



Managing Anxiety

During periods of chaos and change

TotalHealth 3Q Webinar

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Caterpillar: Confidential Green

Be Safe

Every Employee ... Safely Home ... Every Day

be present

SEEK + SHARE + LISTEN + CHAMPION

Win the Right Way

VALUES + ETHICS + COMPLIANCE

– Our reputation is built not only on what we achieve, but how we achieve it

Be Cyber Safe

Cybersecurity is a shared responsibility



Introduction

- Peoria, IL, USA
- Masters and Doctorate in Clinical Psychology. Senior Professional in Human Resources (SPHR).
- Caterpillar since 2002
- Areas of work: EAP, Wellness, Occupational Health, absence management, mobility and relocation support, workplace violence prevention, HR/performance management
- Current: Global Manager of EAP and Employee Health Programs

Agenda

1. What is anxiety?
2. Early warning signs
3. Taking control
4. Resources for support
5. **1 - 2 things you can start/stop/continue doing to better manage anxiety**





Make mental health & well-being for all a global priority.

October 10, 2022



September 8, 2022



What is Anxiety?



Anxiety

/aNG'zīədē/

noun

An umbrella term for feelings of tension, worried thoughts and physical changes often related to an event or something with an uncertain outcome.

Anxiety disorders involve recurring intrusive thoughts, avoidance behaviors, and more severe physical symptoms.

Anxiety can be normal in stressful situations. It becomes problematic when these feelings happen too often, go on too long or are severe enough to interfere with daily life.

Evolution of Anxiety



Cold



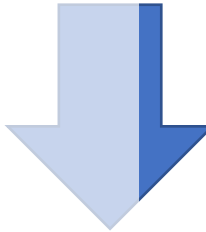
Hunger



Other people

1. Better safe than sorry.

Our brain would rather set off “false alarms” than miss one real danger. We are prone to suddenly feeling afraid when there is no danger.



2. Reality vs. imagination.

Our brain isn't very good at telling the difference between real threats in the world vs. imagined threats.



Freezing, hiding, or 'playing dead'



Running away

3. Impulsivity.

We are growing “emotionally hyperactive.” We feel first and think second. Thoughts are often irrational.

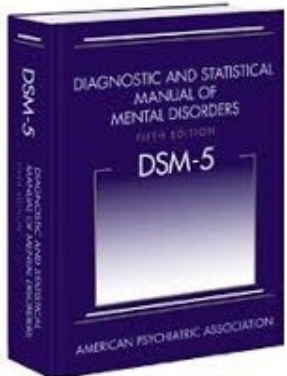


Fighting or acting aggressively

Anxiety Disorders

When our evolutionary wiring no longer fits in the modern world.

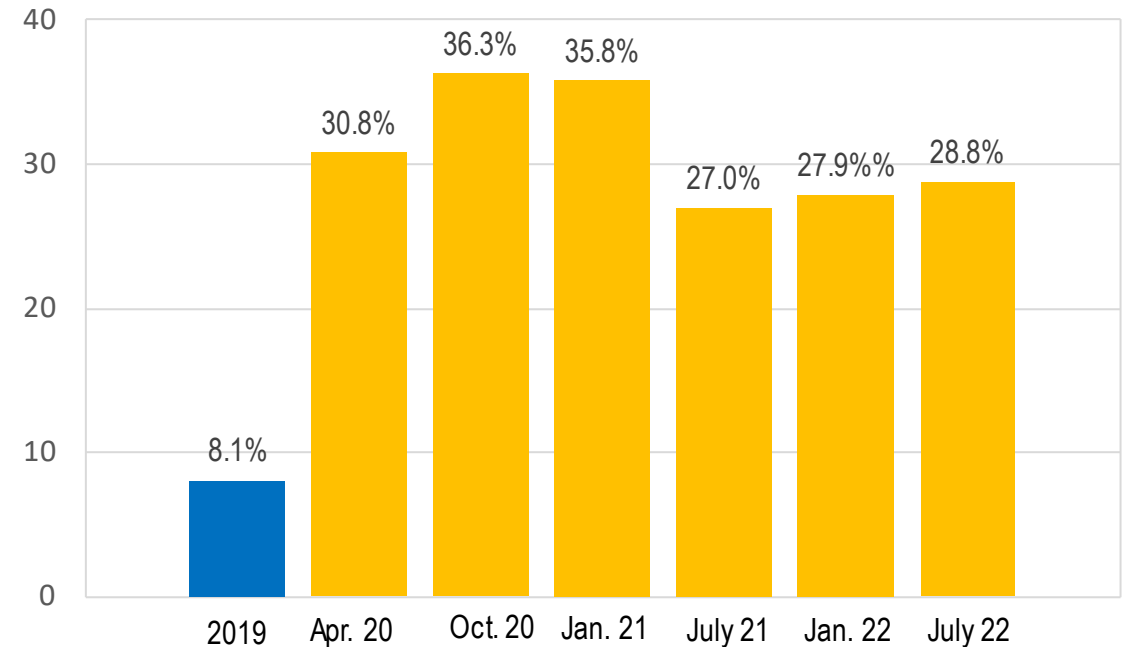
- Separation Anxiety
- Selective Mutism
- Specific Phobia
- Social Anxiety Disorder (Social Phobia)
- Panic Disorder
- Agoraphobia
- Generalized Anxiety Disorder (GAD)
- Substance/Medical Induced Anxiety Disorder
- Others where anxiety is a prominent feature —
OCD, PTSD, Health Anxiety, Avoidant PD

