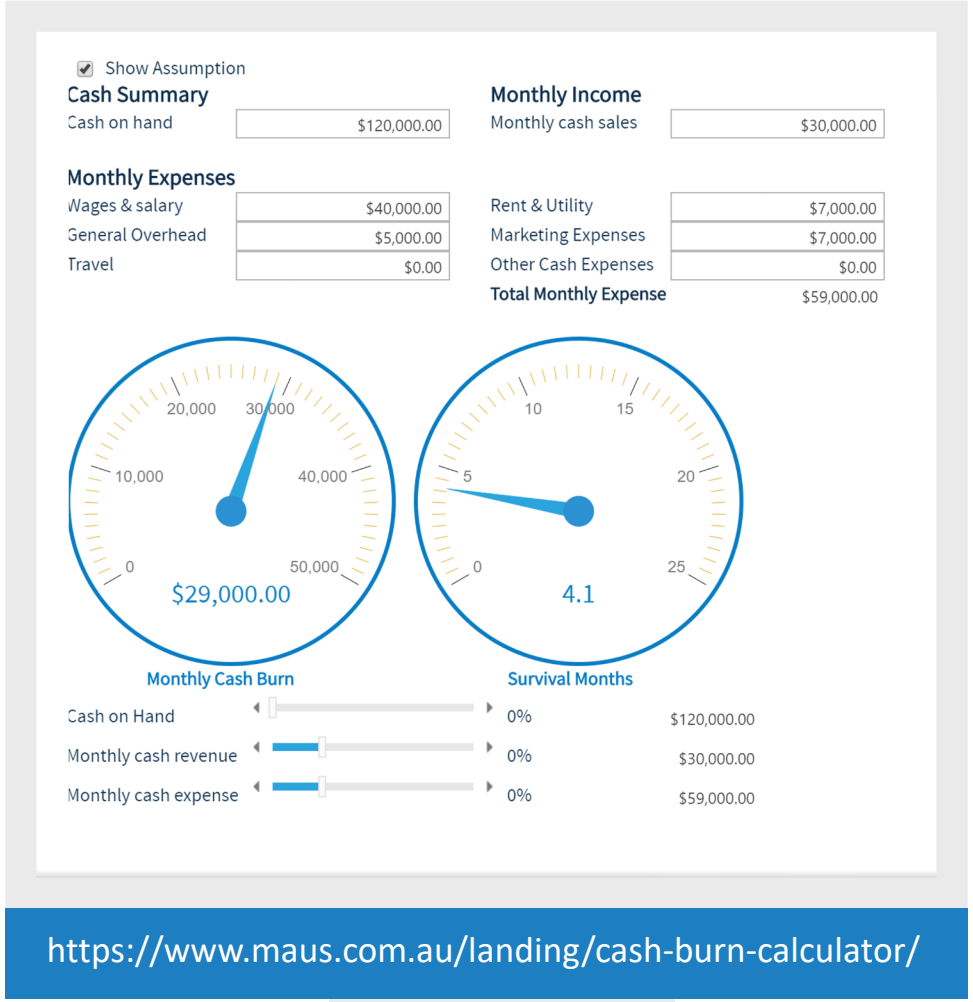
- ✓ Cash Burn Rate = The shortfall or surplus of cash that you need to operate the business.
- ✓ The goal here is to calculate how much cash you will need to survive the crisis. We then use this as the starting point and deploy financial and business strategies to help improve your position.
- ✓ In a normal operating environment the cash burn rate over a 3 month period calculated at
- ✓ **Monthly Burn Rate = (Cash Balance Beginning of Period – Cash Balance End of Period) / # of Months in Period**
- ✓ **Ie: Cash at start =100,000. Cash at finish = 80,000 therefore cash burn is 20,000 over the 3 month period or 20,000/3 per month.**



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## CASH BURN RATE IN A CRISIS

In a crisis where our industry or our firms demand has suddenly contracted the old cash burn rate is no longer relevant.
You can calculate your estimated cash burn rate using this calculator provided by Maus Software.




https://www.maus.com.au/landing/cash-burn-calculator/

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## WHAT IF STRATEGIES USING THE CALCULATOR

ESTIMATED CASH BURN BEFORE

ESTIMATED CASH BURN AFTER

SURVIVAL MONTHS

| STRATEGY | Grow | Hold | Liquidate |
|---|---|---|---|

## EXPENSE REDUCTION STRATEGIES

REDUCE GENERAL OVERHEAD

REDUCE SALARIES & WAGES

## CASH IMPROVEMENT STRATEGIES

CASH STRATEGIES

GOVERNMENT SUPPORT OR INSURANCE

ACCESS TO ALTERNATE FUNDING

## REVENUE ENHANCEMENT

ANSOFF MATRIX

PRODUCT PORTFOLIO

COMPETITORS

SWOT ANALYSIS

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STEP 06

# EXPENSE REDUCTION STRATEGIES

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## REVIEW ALL EXPENSE ITEMS

- ❑ What can be cut?
- ❑ What can be deferred?
- ❑ Renegotiate with suppliers.
- ❑ Brainstorming with staff
- ❑ Brainstorming with Advisors
- ❑ Negotiate rent with landlord
- ❑ Bank and lending fee negotiation
- ❑ Consider cost of closure



**IMPACT ON CASH**

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STEP 07

# WAGES STRATEGIES

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## REVIEW SALARIES & WAGES

- ❑ Reduce, retrench staff
- ❑ Agree on pay cut
- ❑ Agree leave w/o pay
- ❑ Agree reduced hours
- ❑ Business Owner salary reduction



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# STEP 08

# CASH STRATEGIES

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## REVIEW ALL CASH ITEMS

- ❑ Collect debtors
- ❑ Defer purchases
- ❑ Reduce inventory
- ❑ Spread creditors



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STEP 09

# GOVERNMENT STIMULUS

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## CAN YOU ACCESS ANY GOVERNMENT SUPPORT

- ❑ National government grants, subsidies and assistance
- ❑ State grants, subsidies and assistance
- ❑ Talk to your accountant, bookkeeper or advisor



## IMPACT ON CASH

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# STEP 10

# ADDITIONAL FUNDING

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## CAN YOU GET ACCESS TO ADDITIONAL FUNDING IF REQUIRED

- ❑ Bank Loans
- ❑ Credit Card
- ❑ Investors



## IMPACT ON CASH

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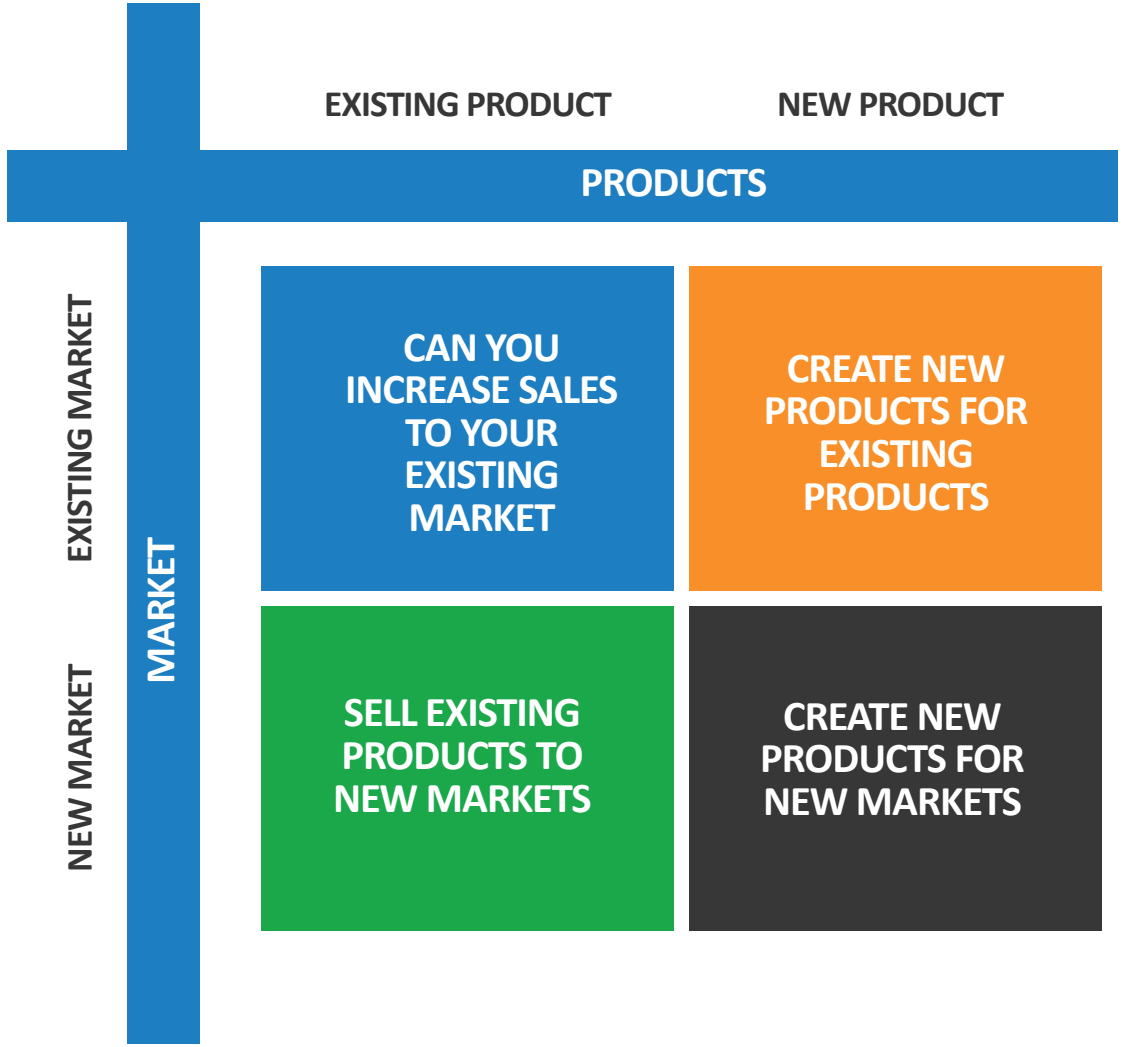


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# STEP 11

## LOOK FOR OPPORTUNITIES IN THE NEW ENVIRONMENT

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## ANSOFF IDENTIFIED FOUR COURSES OF ACTION

### MARKET PENETRATION
Selling existing products to existing markets. Lower price, defer cash payments, Increase quality, productivity, marketing spend. Consider collaboration.

### MARKET DEVELOPMENT
Selling existing products to new markets or new segments. Redefine who is your customer and customer segments. 80/20 rule to define biggest customers. Consider exporting, buying competitors, or licensing.

### PRODUCT DEVELOPMENT
Developing for existing markets. Invest in R&D, modifications or extensions. Buy-in products.

### DIVERSIFICATION
Developing new products for new markets switch internal focus. Create new business units. Buy subsidiaries. Technology share. Consortiums. E.g. Samsung started as a trading company and expanded into appliances, cameras, watch making, apparel, music services, cloud computing, and home automation

**TIPS**

- ☐ Brainstorm session with the staff
- ☐ Talk to industry association
- ☐ Brainstorm with suppliers

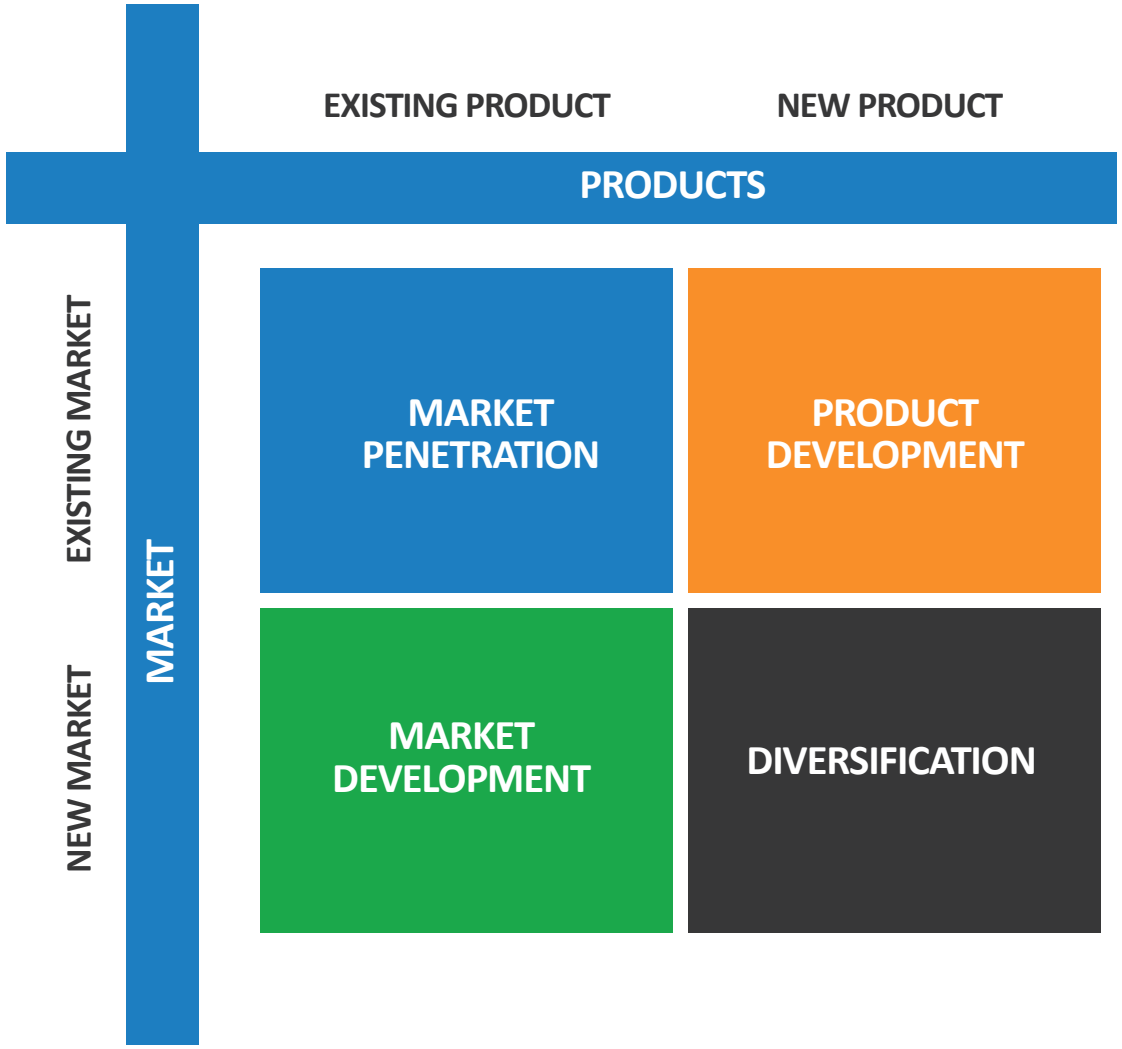
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# EXAMPLES



