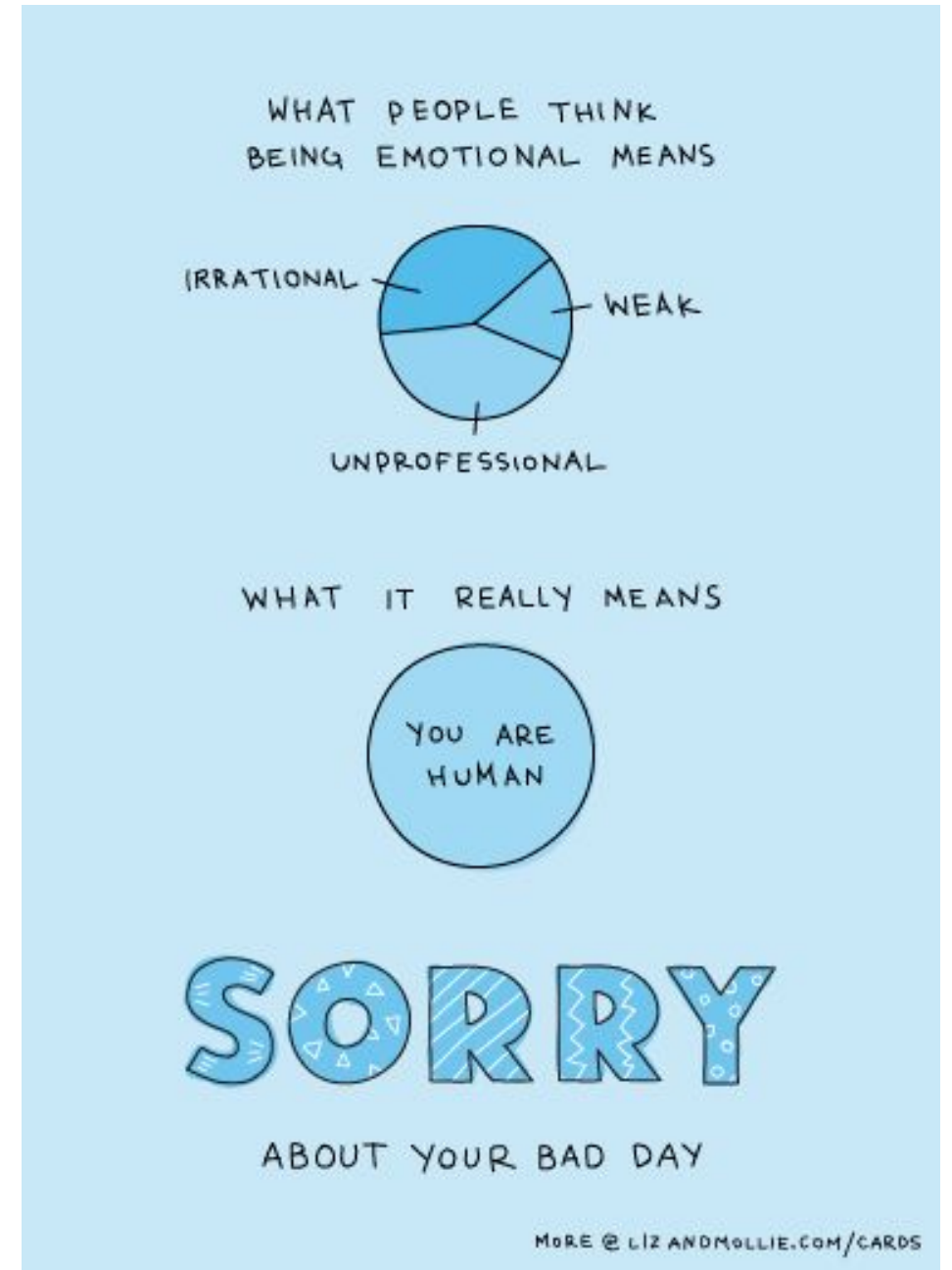




Emotional Labor and Stress Management

Jackie Moreno

Dealing with difficult
customers
vs.
Tools for managing our
response



Emotional labor is
inherent work in our jobs.

Disconnect between what you
feel and what you display:
surface acting vs. deep acting.

Who benefits?

Not only front-line
staff, but
behind-the-scenes

THANKS

FOR MAKING WORK BEARABLE

REASONS TO EXPRESS GRATITUDE:



DESK CHAIR IS THE
PERFECT HEIGHT



2 WEEK-OLD MANICURE
STILL LOOKS GREAT



A/V WORKS ON
THE FIRST TRY



OUR
FRIENDSHIP

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Strategies

- Focus on what you can **control**.
- Identify and **chunk** problems into manageable pieces.
- How does **supporting each other** look different in our current circumstance?
- Connect to your **larger purpose**: Why are you in this job? What do you enjoy about it?
- **"Want to" thinking**: things about your job you "want to do" vs. "have to do."
- Know your **triggers** and prepare talking points for them.

Personal Tactic Worksheet!

BROAD STRATEGY

YOUR PERSONAL TACTIC TO PUT INTO ACTION

A mantra or affirmation

How can staff support each other when they see stress or struggle?

Focus on the positive and your purpose. What do you like most about your job?

What is a fun “want to” task you can briefly focus on to recover?

What calming activity can you look forward to on your break or after your shift?

What verbiage can you prepare for a common scenario you know you find stressful?

Scenario:
What you’ll say:

What changes can be made to your working environment (immediate or long-term) to help alleviate stress?

When feeling stressed, what action can you take in the moment?

Be the duck.
Not the
sponge.



Resources

- Contact your organizations' Employee Assistance Program (EAP) or Human Resources Department
- [Managing Emotional Labor Video](#)
- [PLA Webinar: Public Libraries Respond to COVID-19: Managing Stress and Anxiety](#)
- [Personal Toolbox Worksheet](#)
- [Articles:](#)
 - [15 Self-Care Strategies for Work-Life Balance](#)
 - [Managing the Hidden Stress of Emotional Labor](#)
 - [Emotional Labor: Team Management Training from Mindtools](#)