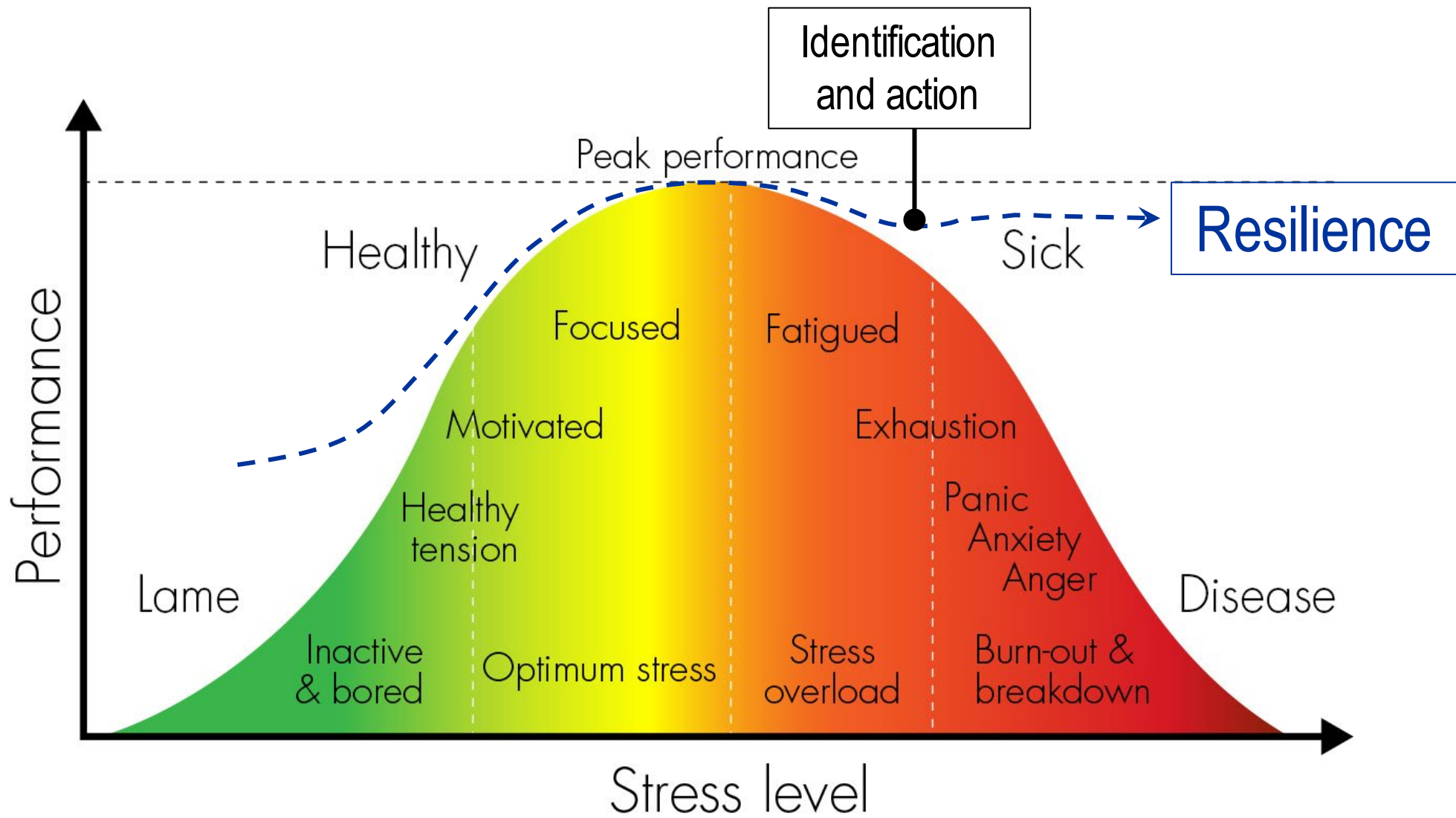


Primary treatments include psychotherapy (counseling) and medication.

- Pre-pandemic
 - U.S. 8.1%
 - Global 7.3%
- Post-pandemic
 - U.S. increase 255%
 - Global increase 25.6%
- Changes correlated with infection rate and mobility (or lack of)

