

Managing Stress and Building Resilience

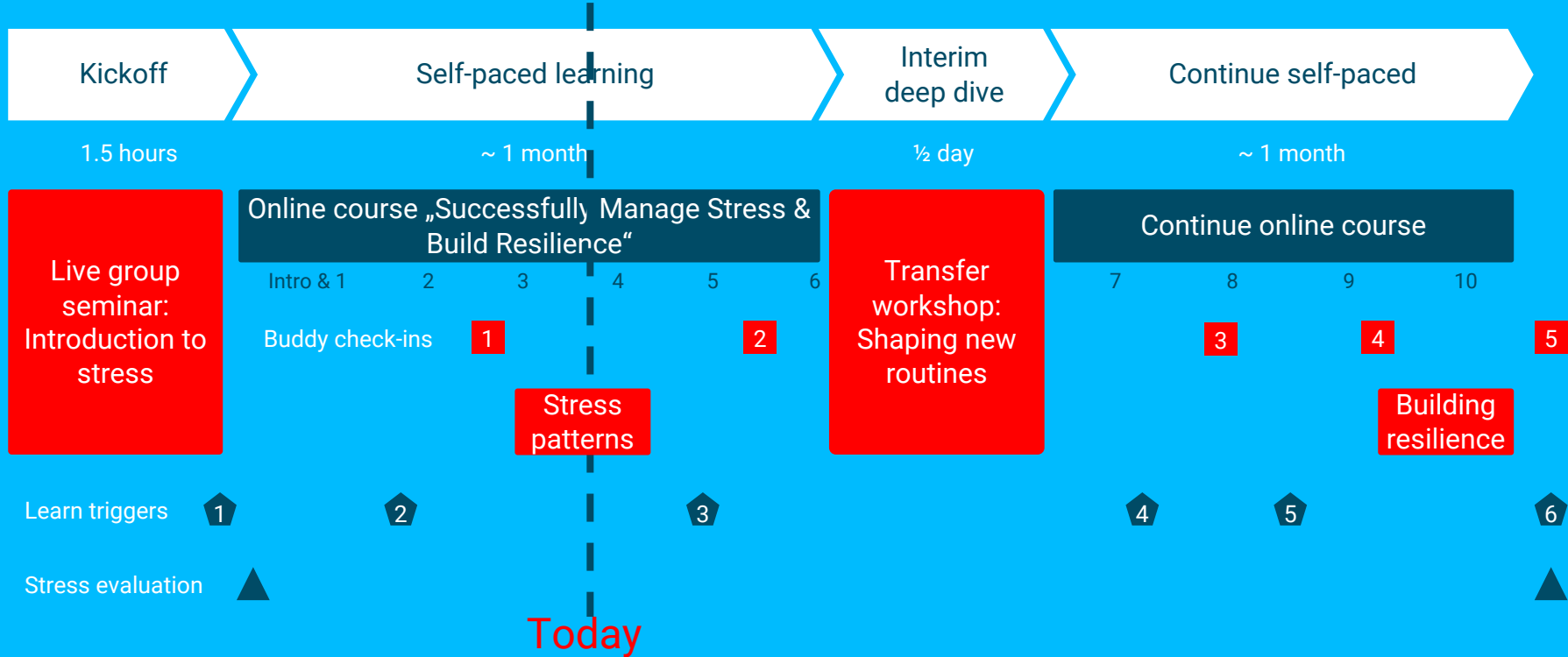


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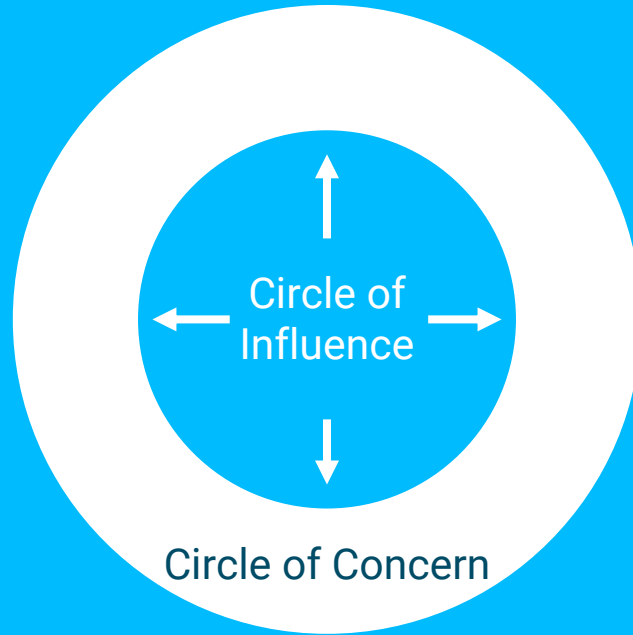
Stress Patterns and Countermeasures

