How to stay gOLD Guide:
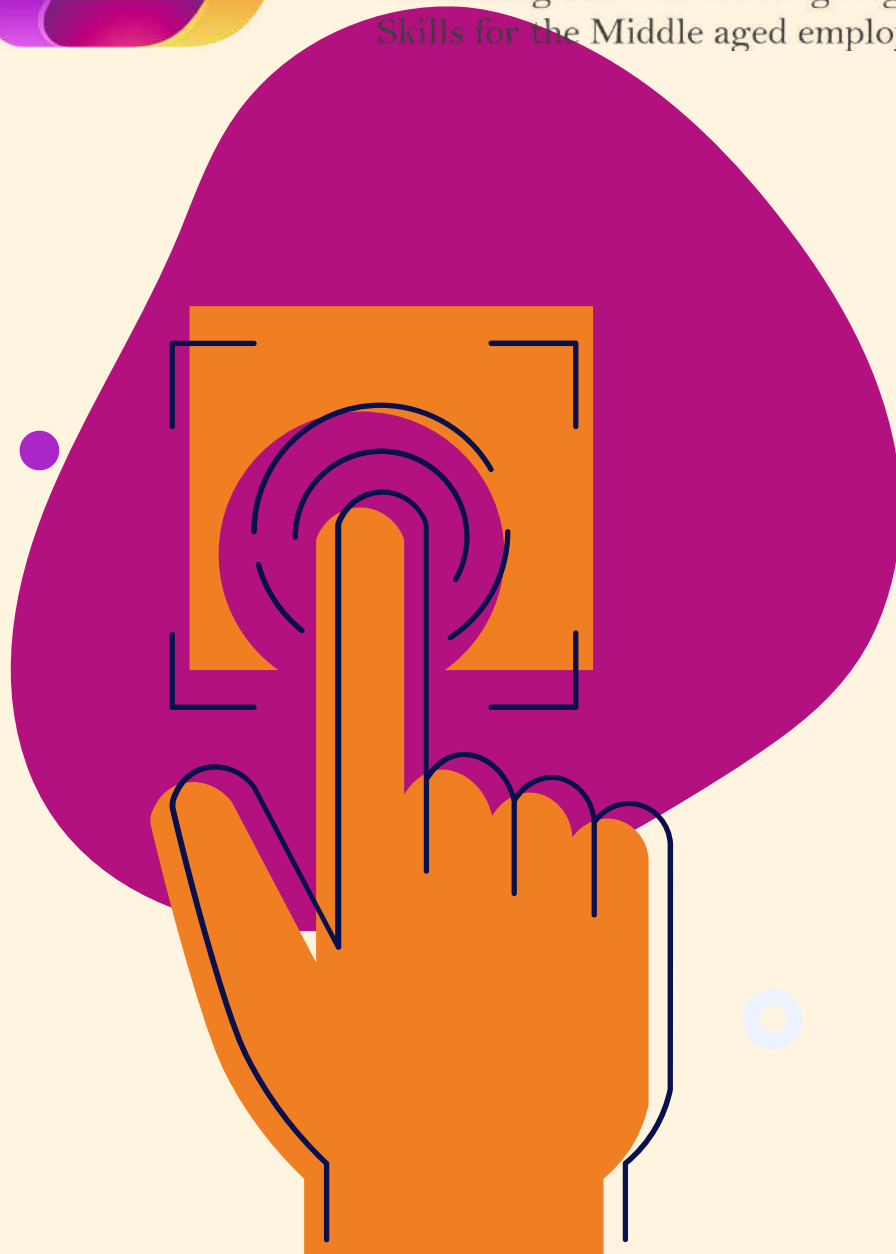
Digital Soft Skills for Work-Life Balance

TeleGrow

Enhancing the Teleworking Digital Skills for the Middle aged employees

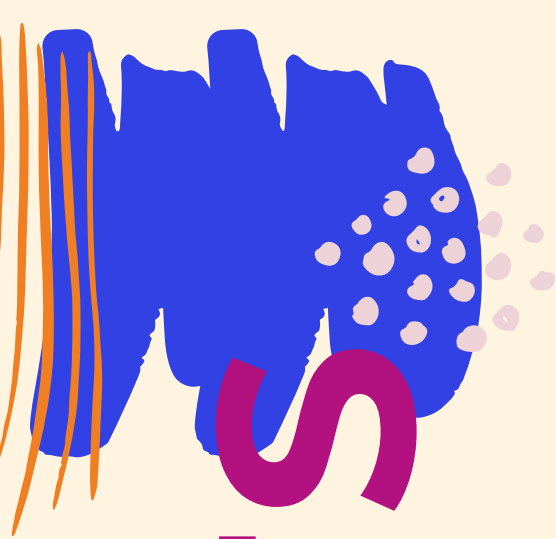A guide for the empowerment of VET learners and the maintenance of your work-life balance

CONTENTS

GUIDE INTRODUCTION

WHY THE GOLD GUIDE

How to Stay gOLD Training Guide is a digital soft skills on Work-Life Balance and a modular training tool having transversal soft skills applied in teleworking settings focusing on maintaining a balance between the personal and professional life.