| Business Type | Problem | Solution | |
|---|---|---|---|
| Hotels | No tourists | Offer hotel as a hospital | Existing Product/New Market |
| Cruise liner | No passengers | Offer cruise line as a floating hospital | Existing Product/New Market |
| Remote accommodation | No tourists | Offer the entire resort as venue for the 12 sporting teams in a competition. Housed and gladiator stadium | Existing Product/New Market |
| Factory | No demand | Retrofit with surgical masks, oxygen equipment | New product/New Market |
| Perfume | Reduced Revenue | Louis Vuitton owner LVMH will use its perfume production lines to start making hand sanitizer to protect people against the coronavirus outbreak. | New product/New Market |
| Shopping mall | How do I get people into mall so they feel safe? | Hand sanitizer applied at every mall entrance.<br>Disinfectant spray across the whole center.<br>Constant cleaning of commonly touched spaces (hand railing, touch screens, etc.). Temperature checks for both staff and customers. | Existing product/existing market |
| Car manufacturer | How do I close a deal with uncertainty? | Hyundai promise's to make up to six months of payments for drivers who lose their jobs and have purchased or leased their vehicle between March 14 to April 30, 2020. They are also allowing buyers to defer payments for three months if they buy certain models. | Existing product/existing market |
| Education | How do I increase sales? | Education is being offered through tutorials over skype, education companies are scrambling to upgrade their digital offerings and others are offering them free or discounted in this time. | New product/existing market |

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## ANSOFF IDENTIFIED FOUR COURSES OF ACTION

### MARKET PENETRATION
Selling existing products to existing markets. Increase quality, productivity, marketing. Consider collaboration.

### MARKET DEVELOPMENT
Extending existing products to new markets new sales areas, segments, uses. Consider exporting, buying competitors, or licensing.

### PRODUCT DEVELOPMENT
Developing for existing markets. Invest in R&D, modifications or extensions. Buy-in products.

### DIVERSIFICATION
Developing new products for new markets switch internal focus. Create new business units. Buy subsidiaries. Technology share. Consortiums.

**TIPS**

- ☐ Brainstorm session with the staff
- ☐ Talk to industry association
- ☐ Brainstorm with suppliers

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| Segmentation Parameters | Example of Possible Segments |
|---|---|
| **Age** | ❑ Toddler ❑ Child ❑ Teenager ❑ Adult<br>❑ Under 25 ❑ 25-35 ❑ 35-65 ❑ 65+ |
| **Sex** | ❑ Male ❑ Female |
| **Occupation** | ❑ Professional ❑ Craftsman ❑ Farmer<br>❑ Tradesman ❑ Receptionist ❑ Student<br>❑ Accountant ❑ Homemaker ❑ Doctor<br>❑ Senior Manager ❑ Other |
| **Family Life Cycle** | ❑ Single ❑ Married ❑ Divorced ❑ Elderly<br>❑ Married - children under six<br>❑ Married - children over six<br>❑ Married - children left home ❑ Other |
| **Income** | ❑ Under $25,000 ❑ $25,000 - $35,000<br>❑ $35,000 - $50,000 ❑ Over $50,000 |
| **General Industry Type** | Small, medium, large business.<br>Government, public and private sectors.<br>Industrial, consumer and other markets. |
| **Specific Industry** | Financial, Professional Services, Trades, (Plumbing, Mechanical, etc), Computer,<br>Marine, Electrical/Engineering, Railway, Rubber, Chemical, Food & Agricultural, Liquor, Other. |
| **Geographic** | Europe, Asia, Africa, North America, South America, Australasia and Pacific Regions, Middle East, other.<br>NSW, VIC, QLD, TAS, SA, WA, NT.<br>Northern Suburbs, Eastern Suburbs, Western Suburbs, Southern Suburbs. |
| **Attitude** | Any attitude toward life: Environmentally or politically disposed, concerned about the future, concerned about today, short term price conscious, looks at long term advantages, concerned with image, prestige, other. |
| **Lifestyle** | Health conscious, active, adventurous, other. |
| **Usage Rates** | High, medium, low users.<br>First time, existing users, other. |
| **Benefits Desired** | Buys in terms of the benefits the product offers: technical performance, low price, quality, prestige, user friendliness, labour saving, durability, dependability, other. |

## WHEN LOOKING AT NEW MARKETS EXPLORE MARKET SEGMENTS

**EXAMPLE 1: CARS**

- ✓ People that buy cars for safety reasons.
- ✓ People that buy cars for economy.
- ✓ People that buy cars for prestige.
- ✓ People that buy cars for performance.
- ✓ People that buy cars for size (e.g. families).
- ✓ People that buy cars for off-road pursuits.

**EXAMPLE 2: THE TOOTHPASTE MARKET**

- ✓ People that buy toothpaste because they want white teeth.
- ✓ People that buy toothpaste primarily as a breath freshener.
- ✓ People that buy toothpaste based on price.
- ✓ People that buy toothpaste for taste or product appeal.

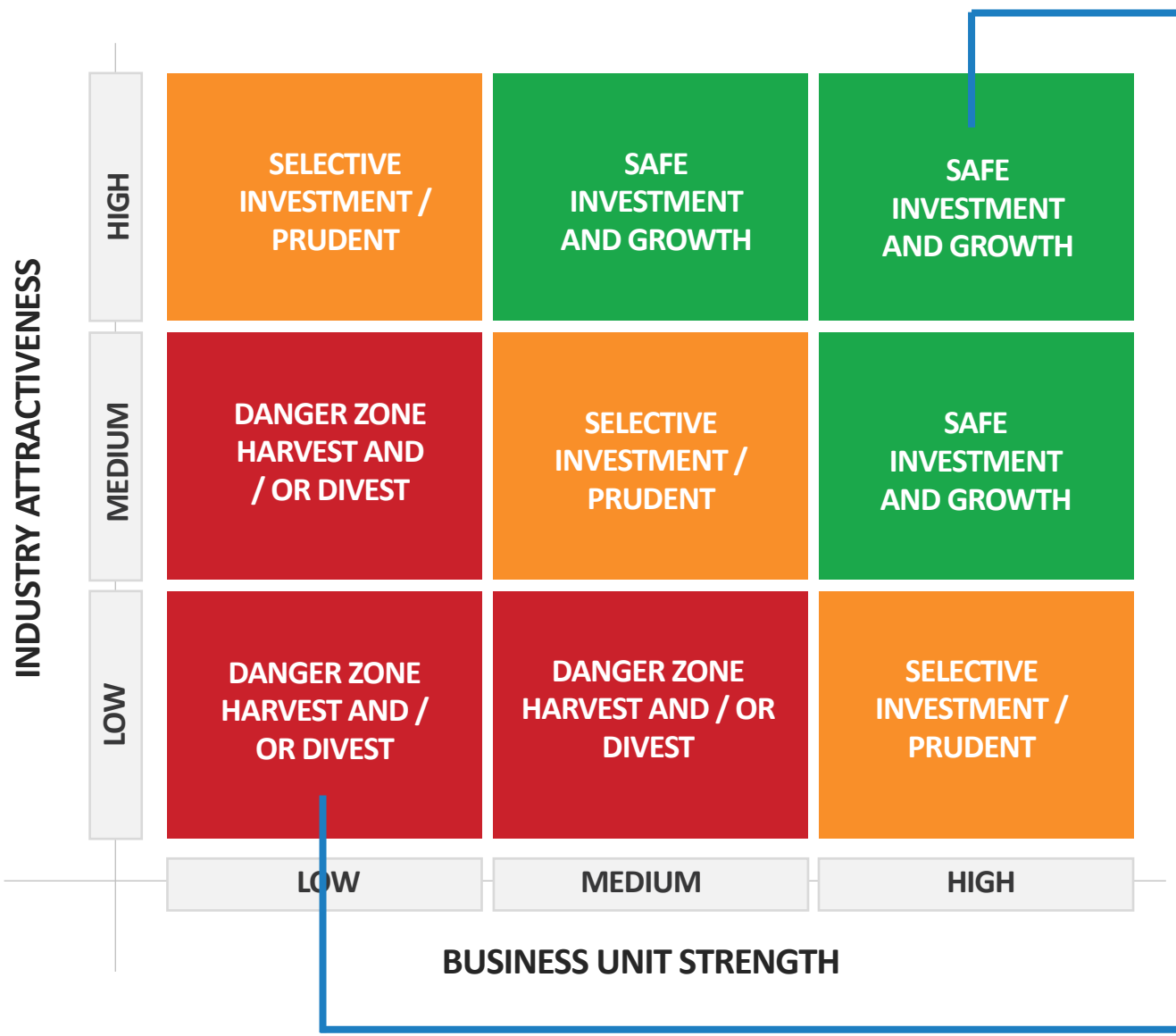
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# STEP 12

## REDUCE THE RANGE OF PRODUCTS YOU ARE FOCUSSING ON

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Some of your products might be less attractive or harder to market in this environment than others. Should you single focus on a few products rather than the whole range?

Plot your products onto the chart.

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## MANY IDEAS COME FROM WATCHING YOUR COMPETITORS

- ✓ How have they reacted?
- ✓ What communication have sent out?
- ✓ Have they been adversely effected?



**COMPETITOR IDEAS**

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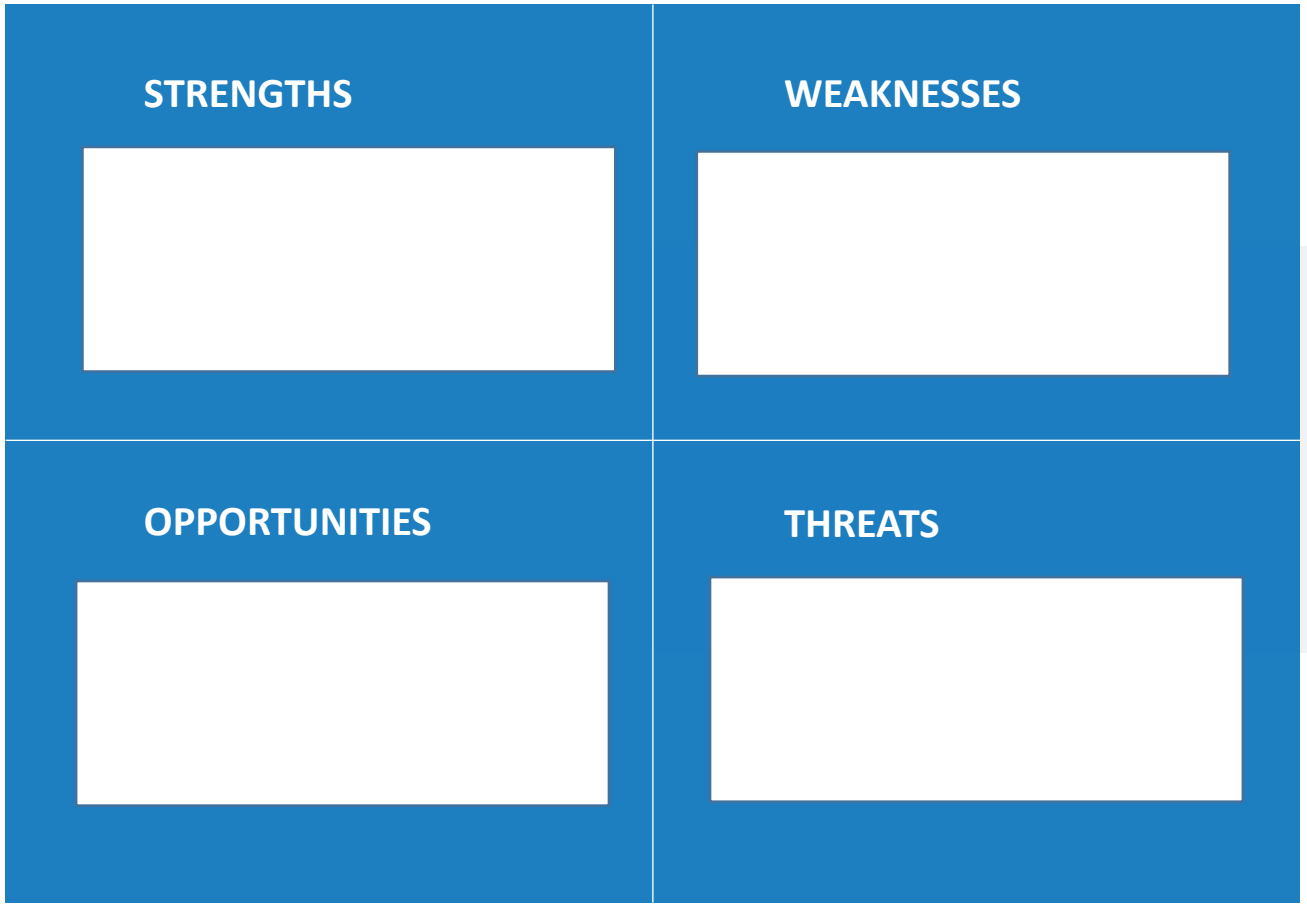



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STEP 14

# SWOT ANALYSIS

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**List the strengths, weaknesses, opportunities and threats of your company.**

