

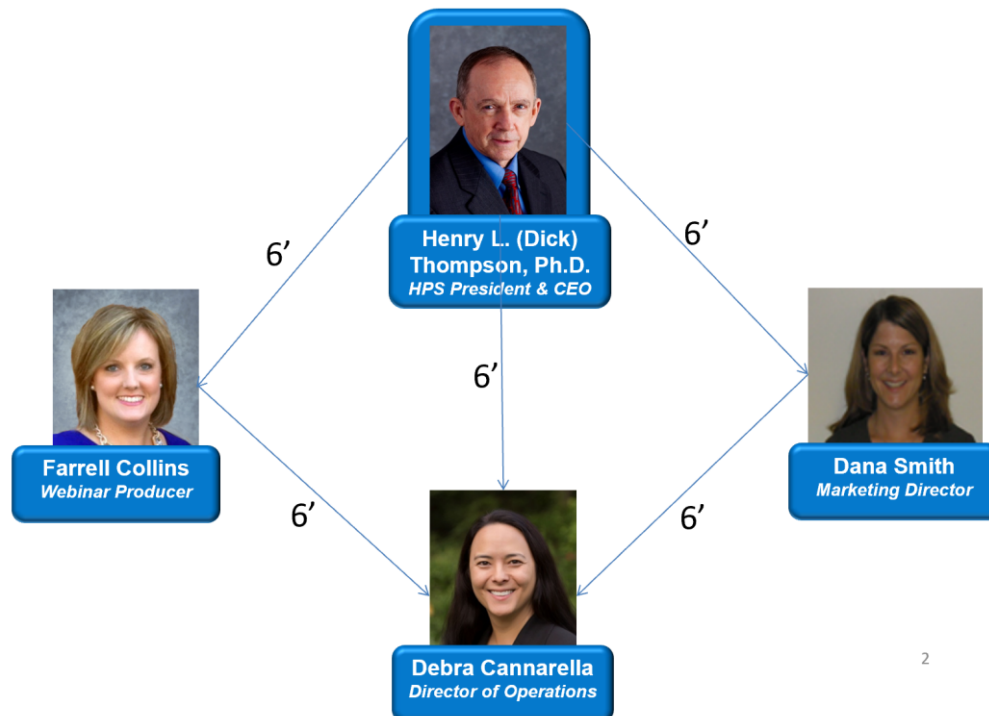
The Stress Effect: COVID-19 & Communication
Handout
21 MAY 2020



The Stress Effect

Communicating Effectively During COVID-19 Stress

Welcome



2

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The Stress Effect



The Stress Effect

Communicating Effectively

Today's Format: 1

- ❖ Introduction
- ❖ COVID-19 Stress
- ❖ Communication
- ❖ Techniques
- ❖ Q & A
- ❖ Wrap-Up
- ❖ Follow-up Email

When stress goes up,
**IQ, Emotional
Intelligence and
decision making
effectiveness GO
DOWN!**

– Henry L. Thompson, PhD., 2010

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When Stress Happens

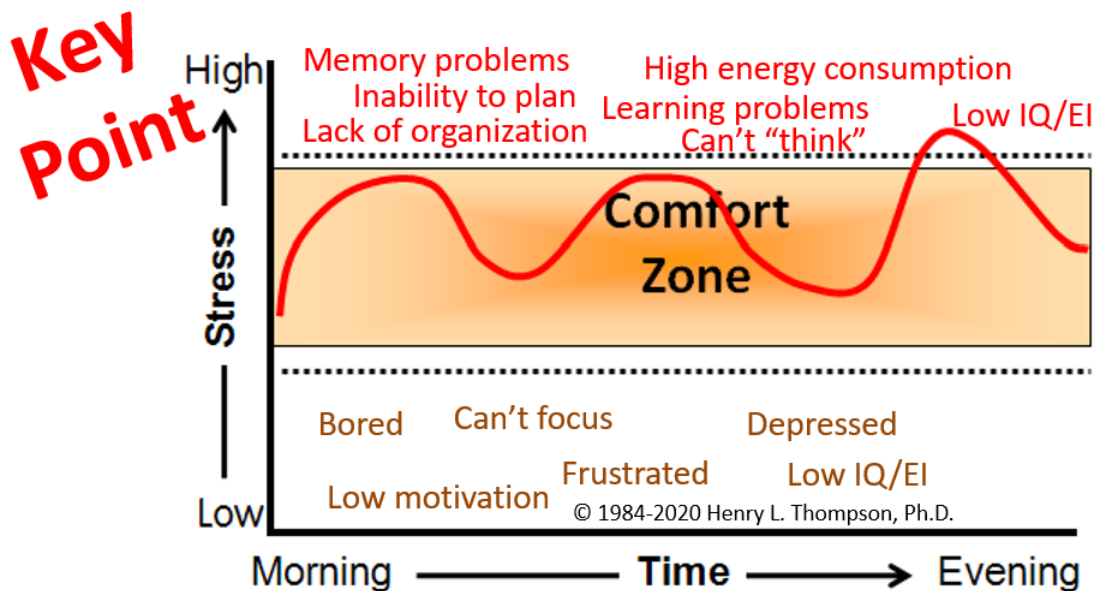
A Cascade of Hormones is Released

- ★ Increased adrenaline
- ★ Increased heart rate
- ★ Increased blood pressure
- ★ Increased blood sugar
- ★ Capillary restriction (skin)
- ★ Internal blood “pooling”
- ★ GI motility
- ★ Pupil dilation
- ★ Sweating
- ★ Nervousness
- ★ Dry mouth
- ★ Decrease in digestion
- ★ Others ...