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Recap, this is where we are in the training: Building resilience with a mix of theory and practice, combining live and self-paced learning



Recap: Circle of Concern and Circle of Influence



Two principles

1. Focus on what you can control (Circle of Influence)
2. Accept what you cannot

How did your buddy "check-in" go?

Buddy exercise: Patterns and countermeasures

Practical tips and next steps

Your „buddy“ is a partner along your journey of learning how to better manage stress and build resilience

The “buddy” process

Think of it as your gym partner

- Change is hard, but get's **easier with a buddy**
- You'll receive emails with specific **buddy tasks**
- **Meet** with your buddy at least every 2 weeks to share thoughts

Buddy matching



How did your first buddy check-in go?

Whole group

10 MINS

Assess your stressors via a stress diary

Keep track of all your stressful situations and note down your corresponding feelings, thoughts, and reactions.

Date	Stressor	Stress level	What did I feel?	What did I think?	What did I do?

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Collecting your stressors
over 1-2 weeks



Meeting with your buddy to
discuss and look for patterns

- 1 What was easy, what wasn't?
- 2 Did you find patterns or notice anything?
- 3 Did you learn something new?

How did your buddy "check-in" go?

Buddy exercise: Patterns and countermeasures

Practical tips and next steps

Deep-Dive into first response



Stimulus
or
'stressor'

1

Alarm

- Body gets triggered into alert mode
- Fight-flight-freeze (HPA axis fires)

2

Appraisal
& coping

- Cognitive appraisal and re-evaluation
- Coping strategies using experience, motives, attitudes

3

Recovery

- Body & mind calm down again
- Cortisol gets down-regulated
- Learn (successful) coping strategy

Instructions for break-out: Stress patterns and counter measures

Buddy pairs

20 MINS

Goal

- Realize when and why you moved into an "alarm mode"
- Re-evaluate your options to react (ex post)

Approach

- Go through an individual stress situation in "slow motion"
- Accept what you cannot control
- Jointly look for new coping strategies

Task

- 1 When was the exact moment and why did an "alarm" trigger?
(Hint: What would increase and decrease your stress response?)
- 2 What can you really control in this situation?
(Hint: What part of the trigger / your response / your behavior can you control?)
- 3 What would you do differently now?
(Hint: Knowing what you know now, what would you focus on? Which alternatives exist?)

How did your buddy "check-in" go?

Buddy exercise: Patterns and countermeasures

Practical tips and next steps

Meeting mania?



- Cut meeting time 50%
- 5 mins shorter
- Update emails vs. “check-ins”
- Outcome vs. process updates
- Reduce speaking time

What are your productivity hacks?

#stresshacks

1

Pen & paper
bedside

2

Sleep routine



3

Avoid bright and blue
light screens at night



4



Accept a "bad night" and
make the most of it

Trouble falling asleep

#stresshacks

Managing yourself (and time) is whatever works for YOU!

There are too many concepts and tools out there – but it's worth figuring out what tools & tricks work best for you

A few 'work-life hacks' that work for me

80:20 vs. perfectionism

- Mind the Pareto curve
- Go for 80% "good enough" as default
- Wisely choose, where you need to be more diligent (Hint: Customer Experience is one)



Answer first vs. last

- Hypothesis-driven approach
- Decisions under uncertainty
- Looking for early indicators before evidence



Important vs. urgent

- Some things will not get done, accept it
- Never forget the important in light of the urgent



Doing vs. planning

- Tasks lists are great, but don't overengineer the plan
- Getting stuff done (emails, time blockers, breaks ...)
- OKRs!



Summary of next steps

- Schedule a buddy meeting within 2 weeks
- Continue online course at least until chapter 'How we evaluate and manage stress'
- Transfer workshop
- Continue your stress diary