**NOTES: IF YOU HAVE TIME, COMPLETE A THOROUGH MARKETING ANALYSIS**

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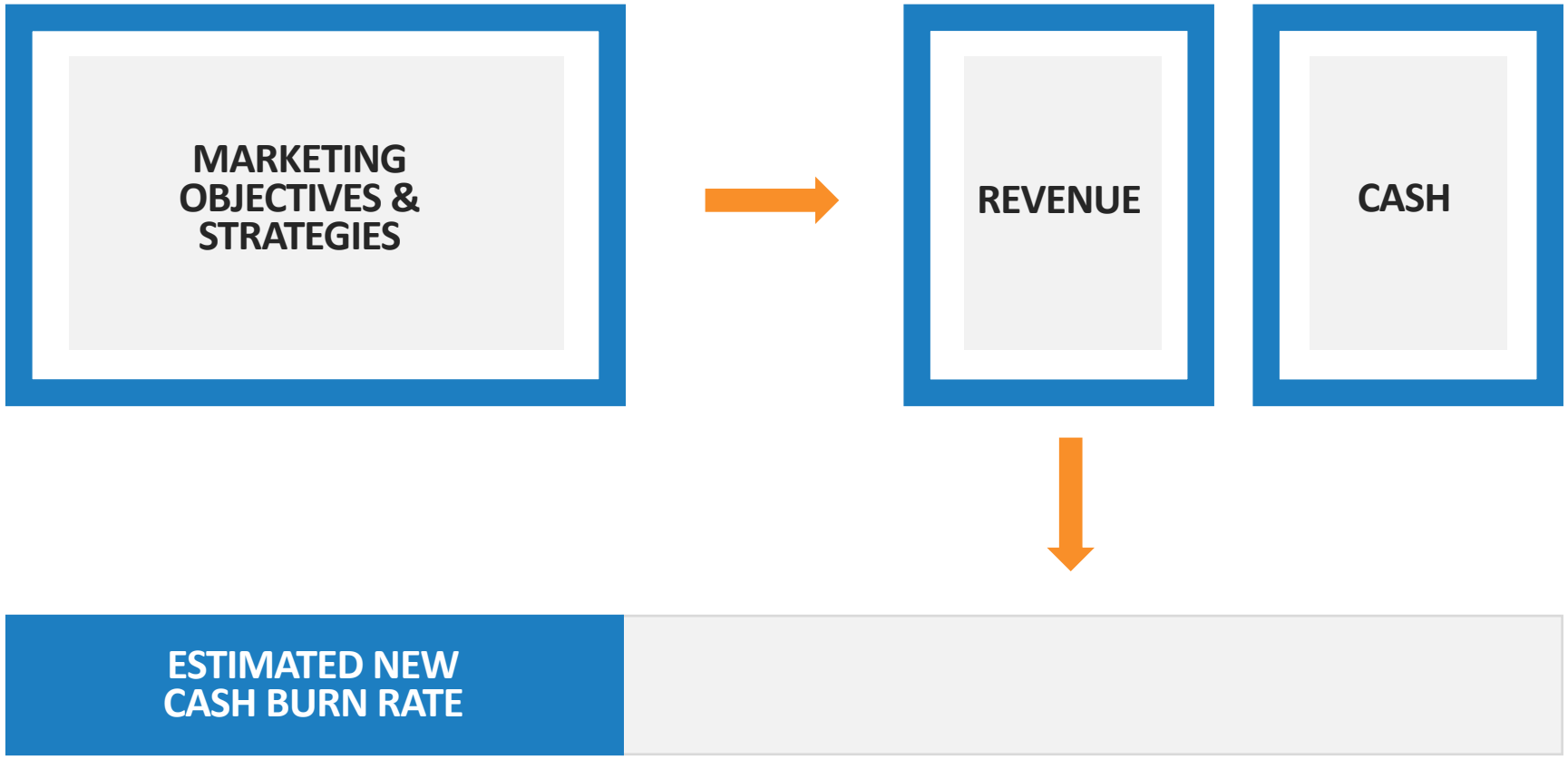
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STEP 15

# MARKETING OBJECTIVES & STRATEGY

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## HOW WILL THAT IMPACT YOUR FINANCIAL OUTCOMES?




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# STEP 16

# DEVELOP AN ACTION PLAN

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| ACTION | WHO | WHEN |
| --- | --- | --- |
| Develop a web landing page |  Peter Hickey | 15 May 2020 |
| Develop a brochure |  Stephanie Andrews | 25 Feb 2022 |
| PR Release |  Todd Collinge | 29 Nov 2018 |
| Brief technical team |  Adam Garside | 21 Nov 2018 |

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# ACTION PLAN

| ACTIONS | WHO | WHEN |
| --- | --- | --- |
| | | |

**NOTE:**
IF THE PRESSURE HAS BEEN ALLEVIATED. THEN WE SUGGEST YOU DO A COMPLETE BUSINESS & MARKETING PLAN

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## WHAT ARE YOUR FINAL ESTIMATED SAVINGS/REVENUE

ESTIMATED CASH BURN BEFORE

ESTIMATED CASH BURN AFTER

SURVIVAL MONTHS

| STRATEGY | Grow | Hold | Liquidate |
|---|---|---|---|

## EXPENSE REDUCTION STRATEGIES

REDUCE GENERAL OVERHEAD

REDUCE SALARIES & WAGES

## CASH IMPROVEMENT STRATEGIES

CASH STRATEGIES

GOVERNMENT SUPPORT OR INSURANCE

ACCESS TO ALTERNATE FUNDING

## REVENUE ENHANCEMENT

ANSOFF MATRIX

PRODUCT PORTFOLIO

COMPETITORS

SWOT ANALYSIS

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# 2 PART

# PERSONAL RESILIENCE

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# THIS MODULE CAN BE USED FOR...

A **BUSINESS ADVISOR** WITH THEIR CLIENT

A **BUSINESS OWNER** WITH THEIR EMPLOYEES

Much of the detailed work in this section is adapted from the University of Tasmania – Mind in a Box – Resource kit & Beyond Blue

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## THIS SECTION COULD BE USED BY THE BUSINESS OWNER WITH THE BUSINESSES EMPLOYEES.



The better we help the staff cope with the situation the better the business will perform.

Being a supportive manager is one of the most important ways to enhance the mental health of people you work with.

## SHOWING EMPATH (ACTIVE LISTENING)



Active listening involves putting in the effort to make sure we understand the message being communicated It's a great way to make someone feel heard and understood Being a supportive manager is one of the most important ways to enhance the mental health of people you work with.

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# WHEN TALKING WITH SOMEONE THAT YOU THINK NEEDS HELP

## YOU ARE NOT EXPECTED TO BE A PSYCHOLOGIST

- ✓ People are sometimes concerned that speaking with the person might have a bad outcome.
- ✓ All the evidence tells us that speaking to someone won't make matters worse but improve the situation by making the person you're talking to feel supported.
- ✓ Knowing what boundaries to set for your involvement depends a lot on your relationship with the person.
- ✓ You are not expected to be a psychologist.
- ✓ Use your connection with the person to help them find a way forward



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# WHEN TALKING WITH SOMEONE THAT YOU THINK NEEDS HELP

## HOW TO START THE CONVERSATION

- ✓ There's no one right way of expressing things – the main thing is to be thoughtful and genuine.
- ✓ Say what feels comfortable for you: "You don't seem your usual self. Is everything OK?"
- ✓ You don't need to have all the answers – it's mainly about having the conversation and the support you offer by talking.
- ✓ Be empathetic and positive. Don't be dismissive of their situation and say things like, "But you've got so much going for you".
- ✓ If what you say doesn't sound quite right, stop and try again.
- ✓ Use a common-sense approach.



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# WHEN TALKING WITH SOMEONE THAT YOU THINK NEEDS HELP

## TIPS FOR PROMOTING HELP-SEEKING

- ✓ Arrange a private meeting to let your colleague know what you've observed.
- ✓ Be specific: ***"I've noticed that you seem really tired and forgetful lately. It's unusual for you and I'm concerned about you."***
- ✓ Use open questions (to avoid a yes or no answer), to help start a conversation: ***"How are you feeling at the moment?" or "So tell me what's going on for you right now?"***
- ✓ Give your colleague your full attention (maintain eye contact, keep a relaxed posture).
- ✓ Show empathy by trying to put yourself in their shoes": ***"I can understand this might be difficult to talk about."***
- ✓ Offer your support: ***"It sounds like you've been having a very hard time. I'd like to be able to help any way I can. What can I do to help you right now?"***
- ✓ Explore the support options that would work best for them: ***"Have you spoken with your GP?" or "I'd be very willing to help with finding some professional support for you."***
- ✓ Have some phone numbers of support services handy so you can assist them to make an appointment with a GP or psychologist. If possible, offer to pay or subsidize help.



**Be aware that if a person is depressed they may lack motivation or energy to make changes for themselves or their situation. They may even become angry or upset with you. It is important to remain calm and controlled, while offering support and understanding.**

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# HOW ARE YOU PERSONALLY COPING?

**CAN WE HELP YOU DEVELOP A PERSONAL RESILIENCE PLAN?**

During this period we would like to help you to personally cope with the current crisis.

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## WHAT IS PERSONAL RESILIENCE

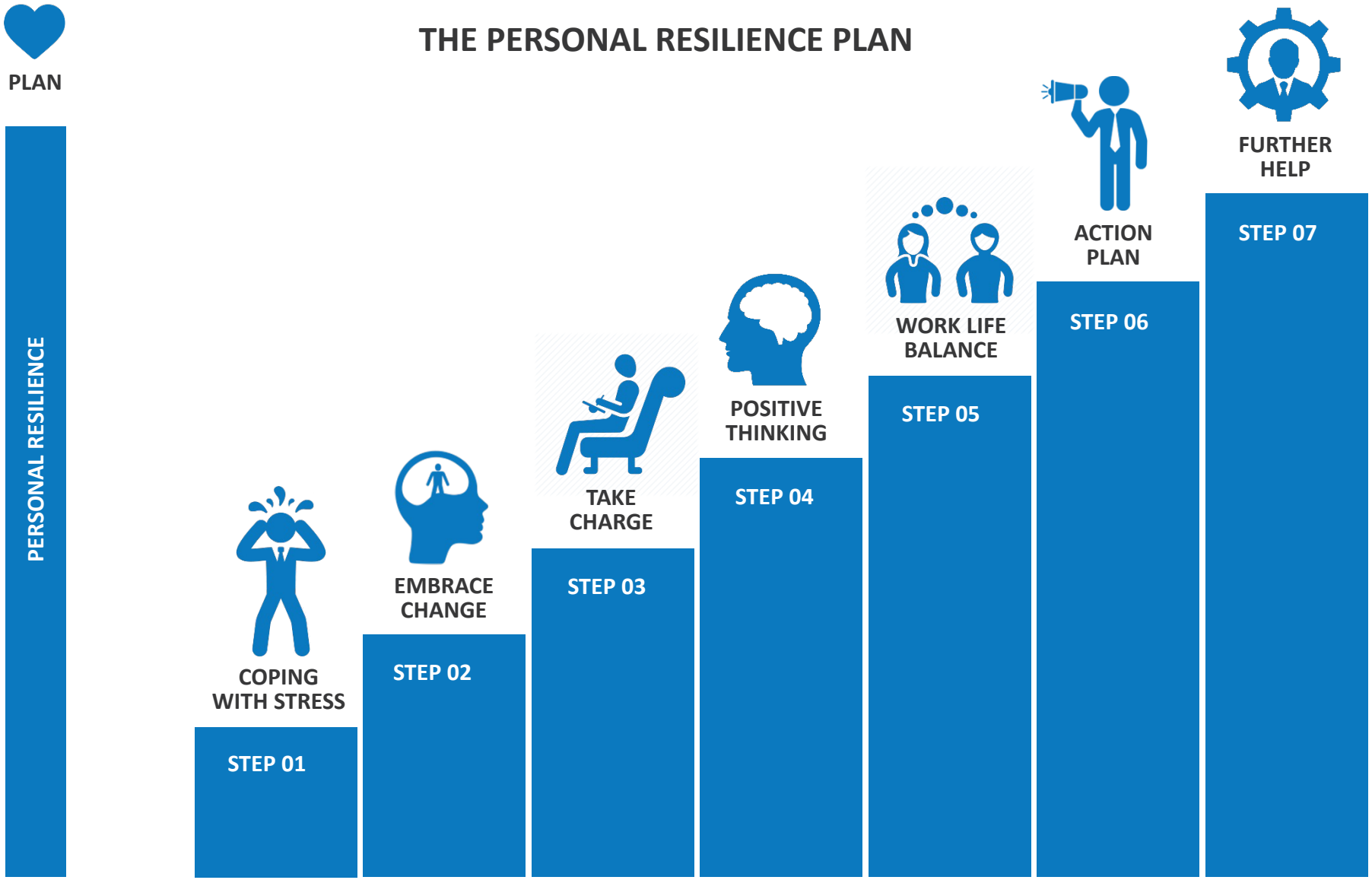
Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors. As much as resilience involves "bouncing back" from these difficult experiences, it can also involve profound personal growth.

**Source American Psychological Association**



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# THE PERSONAL RESILIENCE PLAN



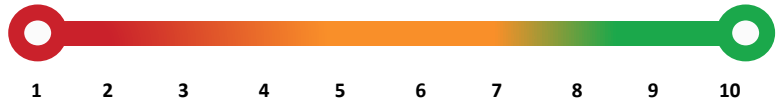

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# PERSONAL RESILIENCE CHECKLIST

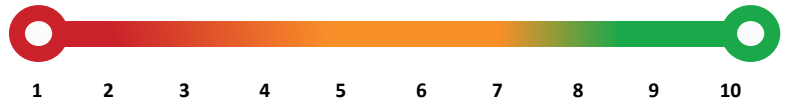


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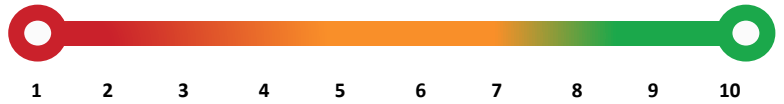
## COPING WITH STRESS
Are you coping with stress?