The current situation of COVID-19 has highlighted the immediate necessity of keeping a balance between health and economy. Therefore, the TeleGrow project aims to deliver a useful training tool to help employees over the age of 50 develop their digital skills and adapt effectively in the new reality of remote working by raising worker satisfaction and thus worker efficiency through better work-life balance.

From the analysis of the needs of workers and trainers over 50 years old, we detected a strong concern about their ability to adapt to digital work, often linked to the difficulty of interfacing with new technologies and adapting to a new working model. The project, therefore, analysed the needs, responds to these needs, with the aim of providing useful tools for workers.

AIM OF THE GOLD GUIDE
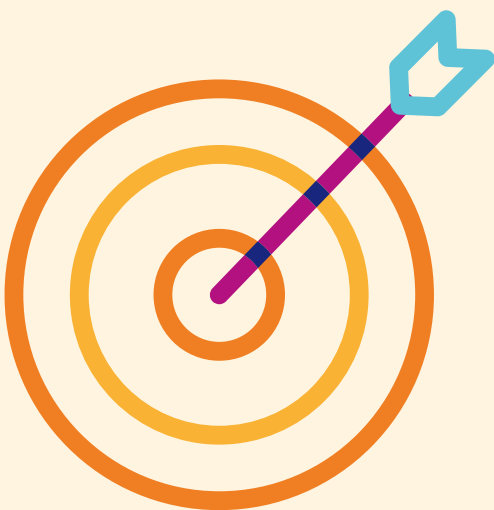
In response to the need for workers to overcome their difficulties related to digital work, the How to Stay gOLD guide was born.

How to stay Gold practical guide for empowerment is a useful guide with tips, methods, and examples/good practices on how the VET learners and especially employers aged 50+ will maintain a balance between the extremely demanding and stressful working conditions and their personal life and the responsibilities following up. The guide trains and enhances some soft skills crucial for the employees that are called to face a really competitive employability "terrain" while providing also very practical and applicable tips for enhancing their inner personal world.

PROJECT INTRODUCTION

THE TELEGROW PROJECT

TeleGrow project "Enhancing the Teleworking Digital Skills for the Middle aged employees" belongs to the Vocational education and training sector of the Erasmus + Programme - Call 2020 Round 1 KA2 - Cooperation for innovation and the exchange of good practices. It is an innovative project concerning the use of teleworking in 50+ population, considering pros and cons in their lives.
The project started 2021-03-01 and its duration is 24 months.

The TeleGrow project aims to deliver a useful training tool to help employees over the age of 50 develop their digital skills and adapt effectively in the new reality of remote working. The project will focus on the provision of relevant VET skills in two groups:
• VET Trainers will become aware of the digital training opportunities which will be inevitable for the training models of tomorrow. VET Trainers of TeleGrow project will be able to implement new training courses digitally centered and working practices that better answer today's economic and societal and educational challenges.
• VET learners in the age group of 50+, will be encouraged to teleworking condition by equipping them with the necessary hard and soft skills to involve themselves as deeply as possible in being a part of this digital transformation. Moreover, they will learn new competences thanks to a digital and WorkBased experience.

PARTNERSHIP

- FLORIDA CENTRE DE FORMACIÓ, COOP. V, Spain

- STOWARZYSZENIE CENTRUM WSPIERANIA EDUKACJI I PRZEDSIEBIORCZOSCI, Poland

- KAINOTOMIA & SIA EE, Greece

- E-SENIORS: INITIATION DES SENIORS AUX NTIC ASSOCIATION, France

- EURO-NET, Italy

- MARKEUT SKILLS SOCIEDAD LIMITADA, Spain

INSTRUCTION TO USE

HOW IT WORKS

The guide is divided in 5 chaprters, each related to a soft skill. Each chapter is built following the logic of a learning path, so the guide aims to enhance the acquisition of the main following soft skills:

