

Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Issue 18

December 2000

Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Conflict Mediation
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Beat Stress before it BEATS you!

One simple definition of STRESS is "when our expectations do not match our current reality". After all, it seems the point of most, if not all, modern day advertising is to tell us that who we are and what we have is NOT adequate and that we should forever be in relentless pursuit of "THE next best thing". This disconnect - this mental and emotional discomfort - does eventually take its toll on our health and sometimes even our most cherished relationships. However, there are day to day tidbits that we can use to battle stress - and WIN!

IDENTIFY sources of stress and deal with them one at a time. Do not try to solve all problems at once. Work patiently through the list of things to do. Understand and accept that some things may be beyond your control and your responsibility.

PLAN leisure time. Pencil yourself in - better yet, use ink - on your daily or weekly planner. Remember that your needs are important. After all, you cannot pour out to others from an empty vessel.

BE REALISTIC about your ambitions and goals. While it is important to stretch beyond our current reach, setting impossible goals is a sure way to set ourselves up to fail. Small, successive successes are better than none at all.

Learn how to say NO. To others and even to yourself. There is a difference between what is truly important and what may be merely urgent. So what if your house isn't decorated like Martha Stewart's and if your yard doesn't look like the feature from Lawn and Garden.

Other Tips: Drink alcohol in moderation. Eat a balanced diet. Exercise regularly. Make duplicate keys. Avoid negative people. Don't be afraid to ask for help when you need it. Tickle a baby. Talk less and listen more. Forgive others and yourself. Praise others. Get enough sleep. Play. Listen to relaxing music or nature sounds. Learn a good, clean joke and share it often. Treat yourself like your own best friend.

In our next issue: **Baldrige Basics: Human Resource Focus**