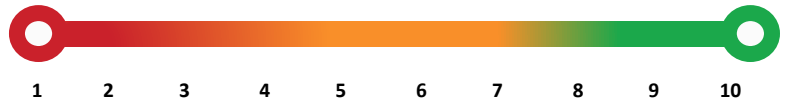

## EMBRACE CHANGE
Do you embrace change? How well have you been able to accept this situation?



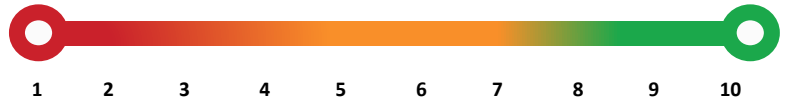

## TAKE CHARGE
Have you taken control of this situation and started to look for solutions or ways to lessen the impact?



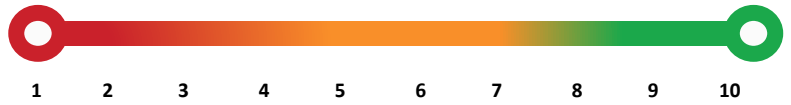

## POSITIVE THINKING
Do you think positively and are you trying to stay positive in this situation?



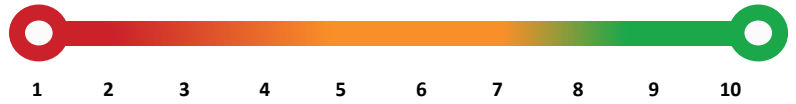

## CREATING BALANCE
Are you trying to maintain balance in your life?




## PERSONAL ACTION PLAN
Have you developed a personal and business goal orientated action plan?




## FURTHER SUPPORT
Do you need further help and support from a professional?




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# THE PERSONAL RESILIENCE PLAN

**STEP 1: COPING WITH STRESS:** How are you coping at the moment? You are not alone, there are lots of support options for you. Consider whether you can cope using your support network or whether you need professional help.

**STEP 2: EMBRACE CHANGE:** It is easier to deal with a situation if we first of all accept that it has happened and there is nothing we can do about it. We can however control, our response to it and try and minimise its impact

**STEP 3: TAKE CHARGE:** Taking charge and effectively dealing with the situation

**STEP 4: POSITIVE THINKING:** Maintaining a positive thinking and health attitude

**STEP 5: CREATE BALANCE:** Provide you with some personal wellness and mental health strategies

**STEP 6: TAKE ACTION:** Develop a personal plan

**STEP 7: FURTHER HELP:** Seek Help if needed

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# WHEN TALKING WITH SOMEONE THAT YOU THINK NEEDS HELP

## TIPS FOR PROMOTING HELP-SEEKING

- ✓ Arrange a private meeting to let your colleague know what you've observed.
- ✓ Be specific: ***"I've noticed that you seem really tired and forgetful lately. It's unusual for you and I'm concerned about you."***
- ✓ Use open questions (to avoid a yes or no answer), to help start a conversation: ***"How are you feeling at the moment?' or 'So tell me what's going on for you right now?"***
- ✓ Give your colleague your full attention (maintain eye contact, keep a relaxed posture).
- ✓ Show empathy by trying to put yourself "in their shoes': ***"I can understand this might be difficult to talk about."***
- ✓ Offer your support: ***"It sounds like you've been having a very hard time. I'd like to be able to help any way I can. What can I do to help you right now?"***
- ✓ Explore the support options that would work best for them: ***"Have you spoken with your GP?' or "I'd be very willing to help with finding some professional support for you."***
- ✓ Have some phone numbers of support services handy so you can assist them to make an appointment with a GP or psychologist. If possible, offer to pay or subsidize help. ***Be aware that if a person is depressed they may lack motivation or energy to make changes for themselves or their situation. They may even become angry or upset with you. It is important to remain calm and controlled, while offering support and understanding.***

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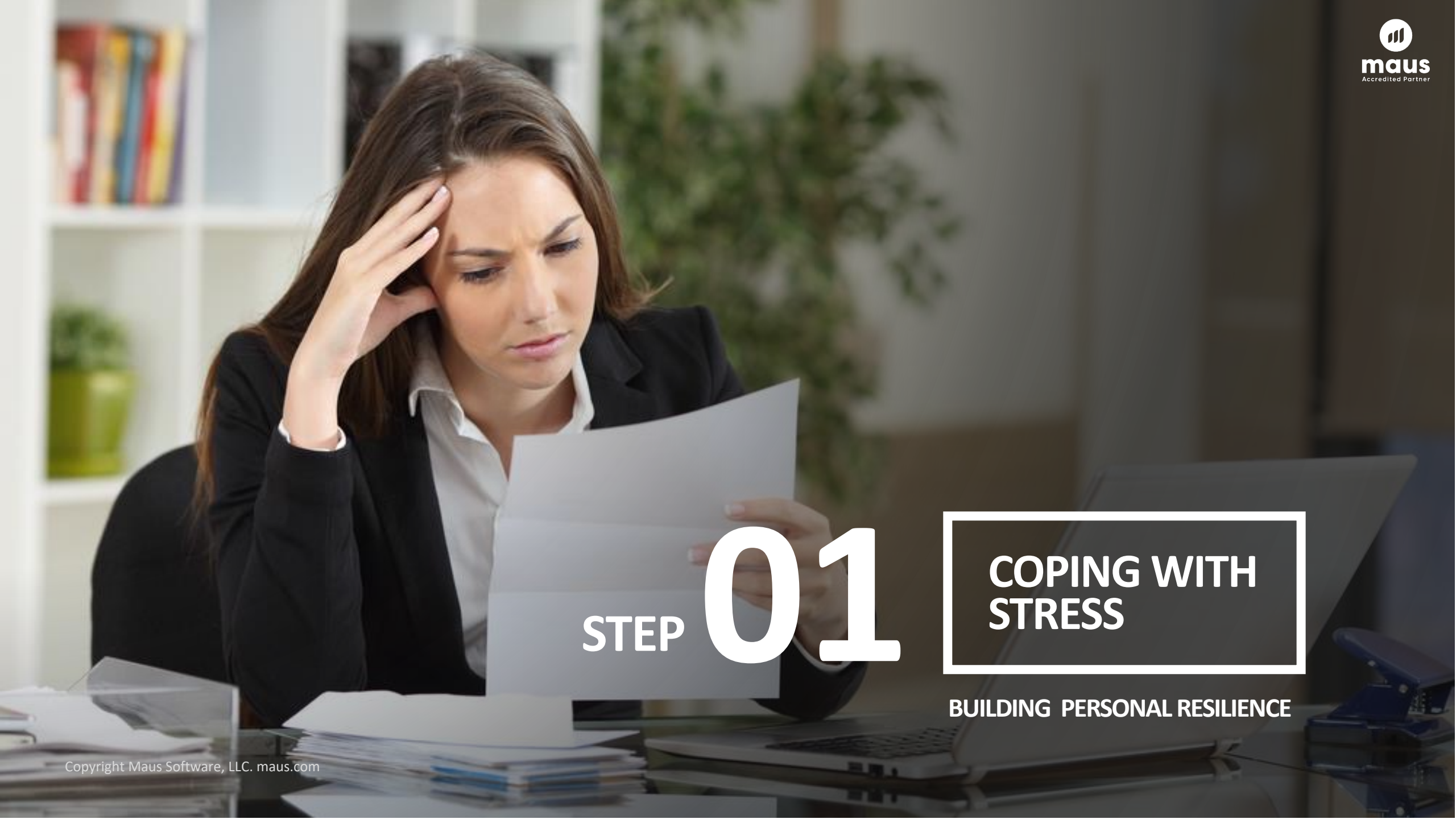
# WHEN TALKING WITH SOMEONE THAT YOU THINK NEEDS HELP

## ACTIVE LISTENING (SHOWING EMPATHY)

Active listening involves putting in the effort to make sure we understand the message being communicated It's a great way to make someone feel heard and understood Being a supportive manager is one of the most important ways to enhance the mental health of people you work with.



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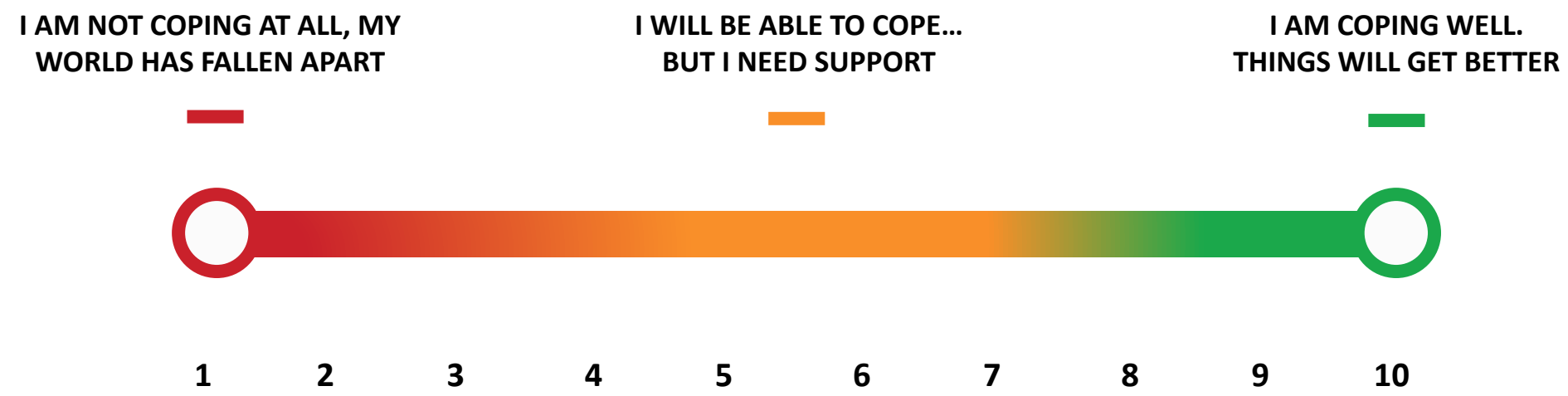
STEP 01

# COPING WITH STRESS

## BUILDING PERSONAL RESILIENCE

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# HOW ARE YOU PERSONALLY COPING WITH THIS EVENT?




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# COPING WITH STRESS

Whilst it's often said that we all need a little bit of stress to keep us motivated, too much stress can be harmful to our health. Work-related stress can be a major contributing factor in depression and anxiety disorders. Improving your coping skills can help protect you.

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# COPING WITH STRESS – PSYCHOLOGICAL CAPITAL

## PERSONAL STRENGTHS

Some people are naturally more confident, optimistic or resilient than others; they seem to be able to deal with anything life throws them. However, personal strengths such as these can also be developed. Building up what's known as your "psychological capital" can enhance your performance, and ultimately your business' bottom line.

## WHAT IS PSYCHOLOGICAL CAPITAL?

- ✓ Having the confidence and motivation to achieve challenging goals.
- ✓ Knowing you can effectively map out different ways of reaching your goals.
- ✓ Believing that successful outcomes can be credited to your own hard work and personal qualities, not luck, chance, or other outside forces.
- ✓ Being able to bounce back from setbacks or failure, and keep going when the going gets tough.

Reflecting on past setbacks and using goal setting techniques to plan for future success can help build develop psychological capital.



Being in business means being able to face the risk of failure and coming up against obstacles to what you want to achieve. A resilient person may still experience some stress when facing such situations, but can manage their emotions, thoughts and behaviours so that they can go on to achieve successful outcomes.

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## RUNNING YOUR OWN BUSINESS CAN PRESENT YOU WITH A RANGE OF POTENTIALLY STRESSFUL SITUATIONS

**FINANCIAL** – carrying large personal and business debt, cash flow, tax, payroll and accounting issues.

**WORKLOAD** – long hours, taking work home, not taking breaks, demands of administration and government regulations.

**PEOPLE MANAGEMENT** – recruiting and motivating staff, handling performance problems and dismissals, conflict resolution, customer relations.

**EXTERNAL CONDITIONS** – variability in demand for products and services due to social, economic and environmental changes.



"Each one of us suffers from stress, whether we like to admit it or not….Understanding how it affects you and your workplace is a great investment for your business."
Gavin, agricultural business

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When we perceive a threat to our safety, our bodies respond physically in a way that prepares us for, fight or flight'. However these situations are rare and what we are often reacting to when we feel stressed are "psychological' threats rather than physical ones. If this happens often, over time we can become physically exhausted and experience symptoms of mental ill–health.

It's important to recognize when your stress is becoming unmanageable and when you need to use some healthy coping skills to reduce stress.




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SIGNS OF STRESS

# STRESS CAN AFFECT…

## YOU PHYSICALLY

- ✓ Chest pain or pounding heart, high blood pressure.
- ✓ Fatigue.
- ✓ Reduced interest in sex.
- ✓ Diarrhoea or constipation, nausea.
- ✓ Weakened immune system, getting colds more often.
- ✓ Muscle tension, aches and pains, headaches.
- ✓ Fast, shallow breathing, sweating excessively.



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SIGNS OF STRESS

# STRESS CAN AFFECT…

## YOUR MOOD

- ✓ Mood swings.
- ✓ Feeling irritable.
- ✓ Finding it difficult to relax.
- ✓ Feeling low or depressed.
- ✓ Easily angered or frustrated.
- ✓ Feeling overwhelmed.



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SIGNS OF STRESS

# STRESS CAN AFFECT…

## YOUR BEHAVIOUR

- ✓ Eating more or less than usual.
- ✓ Sleep problems.
- ✓ Using alcohol or other substances to relax.
- ✓ Avoiding people or responsibilities.
- ✓ Nervous habits like nail–biting, teeth–grinding or hand–wringing.



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SIGNS OF STRESS

# STRESS CAN AFFECT…

## THE WAY YOU THINK

- ✓ Difficulty concentrating.
- ✓ Thinking negatively.
- ✓ Anxious or racing thoughts.
- ✓ Memory problems.
- ✓ Excessive worrying.



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# CONSIDER WHETHER YOU NEED TO SEE SOME PROFESSIONAL HELP

TICK THE BOX BELOW NEXT TO ANY SIGNS OF STRESS YOU MAY BE SHOWING

## THE WAY YOU THINK

- ❑ Difficulty concentrating.
- ❑ Thinking negatively.
- ❑ Anxious or racing thoughts.
- ❑ Memory problems.
- ❑ Excessive worrying.