- **Digital Problem Solving:** how to deal with fire issues demanding strong digital problem-solving skills aiming to foster a wide range of skills such as communication and collaboration skills, decision making, problem solving, critical thinking, and self-directed learning. The main goal of this chapter is to evaluate 50+'s effectiveness ICT competences.
- **Flexibility and Agileness:** to be able to make changes quickly and to adapt to new job proposals or new ideas. For example, flexible working refers to the arrangements made between employer and employee to allow for flexible working hours. However, offering flexible working also means that you can accommodate people with different access needs, and who might prefer remote working or have childcare responsibilities.
- **Self-management and stress management:** how to focus on your personal responsibility in the area of organisation, goal setting, time management, self motivation etc. They concern the ability to manage one's workflow and/or work environments in a precise, orderly and dynamic way, giving suggestions on how to better manage one's professional life.
- **Emotional control, Physical and Mental Well-being:** how to become the Master of your emotions and how to take a toll on your emotional health and interpersonal relationships when they start to feel out of control. How to stay physically and mentally healthy and combatting feelings such as loneliness, irritability, worry, and guilt as well as physical health symptoms (articulation and muscle pains originated from inactivity or immobility)
- **Self-empowerment and Learnability:** means being aware of one's potential and trusting it by making conscious choices and taking responsibility and living positively. On a general level, we can say that it is a process that leads to increasing one's potential and resources and making the most of them, to see reality in a more positive way, as well as to feel a feeling of control over decisions and situations. So you can describe how the pandemia empoweder your skills in this sense.
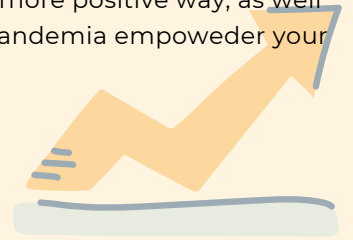
HOW TO USE IT

Each chapter is divided in 7 section that will guide you in learning and improving the soft skills treated in the guide.
- **Self-Evaluation (before starting**): answer a few questions that make you aware of your level of mastery of the soft skill. This preliminary assessment will help you to understand how to approach the learning process.
- **About the skill:** in this section there will be a theoretical explanation of the skill, its meaning, principles and usefulness.
- **Suggestions and Tips for developing:** in this section there are tips and tricks to apply soft skills in everyday life and to facilitate the process of acquiring and becoming familiar with them.
- **Exercise**: the section contains exercises to apply what has been learned in theory to facilitate the transition from knowledge to competence.
- **Progression Level**: each skill may require more or less effort to apply, and even then different levels of mastery can be achieved. The greater the effort, the better the results and the progress can be monitored through the progression grid.
- **Self-evaluation (after reading**): after reading and practising the exercises and suggestions, you need to evaluate your own learning path. This phase is useful to understand the difficulties and obstacles and to focus on what requires more effort.
- **To learn more**: to deepen skills, improve knowledge, additional resources will be indicated.

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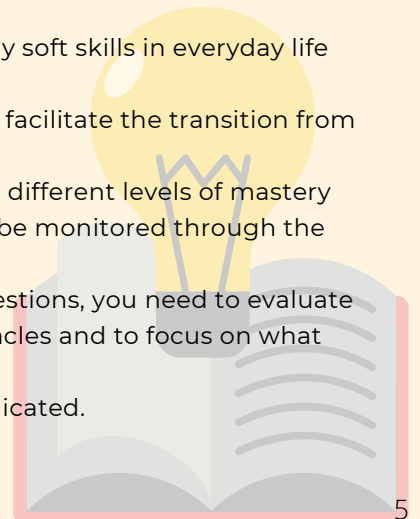
DIGITAL PROBLEM SOLVING

CASE STUDY

DIGITAL PROBLEM SOLVING

HONDA'S CASE STUDY

HONDA'S CASE: LEARN TO SOLVE PROBLEMS!

Have you ever wondered how did it happen that great brands like Honda Motors enter new markets? How did it happen that Honda did enter US market?

.There were many many problems along the way:

- It was year 1950 and the US market was dominated by other brands already (Harley Davidson is just one example);
- Americans were not familiar with Japanese brands at that time thus potential clients were quite suspicious;
- The market was new to Japanese brand
- The first products in US market introduced by Honda (motorbikes) were perceived to be too small and too weak
- No clear strategy at the beginning.

The solution:

- Kihachiro Kawashima (former president US branch of the company) and his assistant were sent to the USA in order to analyse/ observe the market
- The first products in US market introduced by Honda (motorbikes) gained attention of local communities
- Creating a new value for the customer - motorbikes started to attract young people who were not into the "black leather jacket culture" and who did not want to be seen as "outsiders" (since that was a common idea back then)
- The apparent weakness of new Japanese products became a huge asset and gained clients
- The managers were humble and rethought their strategy.

Conclusion: You can encounter lots of problems on your career path. The important thing is to find the solution to it. Honda's example proves that even a huge problem can be redefined and become the biggest asset.