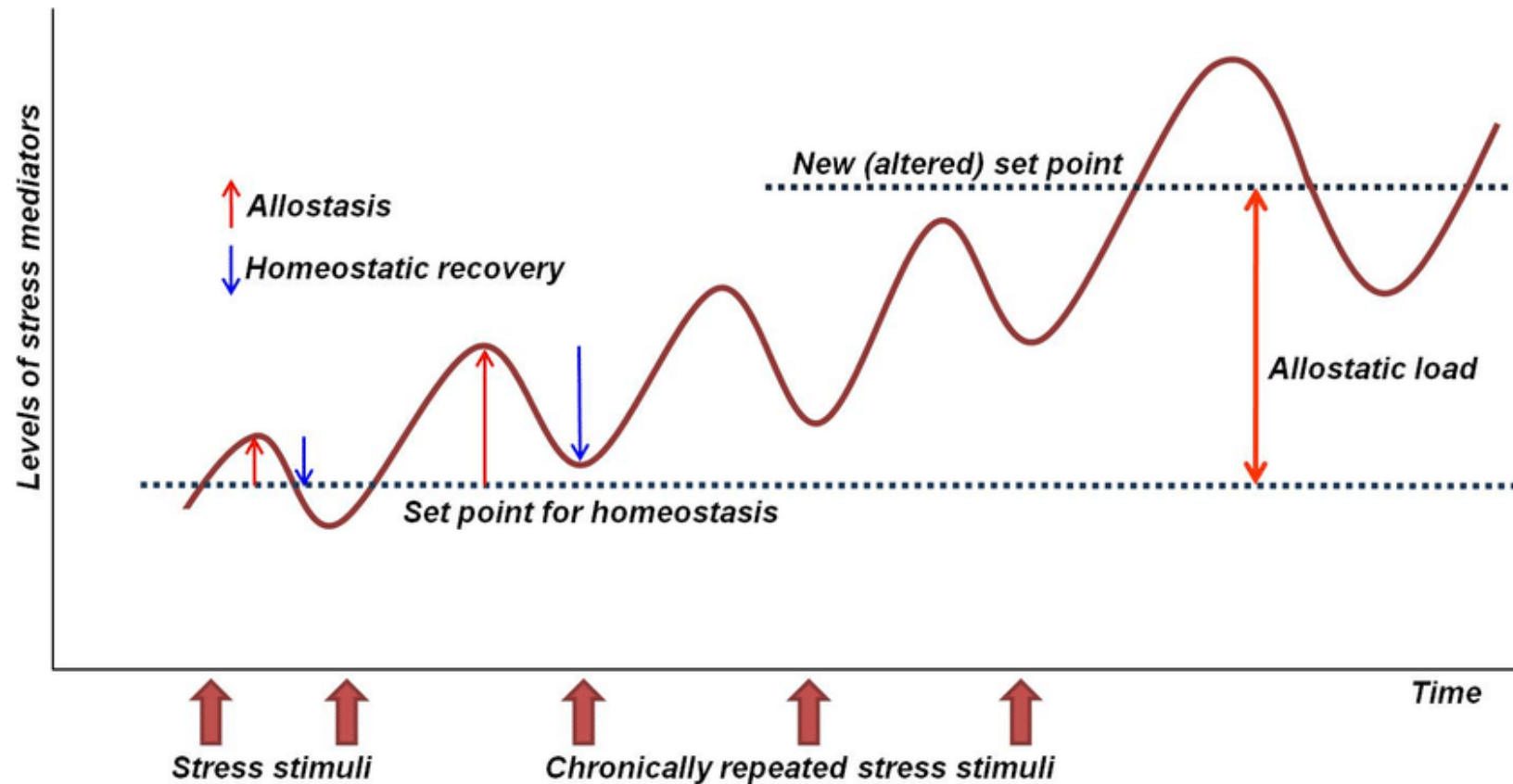
CDC Household Pulse Survey: Presence of Anxiety Disorder