## YOUR BEHAVIOUR

- ❑ Eating more or less than usual.
- ❑ Sleep problems.
- ❑ Using alcohol or other substances to relax.
- ❑ Avoiding people or responsibilities.
- ❑ Nervous habits like nail–biting, teeth–grinding or hand–wringing.

## YOU PHYSICALLY

- ❑ Chest pain or pounding heart, high blood pressure.
- ❑ Fatigue.
- ❑ Reduced interest in sex.
- ❑ Diarrhea or constipation, nausea.
- ❑ Weakened immune system, getting colds more often.
- ❑ Muscle tension, aches and pains, headaches.
- ❑ Fast, shallow breathing, sweating excessively.

## YOUR MOOD

- ❑ Mood swings.
- ❑ Feeling irritable.
- ❑ Finding it difficult to relax.
- ❑ Feeling low or depressed.
- ❑ Easily angered or frustrated.
- ❑ Feeling overwhelmed.

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## REFLECTING BACK HELPS COPE WITH STRESS

Reflecting on an overwhelming event in the past can help you to be more aware of ways that you have coped before. You can then look at ways of building on these strengths, or identify where to try a new approach.

*"It's really good not to beat yourself up about if you've had a failure in the past, because if you choose to learn what you can from it, it serves you down the track."* **Susan, on-line weight management consultancy**

**THE FOLLOWING QUESTIONS WILL TO HELP YOU FOCUS YOUR REFLECTION.**

### THINK ABOUT A PREVIOUS OVERWHELMING OR DIFFICULT EVENT

- ✓ What was it about this event that you found overwhelming or difficult?
- ✓ Was it something that came out of the blue, or did the stress gradually build and intensify?
- ✓ What did you do to cope?
- ✓ How effective do you think these coping strategies were?
- ✓ Do you feel you bounced back from this experience? Why or why not?
- ✓ How did this affect your confidence?
- ✓ Where there any positives in this situation?
- ✓ What did you learn from this experience?



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## THINK ABOUT A PREVIOUS OVERWHELMING OR DIFFICULT EVENT

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- ✓ Do you feel you bounced back from this experience? Why or why not?
- ✓ How did this affect your confidence?
- ✓ Where there any positives in this situation?
- ✓ What did you learn from this experience?

**ASK YOURSELF THE QUESTIONS ON THE LEFT HAND SIDE AND WRITE SOME NOTES BELOW…**

## WHAT PREVIOUS DIFFICULT OR OVERWHELMING EVENT CAN YOU THINK OF?

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# YOUR STRESS AUDIT

## HOW WELL DO YOU THINK YOU ARE COPING WITH STRESS IN YOUR LIFE AT THE MOMENT?

What currently is causing the most stress in your life?

What kind of thoughts go through your head?

How does your mood change when you're stressed?

What currently causing the most stress in your life?

How does your behavior change when you're stressed?

How do you feel physically when you're stressed?

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# DO YOU UNDERSTAND THAT THERE ARE MANY SOURCES OF SUPPORT

SUPPORT CAN COME FROM MANY SOURCES

| | | |
|---|---|---|
| HUSBAND OR WIFE | PARENTS | FRIENDS |
| PARENTS | KIDS | FAMILY |
| NEIGHBOURS | WORK COLLEAGUES | PROFESSIONAL ADVISORS |
| DOCTOR | PSYCHOLOGIST, COUNSELLOR, OR SOCIAL WORKER | CHURCH OR PLACE OF WORKSHIP |
| PRIEST / RELIGIOUS LEADER | CLUPS, GROUP OR ASSOCIATIONS | COMMUNITY |

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# THINK ABOUT YOUR SUPPORT OPTIONS AND THEN FILL IN THE BOXES BELOW

| Who from your support network can help you to cope personally? | Who from your support network can help you to cope with business issues? | Who from your support network can help you to have fun, maintain balance, exercise and health? |
| --- | --- | --- |
| | | |

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STEP 02

# EMBRACE CHANGE

## BUILDING PERSONAL RESILIENCE

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# EMBRACING CHANGE

We need to accept what is happening and try and start to deal with it.

Resilient people are able to look at change as an opportunity.

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## EMBRACING CHANGE TO BUILD
# PERSONAL RESILIENCE

The most effective ways of managing stress and building personal resilience is to accept that change is inevitable. To understand that we can not control events but we can control our reaction to it.

### ACCEPTANCE OF THE SITUATION

This is learning to accept that some things that can't be changed, and learning how to cope with that fact. Or learning to accept thoughts as just thoughts, rather than believing them uncritically to be true.



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# SOMETIMES THERE MAY BE NO OTHER CHOICE THAN TO ACCEPT THINGS THE WAY THEY ARE!

**TALK WITH SOMEONE.** Talk to someone from your support network. Even though you may have to accept the situation you might have deep feelings or emotions as a result of the situation.

**NEGATIVE ENERGY:** Try and focus your energy to positive outcomes.

**LEARN FROM YOUR MISTAKES.** Can you learn from this event



> **LEARNING TO ACCEPT WHAT YOU CANNOT CHANGE OR CONTROL AND CHALLENGE OR CHANGE THE THINGS YOU CAN CONTROL**

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# EMBRACING CHANGE

**To try and better accept change, ask yourselves these questions.**

- ❑ Will focusing on the negatives help?
- ❑ Is there anything I can do about the situation now?
- ❑ Could I have prevented it?
- ❑ Are other people experiencing the same challenges?
- ❑ How are they coping?
- ❑ Is the level of my reaction justified by the facts?
- ❑ Am I overreacting?
- ❑ Am I misinterpreting?
- ❑ Is there another way to look at this? Is there an opportunity here?
- ❑ Are there parts of this change that I can control?
- ❑ Would more information could help me to cope better with this challenge?



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# IN THE EVENT OF A MAJOR SITUATION

## HOW WELL HAVE YOU ACCEPTED THIS SITUATION?

**I CANT ACCEPT OR DEAL WITH WHAT HAS HAPPENED**

**I WILL BE ABLE TO ACCEPT THE SITUATION… BUT I NEED SUPPORT**

**I HAVE ACCEPTED THE SITUATION & FEEL READY TO SEEK SOLUTIONS**



**1 2 3 4 5 6 7 8 9 10**

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# STEP 03

# TAKING CHARGE

## BUILDING PERSONAL RESILIENCE

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## ONCE WE ACCEPT CHANGE THEN WE CAN TAKE CONTROL.

**The more control we feel we can have over our outcome the lower the stress.**
**Use this checklist to help to take charge.**

- ❑ What can I do to understand the impact of this situation better?
- ❑ Have I determined the best case and worst case scenarios
- ❑ What could my team/work group do to help solve or alleviate this issue?
- ❑ What is not ending or what might I be able to maintain or re-gain even though other things are changing?
- ❑ What else can I do to improve this situation?
- ❑ What do I need from my advisors?
- ❑ What do I need from my employees/colleagues?
- ❑ What do I need from my family or support network?

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# TAKING CHARGE WORKSHEET

## PERSONAL RESILIENCE

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### EXAMPLE

**REDUCE SENSE OF HOPELESSNESS BY HAVING A PLAN**

**ACCEPTANCE OF SITUATION**

**SUPPORT NETWORK**

**STRESS COPING TECHNIQUES**

**WITHIN THE BUSINESS**

Have a Plan
Brainstorming sessions
Seek alternative perspectives
Avoid negativity and refocus conversations on solutions
Search for a quick wins

**OUTSIDE THE BUSINESS**

Stay active, find support network, read for pleasure, arts, creative, friends, family, Laugh, music, enjoyable podcasts, videos, improve sleep, massage, mediation, breathing techniques, positive goal posters.

**AVOID NEGATIVE BEHAVIOUR**

Negative thinking, Increased use of alcohol, drugs, or cigarettes. Lack of sleep
Single focus with no breaks, withdrawal

### WHAT COULD YOU DO TO TAKE CHARGE?

1.

2.

3.

4.

5.

6.

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# TICK THIS BOX SO THAT YOU UNDERSTAND THESE TWO KEY POINTS

- ❑ “Communicating when we are feeling stressed can be ineffective, or at worst, abusive. “
- ❑ “People skilled in communication are better at managing conflict, research shows they are more successful in business.”

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# CREATING POSITIVE RELATIONSHIPS

Business is all about relationships. Whether it's communicating with employees, clients, suppliers, contractors or members of a family business, effective management of these relationships can reduce your stress, and positively impact your business.

## MANAGING EMOTIONS THROUGH EFFECTIVE COMMUNICATION

Emotions are inevitable in human interaction and the business environment is no different. Communicating when we are feeling stressed can be ineffective, or at worst, abusive. Sometimes we avoid communicating, even when there is an important issue to be dealt with. People skilled in communication are not only more effective at managing conflict, research shows they are more successful in business.

### INTERPERSONAL COMMUNICATION

This involves interacting with other people – how you express your thoughts and feelings and respond to those of others. These skills can help you give constructive feedback, provide support, and inspire and influence others.

### INTRAPERSONAL COMMUNICATION

This involves having an awareness of your own thoughts and feelings and managing them using what is known as "self-talk". These skills can help you manage your own emotions, enabling you to stay motivated, avoid angry outbursts and adapt to changing circumstances.

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## TIPS FOR ASSERTIVE COMMUNICATION

- ❑ Use "I" statements, particularly when you have to say something negative or difficult to say to a colleague. This is less confronting than starting with "you", and helps make them more open to hearing what you have to say. **Ie "I feel disappointed when you talk to others in the office rather than coming to me when you have an issue."**

- ❑ Let them know why their behaviour affects you, and how you could see things being done better in the future. Don't judge or use labels, and stick to the facts. **Ie "I feel disappointed when you don't come to me first with a problem as I can't do anything to help resolve it for you. In future it would be great if we could deal with things more openly and quickly."**

- ❑ Show an understanding of their situation while stating your needs. **Ie "I recognise that you don't like the new system, but I'd like you to keep going with it until the end of this project."**

| WHEN I INTERACT WITH OTHERS… | ALMOST NEVER | SOMETIMES | ALMOST ALWAYS |
|---|---|---|---|
| I am usually aware of my own thoughts and feelings. | O | O | O |
| I am able to stand up for myself. | O | O | O |
| I let others know that I understand what they say. | O | O | O |
| I can stay calm, even in trying moments. | O | O | O |
| I feel confident managing conflict. | O | O | O |

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## TIME MANAGEMENT

Using effective time management techniques has been shown to be an effective way of reducing your stress and creating time for non-work priorities.

### HOW ARE YOU USING YOUR TIME?

Record your activities over a couple of days and look at where your time is going. Are you using your time as effectively as you could be?

### IMPORTANT VERSUS URGENT

Weighing "urgent‟ versus "important‟ jobs can help get the balance between always putting out spot fires and making progress on jobs that are key to the business‟ goals. Important tasks are ones that help you or the business to achieve valuable goals. Urgent tasks require immediate attention, but may not necessarily progress your goals. Using this prioritization system means tasks fall into one of the four following categories:

## CONTROLLING OR AVOIDING

| | |
|---|---|
| **URGENT & IMPORTANT**<br><br>Allow time to progress important tasks, leaving some room in your schedule for the unplanned urgent tasks that will inevitably pop up. | **NOT URGENT & IMPORTANT**<br><br>Planning ahead on the important, longer-term tasks avoids them becoming urgent! |
| **URGENT & NOT IMPORTANT**<br><br>These tasks can be disruptive – can they be delegated or confined to a regular time. For example, set aside specific periods for checking and addressing emails. | **NOT URGENT & NOT IMPORTANT**<br><br>Do these tasks really need your attention? Can they be abandoned, delegated or not agreed to in the first place? |

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## CREATING A POSITIVE WORK ENVIRONMENT

- ✓ Create change together – people need to feel in control of what's happening to them at work, so involve them in discussions about important changes or decisions
- ✓ Give positive feedback when it's deserved.
- ✓ Reward and celebrate achievements.
- ✓ Be approachable and have a process in place where staff or customers feel comfortable raising issues.
- ✓ Manage conflict quickly and effectively, using active listening and balanced, assertive communication techniques.



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## DEAL WITH SITUATIONS – AVOID PROCRASTINATION

- ✓ Think about why you are putting off something.
- ✓ Is it boring or unpleasant? If so, commit to spending small amounts of time each day and make sure to reward yourself each time.
- ✓ Is the task overwhelming or complex? If so, see advice, or break it into smaller tasks that you tick off your list more easily.
- ✓ We are usually the most mentally alert in the mornings. This is a great time to tackle important, challenging tasks that require focused concentration. Quarantine this time as generally uninterruptable, but set aside a block of time later to deal with communications.



