

GE Healthcare

# TiP-TV™ Training in Partnership Program Supplement and Test for Healthcare Professionals

## Leadership Education

## Stress Management: Proven Techniques for Leaders

Publication Date: November 14, 2006

Revised/Reissued: January 22, 2007

Revised/Reissued: August 12, 2010

1.0 ASRT-approved Category A CE Credit

1.6 Contact Hours – Provider Approved by the California Board of Registered Nursing, Provider Number 12057



imagination at work

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## Program Summary

This page provides an overview of the program content and learning objectives. Please refer to the Program Outline for a detailed list of the topics covered. We encourage you to file a copy of this Program Summary and the Program Outline with your continuing education certificate. We also recommend that you provide a copy of this information to your manager as a record of your educational achievement.

## Program Description

Effective leaders not only find ways to reduce personal stress, but additionally devise systems and processes to reduce the stress of employees working for them. Staff shortages and turnovers are constant reminders that employee satisfaction issues just might have been avoided had the proper attention been invested in the establishment of a respectful, non-threatening, and nurturing work environment. How is an environment like that created? What are the components? Who's responsible? What are the outcomes? This program starts you on your way to mastery of these questions and more.

## Program Objectives

By the end of this program, the viewer should be able to:

1. Identify how stress can affect everyone, with specific emphasis on healthcare workers.
2. Review the causative factors of stress in the workplace.
3. Differentiate the kinds of support structures necessary to maintain a less stressful working environment.
4. Describe how humor can be used to lighten the load and help to decrease stress.
5. Define stress reduction techniques that can positively affect workplace and at-home behaviors.

## Target Audience

Course objectives for this program specifically target radiology administrators. All other healthcare leaders may also benefit from this presentation.

**NOTE:** While the technical content is most effective for the target audience, other healthcare professionals may also benefit from viewing this course. Regardless of your specialty, you may apply for continuing education credit. Refer to the Continuing Education Credit page for additional information.

## Continuing Education Credit

1.0 ASRT-approved Category A CE Credit

1.6 Contact Hours – Provider Approved by the California Board of Registered Nursing, Provider Number 12057

## Continuing Education Credit and Video File Download

### Online Process for CE Credit ([hls.gehealthcare.com](http://hls.gehealthcare.com))

In order to receive continuing education credit, you must log into the GE Healthcare Learning System (HLS) and complete all of the required steps. Please refer to the online TiP-TV Quick Start User Guide (click the User Guides link on the HLS Welcome page) for additional information on how to use the GE HLS as needed.

1. **View the entire program video** online or download the video file for later viewing (refer to the process below). This supplement is *not* intended to replace watching the video.
2. Go to the GE HLS web site at **[hls.gehealthcare.com](http://hls.gehealthcare.com)** and complete the **feedback form**.
  - ◆ NOTE: The Feedback Form link is not activated until the View Video Now module has been completed.
  - ◆ This provides valuable information regarding your thoughts on the program's quality and effectiveness.
3. Complete the **program post-test** without aids or assistance of any kind; this is an *individual effort*.
  - ◆ You have up to three attempts to successfully complete the test with a minimum passing score of 75% (ASRT and CBRN approved programs) or 80% (SNM-approved programs).
  - ◆ The post-test measures knowledge gained and/or provides a self-assessment on a specific topic.
4. Upon successful completion of the online CE information, you can instantly print a **certificate**.

### Video Download Process

For programs with an original start date of September 1, 2008 or later, the GE HLS includes an option to download the TiP-TV program video file. You can then watch the program on your personal computer or transfer the video file to your portable video player for viewing.

**NOTE:** Please refer to the **TiP-TV Video Download Quick Start Guide** for complete details (click the User Guides link on the GE HLS Welcome page).

1. With the desired program in your GE HLS Learning Plan, launch the program content to view the Online Content Structure. In the Video Download (Optional) area, click the Download Video to View Later link.
2. Save the video file on your personal computer, using your existing video download software.
3. View the program on your personal computer or transfer it to your portable video player for later viewing.
4. After viewing the entire program, log into the HLS and complete the CE activities as noted above.

### Continuing Education Credit Eligibility – Important Notice!

A GE Healthcare TiP-TV course may be available in several different formats, such as an online web course or CD/DVD. You may be able to receive CE credit only once for a particular course, regardless of the format in which it was viewed. If you have already received credit for a course, you are encouraged to contact your organization requiring continuing education to determine if you can repeat this course for CE credit.

Thank you for choosing GE Healthcare as your continuing education partner. We hope you will join us for other TiP-TV programs in the future. For more details and program schedule information, please visit our education web site ([www.gehealthcare.com/education](http://www.gehealthcare.com/education)).