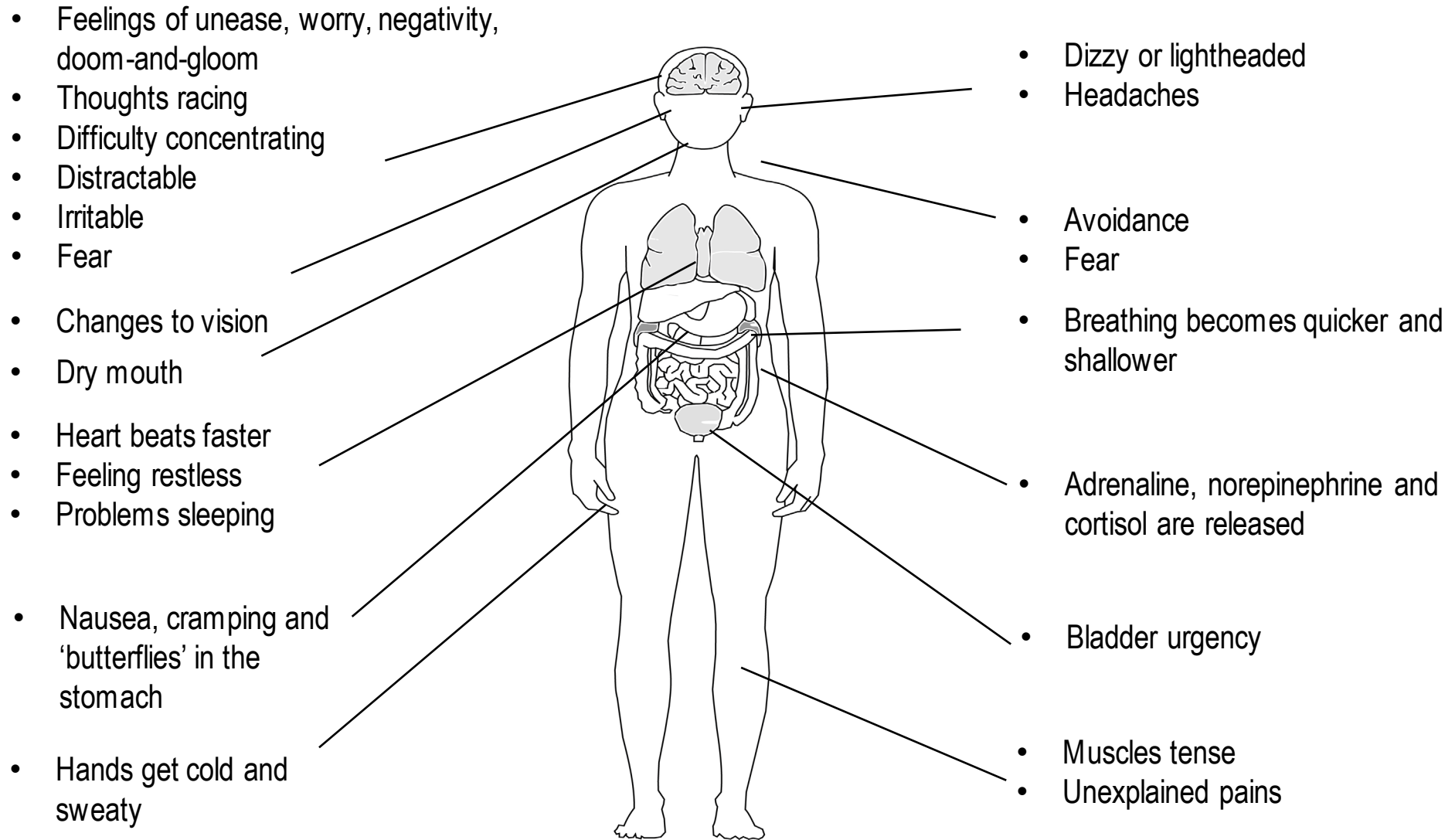


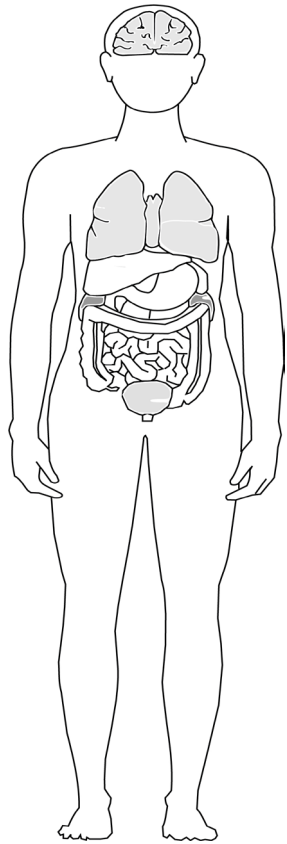
Yerkes Dodson Law (1908)

During chaotic times, we often experience repeated, unpredictable stressful events that we can't control, resulting in an "Allostatic Load." This leads to burnout and health problems.



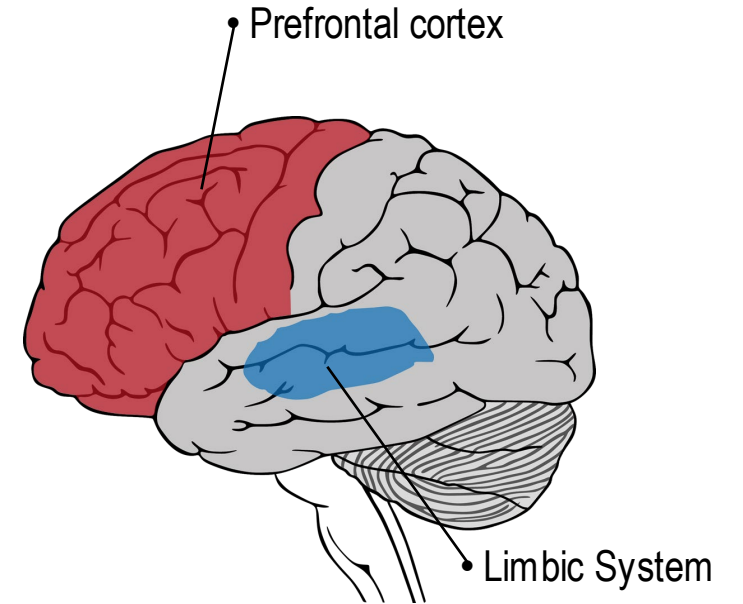
Anxiety signals





Physical sensations trigger thoughts

Thoughts can trigger physical sensations



In order to manage anxiety, we must break the cycle and address both the mind and body.



“ You don’t have to
be a passenger. ”

- Fred Rio, Product Manager, Construction Industries Digital and Technology (CD&T)



Strategies to manage anxiety

Immediate and long-term

The fundamentals of individual resilience



Healthy Behaviors

...like time management, work-life balance, hobbies, volunteering and taking on new challenges.



Healthy Body

Healthy diet, physical activity, good sleep habits, limiting substance use and regular wellness check-ups.



Stay Connected

Right-size social interactions: at least 1-2 people who offer regular support. Avoid isolation and withdrawal during stressful times.



