



The Customer Communicator Web Extra



Try these suggestions for dealing with stress

Stress is a constant for those who work in customer service — and so is the effort to find ways to combat tension and reduce burnout.

Over the years we've collected a number of techniques that *The Customer Communicator* readers have suggested for dealing with stress in the workplace. Some are a little on the philosophical side, but keep in mind that different strategies work for different people.

Ask your teammates to add to the list by suggesting their own stress-relief strategies.

- Strike up a friendship with coworkers who are positive and encouraging — and look for their support when things get to stressful.
- Learn relaxation or meditation techniques — like deep breathing or focusing on a peaceful image.
- Start getting some physical exercise that is convenient and enjoyable — and get a friend to join you.
- Don't let any one thing — whether a work or home issue — dominate your attention. Try to create a good life-work balance.
- View new things that you are asked to take on as challenges rather than obstacles.
- Get on a sensible diet and get plenty of sleep at night.
- Respect the opinions of others, but if you feel people are interfering too much, let them know and ask them to back off.
- Find a time and place each day where you can spend some time by yourself for a few moments of meditation or self-reflection.
- Instead of avoiding problems, act to resolve them.
- Open yourself up to new experiences — try new food, go someplace you haven't been before. And at work, volunteer for new projects and responsibilities.
- Laugh a little every day. Share a funny story, cartoon or service blooper with coworkers so you can all blow off some steam together.
- Finally, try to surround yourself with positive energy and keep a positive attitude.