Please forward any questions or comments to: [geeducation@ge.com](mailto:geeducation@ge.com)

## Presenters

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Leadership TiP-TV Program Manager  
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## Special Contributor

**Natalie Manor, CEO**

Natalie Manor and Associates  
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## Program Outline

- I. Introduction
- II. Stress – Is It a Good Thing?
  - A. Stress Explained
  - B. Mental and Emotional Effects
  - C. Physical Ramifications
  - D. Stress and Society
  - E. Negativity
- III. Lighten It Up
  - A. The Role of Humor
    - 1. Emotional intelligence
    - 2. Control
  - B. How Does Humor Affect Stress Levels?
    - 1. Three stressors
    - 2. Smile
    - 3. Confidence
    - 4. Negativity
- IV. Support Structures
  - A. Goals
  - B. Personal Elements
  - C. Staff Relationships
    - 1. Administrator roles
  - D. Expected Outcomes
- V. Stress Reduction
  - A. The Power of Play
    - 1. In the moment
    - 2. Laughter
    - 3. Does healthcare contain absurdity?
  - B. Stress Reduction Techniques
  - C. Recommendations
- VI. Conclusion

## Appendix A: Resources

### References

Urquhart, Jody, *All Work and No Play*, British Columbia, Canada: Iconoclast Publishing, 2004.

Walters, J.D., *The Art of Leadership*, New York: MJF Books, 1987.

Wolf, Karen, et al, *Give Stress A Rest*, Roswell, Georgia: James and Brookfield Publishers, 2001.

### Electronic Resources

International Stress Management Association: <http://www.isma.org.uk>

Mind Tools: <http://www.mindtools.com>

**NOTE:** The Internet is an ever-evolving environment and links are subject to change without notice.

## Appendix B: Post-Test

LMS Course Number: 3125

To be eligible for CE credit, you MUST view the video presentation first. Then complete the post-test on the GE Healthcare Learning System ([hls.gehealthcare.com](https://hls.gehealthcare.com)) by the due date listed online.

1. The primary factor that leads to the reference that genuine leadership is of only one type is that it is \_\_\_\_\_.
  - a. condescending
  - b. supportive
  - c. coercive
  - d. conditional
2. A stress type that is fun, exciting, and keeps us vital is called \_\_\_\_\_.
  - a. distress
  - b. eustress
  - c. acute stress
  - d. episodic stress
3. The body's reaction to what it perceives as threat or danger is termed the \_\_\_\_\_ response.
  - a. conditional
  - b. fright
  - c. fight or flight
  - d. relaxation
4. When the body is threatened or is stressed the adrenal glands secrete the hormones \_\_\_\_\_ and \_\_\_\_\_.
  - a. adrenalin; creatinine
  - b. adrenalin; testosterone
  - c. thyroxin; creatinine
  - d. adrenalin; cortisol
5. \_\_\_\_\_ is known as the stress hormone.
  - a. Thyroxin
  - b. Cortisol
  - c. Estrogen
  - d. Testosterone
6. In order to counteract the damaging effects of stress, the \_\_\_\_\_ needs to be activated.
  - a. relaxation response
  - b. cerebellum
  - c. flight response
  - d. pituitary gland
7. Every time we laugh the brain releases neurotransmitters called \_\_\_\_\_.
  - a. catecholamines
  - b. endorphins
  - c. neurons
  - d. electrolytes

8. The ability to carefully control our emotions is referred to as \_\_\_\_\_.
  - a. emotional intelligence
  - b. coping
  - c. decompressing
  - d. emotional vigilance
9. According to Jody Urquhart the top three stressors in a person's life involve these factors.
  - a. spouses; children; finances
  - b. bosses; spouses; health
  - c. health; finances; relationships
  - d. relationships; jobs; spouses
10. The extinction of motivation or incentive, especially where one's devotion to a cause or relationship fails to produce the desired results, is called \_\_\_\_\_.
  - a. employment
  - b. burnout
  - c. depression
  - d. culture shock
11. Sometimes a simple thank you and pat on the back for work well done can make a big difference in employee morale.
  - a. True
  - b. False
12. According to Jody Urquhart, there is very little stress in the \_\_\_\_\_.
  - a. future
  - b. workplace
  - c. present moment
  - d. home
13. A child laughs about 300 times per day; an adult laughs about \_\_\_\_\_ times per day.
  - a. 15 to 20
  - b. 50 to 60
  - c. 200 to 250
  - d. 400
14. According to Jody Urquhart, the \_\_\_\_\_ in your life contribute(s) the best opportunities to find humor.
  - a. peace
  - b. time off
  - c. people
  - d. challenges
15. \_\_\_\_\_ is the process of taking in a deep breath, holding it, exhaling, and again holding, each for five seconds.
  - a. Yoga
  - b. Meditation
  - c. Square breathing
  - d. Creative visualization
16. Which of the following qualities is **NOT** true about the qualities of a genuine leader?
  - a. Involves rather than coerces
  - b. Is supportive rather than dictatorial
  - c. Works with people - not over them
  - d. Drives rather than leads

17. Which type of stress is the most commonly encountered?
- Acute stress
  - Eustress
  - Subacute stress
  - Episodic acute stress
18. \_\_\_\_\_ is **NOT** a possible result of chronic stress and increased cortisol levels.
- Impaired cognitive performance
  - Hyperactive thyroid function
  - Blood sugar imbalances
  - Decreased bone density
19. Every time you smile or laugh, four things happen in your body. \_\_\_\_\_ is **NOT** one of these four things as reported by Jody Urquhart.
- Increase endorphins
  - Decrease the stress hormone
  - Decrease oxygen levels to the front part of the brain
  - Decrease muscle tension
20. According to Tim Ludwig, the greatest sin that a manager can commit is to \_\_\_\_\_.
- give employees daily feedback on their performance
  - step in and do the job of the employee as needed
  - give the employee an occasional pat on the back
  - only perform annual evaluations