Practice Mindfulness

Understand your motivation and purpose for work. Slow your body down by practicing relaxation and mindfulness.



Mindset

AKA: Positive Outlook

Healthy, rationale interpretations of the world around us. Avoid rigid, inflexible thinking. Embrace growth and change

1. Build self-awareness



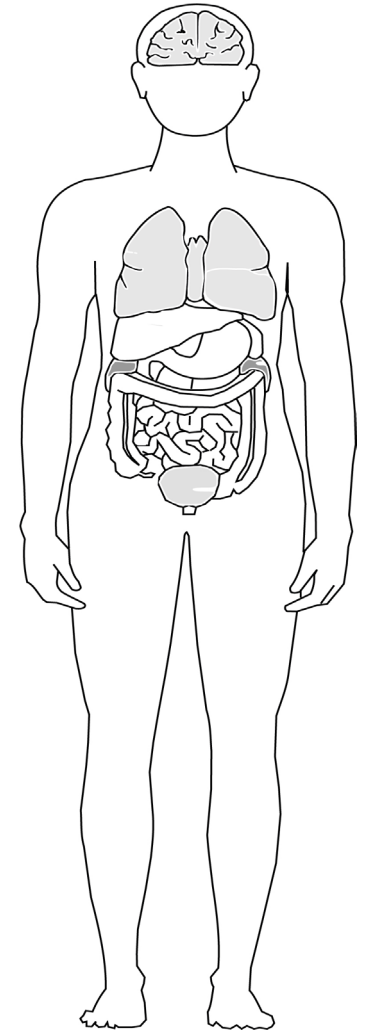
What external events (people, places, things, times, events) are anxiety provoking for you?



1. Build self-awareness



What is your primary signal that you are anxious?



2. Embrace uncertainty and a Growth Mindset

- Build awareness of your mindset. Those with a fixed mindset tend to be anxious
- Create some chaos
 - Set personal (not just work) goals
 - Expose yourself to new, challenging ideas
 - Get out of your routine
- Find the heaviest thing you can carry and pick it up
- Get comfortable falling short, including *the appearance* of failing — it's also OK to laugh at yourself

Growth Mindset Questionnaire

	Strongly Disagree	Disagree	Neutral	Strongly Disagree	Strongly Agree
1. We are born with intelligence and can do little to change it.	5	4	3	2	1
2. I do things just because they present a challenge.	1	2	3	4	5
3. I like work that challenges my thinking.	1	2	3	4	5
4. Leaders should be experts in the work their teams are doing.	5	4	3	2	1
5. I don't mind making errors if I learn from them.	1	2	3	4	5
6. I enjoy work the most when I have mastery and it comes easy.	5	4	3	2	1
7. I enjoy and learn from watching others succeed.	1	2	3	4	5
8. Effort does not matter unless it produces the desired outcome.	5	4	3	2	1
9. I enjoy receiving feedback during my performance review.	1	2	3	4	5
10. It is important that I am recognized as a subject matter expert.	5	4	3	2	1
11. Even when unexpected, I enjoy change and find it exciting.	1	2	3	4	5
12. We all have natural limitations to our skills and talents.	5	4	3	2	1
13. The outcomes I achieve are directly impacted by how much effort I put in.	1	2	3	4	5
14. I admire and thrive under leaders who are change agents.	1	2	3	4	5
15. I get easily bored when work becomes routine or repetitive.	1	2	3	4	5
16. I avoid failure, no matter how hard I must work.	5	4	3	2	1
17. I eagerly seek feedback from employees or customers who are unhappy.	1	2	3	4	5
18. Failure is a necessary part of learning.	1	2	3	4	5
19. Obstacles aren't discouraging, they are opportunities to find other paths.	1	2	3	4	5
20. I feel most accomplished when I complete a task perfectly.	5	4	3	2	1
Total Score (add columns, then total this row)					Total

Scoring

Total score of all five sections	
80 - 100	Strong Growth Mindset
60 - 79	Growth Mindset with some fixed ideas.
40 - 59	Fixed Mindset with some growth ideas.
20 - 39	Strong Fixed Mindset

