Welcome, your facilitator will be:
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Using GoToWebinar (Live Participants Only)

- Control Panel
- Asking Questions
- Handouts
- Audio (phone preferred)
- Polling Questions

NAADAC Webinar Presenter

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Presented by PerCilla Zeno, CCHW, CPRS
THINGS TO KNOW

We promote alternative medicine within professional development and soft skills training provided to CPRS/CCHW and other agencies.

The information given in this webinar, as all of our trainings, are of general nature. As your presenter you can put your mind to rest, that medical advice will not be dispensed, nor any technique encouraged as a form of medical treatment without the advice of a physician.

No warranty is made with respect to the information contained within this webinar. As the presenter I specifically disclaim, that I am not a qualified mental health professional (QMHP).

Your Efforts: We humbly suggest your due diligence in the matter of your what fits best for you and your wellness.
LEARNING OBJECTIVE -

- Identify strategies for helping change to be accepted & implemented.
- Recognize the “entryway” to Stress Overload in the virtual workplace.
- Creating an action plan for work & home to help reduce and manage stress.

Referencing: The Triple “A” Approach: Alter – Avoid - Accept

Polling Question 1

Who all is in the room?

A. Prevention
B. Recovery support/Peer support
C. Treatment
D. Operations
E. Other
How DO WE Successfully Manage Change & Reduce Stress...

**WHILE IN THE VIRTUAL WORKPLACE?**

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**What is Change?**

Change is:

- **an essential** element of the world
- is Inevitable

So is CHANGE attitudinal?
Virtual Workplace Wellness: Successfully Managing Change & Reducing Stress

What is Change?

Polling Question 2

Responding to change, which of the Four sections have you connected to?

A. 1 of them
B. 2 of them
C. 3 of them
D. All 4
The look and response to change differs.

- Renewed
  - Independent
  - Creative
  - Vibrant

- Denial
  - Irritated
  - Hesitant
  - Uninformed

- Content
  - Useful
  - Comfortable
  - Confident

- Confused
  - Frustrated
  - Anxious
  - Alone

Taking on the right “mindset” can be a way for us to identify strategies. Accepting and implementing positive thoughts during the time we’re affected by this new transition will also be key.
What is Change?

Change is the situation:
Being paired with new technology, a retirement, or Working from home instead of the office.

People have difficulty with the transition.

Transition, on the other hand, is a three-phase process people go through as they come to terms with the new situation that change has brought.

Endings
- We let go of something stable, known, dependable

Neutral Zone
- We are fully in transition
- No orientation to the past or the future

Beginnings
- Plunge headlong into something unknown and unknowable: our own future.

Knowing the difference:

(EXAMPLE)

(The CHANGE)
My change to a Virtual Workplace required a new laptop, I am:

- Thrilled by possibilities of things I can do with it
- Excited by the size of its memory and the new programs
- Stimulated by the idea of working on things in way that I have never tried before

(Transition)
However, I’m also:

- Fearful and uncertain of how to use all the features, like the fact I can flip the screen down and make it work like a tablet
- Anxious and worried that I wouldn’t figure everything out before the next time I have my training session
Alter your mindset about the Transition

Alter my attitude

With Transition I MUST:

- Give up something to get something. I gave up the old familiar laptop. I will...
- Unlearn what I knew about the old familiar programs and adjust to things that are very different. But I will...
- Temporarily give up my cushion of comfort, and I will...
**Alter** our mindset about the transition. See the **Benefits & Outcome**

**Benefits:**
- New Mind: **Surrendering** your mind to its full and complete potential of all transitions **working in your favor.**
- New Mind: Things will work itself out, they always do.
- Other positives: Eliminating the commute time & Replacing commute time with preparation time and Saving money on Gas

**Outcome:**
- Ears to hear and Eyes to only see that which is good for you.
- Less fearfulness and a level peace to the here and now
- Less Anxious and worried
- Pass on the positive information to those connected to us & Life
- More apt to figure it out or Lay it down until we can

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**Something to know before there is something to do:**

AVOIDING Entryways to Stress Overload for providers - What are they?

**Isolation** causes our level of stress to increase tremendously and take our **anxiety** to an all time high, which affects our personal and work life.

Moving into a virtual workspace **forces us to look** at different avenues on **how to cope** or learn **new skills and how to address them.**

In order to manage the transition to change successfully we need to **recognize the symptoms** which contributes to our “Stress Overload”.
Probable Entryways to Stress for the Health Care Providers?

Connecting with colleagues:
- The isolation
- Overwhelmed

- Over eating.
- Frustration & Fear of relapse

- Breaking routines to meet work & family needs.