SELF-EVALUATION

BEFORE STARTING

What is your level of competence?

| Evaluation | **1** | **2** | **3** |

How difficult is it to apply?

| Evaluation | **1** | **2** | **3** |

How important do you think it is for you?

| Evaluation | **1** | **2** | **3** |

Have you ever trained it before? Did you make any progress?
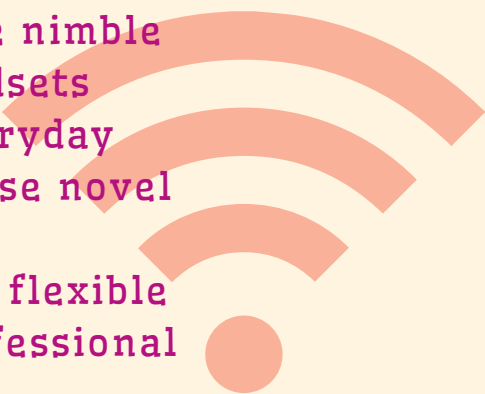
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ABOUT THE SKILL

DIGITAL PROBLEM SOLVING

DIGITAL PROBLEM SOLVING – DEFINING THE TERM

In order to understand the skill we need to define the term itself first. **What is Digital Problem Solving then?**
In the work of Portland State University (created by multiple authors) we can find a proposed definition:

'Digital Problem Solving involves the nimble use of skills, strategies, and mindsets required to navigate online in everyday contexts, including the library, and use novel resources, tools, and interfaces in efficient and flexible ways to accomplish personal and professional goals'.

The authors add an important piece of information connected to the term – the definition is given in the context of *Lifelong Learning*. It means that Digital Problem Solving is not a skill that you can simply obtain – it is rather a process of acquiring certain level of knowledge during your life. You can develop this skill constantly.

We suggest taking a closer look at the definition above. One could paraphrase the term as **using digital tools and the Internet to find a given piece of information that we need**. We would need a certain level of digital literacy in order to do so. However, let us start with focusing on a different aspect of the definition; mainly the word **mindset**. The very first step that we should take is the **problem solving mindset**. But what is that? Why is it important?

Problem Solving Mindset

Having a Problem Solving Mindset means that you can solve problems: you are able to identify the problem in order to find a solution. It is indisputable to state that **employees who are Problem Solvers are highly valuable for the companies**. Do not worry – it does not mean that this attitude is always somehow natural or that you are either born with it or not. It is a skill that you need to practice during your life.

Below you can find certain ways and tips that we collected in order to help you develop a Problem Solving Mindset.

1.Try to embrace a problem and focus on solution

The word 'problem' itself has got negative collocations. Thus, our brain may start 'focusing more on the problem and suppresses the mind to come up with a solution' (IED Team, 2020). A tip for you would be to realise that problems are part of our everyday life and so you will encounter them at work environment as well – it may be a difficult client, an opinion of a dissatisfied customer on a company's Facebook page or missing data for your annual report. Whatever the problem is you should not 'cry over the spilled milk' but think about possible solutions of a given – difficult – situation. Adapting a solution-focused approach is the key element.

2. Try to find many solutions

Once you identify a problem and focus on solving the issue it is time to generate ideas on what can be done in order to solve the problem. We suggest to collect as many ideas as possible. You can think of possible scenarios individually but we would suggest engaging your colleagues and even entire team as well. We would recommend using two techniques: brainstorming and mind mapping (you can find more information on the techniques in next sections of the module under 'extra material'). Coming up with many possible solution of a problem will help you visualize the solution, discuss pros and cons, and finally make a more informed – better – decision.

Problem Solving Mindset

3.Do not be afraid of asking questions

Analyse the root cause of a given issue - do your research and ask questions. There is one crucial and definitely obligatory question that you should start with: 'Why?'. We actually recommend asking this question more than once in order to find the core of a recurring problem.

4.Find a new perspective

Sometimes when there is a problem it is a good idea to look at it from a certain distance in order to find a new perspective. This way a problem may change into opportunity to grow. All you need is a new context.

Our tip: remember to speak to your colleagues – they may see certain aspects (perspectives) that you have not spotted.