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## TAKE CONTROL & DEAL WITH SITUATIONS - ACTIVE LISTENING

- ✓ Put yourself in the shoes of the other person. Think about what they might be feeling or reacting to. How is their experience different to yours?
- ✓ Rephrase the message being communicated to show how you have understood it. If you've misinterpreted anything, the person talking has an opportunity to explain things differently. ***"OK, so what I hear you saying is that you‟re unhappy with the way the matter was handled."***
- ✓ If you‟re not clear about something, ask for clarification. Ie ***"What do you mean when you say…?"***
- ✓ Pay attention to non-verbal signs, especially if they are telling a different story from what the person is saying. ***"So you‟re saying that you‟re OK with this, but your frown says to me you‟re still unsure about something."***
- ✓ Respond to any feelings being expressed, not just the content of what is being said. ***"I can see that this has made you angry and frustrated."***
- ✓ Try to keep your body language relaxed, open and attentive.
- ✓ Summarise what you understand to be the important points being raised. This helps tie up multiple threads of a long conversation, and lets the other person know what you've understood them to say. ***"So you're unhappy with the ways things were handled, you'd like to see a change in policy, and you think this could've been avoided by more consultation?"***

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# TAKING CHARGE



**ACCEPTING THE SITUATION**
Have you full accepted this situation has happened?

**REMAINING CALM**
Are you able to remain relatively calm so you can deal with the situation?

**TIME MANAGEMENT**
Are you able to ignore the distractions and emotions and effectively manage your time?

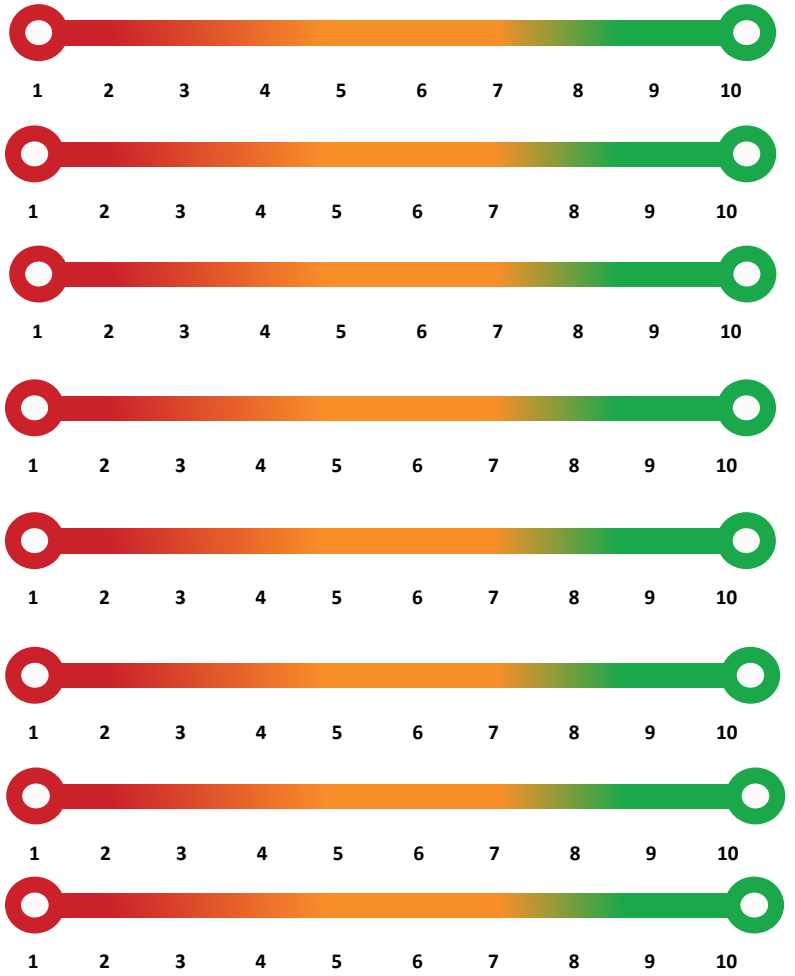
**ACTIVE LISTENING**
Are you able to listen to those around you and not only hear what they are saying but show them respect?

**DEALING WITH THE SITUATION**
Have you developed a high level plan of how you will deal with this situation?

**EFFECTIVE COMMUNICATION**
Do you effectively express your thoughts and feelings to others?

**ASSERTIVE COMMUNICATION**
Are you able to assertively communicate when you need to?

**BREAKING DOWN COMPLEX ISSUES**
Are you able to breakdown complex issues and problems into bite size or step by step chunks?




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STEP 04

# POSITIVE THINKING

## BUILDING PERSONAL RESILIENCE

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## POSITIVE THINKING

Changing the way you think about something you're finding stressful can change the way you feel about it, and the way you behave in response. This is known as a cognitive-behavioural approach.



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**COGNITIVE BEHAVIOURAL THERAPY (CBT) HELPS YOU LEARN TO IDENTIFY AND CHALLENGE ANY PATTERNS OF THINKING THAT MIGHT BE UNHELPFUL TO THE WAY YOU COPE, AND REPLACE THEM WITH MORE HELPFUL WAYS OF THINKING.**

A common way to learn the connection between our thoughts and the way we feel is to fill out a thought monitoring form after stressful situations occur.

| SITUATION | MOOD | UNHELPFUL THINKING | HELPFUL THINKING | NEW MOOD |
|---|---|---|---|---|
| Recall a recent situation that you found upsetting or difficult What happened? Where? Who was involved? When? | What were you feeling? How strong was this mood? (0-100%) | What was going through your mind? What thoughts did you have? | Write alternative, balanced thoughts that could have been more helpful. | Rate again moods listed in column 2 after practicing helpful thoughts. List any new moods (0-100%) |
| I recently had a crisis that impacted my entire business. | Hopelessness 90%<br>Angry 90%<br>Frustrated 85% | Why does this always happen to me? I am doomed and there is no way out | This is happening to everyone. I need to see if I can find a solution and seek help from someone. If not I need to review and manage my options and work out the best case/ worst case. | Hopelessness 20%<br>Angry 45%<br>Frustrated 45% |

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## FILL IN THIS FORM USING THE EXAMPLE ON THE PREVIOUS PAGE

| SITUATION | MOOD | UNHELPFUL THINKING | HELPFUL THINKING | NEW MOOD |
|---|---|---|---|---|
| Recall a recent situation that you found upsetting or difficult What happened? Where? Who was involved? When? | What were you feeling? How strong was this mood? (0-100%) | What was going through your mind? What thoughts did you have? | Write alternative, balanced thoughts that could have been more helpful. | Rate again moods listed in column 2 after practicing helpful thoughts. List any new moods (0-100%) |
| | | | | |

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## **EXAMPLE A:** COMMON HELPFUL WAYS OF THINKING

| | |
|---|---|
| ONE STEP AT A TIME | “I'm imagining the worst. I can't be worrying about things that have not happened and may never happen". |
| FOCUS ON POSITIVES | "I'm finding it easier now to manage my business‟ finances. Each week the finances are getting easier to manage.” |
| EXPLORE ALTERNATIVE EXPLANATIONS | "Maybe my colleague is having troubles at home. Her response to me might have had nothing to do with how she feels about my management decisions.” |
| ASSESS EVIDENCE | "It is not true that everybody avoids me in all situations since I was promoted. In fact, some work friendships have become closer." |
| REDUCE SELF-BLAME | "There was no way of knowing that the financial crisis was going to hit.” |
| FOCUS ON REASONABLE GOALS | “I won't lose the weight and get fit overnight. Change takes time. I'm better off making small, achievable changes to my lifestyle if I want to make a long-term difference.” |
| BALANCED VIEW | "I will feel frustrated if I can't get everything done before tomorrow. But I can cope with frustration. Some things will just get done a day later than I'd planned.” |
| SOFTER OR LESS EXTREME WORDS | "Might; maybe; perhaps; possibly; sometimes; could; manageable...” |
| BE YOUR OWN BEST FRIEND | "I'm being too hard on myself. I wouldn't talk to my best friend in such a harsh way. I'll try to talk to myself in the same way I would when encouraging and supporting a close friend.” |

## **EXAMPLE A:** COMMON UNHELPFUL WAYS OF THINKING

| | |
|---|---|
| BLACK AND WHITE THINKING | “I must get everything done today before I go home tonight, otherwise everything will be a complete disaster.” |
| WHAT IFS? | “What if I put all this effort in and fail? I'll never be able look anyone in the eye again”. |
| SPIRAL OF NEGATIVES | “I'm not going to get the project finished on schedule, which means I'm useless. This will mean the company will get a bad reputation for sure. I'll end up losing the business at this rate.” |
| LEAP TO CONCLUSIONS | “My colleague was abrupt with me today. She must be angry with me about what I said at the meeting.” |
| OVER-GENERALIZE | "That client has threatened to take his business somewhere else. Therefore all my clients must be unhappy.” |
| GUILT AND SELF-BLAME | “It is my fault that everybody is upset about the restructure.” |
| STRONG, UNCOMPROMISING WORDS | "I should..., I must..., I always..., I never...” |
| UNKIND OR MEAN TO MYSELF | “I'm a failure, I'm stupid, I'm a fraud…someone will see through me one day and see I'm not all that great after all.” |

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# USE THE QUESTIONS BELOW TO CHALLENGE UNHELPFUL THOUGHTS

## TIPS FOR CHALLENGING UNHELPFUL THOUGHTS

- ❑ If my best friend, or someone I loved, was thinking this way, what would I tell them?
- ❑ Five years from now, when I look back, will I look at things differently?
- ❑ Are the things I'm jumping to conclusions about justified by evidence?
- ❑ What am I ignoring about the strengths or positives in me, and how I'm coping at the moment?
- ❑ Am I blaming myself for things over which I do not have complete control?

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STEP 05

# CREATING BALANCE

## BUILDING PERSONAL RESILIENCE

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## AS WELL AS CHANGING THE WAY WE THINK TO MANAGE OUR STRESS, THERE ARE A NUMBER OF THINGS THAT WE CAN DO OR CHANGE ABOUT OUR BEHAVIOUR THAT CAN ALSO HELP.

Yoga, Pilates, meditation or massage therapy are ways of relaxing that work for many people. What works for you?

### RELAXATION

Learn some relaxation techniques. Many people have found that this helps them reduce and manage the symptoms of stress and anxiety.

Simple breathing exercises are easy to do anywhere at any time, only take a few minutes, and can be used as often as you need. These can be readily found on the internet.

Using a voice–guided meditation or relaxation mp3 or CD can help you relax before bed or after a stressful day at work.

### EXERCISE

We all know that exercise is one of the most important things we can do for our health and wellbeing. Even with the best of intentions, exercise often slips to the bottom of the list.

Exercise isn't just going to the gym or a going for a run. There are many ways to become more active.
Alone, with others, with a trainer, classes, sports groups, outdoor activities, walking or riding to work –
you might need to experiment find what works for you.

Workplace-based physical activity programs are a great way to increase your exercise and improve the wellbeing of staff. These initiatives can range from simple low cost strategies to more comprehensive approaches.

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## SLEEP

Sleep is crucial to our quality of life. Poor sleep can impact our health and immune systems. There are a number of practical strategies for improving sleep habits:

- ❑ Caffeine, nicotine and alcohol can all affect sleep quality.
- ❑ Stick to a regular sleep pattern – even on weekends.
- ❑ Cut out naps, which can interfere with your quality of sleep at night.
- ❑ Vigorous exercise is better earlier in the day – not too close to bedtime.
- ❑ Make sure you have a comfortable sleep environment.
- ❑ Save the bedroom for sleeping or sex. No phones, TVs, work or laptops!
- ❑ Try to relax and slow down at least 30 minutes before going to bed. Give your body time to relax and prepare for sleep.

## TALK TO OTHERS

A major risk factor for depression is a lack of supportive relationships. Part of building strong relationships is sharing your thoughts and feelings with others, such as family, friends, trusted work colleagues and business associates. Some people find sharing personal information a natural and easy thing to do. Others might need support from a health professional or community group in order to feel more comfortable opening up.

CHANGING YOUR
# BEHAVIOUR




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## CREATING WORK LIFE BALANCE

Many people in business say that their business is their life, or that it is impossible to find time for things like exercise, good nutrition, relaxation, hobbies, or time with friends and family - even time by themselves. The trick is achieving a balance that promotes your overall health and the success of your business.

**WORK VS LIFE OUTSIDE OF WORK** **YOUR ANSWERS** to the following questions can help focus your awareness of how much time you have left for yourself outside of work. When the balance isn't right, something has got to give. Relationships, work and health can suffer.

| | ALMOST NEVER | SOMETIMES | ALMOST ALWAYS |
|---|---|---|---|
| I enjoy hobbies or interests outside of my work. | O | O | O |
| I have time to do something just for me every week. | O | O | O |
| I frequently think about work when I'm not working. | O | O | O |
| I usually work through my lunch break. | O | O | O |
| My family is often upset with me about the amount of time I spend working. | O | O | O |

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# TIPS FOR NOT LETTING WORK TAKE OVER YOUR LIFE

**Long work hours have been associated with… Poor psychological health; Increased work-family conflict; Excessive fatigue; Burnout; Fatigue, worry, irritability; Increased rate of injury.**

- ❑ Schedule meetings during core work hours.
- ❑ Take regular breaks, do not work through lunch, set an alarm to remind you to take a break.
- ❑ Take full holiday leave.
- ❑ Do not take work home regularly.
- ❑ Set realistic deadlines and deliver on time.
- ❑ Restrict overtime hours.
- ❑ It's ok to say no sometimes.
- ❑ Put things for yourself on the "to do‟ list.
- ❑ Technology can blur the boundaries between work and home - set a time when your mobile phone or email is switched off.