Polling Question 3

How many of these entryways can you identify with?

A. 1
B. 2
C. 3
D. 4 or more
OTHER POSSIBLE ENTRYWAYS TO STRESS OVERLOAD:

- Lack of Sleep
- Work Overload
- Pressure - To intense or - last to long
- Fear
- Crammed schedules
- Conflicts
- Isolation
- Anxiety
- The Unknown

AVOID the stress that comes with Transition:
Where do we begin and how to deal with it?

“Stress and anxiety are close companions that often trigger each other. Stress comes from a feeling that certain circumstances should not be happening.

Anxiety stems from the feeling that something should be happening, which is not. In both stress and anxiety, our inner experience is that we want to be somewhere other than where we are.”

As we grieve for what we are letting go of... it’s our birthright to transform our thinking to what serves us best and let go of what no longer serves us.

(Based on the book: The revolutionary trauma release process: Transcend your toughest times by David Berceli)
Creating a plan to reduce and manage stress

Why creating a plan is so important?

Because the plan is going be the catalyst to helping reduce our stress level by adding coping skills, that will not only increase our levels to a healthy mental state, but also help us physically.

It will likely relieve us from uneasiness and worry, but your plan can be utilized as a go-to when we are feeling overwhelmed.

As we understand that each plan will be different for each person, we all must do what works individually best for us.

Let’s talk about what can be added to our plan!

Coping skills:
Reacting to Transition

- **Journaling** - It’s ideal to write down your thoughts and innermost feelings about your day.
  
  In addition we want you to see this process to looking back and identifying what may be triggering your stress overload. This coping skill just may increase your mood and decrease your anxiety levels.

- **Exercise** – Take a mindful walk on your lunch break.
  – “What’s a Mindful Walk?”

- **Music** – Listening to music while working. Eastern music, Bach, Vivaldi or Hip Hop. The Choice is yours. Calm yourself even more by listening to music you know the lyrics to.
Polling Question 4

How much training have you received on Workplace Wellness?

A. None
B. Some
C. Tons
D. Need more

Coping skills:
Reacting to Transition

Stress Management: More of what to do

• Laughter – Create a “Folder of Laughs”, Eating your lunch and watching your favorite 30 min Funny TV show.

• Massage – At the beg., middle or end of your workday give yourself a hand or foot massage.

• Meditation / Replace worry with mindful-vacay

• Try to maintain as much of your routines and normalcy as possible.
Fortune staffers share best tips for working from home - https://www.youtube.com/watch?v=dgbwM88S1w8

ICE BREAKER
Coping skills –
Talk about it...

Effective communication is a key component to this process as well.

Doing Checking-Ins with your co-workers, therapist, or a good friend when you realize your stress levels have gone up will help.

Effectively communicating to our network can relieve some of the pressure by talking out our challenges and our workload.

This is the problem solving needed to reduce the stress.

Reciprocating that act of kindness via Facebook, video chat, and/or texting keeps you social and steers you away from becoming a “work from home hermit.”

It’s not uncommon to be a Health Care Provider in long-term recovery.

A part of prevention means encouraging ourselves to utilize the same resources & education we often provide to our clients.
As we continue to educate ourselves on wellness in the Virtual Workplace, it is always important to remember, to stay on top of our resources that are available to us with regards to self-care.

Keeping our resources at arms length and being mindful of our feelings are imperative when preventing relapse.

Self-care is our priority!

“Put Your Mask On First!”

Will there be challenges in the Virtual Workplace?

Chat It!
"The only Zen you find on the tops of mountains is the Zen you bring up there."  
- Robert M. Pirsig

**ACCEPT:**
And Do the Work

These coping skills and strategies:
- are likely to boost your morale
- are likely to help you to become gentler with yourself,
- will likely help you become more positive,
- stay connected on how you’re feeling
- are helping with giving you the support you need.

**ACCEPT:**
Transition to Change

Adapting and Overcoming the Fear

- Change your perspective
- Put the past behind you
- Have realistic expectations
- Mindfully adjust your attitude
- Get more information
- Be part of the change
Accept
Transition to Change

Adjusting Your Attitude

• Each stressful experience you have prepares you for one in the future
• The better you become at handling stressful experiences, the more resilient you become

ACCEPT:
Transition to Change

Resiliency in the Virtual Workplace -

• Proactive – Take care of you
• Flexibility – Everything may not happen the way you want it, but understand that it’s just a comma and not a period.
• Organized – Trello.com, Munday.com, etc.
A 2019 Harvard University study found that people who are given the freedom to “work from anywhere” were 4.4% more productive than those who have more rigid workplace requirements.

