



# 8 STRESS MANAGEMENT TIPS

Stress Tips: Manage Your Stress as a Claims Professional and First Responder



## CLAIM STRESS

The stress encountered by claims and recovery staff while working with distressed individuals in difficult environments can be overwhelming.

Policyholders, neighbors, and family members may feel this stress too.

These tips are designed with you and them in mind.

### Listen to Your Body

Don't push, when you are tired take an intermission. Eat a balanced diet. Give yourself permission to say no when you feel overwhelmed.

### Have the Strength To Let Go

Holding on to negative experiences blocks your ability to move forward and creates anxiety, frustration and anger.

### Avoid Rigid, Narrow Thinking

Having a plan is important but plans have a way of being disrupted. Allow for possibility. Embrace the opportunity to select an alternative way.

### Exercise

Exercising will help you off load the very real stress that life produces. Go for a walk, ride your bike. Do something physical.

### Maintain a Life Beyond the Job

Give yourself permission to step away and do the things you enjoy.

### Stop Biting The Hooks

Identify the things that bother you. View these things as "hooks" and remember you control whether to bite or not.

### Take the Time To Laugh

Claims work exists in a negative environment and it's easy to become the job, taking on the negative. Find the humor in life and laugh at yourself.

### Set Expectations Based in Reality

If the goal or expectation does not match the real-life picture, frustration, conflict and pressure occur. Be reasonable in what you hope to achieve.