5.Implement your solution

Once you have collected ideas for a possible solution to a problem it is time to choose the best one and implement it. Remember to set goals that would be measurable and attainable. Remember to keep asking questions that will help you monitor the implementation stage. For example: 'if the problem was exceeding budgets for overheads, measure and monitor if the new solution has been able to reduce it' (iED). If not – you ought to rethink your solution and possibly modify it or come up with a new solution.
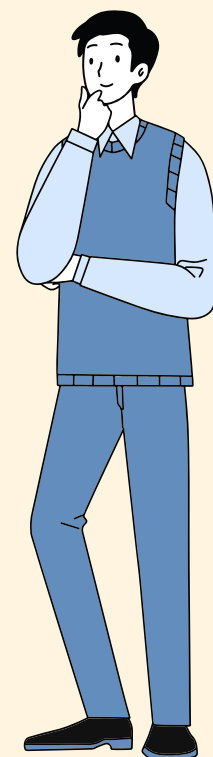
Digital Problem Solving – can technology solve my problems?

We have seen some examples which aim to prove the importance of Problem Solving skills at work. Knowing certain ways and techniques on how to solve a problem is the very first step for the actual action. The rest is your practice and very often real life scenarios force us to try new solutions in order to achieve something (something new, better, innovative) – new solutions which change our everyday lives.

However, in this module we want to show you how to use technology to solve problems.

There is an interesting article by Jess Amy Dixon that was published in July, 2019 entitled '4 Ways To Solve Any Problem Using Digital Skills'. One could argue with the title itself – what does the author mean by solving 'any' problem? Does it mean the Internet will find a solution for me? Is there a digital tool that will make all my problems disappear?

Well, the answer to these questions is most probably: "No". The Internet will not change the world for us, it will not give us a ready made solution. BUT it can definitely help to find one!

Let's see how we can benefit from technology so that it offers us some solutions.

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Digital Problem Solving – can technology solve my problems?

We live in peculiar time – 'If you've got internet access or a smartphone, you've got the world at your fingertips'. (Dixon, 2019). What is the meaning of this metaphor?

The power of the Internet

Dixon points out in her article that 'just about any information you could ever need is available on the internet if you know where to look.' Internet is a huge database – you can find there all kinds of information needed. The database seems endless – it keeps growing and it does not have any limits. Whenever you have a problem at work – let's say you need some data or information – you are more than welcome to search for data online. All you need is a search engine. There are quite a few of them but the two popular ones that we recommend are Google and DuckDuckGo. All you need to do is to start the search engine on your device (laptop, PC, smartphone) and start typing. You can type single words or full sentences and you can modify your query as many times as you want until you find the right information: 'Don't worry about typing in full sentences or using perfect grammar – search engines are clever and will pull out the most important words […] from your search term'.

Digital Problem Solving – can technology solve my problems?

Find experts online

Do you want to talk to people about your problems? Do you often seek an expert's advise? No problem at all – it is all online! You can find experts on the Internet, get in touch with them to make an appointment or even call them using an online communication platform like Skype or Zoom. The choice is yours. On the Internet you can also find lists of experts with opinions from their clients. This will hep you contact the right person in order to get professional advice. Moreover, you can often find even the range of prices there. This makes Internet a very useful tool.

Chat box

Another idea on how Internet can help us with everyday problems is online customer service and chats. It is worth noticing that more and more companies have the chat window/box on their websites. This way by clicking on it you are able to type and ask questions. A company's representative will type the answer. This way 'you can talk to a real person, in real time, who will talk you through whatever problem you're having'.

Tip – next time you have a problem with electricity or gas provider just try to find the chat box on the company's website. You will be surprised how quickly the company replies and how effective this tool actually is.

Tutorials

Online Tutorial is another powerful tool nowadays. Is your device broken? Or maybe you need to change tires because you did not spot broken glass on the road? Well, whatever problem you are having there surely is an online tutorial you can use. It may be a website or a blog where someone describes the problem and explains how to solve it. This way the Internet actually can sometimes offer you a ready solution. All you need to do is to find the right information.

Tip – online tutorials does not need to be prepared by experts in a given field. It can be anyone, maybe your neighbour? What matters here is the fact that it helps you solve a problem.

SUGGESTIONS & TIPS FOR DIGITAL PROBLEM SOLVING

TIP 1: PRACTICE

Practice your Problem Solving skills - remember that companies value employees who try to solve a problem individually. You can use Internet to ask questions and find answers.
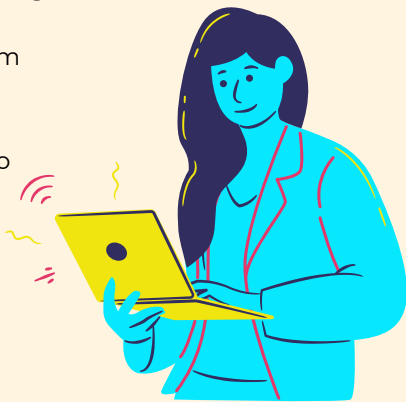
TIP 2: BE CONCRETE