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Prefrontal Cortex Dysfunctions		
Distractibility	Chronic lateness	Memory problems
Lack of perseverance	Poor organization	Social anxiety
Low impulse control	Procrastination	Misperceptions
Hyperactivity	Poor judgment	Learning problems

Stress is Dynamic



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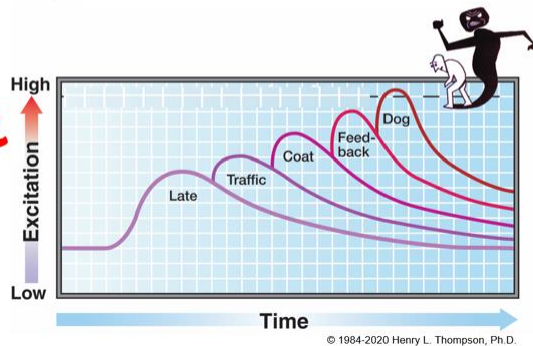


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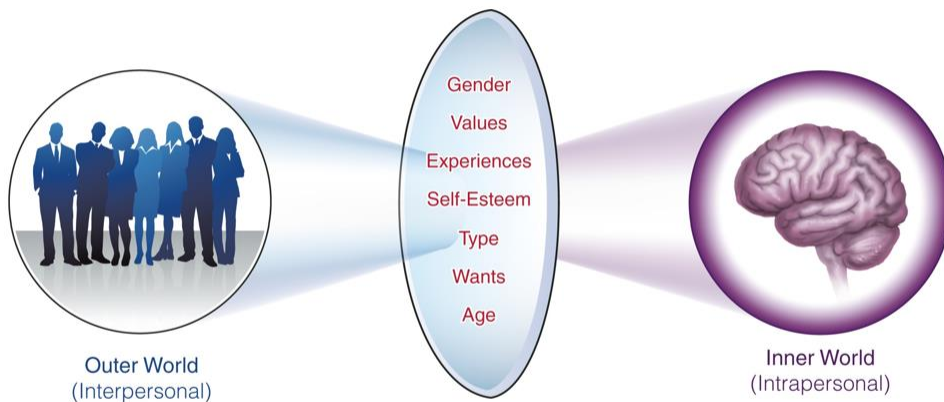
The current event releases all the energy from previous stressors.

A tiny trigger can release a powerful response.

**Key
Point**



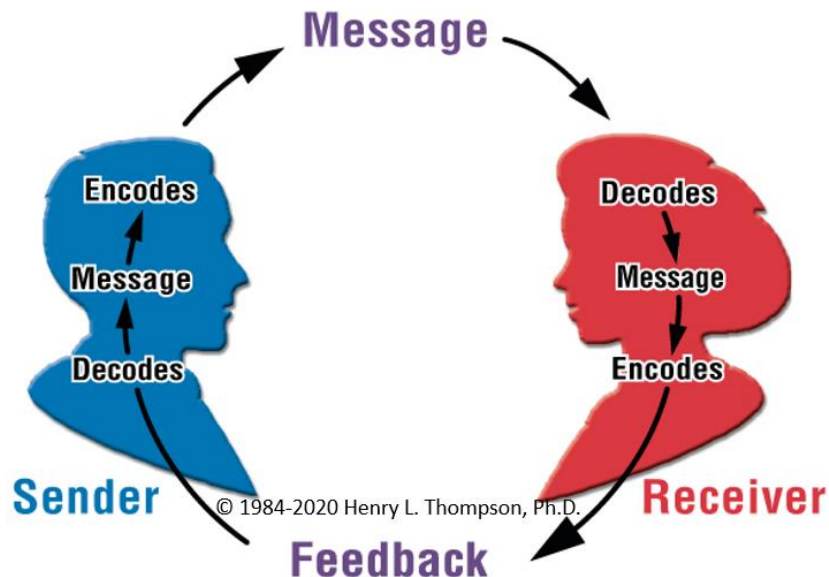
Personal Paradigm Lens



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Personal Paradigm Lens

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Communication Model



The Stress Effect

Communicating Effectively

- ❖ Stop. Breathe. Think. Act.
- ❖ Count
- ❖ Let go of emotion
- ❖ Listen
- ❖ Minimize caffeine
- ❖ Stay calm



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The Stress Effect

Communicating Effectively

The Stress Effect Webinar Series

Sleep

PTSD Site

Interaction

COVID-19 Site

ARSENAL

Power Naps

Sleep Apps

Balance

Summary Sheet

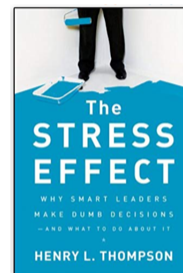
Emotional Intelligence

Self-Development Programs

Jocko Podcast #204, #205, #206

Call us: 706-769-5836

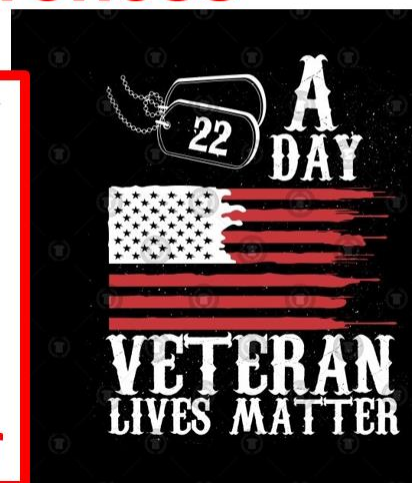
Email Debra@hpsys.com



The Stress Effect and Suicide Awareness



Veterans are dying
by suicide at the
average rate of:
22 per Day
154 per Week
660 per Month
8,030 per Year



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The Stress Effect

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