

*Neely*

Everyone deserves a little couch-time.



# Communication Strategies To Reduce Stress

Douglas E. Noll, JD, MA

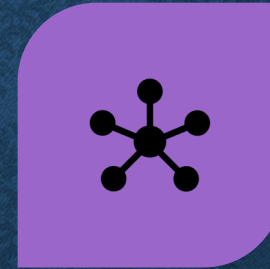
# OVERVIEW



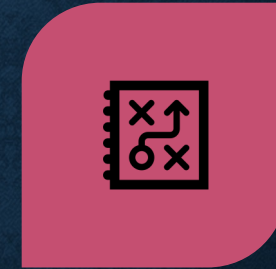
IMPORTANCE OF  
COMMUNICATION



STRESS IN DAILY LIVES



CONNECTION  
BETWEEN STRESS AND  
COMMUNICATION



STRATEGIES  
OVERVIEW.

# WHAT IS STRESS?

- Definition
- Causes
- Effects on Physical and Mental Health





## IMPORTANCE OF EFFECTIVE COMMUNICATION

- Building Relationships
- Reducing Misunderstandings
- Enhancing Collaboration
- Emotional Regulation



Building Relationships



Reducing Misunderstandings



Enhancing Collaboration



Emotional Regulation

# IMPORTANCE OF EFFECTIVE COMMUNICATION

# EFFECTIVE COMMUNICATION STARTS WITH LISTENING



Type 1 Listening



Type 2 Listening

# AFFECT LABELING

- Definition
- Importance
- How It Helps in Stress Reduction

## BASICS OF AFFECT LABELING

- Ignore the Words
- Read the Emotions
- Reflect the Emotions With A “You” Statement



# HOW AFFECT LABELING WORKS



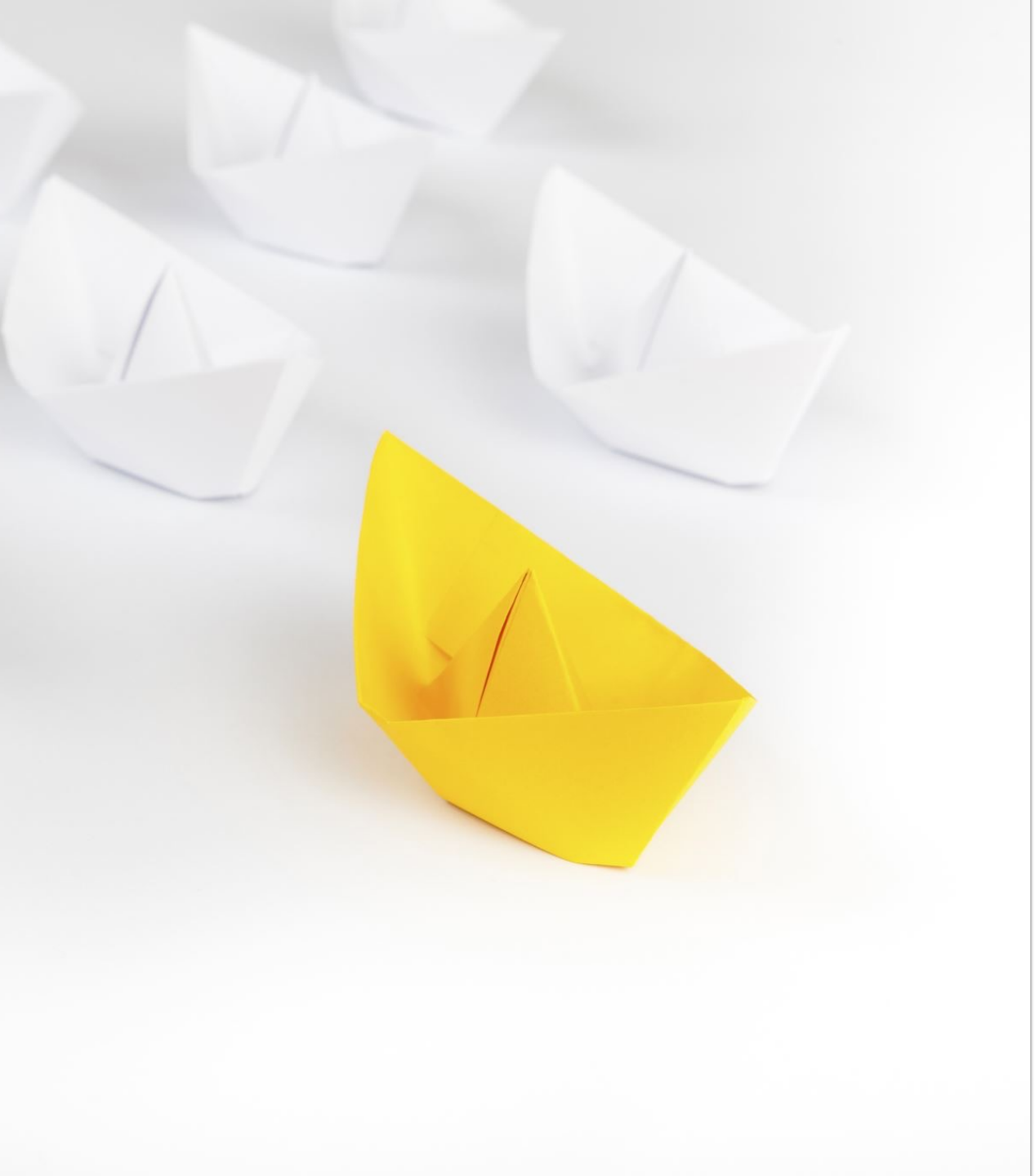
Recognizing  
Emotions



Naming Emotions



How it Calms the  
Brain



## OTHER EMPIRICALLY VALIDATED COMMUNICATION STRATEGIES

- Role of Body Language
- Benefits of Consistency Between Verbal & Non-verbal Communication
- Reducing Stress by Sending Clear Signals