When searching for data online try to be specific. Instead of typing a single word it is better to use specific components of your query e.g. instead of 'ideas' try to put a more specific inquiry: 'techniques for generating ideas'

TIP 3: RESEARCH

Don't be afraid of researching - investigate data and find lots of information that help you come up with lots of possible solutions of a problem.
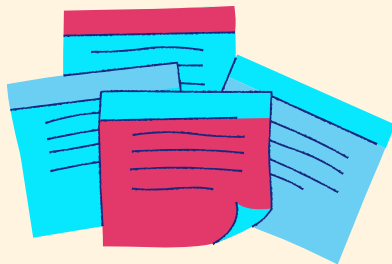
TIP 4: BEAWARE OF FAKE NEWS

Check your online sources - try to use well known websites (especially academic websites).

Beware of fake news - you can find this online too!

TIP5:COMPARE OPINIONS

"Remember that not all advice is equal – read around before you attempt to do something based on what you've read on the internet. Get several opinions and check more than one source before you dive in!' (Dixon,2019)

TIP 6: DO YOUR BEST

'If you can solve it yourself online, things will get moving again much quicker. If you can't, you'll still impress the boss when they see you've taken active steps to try to resolve the problem yourself!'

EXCERCISE

INCREASE YOUR SKILLS

IMAGINE YOU WORK IN A COMPANY THAT PLANS TO SELL A PRODUCT ABROAD (IN SPAIN). IN ORDER TO DO SO YOUR COMPANY WILL SOON BE WORKING WITH A PARTNER COMPANY FROM SPAIN. WHILE YOUR MANAGER SPEAKS SPANISH HE/ SHE WILL NOT HAVE ANY PROBLEMS WITH COMMUNICATING WITH THE NEW PARTNER. NEVERTHELESS YOU DO NOT SPEAK SPANISH AND YOU ARE AFRAID OF THIS NEW SITUATION (FROM TIME TO TIME YOU WILL BE ASKED TO GO TO SPAIN TO VISIT THE PARTNER COMPANY AND YOU WILL ATTEND ONLINE MEETINGS OF YOUR TEAM AND THE TEAM FROM SPAIN).

YOUR TASK:
- IDENTIFY THE PROBLEM
- APPLY PROBLEM SOLVING THINKING TECHNIQUES (CAN YOU THINK OF A PROBLEM AS OPPORTUNITY? CAN YOU THINK OF NEW PERSPECTIVES?)
- THINK OF POSSIBLE SOLUTIONS TO THE PROBLEM - FIND AS MANY SOLUTIONS AS POSSIBLE
- USE DIGITAL TOOLS AND THE INTERNET IN ORDER TO FIND INFORMATION THAT WILL HELP YOU MAKE YOUR FINAL DECISION AND CHOOSE THE BEST SOLUTION TO THE PROBLEM

CHECKING THE REACHED LEVEL OF COMPETENCY

PROGRESSION LEVEL

1

I know what problem solving is

I understand why it is important to solve problems

I understand what Problem Solving Mindset is and why it is valuable

2

I can explain how Internet can help solve my problems

I can name online sources of information

I am able to discuss tips which help me develop a Problem Solving Mindset

I can give examples of online tools which help me solve problems

3

I am able to try different online tools to find information and solve my problems

I realise the importance of having a Problem Solving Mindset
and can take action to develop the skill

I can identify the process of Digital Problem Solving in terms of a life learning experience

SELF-EVALUATION

AFTER READING

What is your level of competence?

Evaluation **1** **2** **3**

How was difficult to apply?

Evaluation **1** **2** **3**

How important do you think it is for you?

Evaluation **1** **2** **3**

Have you applied the tips and the excercises proposed? Did you made any progresses?

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What improvements have you noticed in your professional and private life?

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What is the thing you find most difficult to do?

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What habits and actions have you changed in your professional life?

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To learn more

BOOKS

TITLE

CLAYTON M. CHRISTENSEN
"THE INNOVATOR'S DILEMMA"

DR. JASON SELK AND TOM BARTOW
"SPRINT, HOW TO SOLVE BIG PROBLEMS AND TEST NEW IDEAS IN JUST FIVE DAYS"

MARIA KONNIKOVA
"MASTERMIND: HOW TO THINK LIKE SHERLOCK HOLMES"