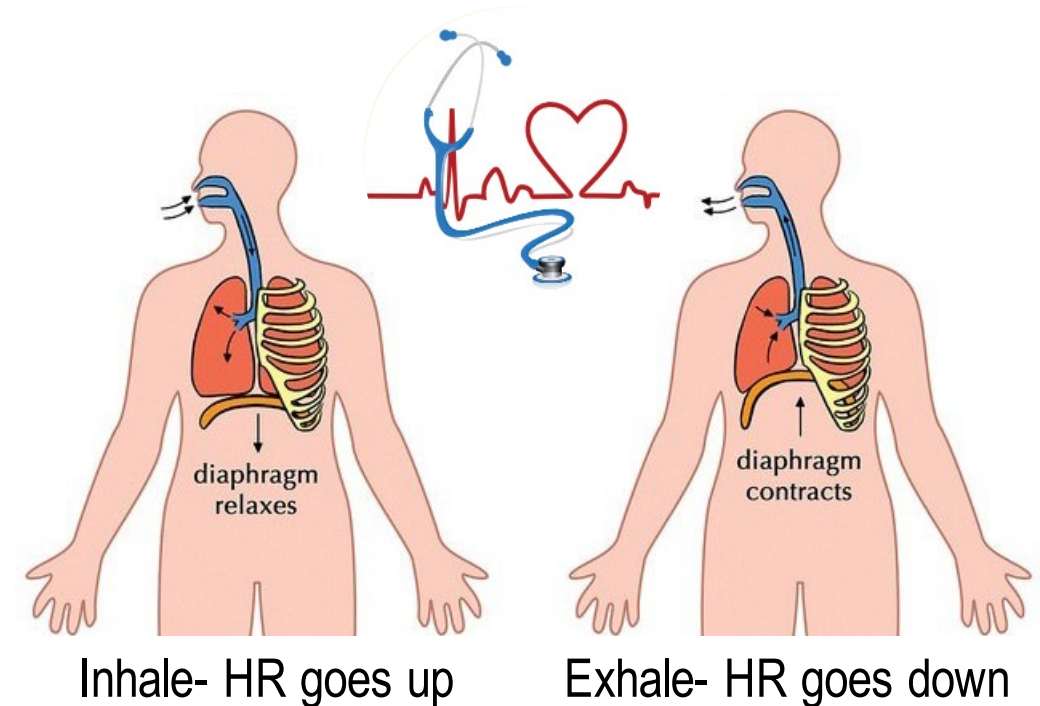
This questionnaire is not a validated assessment instrument. It is intended for educational purposes only.

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See “Growth Mindset” in the Total Health A-Z Library

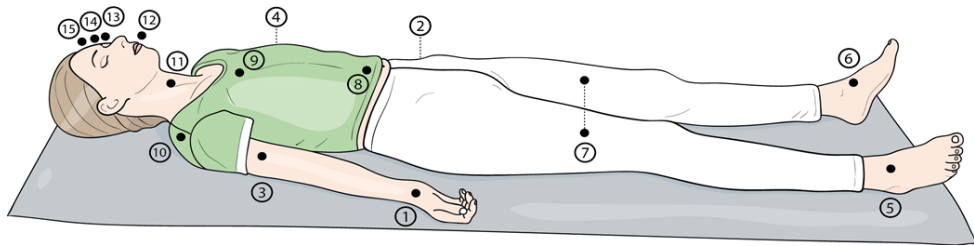
3. Control your heart

- Full deep (belly) breathing — avoid “chest breathing”
- Leverage technology (e.g., pulse oximeter or smart watch)
- Practice. Desensitize yourself
 - Elevate your heart rate (HR) through exercise or swizzle stick breathing
 - Bring it down using 4-7-8 or 4-4-4 breathing



4. Manage your body

- Get at least 7 hours of sleep
- Eat healthy, whole foods. Processed and carb-heavy foods impact glucose (energy and mood)
- Beware of the impact of other factors
 - Stimulants (including technology)
 - Medications and other health problems
 - Hormones
 - Fatigue
 - Social stressors
- Practice mindful relaxation and progressive muscle relaxation



Instructions

For each group of muscle group, you should:

1. Focus your attention on that muscle group.
2. Tense those muscles for 5 to 7 seconds. Then relax.
3. Repeat, but lighter and softer tension this time.
4. Stay focused on that muscle group for about 20 to 30 seconds before moving on, noticing feelings of relaxation.

5. Sit with it

- Anxiety is not fatal, even though it might *feel* like it
- Rate your anxiety. Analytical thinking eases the emotion
- Get out of your head. Get grounded
 - Go for a walk
 - Listen to music
 - Exercise or do something physical
 - Do “5 things” exercise
- Get comfortable being uncomfortable. Anxiety passes. Avoidance will last forever



