
MANAGING WELLBEING - DEALING WITH STRESS

Steve Watson, HUSTEF 2024



INTRODUCTION



I have worked in testing for over 30 years across a variety of industries



I am a Senior Quality Engineering Manager at easyJet



I am a conference speaker, occasional Testing Peers podcast guest, and blogger at stevedoc.wordpress.com



You can find me on LinkedIn www.linkedin.com/in/sjwatsonuk/



When I am not testing, I present a 3-hour Saturday radio show in the south of England



AGENDA

What triggers bad stress responses

How we respond to bad stress at work

How to recognise our own triggers

Stress can be good (yes, really!)

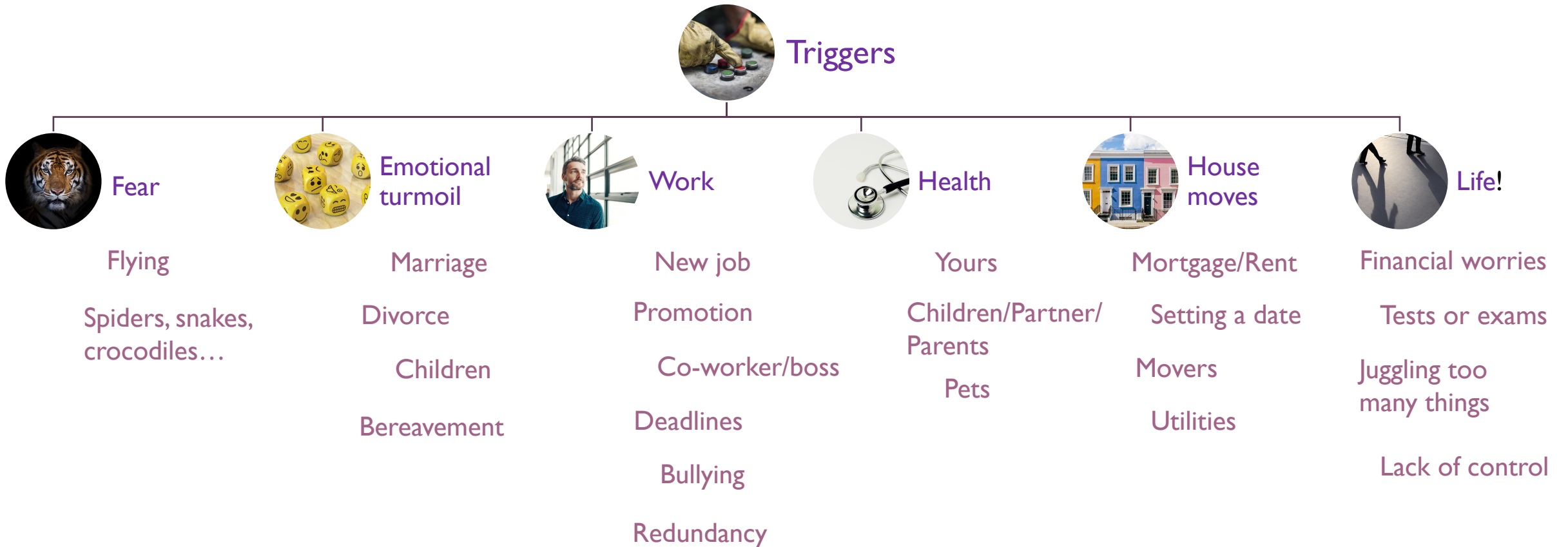
Practising self-care

Helping others

Resources



WHAT TRIGGERS BAD STRESS RESPONSES?



HOW WE RESPOND TO BAD STRESS AT WORK:



This affects the quality of our life, and thus our work



KNOW YOUR TRIGGERS

What pushes your button?

Each of us reacts differently to the same situation

We may not react the same way to the same situation at different times!

It depends on our mood, health, how busy we are etc

Knowing what triggers bad stress responses will help you prepare and deal with it better (more shortly)

SOME STRESS CAN BE GOOD

A certain amount of stress can help motivate you to achieve your goals

Our brains can work better under moderate stress – it is said that it can improve our cognitive function

It can also help build resilience

As you deal with different situations and overcome problems, you can deal with similar issues in the future



We can't avoid the things that cause
us stress

It's all about achieving the right
balance in how we react to them



PRACTICING SELF-CARE – ‘FACTS’

Fun

Do something fun for yourself – have a walk/run, read a book, have a pamper day, play your favourite songs loudly 😊

Apply

Apply deep breathing and Mindfulness techniques to calm your body and mind

Check-in

Take a temperature check – how are you feeling today?

Talk

If you are feeling stressed, speak to someone you trust for their perspective

Sleep

Give your brain enough rest each night where possible. Switch off screens early

PRACTICAL STEPS AT WORK – ‘*STERN*’

Start

Plan out what you want to achieve each day before starting work – include your ‘life admin’

Time

Set aside focus time for tasks, block your diary and set as Do Not Disturb.

Book meetings for 25 or 50 minutes to give natural breaks – team policy?

Exercise

Move around, take walking meetings, do chair exercises etc

Reject

Don’t accept every meeting invite out of habit – be selective.

Do multi members of your team need to attend?

Needs

Work on what really matters.

Do you need to worry or stress about that situation or issue?
How important is it?

HELPING OTHERS – ‘OCLAR’

Observe

Look for stressful behaviour indicators from your team members – are they withdrawn, snappy, anxious, tired

Check-in

Do a temperature check with your team.
If anyone is struggling, follow up with them 121

Listen

Listen, don't judge or offer solutions (unless asked), and reflect back to them what you have heard

Ask

What would they like as the outcome, and what can you do to help. Give them some control back of the situation

Reset

Encourage them to take a break away from the situation for as long as they need

**"Almost everything will
work again if you unplug
it for a few minutes,
including you."**

Anne Lamott ([@annelamott](https://twitter.com/annelamott))

TAKE-AWAYS

- ✓ Check-in with yourself each day
- ✓ Take short breaks to act as a 'reset' button
- ✓ Create a 25/50 minute meeting policy 😊
- ✓ Dont accept every meeting invite
- ✓ Take control of your day
- ✓ Exercise, eat healthily and sleep well
- ✓ Talk to others to share your stresses
- ✓ Listen to others to provide support



RESOURCES

Mind Mood Mastery - <https://drbarbaramariposa.com/the-mmm-programme/>

The 18 minute manager - <https://bregmanpartners.com/books/18-minutes/>

Benefits of stress - <https://www.healthline.com/health/benefits-of-stress-you-didnt-know-about>

Köszönöm!

Thank you!

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