*“Don't forget who you are...what you liked before you got into business…. It's not worth it to lose your identity, and the minute you start to lose that your business starts to suffer as well.” Bek , bar and restaurant owner*

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# CREATING BALANCE - SUMMARY

**RELAXATION**
Are you able to relax and switch off

**SLEEP**
Are you getting enough sleep?

**WORK LIFE BALANCE**
Do you think overall your work life balance is good?

**EXERCISE**
Are you doing an adequate and enjoyable amount of exercise

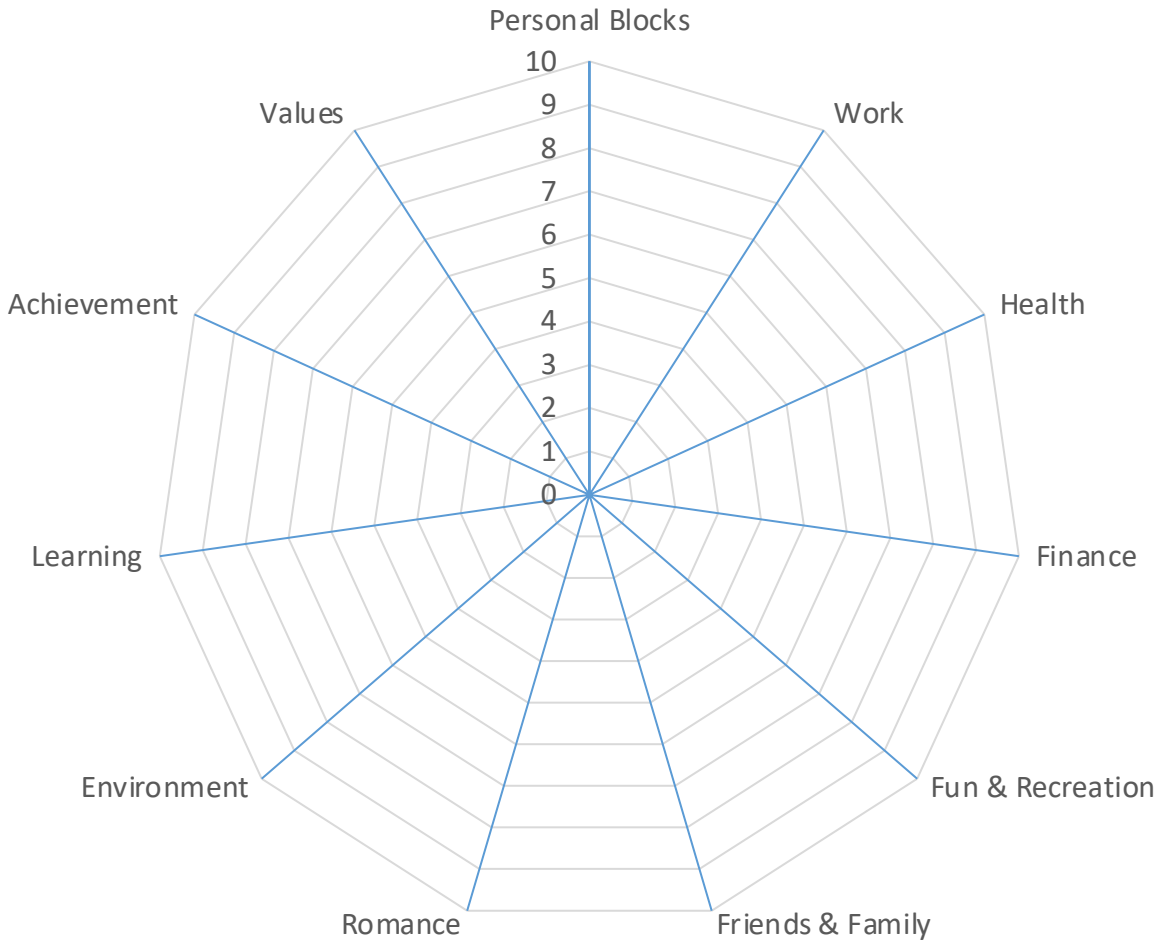
**TALKING TO OTHERS**
Do you effectively express your thoughts and feelings to others?




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# WHEEL OF BALANCE

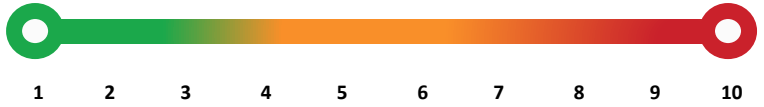
MARK ON THE CHART WHERE YOU SEE YOURSELF BY USING THE CHECKLISTS ON THE FOLLOWING PAGES




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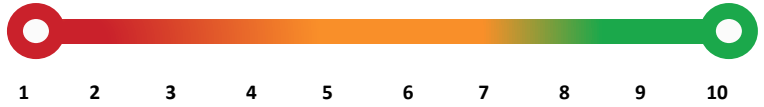
# CREATING BALANCE - DETAILED SCORECARD

## PERSONAL BLOCKS



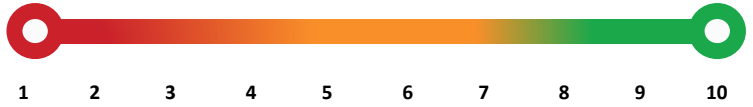

| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Self Doubt/Fear | Does self doubt/fear hold you back? Select 5 for this question and all questions below if this area does not hold you back. | |
| Self-Confidence | Does self-confidence hold you back? | |
| Procrastination | Does procrastination hold you back? | |
| Lack of Follow Through | Does a lack of following through hold you back? | |
| Negative Self-Image | Does a negative self-image hold you back? | |
| Time Management | Does time management hold you back? | |
| Organisational Skills | Do your organisational skills hold you back? | |
| Perfectionism | Does your need to be a perfectionist hold you back? | |
| Relationship Building | Do your relationship building skills hold you back? | |
| Self-Discipline | Does your self-discipline hold you back? | |
| Assertiveness | Does your assertiveness hold you back? | |

## HEALTH




| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Diet | Are you satisfied with you current diet? | |
| Stress | Are you satisfied with your current stress levels? | |
| Medical History | Have you reviewed your family medical history and your own? And have you taken all necessary cautionary steps. | |
| Stability | Do you maintain a good healthy routine and balance? | |
| Exercise | Are you satisfied with the level of exercise you are currently doing? | |
| Sleep | Are you satisfied with the hours of sleep you are currently getting? | |
| Lifestyle | Are you satisfied with your lifestyle? | |
| Self-Image | Are you satisfied with your self-image? | |

## FUN & RECREATION

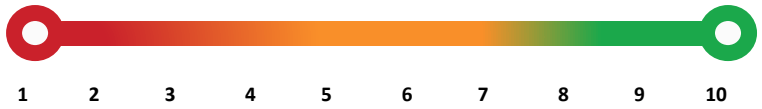



| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Leisure | Are you satisfied with the amount of time you have for leisure activities? | |
| Extracurricular Activities | Are you satisfied with your type and range of extracurricular activities? | |
| Time Satisfaction | Are you satisfied with the amount of time you have or could you be more efficient in your use of time? | |
| Hobbies | Are you satisfied with your hobbies? | |
| Relaxation | Are you satisfied with your time spent relaxing? | |
| Sports | Are you satisfied with your sport life? | |
| Flexibility | Do you feel over-committed or flexible with your time and commitments? | |
| Personal Time | Are you satisfied with the amount of time you devote to yourself? | |
| Type & Cost Benefit of Leisure | Are you satisfied with the type of activity and the amount you spend in pursuit of fun and recreation and the benefit? | |

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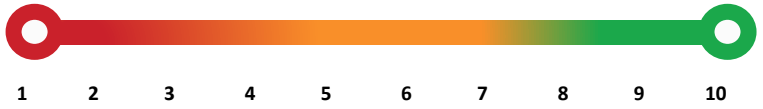
# CREATING BALANCE - DETAILED SCORECARD

## FRIENDS & FAMILY



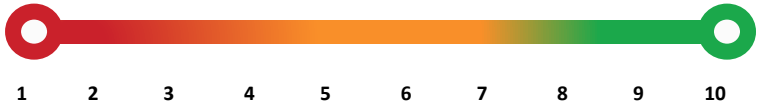

| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Support | Are you satisfied with the support you receive from your Family/Friends? | 0 |
| Social Time | Are you satisfied with the social time you spend with your friends and family? | 0 |
| Activities | Are you satisfied with the current type of activities you engage family and friends? | 0 |
| Quality of Engagements | Are you satisfied by your quality of engagements with friends/family? | 3 |
| Quantity of Engagement | Are you satisfied by the quantity of engagements with friends/family? | 0 |
| Trust | Are you satisfied by the level of trust from your friends/family? | 3 |
| Mutual Respect | Do you have mutual respect with your friends/family? | 0 |
| Honesty | Are you honest with your friends/family? | 0 |
| Bonding | Are you satisfied by the level of bonding you have with friends/family? | 0 |
| Stability | Are you satisfied by the level of stability with your friends/family? | 0 |

## ROMANCE




| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Honesty | If you are in a relationship, are you honest with your partner? | 0 |
| Happiness | Are you happy in your relationship? | 0 |
| Respect | Do you have respect in your relationship? | 5 |
| Confidence | Are you confident in your relationship? | 0 |
| Trust | Are you satisfied with the level of trust in your relationship? | 3 |
| Fun | Are you satisfied with the level of fun in your relationship? | 0 |
| Loyalty | Are you satisfied with the level of loyalty in your relationship? | 0 |
| Meaningfulness | Is your relationship meaningful? | 0 |

## WORK

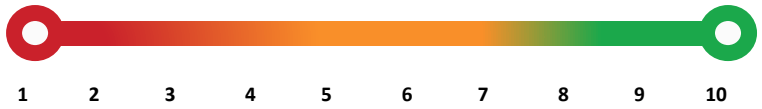



| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Work Relationships | Are you satisfied with your current work relationships? | 5 |
| Career Path | Are you satisfied with your career path? | 3 |
| Work/Life Balance | Are you satisfied with your work/life balance? | 2 |
| Recognition & Support | Are you satisfied with the current level of recognition/support? | 0 |
| Salary | Are you satisfied with your current salary? | 3 |
| Culture | Are you satisfied with your current work culture? | 0 |
| Professional Development | Are you satisfied with your professional development? | 1 |
| Stability | Are you satisfied with your current work stability? | 3 |
| Duration/Hours | Are you satisfied with your current work hours? | 3 |

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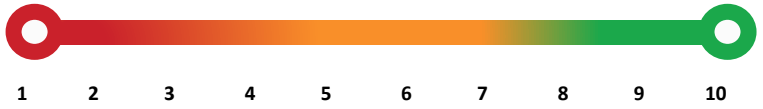
# CREATING BALANCE - DETAILED SCORECARD

## FINANCE



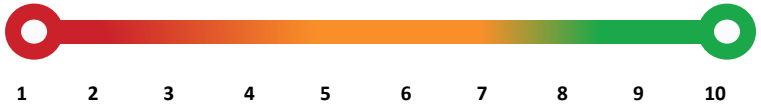

| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Meeting your Means | Are you currently earning enough to meet your means? | |
| Savings | Are you satisfied with your current savings? | |
| Financial Goals | Are you satisfied that you can reach your goals? | |
| Financial Anxiety | Are you financially anxious? | |
| Wants | Are your total earnings and investments at a satisfactory level for your stage in life? | |
| Investments | Are you satisfied with your earnings from investment and your investment strategy? | |
| Personal Assets | Are you satisfied with your personal assets? | |
| Debt/Loans | Are you satisfied with the level of your debt/loans? | |
| Bills/Payments | Are your bills/payments and outgoings at an affordable level or can you reduce some of your financial commitments? | |

## ENVIRONMENT




| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Stability | Are you satisfied with the stability of your workplace and home environments? | 0 |
| Security | Are you satisfied with the level of safety and security in your home, workplace or leisure environments or in your transition to each environment? | 0 |
| Clutter | Do you live in a cluttered environment? | 4 |
| Location | Are you happy with the location of your environment? | 0 |
| Cleanliness | Are you satisfied with the cleanliness of your environment? | 3 |
| Satisfaction | Are you satisfied with your environment? | 0 |
| Size | Are you satisfied with the size of your environment? | 0 |
| Welcoming | Do you feel that you are welcomed into your environment? | 0 |
| Comfort | Are you comfortable in your environment? | 0 |

## ACHIEVEMENT

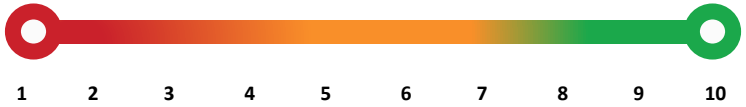



| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Success | Do you feel that you are successful? | 0 |
| Accomplishment | Do you feel that you have accomplished a lot in your lifetime? | 0 |
| Fulfilment | Do you have a sense of fulfilment? | 0 |
| Life Progression | Do you feel that your life is progressing? | 4 |
| Recognition | Do you feel that you receive the recognition you deserve? | 0 |
| Clarity of Goals | Do you feel that you have clear goals? | 1 |
| Self-Worth | Do you have self-worth? | 0 |
| Financial Rewards | Do you receive financial rewards? | 0 |
| Non-Financial Rewards | Do you receive non-financial rewards? | 0 |
| Satisfaction | Are you satisfied with your level of achievement? | 0 |

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# CREATING BALANCE - DETAILED SCORECARD

## LEARNING




| TOPIC | ANALYSIS AREA | SCORE |
|---|---|---|
| Personal Growth | Are you satisfied with your personal growth? | 2 |
| Continual Improvement | Do you feel that you are continuously improving and broadening your knowledge? | 0 |
| New Experiences | Do you feel that you are gaining new experiences? | 2 |
| Reading & Awareness | Are you spending enough time reading, learning and expanding your horizons? | 0 |
| Time | Do you feel that you spend enough time learning new skills or participating in training courses? | 0 |
| Challenge | Do you feel that you are being challenged? | 0 |
| Personal Growth | Are you satisfied with your personal growth? | 2 |
| Continual Improvement | Do you feel that you are continuously improving and broadening your knowledge? | 0 |
| New Experiences | Do you feel that you are gaining new experiences? | 2 |

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# STEP 06

# PERSONAL PLAN

## BUILDING PERSONAL RESILIENCE

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# PLANNING AHEAD

Most businesses have a strategic plan. However, it often sits on the shelf once the business is more established. Because things get in the way of even the best laid plans, it's important to regularly review your business goals and come up with strategies for overcoming obstacles to achieving these goals.

## TIPS TO HELP YOU ACHIEVE YOUR GOALS

- ✓ Clearly define your goal.
- ✓ List all the possible ways you might be able to achieve your goal. Don't try to evaluate them at this stage, just try and think of as many options as you can. ***With different pathways identified to achieve your goal, you can easily switch paths if an insurmountable obstacle gets in the way of your first plan of action.***
- ✓ What are the advantages and disadvantages of each option? For example, what resources (like money, time or manpower) do you need to carry out the various plans? On balance, what seems the best option?
- ✓ Decide on a plan of action, and break this down into smaller sub-goals. ***By breaking it down into steps, the overall goal becomes easier to reach and keeps you motivated.***
- ✓ Write down all possible obstacles that might need to be avoided, overcome or minimised. Map out how you would tackle them if they crop up. ***Spending time identifying potential obstacles in advance better equips us to overcome them and feel more in control if they do occur.***
- ✓ Review your progress regularly.
- ✓ It's important to stay flexible.
- ✓ If an unexpected obstacle comes up you may need to revisit this process again.