VIDEOS

TITLE

EXCELLENCE GATEWAY
HTTPS://WWW.YOUTUBE.COM/WATCH?V=MV5AO4C_E_E&T=9S

UNIVERSITY OF DERBY
HTTPS://WWW.YOUTUBE.COM/WATCH?V=EC8ID4CKF_Y

TEDX TALKS
A DIGITAL APPROACH TO INNOVATION AND PROBLEM SOLVING | ROSHEN MAGHHAN | TEDXUOSM – YOUTUBE

PODCAST ARTICLES

TITLE

LISA JO RUDY
HTTPS://BUSINESS.TUTSPLUS.COM/ARTICLES/TOP-BRAINSTORMING-TECHNIQUES--CMS-27181

UNDERSTAND WHAT IS MIND MAPPING AND ITS USES
HTTPS://WWW.MINDMAPS.COM/WHAT–IS–MIND-MAPPING

(PODCAST) THINKING SKILLS AND PROBLEM SOLVING OPEN UNIVERSITY MALAYSIA
HTTPS://PODCASTS.APPLE.COM/US/PODCAST/PODCAST-THINKING–SKILLS-AND-PROBLEM-SOLVING/ID1009086296

2

FLEXIBILITY AND AGILENESS

CASE STUDY

FLEXIBILITY AND AGILENESS

MOBILE WORK AT TEXTILE COMPANY

MOBILE WORKING

A good practice of flexible teleworking

T. is a textile manufacturing company located in Germany that has offered employees the opportunity for mobile working for several years. A company agreement on mobile work has been in force since the end of 2017 and was updated in the middle of 2020, during the pandemic. This agreement was an initiative of the newly formed body for employee representation, which wanted a framework for mobile working in the company that would allow them to work flexibly from home.

Mobile working can be used all day or for part of the day and must be discussed with the supervisor or the team (O)perational issues have priority, thus employees were not granted the right to a fixed home office day. In practice, employees often regularly work from home on Mondays or Fridays. However, if operational issues require their presence on one of those days, the company expects them to be there.

The availability of workers working at home can be very important since teleworking has caused an imbalance between professional and personal life resulting in extra working hours, mental and physical exhaustion.

Transparency is achieved by employees documenting their availability - 0r, if necessary, their absence - on an online calendar accessible to all team members. The company agreement stipulates that mobile employees only have to be available during agreed times and that there is no further obligation to be available.

The impact of teleworking and digital work on workers and society -Case study on Germany (Annex IV) (europa.eu) (pp. 11-13)

SELF-EVALUATION

BEFORE STARTING

What is your level of competence?

Evaluation   **1**   **2**   **3**

How difficult is it to apply?

Evaluation   **1**   **2**   **3**

How important do you think it is for you?

Evaluation   **1**   **2**   **3**

Have you ever trained it before? Did you make any progress?

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ABOUT THE SKILL

FLEXIBILITY AND AGILENESS

WHAT IS FLEXIBILITY AND AGILENESS?

Work is way different than it was twenty, ten or even five years ago. Fueled by enormous and rapid technological advances, cultural and economic trends and a Covid 19 pandemic, all types of businesses and thus, their employees and staff, need to move smarter and faster to accomplish more in less time. But what are the skills needed to support such changes?

The answer to this question is agileness and flexibility!

AGILENESS

Agileness is not just a new work process or a new workplace, but a fundamental change in the entire work experience and employees should try to acquire this skill in order to maintain or claim a professional career within this extra competitive labout market.

Remember to:

- Invest time to develop and produce quality outputs/results
- Self organise your teams and prioritize your taks
- Drow on power from simplicity
- Aim for a sustainable pace of progress
- Gradually improve your deliverable
- Learn lessons both from failure and sucess

DON'T FORGET

FLEXIBILITY

Flexibility in the workplace refers to the unity of its factors; namely, individuals, location, and technology, with emphasis on the willingness and the adaptability to change, especially regarding the way and the time any task needs to complete.

Considering a workplace as a flexible one means that both employer and employees' needs are properly addressed. A flexible workplace also functions as a retaining and engagement tool for the employees. In this context, productivity is increased, thus allowing any organization to achieve its objectives (the balance careers, 2020).

When an employee is considered flexible, it means that he/she is more productive and in a healthier state as an individual. In fact, as stressful situations are common for employees of any age due to various reasons, for example, a long commute, the stressful element needs to be limited in order to improve productivity. An employer is expected to highly value an employee's flexible job approach, so a flexible work environment is a prerequisite to attracting employees.
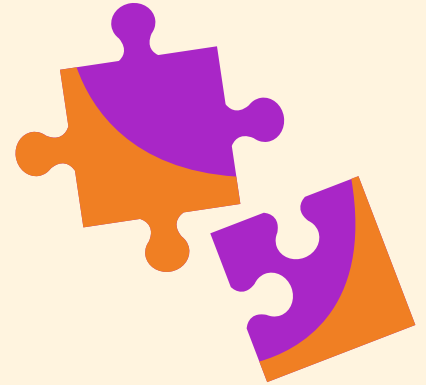
MENTAL FLEXIBILITY

If someone parallels the human mind with a muscle, it means that both practice and awareness will help with the development of an agile mindset. Thus, an individual develops attributes like creativity, resilience, along with a sense of self-fulfillment. Therefore, in the case of teleworking, work-life balance is preserved. The concept of mental (or cognitive) flexibility refers to an individual's willingness and adaptability regarding efforts to change patterns, thinking processes, or working habits in order to be responsive by less regimented ways in certain situations.

