



## MENTAL HEALTH

# “Auntie” Stress

*Can Stress Be Losing You Business?*

by  
**Marianna  
Paulson**

”We've said it all - “time flies,” “I have no time,” “I'm so busy.” The fact is that there are only 24 hours in a day – it's up to you to decide how you're going to use that time.

We need to sleep, eat, spend time with family and friends and look after ourselves, our loved ones and our homes and businesses. That's a lot to expect out of 24 hours.

The problem arises when our ability to effectively manage our time starts to unravel. Relationships suffer, as does our health and sense of well-being.

In business, this could mean that you start to neglect your clients/customers or that you are losing them by not responding in a timely fashion. What do you do?

You can hire someone to help you out, but you also need to work smarter and more efficiently. When

Have you ever forgotten to fulfill a promise for a client or agonized over a seemingly simple decision? Small, easily-resolved problems can grow to become insurmountable.

you're stressed you're not at the top of your game. Problem-solving, decision-making and your memory are impacted, as is your ability to relate well to your customers.

Are you really listening to what your clients or customers need, want or expect? Or, as they are speaking, are you busy preparing your rebuttal, thinking of the next meeting, or even whether you remembered to lock your car? Have you had a conversation with someone who wasn't “there”? You could tell that their attention had shifted and their heart wasn't in it.

How have you performed when you've been tired, hungry and stressed out? Put yourself in their shoes. Would **you** want to do business with **you** if the situation were reversed?

Improve your business by learning stress management

techniques that you are able to implement in the moment. Going for a run or having a hot bath are not always options that are available. After all, who has the time? Besides, you can't very well stop the meeting to meditate when you feel your stress levels mounting.

The bottom line is that like your bank account, you want your emotional bank account to be in the black. On those occasions when time is short, you need to have enough positive, heart-felt feelings in your overdraft so that you have something from which to draw upon.

In addition to taking an inventory of your energy drains, it is important to recognize what brings you joy and energizes you. This is a process that takes time and patience and it will be a challenge for those of you who have to have it “yesterday.” (I speak from experience, having been one of those “yesterday” people. There is hope!) Ask yourself what small step you can take to plug up the energy drain. At the same time, what can you do to allow a little more joy in your life – even if it's only for 15 minutes?

Once you begin, this becomes like a snowball rolling down the hill, gradually picking up speed so that these changes become easier to implement and you are going about your business in a more efficient and effective manner.

**Marianna Paulson**  
Change of Heart Stress Solutions  
“Auntie-Stress”

*HeartMath is a registered trademark of the Institute of HeartMath.*

Marianna Paulson , B.Ed., B.P.E. - O.R.  
Licensed HeartMath® Provider  
changeofheart@shaw.ca  
www.changeofheart.ca  
604-507-9970

**Change of Heart**  
*Stress Solutions*  
**...for a better life!**

Scientifically proven tools and techniques to reduce your stress.  
Programs for: Individuals, Executives, Children and Teens