Managing Stress and Conflict:
Tools for the Workplace

Elisa Enriquez
Ombuds Office
5-2837
The relationship between stress and conflict
Stress Shrinks Brain Networks

Reflect

How do you manage stress?
Managing stress is multifaceted

- Exercise/physical activity
- Life balance and organizational skills
- Communication and Conflict Management Skills
- Humor, positive reframing and having a gratitude attitude
- Mindfulness and meditation
- Hobbies, vacation and relaxation

Stress Management
Practice mindfulness during conflict

Step 1: Stay present.

Step 2: Let go of the story.

Step 3: Focus on the body.

Step 4: Finally, breathe.

Mindful conflict exercise

Think about a recent conflict with someone at work. What physical and emotional responses did you experience?

https://www.youtube.com/watch?v=F-aFD2Cn0bA
Meditation to Calm the Conflict Response

May I be safe,
may I be happy,
may I be healthy,
may I be free from suffering.

You have hopes and dreams, just like me.
You have anxieties and fears, just like me.
You have known suffering, just like me.
You wish to be happy, just like me.

May you be safe,
may you be happy,
may you be healthy,
may you be free from suffering.
LANL Resources

Employee Assistance Program 667-7339

Ombuds Office 665-2837
http://int.lanl.gov/org/dir/hr/ombuds/index.shtml?source=toolkit

Mental Health and Wellbeing Program
http://int.lanl.gov/employees/health-wellness/mental-health-fitness/index.shtml

Wellness Program
http://int.lanl.gov/employees/healthwellness/wellness/index.shtml
Related Ombuds Courses

Crucial Conversations
The Power of a Positive No
How to Raise Your EQ
The Happiness Advantage
Nonreactive Conflict Communication

Other Resources

The Greater Good https://greatergood.berkeley.edu/article/item/three_benefits_to_mindfulness_at_work