Count

5 things you see

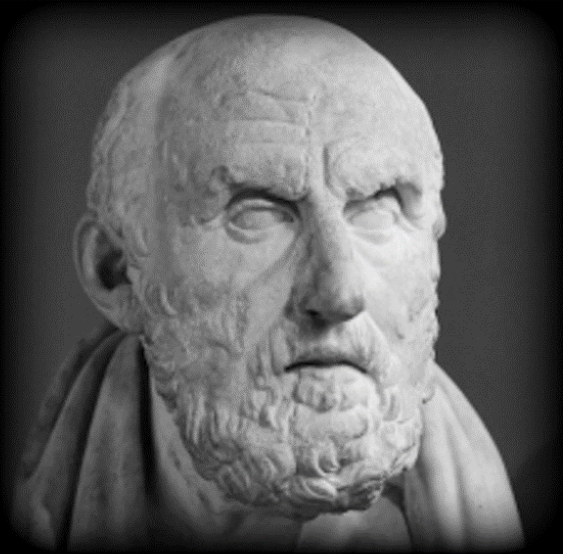
4 things you're touching

3 things you hear

2 things you smell

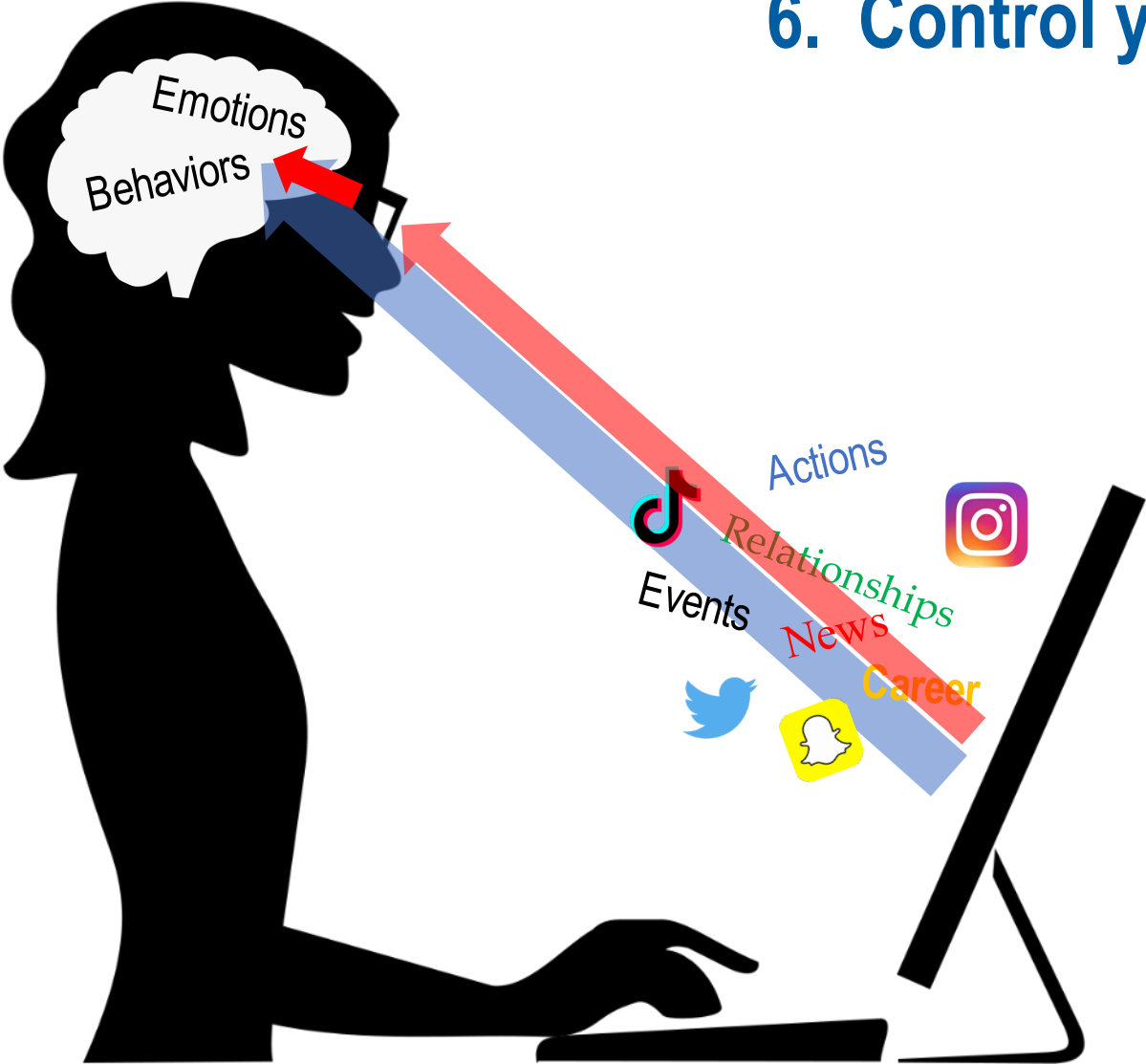
1 thing you can taste

6. Control your thinking



“Man is affected, not by events,
but by the view he takes of them.”
- Epictetus -
A.D. 55 - 135

6. Control your thinking



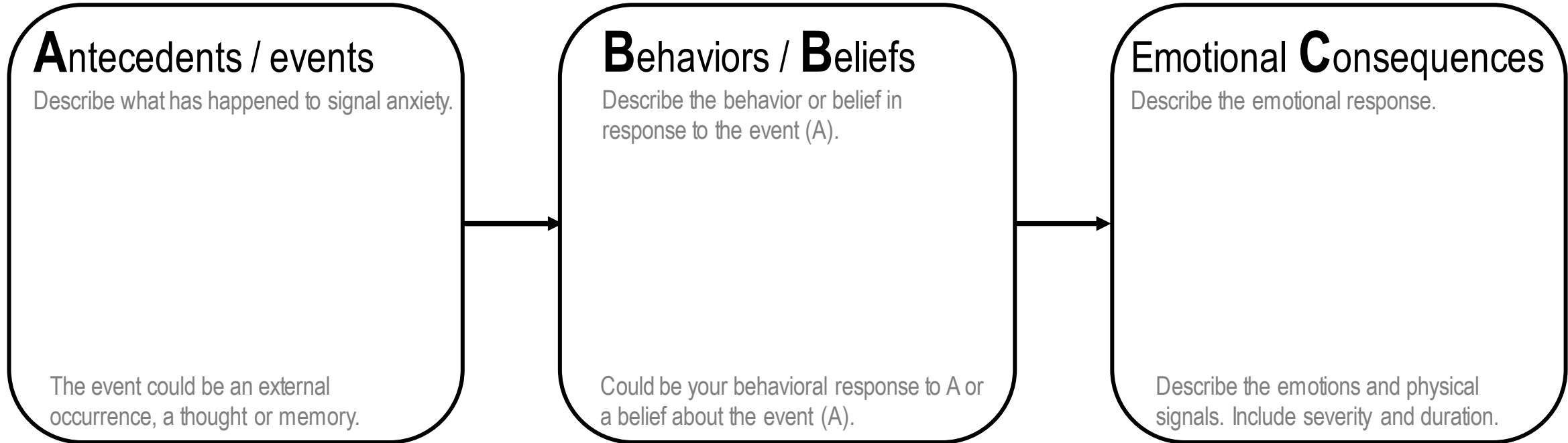
Counter our tendency toward a negative, irrational mindset (self-talk). ~~All or nothing thinking~~