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# MY PERSONAL RESILIENCE ACTION PLAN

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# MY PERSONAL RESILIENCE ACTION PLAN







| PHYSICAL | MENTAL | MANAGE STRESS | BEHAVIOURS | EMOTIONS |
|---|---|---|---|---|
| ✓ Enjoyable and Rewarding Activities | ✓ Think positively | ✓ Accepting the business situation | ✓ No working on weekend | ✓ Remaining Calm |
| ✓ Exercise Routines | ✓ Talk to people to solve | ✓ Dealing with the issue | ✓ Healthy Sleeping | ✓ Managing Emotions |
| ✓ Meditation Controlled Breathing | ✓ Brainstorming sessions | ✓ Taking Control | ✓ Less Alcohol | ✓ Defusing Anger |
| | ✓ Adopt an “I can do this” attitude | ✓ Problem Solving | ✓ More Social Outings | ✓ Distraction |
| | | ✓ Communicating | | |
| | | ✓ Managing time | | |

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# YOUR ANSWERS

Using the checklist in the previous section think of what high level things that you can do to increase your personal resilience







| PHYSICAL | MENTAL | MANAGE STRESS | BEHAVIOURS | EMOTIONS |
|---|---|---|---|---|
| 1. | 1. | 1. | 1. | 1. |
| 2. | 2. | 2. | 2. | 2. |
| 3. | 3. | 3. | 3. | 3. |
| 4. | 4. | 4. | 4. | 4. |
| 5. | 5. | 5. | 5. | 5. |

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# BE SPECIFIC

| ACTION | SPECIFIC | GOAL | ACTUAL |
|---|---|---|---|
| Start Jogging | Run twice a week | 2 | |
| Read Book | One a month | 1 | |
| Take partner to dinner | Once a week | 1 | |

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STEP 07

# SUPPORT

## RELEVANCE OF MENTAL HEALTH TO BUSINESS

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# DO YOU NEED EXTRA SUPPORT



### PERSONAL SIGNS
- ❑ Common fluctuations in mood
- ❑ Physically and socially active
- ❑ Few sleep difficulties
- ❑ Calm

### PERSONAL SIGNS
- ❑ Irritable
- ❑ Nervous
- ❑ Procrastinating
- ❑ Difficulty sleeping
- ❑ Withdrawn
- ❑ Increasing alcohol use
- ❑ Low energy
- ❑ Angry
- ❑ Anxious
- ❑ Forgetful

### PERSONAL SIGNS
- ❑ Angry outbursts/aggressive
- ❑ Extreme anxiety/panic attacks
- ❑ Depressed
- ❑ Suicidal thoughts
- ❑ Trouble falling asleep or staying asleep
- ❑ Sleeping too much or too little
- ❑ Physical illnesses
- ❑ Constant fatigue
- ❑ Socially withdrawn
- ❑ Excessive use of alcohol or drugs
- ❑ Other addictions

**SEVERE IMPACT ON EVERYDAY FUNCTIONING** | **MODERATE IMPACT ON FUNCTIONING** | **POSITIVE, HEALTHY FUNCTIONING**

### AT WORK SIGNS
- ❑ Easily concentrates on the task at hand
- ❑ Punctual
- ❑ Achieves deadlines
- ❑ Pays attention to detail
- ❑ Has high work standards
- ❑ Sociable with colleagues, customers and clients
- ❑ Engaged in meetings
- ❑ Consistent performance
- ❑ Solutions focused
- ❑ Meeting regulatory expenses and promptly paying employee wages and service providers

### AT WORK SIGNS
- ❑ Difficulty concentrating
- ❑ Not meeting deadlines
- ❑ Attention to detail is less than usual
- ❑ Less engaged in meetings than usual
- ❑ Lower than usual work standards
- ❑ Often anti-social with colleagues, customers and clients
- ❑ Slow paying regulatory expenses, employee wages and service providers
- ❑ Negative and not solutions focused

### AT WORK SIGNS
- ❑ Difficulty performing duties at work
- ❑ Difficulty controlling behaviour at work
- ❑ Inability to concentrate on the task at hand
- ❑ Withdrawn from colleagues, customers and clients
- ❑ Not paying regulatory expenses, employee wages and service providers
- ❑ Absent from work

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## WORKPLACE ISSUES

Mental health issues impact on the way people function at work. You might have noticed a change in the behaviour or mood of someone with whom you work. In some cases, the following work behaviours may have come to your attention:

- ✓ Impatient, irritable or more easily angered than usual
- ✓ Consistently looking tired and fatigued
- ✓ Increasingly absent from work, or less punctual than normal
- ✓ Less productive at work e.g. missing easily attainable deadlines, taking longer than usual to complete tasks or having difficulty managing multiple demands
- ✓ Less socially engaged or communicative.



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# MANAGING MENTAL HEALTH
# RELEVANCE OF MENTAL HEALTH TO BUSINESS

It doesn't matter whether mental health problems are experienced by business managers or their staff, common conditions like depression and anxiety can impact on business performance.

## KEY IMPACTS

- ✓ Lost productivity (through days off work or not working at full capacity).
- ✓ Damage to relationships with clients, staff or family members.

## WHY SHOULD SMALLER BUSINESSES BE CONCERNED?

- ✓ The fewer people who work in a business, the greater the potential for impact.
- ✓ Allocating resources and/or training for specialist
- ✓ human resource services enjoyed by larger organizations isn't always possible.
- ✓ According to the World Health Organization, depression is becoming more common, and by 2020 it will be second only to heart disease as the leading cause of disability.



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## SIGNS OF MENTAL HEALTH ISSUES IN THE WORKPLACE

Mental health issues impact on the way people function at work. You might have noticed a change in the behaviour or mood of someone with whom you work. In some cases, the following work behaviours may have come to your attention:

- ✓ Impatient, irritable or more easily angered than usual
- ✓ Consistently looking tired and fatigued
- ✓ Increasingly absent from work, or less punctual than normal
- ✓ Less productive at work e.g. missing easily attainable deadlines, taking longer than usual to complete tasks or having difficulty managing multiple demands
- ✓ Less socially engaged or communicative.



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## ACCORDING TO THE WORLD HEALTH ORGANISATION

- ✓ Depression is a common mental disorder. Globally, more than 264 million people of all ages suffer from depression.
- ✓ Depression is a leading cause of disability worldwide and is a major contributor to the overall global burden of disease.
- ✓ More women are affected by depression than men.
- ✓ Depression can lead to suicide.
- ✓ There are effective psychological and pharmacological treatments for moderate and severe depression.



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## DEPRESSION

Everyone gets low or feels sad from time to time, but this generally passes. Depression is different. Depression can drastically change the way you think, feel (physically and emotionally), and behave, most of the time, most days.

Depression is a state of low mood and aversion to activity. It can affect a person's thoughts, behavior, motivation, feelings, and sense of well-being. It may feature sadness, difficulty in thinking and concentration and a significant increase or decrease in appetite and time spent sleeping. People experiencing depression may have feelings of dejection, hopelessness and, sometimes, suicidal thoughts



## WHAT CAUSES DEPRESSION?

While we don’t know exactly what causes depression, a number of things are often linked to its development. Depression usually results from a combination of recent events and other longer-term or personal factors, rather than one immediate issue or event.

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# CAUSES OF DEPRESSION



## LIFE EVENTS

Research suggests that continuing difficulties – long-term unemployment, living in an abusive or uncaring relationship, long-term isolation or loneliness, prolonged work stress – are more likely to cause depression than recent life stresses. However, recent events (such as losing your job) or a combination of events can 'trigger' depression if you're already at risk because of previous bad experiences or personal factors.



## PERSONAL FACTORS

**FAMILY HISTORY** – Depression can run in families and some people will be at an increased genetic risk. However, having a parent or close relative with depression doesn't mean you'll automatically have the same experience. Life circumstances and other personal factors are still likely to have an important influence.

**PERSONALITY** – Some people may be more at risk of depression because of their personality, particularly if they have a tendency to worry a lot, have low self-esteem, are perfectionists, are sensitive to personal criticism, or are self-critical and negative.

**SERIOUS MEDICAL ILLNESS** – The stress and worry of coping with a serious illness can lead to depression, especially if you're dealing with long-term management and/or chronic pain.

**DRUG AND ALCOHOL USE** – Drug and alcohol use can both lead to and result from depression. Many people with depression also have drug and alcohol problems. Over 500,000 Australians will experience depression and a substance use disorder at the same time, at some point in their lives.



## CHANGES IN THE BRAIN

Although there's been a lot of research in this complex area, there's still much we don't know. Depression is not simply the result of a 'chemical imbalance', for example because you have too much or not enough of a particular brain chemical. It's complicated, and there are multiple causes of major depression. Factors such as genetic vulnerability, severe life stressors, substances you may take (some medications, drugs and alcohol) and medical conditions can affect the way your brain regulates your moods.

Most modern antidepressants have an effect on your brain's chemical transmitters (serotonin and noradrenaline), which relay messages between brain cells – this is thought to be how medications work for more severe depression. Psychological treatment can also help you to regulate your moods. Effective treatment can stimulate the growth of new nerve cells in circuits that regulate your mood, which is thought to play a critical part in recovering from the most severe episodes of depression.

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# DEPRESSION CHECKLIST

**FOR MORE THAN TWO WEEKS HAVE YOU OR SOMEONE YOU KNOW…**

- ❑ Had low energy?
- ❑ Lost interest in things you normally enjoy?
- ❑ Lost confidence in yourself?
- ❑ Felt hopeless?

**IF "YES" TO ANY OF THE ABOVE, HAVE YOU OR SOMEONE YOU KNOW ALSO….**

- ❑ Had difficulty concentrating?
- ❑ Lost weight (due to poor appetite)?
- ❑ Been waking early?
- ❑ Felt slowed up?
- ❑ Tended to feel worse in the mornings?

Regardless of what is causing the depression it is important to know it is not something people can just “snap out‟ of. They may need professional help to recover.

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# ANXIETY

We all feel anxious or worried occasionally. Sometimes people have difficulty controlling their worry - it becomes excessive, unrealistic, and interferes significantly with their day-to-day life.

## ANXIETY CHECKLIST

**IN THE LAST SIX MONTHS, HAVE YOU, OR SOMEONE YOU KNOW …**

- ❑ Felt keyed up or on edge?
- ❑ Been worrying a lot?

**IF "YES" TO THE TWO ABOVE, HAVE YOU, OR SOMEONE YOU KNOW …**

- ❑ Been sleeping poorly?
- ❑ Had headaches or neck aches?

**…OR HAD ANY OF THE FOLLOWING:**

- ❑ Trembling, tingling?
- ❑ Dizzy spells, sweating, or diarrhea?
- ❑ Been worried about your health?
- ❑ Had difficulty falling asleep?
- ❑ Been irritable?
- ❑ Had difficulty relaxing?

**IF YOU ANSWER "YES" TO TWO OR MORE QUESTIONS YOU COULD BE AT RISK. YOU SHOULD CONSIDER SEEING A GP OR PSYCHOLOGIST FOR FURTHER ASSESSMENT**

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# SUBSTANCE ABUSE

People suffering from depression and anxiety often have associated problems with excessive use of alcohol and drugs. You might like to unwind with a beer or glass or wine sometimes, but heavy or prolonged use of drugs or alcohol as a way of coping can lead to additional problems, including risks to workplace safety.



## ALCOHOL AND DRUG USE CHECKLIST

- ❑ Have you felt you ought to cut down on your drinking or drug use?
- ❑ Have people annoyed you by criticising your drinking or drug use?
- ❑ Have you felt bad or guilty about your drinking or drug use?
- ❑ Have you ever had a drink or used drugs first thing in the morning to steady your nerves, get rid of a hangover or get the day started?

**IF YOU ANSWER "YES" TO TWO OR MORE QUESTIONS YOU COULD BE AT RISK. YOU SHOULD CONSIDER SEEING A GP OR PSYCHOLOGIST FOR FURTHER ASSESSMENT**

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# ACKNOWLEDGEMENTS PERSONAL RESILIENCE

The Personal Resilience Module is based on the Business in Mind research project which is run by staff from the University of Tasmania, the Menzies Research Institute and Griffith University. The project is funded by the Australian Research Council, beyondblue and WorkCover Tasmania and is supported by the Tasmanian Chamber of Commerce and Industry.

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# NEED TO SPEAK TO SOMEONE FURTHER



**If you are anyone around you needs to seek additional support we have provided contact details below for a number of incredible organisations throughout Australia, New Zealand, United States and The United Kingdom.**

## Australia

| Organisation | Phone Number |
|---|---|
| Beyond Blue Support Service | 1300 22 4636 |
| Lifeline | 13 11 14 |
| SANE | 1800 187 263 |
| Suicide Call Back Service | 1300 659 467 |
| Men's Line Australia | 1300 78 99 78 |
| Alcohol Drugs Information Service | 1800 250 015 |
| National Debt Helpline | 1800 007 007 |

## New Zealand

| Organisation | Phone Number |
|---|---|
| Lifeline | 0800 543 354 |
| Healthline | 0800 611 116 |
| Samaritans | 0800 726 666 |
| Depression Helpline | 0800 111 757 |
| Alcohol & Drug Helpline | 0800 787 797 |

## United States

| Organisation | Phone Number |
|---|---|
| Mental Health America | 1-800-273-8255 |
| National Suicide Prevention Lifeline | 800-273-8255 |
| SAMHSA National Helpline | 800-662-4357 |
| National Alliance on Mental Illness | 1-800-950-6264 |
| Panic Disorder Information Hotline | 1-800-64-PANIC |

## United Kingdom

| Organisation | Phone Number |
|---|---|
| CALM | 0800 58 58 58 |
| Samaritans | 116 123 |
| SANE | 0300 304 7000 |
| Rethink Mental Illness | 0300 5000 927 |
| Mind | 0300 123 3393 |

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SafeWrite is the leading online management tool SME use to systemize their HSEQ obligations. SafeWrite has over 15 integrated registers with built in notifications, so you staff stay on top of what's due and when. SafeWrite is the HSEQ solution that frees business to focus on what they do best, while conveniently maintaining their compliance requirements.

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The Institute of Advisors is a body representing professional Business Advisors around the world, founded in 2009 with the aim of raising the standards in Business Advisory services.

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Client Review Meetings
Marketing your Practice
Crisis Management &
Contingency Planning

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The Personal Resilience module was developed based on the "Business in Mind" research project and the original version is run by staff from the University of Tasmania, the Menzies Research Institute and Griffith University. The project is funded by the Australian Research Council, Beyond Blue and WorkCover Tasmania and is supported by the Tasmanian Chamber of Commerce and Industry. The project team was as follows

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