# REFLECTIVE LISTENING

- Type 2 Listening
- Mirroring
- Paraphrasing
- Core Messaging
- Affect Labeling



# ASSERTIVE COMMUNICATION

- Definition
- Benefits
- How It Reduces Stress



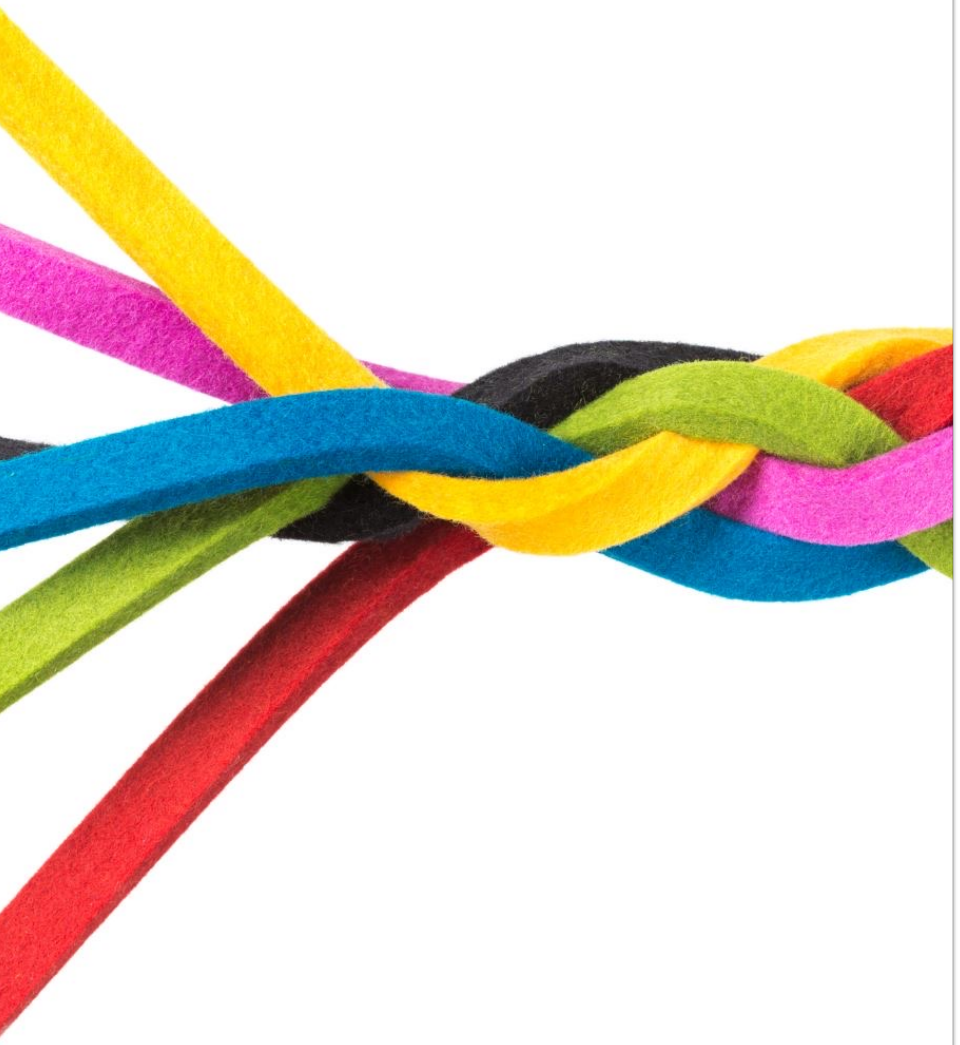
## **AVOIDING NEGATIVE COMMUNICATION PATTERNS**

- Blaming
- Stonewalling
- Contempt
- Defensiveness



# FEEDBACK TECHNIQUES

- Feedback
- Coaching For Incremental Improvement
- Receiving Feedback
- Benefits In Stress Management



# MANAGING PERSONAL EMOTIONS

- Importance
- Deep Breathing and Grounding
- Self-Affect Labeling



## COGNITIVE REFRAMING

- Definition
- Examples
- Role in Reducing Stress





# SETTING BOUNDARIES

- Importance
- Examples
- Role in Reducing Stress

# PRACTICING GRATITUDE

- Importance
- Examples
- Role in Reducing Stress



## SEEK CLARIFICATION

- Importance
- Examples
- Role in Reducing Stress

# EMOTIONAL AND PSYCHOLOGICAL SAFETY

- Importance
- Examples
- Role in Reducing Stress



# GROUP DYNAMICS

- Group Stressors
- Gossip
- Toxic Triangles
- Power Dynamics
- Coalitions
- Cliques



## STEPS TO INTEGRATE THESE STRATEGIES

- Daily Practices
- Seeking Training
- Continual Reflection and Learning



# CONCLUSION AND Q&A

- Recap
- The Way Forward
- Questions

Employee Support Program  
MEMBER WEBSITE



FEATURES INCLUDE

- Comprehensive library of topics including relationships, communication, emotional resilience, wellness, career, consumer tips, and more.
- Direct access to experts through instant messaging.
- Seven Content Divisions: Parenting, Aging, **Balancing**, Thriving, Working, Living, International

Connect to resources and experts online

Resources and support are right at your fingertips with your employee support program's website. The site offers options to instant message with or email our experts or browse a robust library of articles and resources to support your wellbeing at every stage of life.

TOLL-FREE: 866-212-6096  
WEBSITE: <https://neelyeap.helpwhereyouare.com>  
COMPANY CODE: Enter Company Code



# EAP Benefit Spotlight