- Focus on ~~things you can control~~ ~~Catastrophizing~~
- Be w ~~feet are. Stay present-focused.~~ ~~Over-generalization~~
- Avoid ~~assumptions.~~ ~~Disqualifying the positive~~
- Don't ~~Be realistic, the pros cons.~~ ~~Disqualifying the positive~~
- Balance ~~reward with self-criticism.~~ ~~Jumping to conclusions~~
- Remember that nothing is perfect. ~~2 + 2 = 5~~
- There is no ~~Rigid demands~~ ~~"must," "should" or "have to."~~

The more ~~Low frustration tolerance~~ ~~practice using our lens (filter),~~ the more ~~hard-wired~~ our responses become.

A-B-C exercise

* See handouts: *ABC exercise*, *Outlook exercise* and *Thought Log*



Dispute the belief. Different behavior.
Change your problematic thinking about the event (A). Insert a healthy, coping behavior to ease anxiety or defuse the event.

Thought Log

Event	Emotion / Behavior	Thought or “self-talk”	Identify the irrational thought	Counterstatement- new healthier thought
Received “constructive” feedback from my supervisor on a project I’ve been working on.	Disappointed. Sad. Anxious about job performance.	<i>“Nothing I do is right. I’m going to job fail. I am not qualified for a job at this level.”</i>	Overgeneralization. Catastrophizing. All-or-nothing thinking. Perfectionism: I must be perfect and always look competent.	<i>“I’m not perfect. I’m still learning. Coaching can be hard to hear, but it will help me improve. It’s all part of the learning process.”</i>

Employee Assistance Program (EAP)



What is EAP?

Personal support for a variety of challenges, before they impact your lives at work or at home



What is the cost?

There is no cost to use the EAP



Who is eligible?

Regular full and part time Caterpillar employees and their eligible family members*



Is it private?

Yes. EAP is completely confidential. No one at Caterpillar will ever know you have used the EAP.



What is provided?

- Clinical assessment, counseling, referrals
- Information, consultation and referrals
- Organizational support



For leaders

Most employees self-refer to EAP. But leaders can play an essential role in helping employees get support by making EAP referrals.

* Local eligibility of family members will vary. Check with your HR representative.

Accessing EAP



By Phone

1-866-228-0565
inside the U.S.

Global access numbers can be found at CaterpillarEAP.com



Online

CaterpillarEAP.com

Local contact numbers.
47 languages.

Or through our benefits portal
EAP.cat.com



LifeWorks App*

For iOS, Android and
Blackberry

* Uses CWS single sign on.

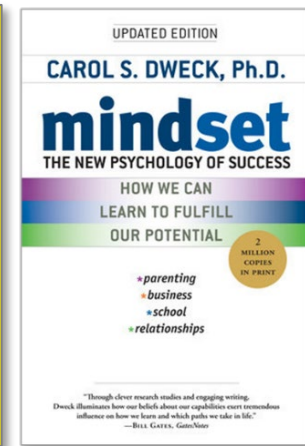
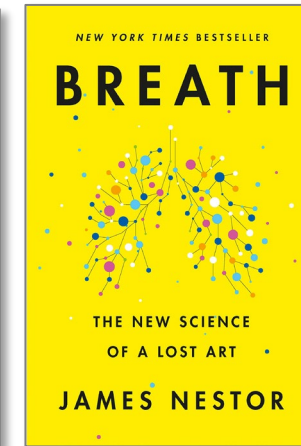
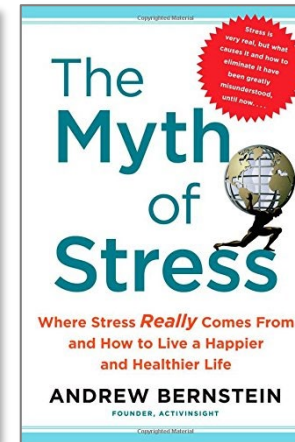
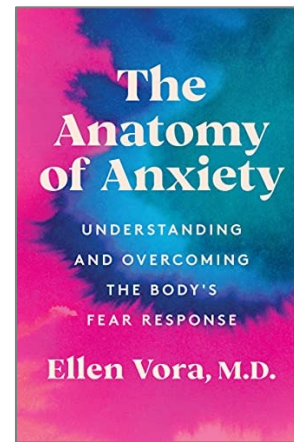


Onsite

EAP counselors are available
onsite in many locations.
Learn more at EAP.cat.com.

More information is available:

Total health.cat.com





Discussion

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