Navigating the work/life balance issues and figuring out how best to get your virtual job done in a healthier way:

• Don’t become a work from home hermit... But don’t be overly social

Establish boundaries

• You’ve set boundaries for friends and family, but you also need to set them for yourself: It’s incredibly easy to watch the workday stretch into your personal life when you work from home.

Fear the fridge: Beware what some call the “Freelance 15”.

• At the office, you fight boredom by walking over and talking with a coworker. At home, you’re often alone, so that bag of chips can be especially tempting. If your grabbing a snack... Grab something healthy.

Ref: https://fortune.com/2020/03/12/working-from-home-coronavirus-remote-work-telecommuting-wfh-covid-19/
Which level of stress are you holding?

On a scale of 1-10, rate your stress levels.

On a scale of 1-10, How would you rate your current stress levels?

On a scale of 1-10, What would feel like a healthy stress level?

On a scale of 1-10, How much of your energy is spent worrying?

Which level of stress are you holding?

Where did you land?

0-3 Rating: Low Stress Level – Doing good!

4-6 Rating: Borderline Stress Level – Take a step back!

7-10 Rating: High Stress Level – Seek Help!
The Triple “A” Approach

**ALTER**

**ACCEPT**

**AVOID**

Altering and attuning our attitude regarding the Transition

**ALTER**
The Triple “A” Approach

ALTER

Avoiding the Stress Overload” by Acknowledging what’s raising our stress levels and...

AVOID

The Triple “A” Approach

ALTER

...creating the plan that keeps us from walking through the Entryway

AVOID
The Triple “A” Approach

ALTER
Acceptance - The transition by using the coping skills and making the effort to think different to change our behavior.

AVOID

Accept

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The Triple “A” Approach

Alter -> Help Attune our attitude regarding the Transition

Avoid -> “Stress Overload” by Acknowledging what raising our stress levels & Create the plan that keeps us from walking through the Entryway.

Accept -> The transition by using the coping skills and making the effort to think different to change behavior.
Different perspectives on where stress comes from

Some say, “Work and the virtual workplace causes most of our stress.”

Others say, “The greatest stressors come from our personal lives.”

In reality, it depends on what’s happening and how we respond based on our attitude.

Coping skills —

ICE BREAKER

Breathwork / Body Scan - ACTIVITY

AFTER the activity
How do you feel?

Chat it!
In Summary
Now you can:

1. Alter
   - Reference the Triple “A” Approach. Alter our attitude once we identify strategies for accepting the change that will be implemented.

2. Avoid
   - Recognize the “Entryways” to stress overload, so you know what to do, and avoid doing it.

3. Accept
   - Accept the Transition to Change and creating the plan to help reduce and manage stress. That’s what helps create new behaviors.

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Virtual Workplace Wellness: Successfully Managing Change & Reducing Stress

UPCOMING WEBINARS

May 27th, 2020
The Americans with Disabilities Act: SUD and Eliminating Discriminatory Barriers to Treatment and Recovery
By: Oce Harrison, EdD and Charlotte Lanvers, JD

June 10th, 2020
Substance Use Disorder in the African American Community
By: Sherra Watkins, PhD, LCMHC-S, LCAS, CRC, CCS, BC-TMH

June 17th, 2020
Identifying Barriers and Resources When Working with Deaf and Hard of Hearing People with SUD
By: Deb Guthmann, EdD, NIC

June 17th, 2020

June 17th, 2020

July 8th, 2020
Counseling Emerging Adults with Substance Use Disorders
By: Fred Dyer PhD, CADC and Jessica A. Love Jordan-Banks, MHS, CADC

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UPCOMING WEBINARS

**COVID-19 Resources**

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**EMERGENCY RESPONSE WEBINARS:**

- **COVID-19: Telehealth for Opioid Addiction Interventions**
  By: Marlene M. Maheu, PhD
- **The Impact of Disaster on Recovery: The Perfect Storm**
  By: Timothy Legg, PhD, PsyD, PMHNP-BC, MAC
- **Psychological First Aid During COVID-19**
  By: Fredrick Dombrowski, PhD, LMHC, MAC, CASAC
- **Virtual Town Hall: Understanding the Impact of COVID-19 on the Addiction Profession**
  By: Thomas P. Britton, DrPH, LPC, LCAS, ACS, Lisa Dinhofer, MA, CT, and Andrew Kolodny, MD
- **Telehealth During COVID-19 and Beyond: Integrative Treatment for Co-Occurring Disorders**
  By: Fredrick Dombrowski, PhD, LMHC, MAC, CASAC
- **Virtual Workplace Wellness: Successfully Managing Change and Reducing Stress**
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www.naadac.org/annualconference

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Thank you for joining!

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