



Building the Foundation

◇ COMPLY ◇ A Vital Part of Collections

C = Complex Issues

O = Open Communications

M = Meetings, a Necessity That Needs Taming

P = Production vs Play

"When your work speaks for itself, don't interrupt." – Henry J Kaiser

One area of a collection professional's job description is the requirement that the collector needs to be on their toes for every minute during their work day. A study by Organizations in MOTION showed that employees who integrate at least some physical activity into their workday reported higher energy levels and heightened engagement. Sometimes we just need to take a break from stress long enough to disrupt the body's stress response cycle, and then get back into the action.

An important first step in creating a stress relief plan for your department is to have one or two quick stress relief strategies that can help employees relax their physiology or de-stress the mind, reversing the body's stress response so that they can think clearly.

The following are some effective stress relief strategies:

- Aromatherapy – something simple like lavender lotion in the bathrooms.
- Quick burst of exercise – like a run up a flight of stairs.
- Smile - studies show that having a smile on your face can release endorphins, which make you feel better. Even if the smile is fake, the benefits you will experience are real!
- Laugh - laughter connects people, and social support is good for stress relief. And, it's hard to stay stressed when you're laughing.
- Bring a stress buster to the office – You might consider bringing in a yoga instructor or chair masseuse occasionally.
- Brighten up office decorations with light and color. Design the office space to encourage employees to move more throughout the day.
- Need a short meeting with a few staff members – take the meeting outside on a walk.
- Provide healthy snacks in vending machines.
- Consider an "unplugged" afternoon for an employee to catch up on critical tasks ... silence phone, sign out of email and shut down messaging systems.
- Plan impromptu "flash" activities. Example: email your group "Mini Zumba session in the parking lot in 5 minutes." You'll be surprised at employee involvement in the activity you prepare.

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