As a thinker with flexibility, an individual can assume roles and take on and evaluate tasks and responsibilities less anxiously and handle duties in general without stress! Besides, having a mindset with flexibility fosters openness and positivity and helps an individual to be distanced from narrow-mindedness.

Remember to:

- Set stretch goals and challenge yourself
- Keep your optimism alive
- Cultivate self awareness
- Question your thoughts and wordsMix up the
- way you think and be spontaneous
- Keep in touch with your support Network

DON'T FORGET

BENEFITS OF BEING A FLEXIBLE AND AGILE WORKER

The following benefits are closely associated with flexibility by both employees and employers. Don't forget that a flexible worker is a happier and more productive one

Increases Creativity and sources of inspiration

It is suggested that flexibility boosts people's work creativity. A flexible attitude leads to recovery from the daily busy job schedule. At the same time, opportunities for new skills acquisition, creativity enhancement, and new mindset arise for the people on a daily basis.

Increased Self-Determination

Any employee who is more self-determined has higher work productivity as he/she is self-regulated regarding work implementation.

Increases work satisfaction

A study on the future prospects of employment conducted by Cisco UK shows that individuals having the attributes of flexibility and agileness are more effective, competent, and highly motivated teleworkers.

Take full advantage of personal peak times

It is common knowledge that some people are not feeling so energetic in the morning! Their energy and motivation may peak at different times during the day depending on the individual. Therefore, an employee's flexible work tempo can lead to an increase in productivity, vitality, and wellbeing.

Stress reduction and burnout avoidance

Agileness and flexibility are important attributes to an employee's wellbeing, as they help deal with difficult life situations such as anxiety, stress, and depression, that work could possibly deteriorate.

Utilization of the technology for self-Assurance

Employees working in a flexible environment can also be benefited from the presence of technology tools. Their use improves collaboration, communication, and management skills, ensuring that they are kept up with their organisations' objectives, thus becoming productive and self-assured about their work.

FLEXIBILITY IN THE WORKPLACE
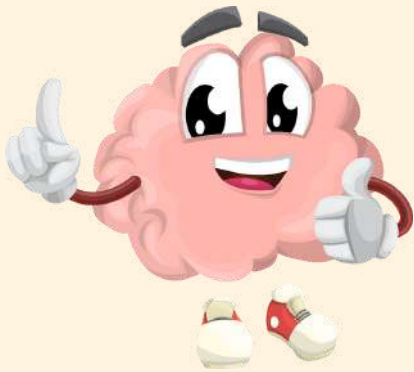
Well-being in the workplace has many dimensions, including state of mental and physical. It comprises both psychological implications, like stress and burnout, and physiological implications, like illness and exhaustion. An employee's experience of work and life satisfaction as well as their sense of happiness are also proxies for well-being and affect the working productivity at a large extent.

A recently conducted study from Cass Business School revealed that lack of recovery can lead to reduced productivity in the workplace. Working excessively or intensively under stressful conditions, like the covid-19 pandemic, decreases employees' ability to perform at adequate levels and deliver quality work.

On the other hand, having the ability to build flexible working arrangements, such as changes to hours and teleworking, offers some degree of control over the framework in which they work, improving work-life balance, providing job satisfaction, commitment to the organization's vision, productivity, and increased absenteeism. Having greater control and flexibility in their working life, employees' productivity, concentration, and motivation will be combined with increased well-being, high-qualitative working performance and self-protection during the pandemic period.

Ways to increase flexibility in the workplace

- Choose the approach that works for you the best
- Start a discussion on flexible working
- Be clear in your business or staff position objectives
- Encourage and support later thinking
- Compromise breaks
- Reconsider the office/home office layout
- Understand your team
- Encourage personal interests that values worklife balance

SUGGESTIONS & TIPS FOR DEVELOPMENT

TIP 1- FOCUS ON YOUR CORE VALUES

Having key attributes that don't shift can keep you grounded during periods of change. Using your core values and your organization's culture as anchor points will help you to decide what you can and can't agree to when you receive an unexpected request.

TIP 2-BE OPEN-MINDED

Make it a priority to listen to and understand the views of the other people involved. If your manager asks you to help out on an urgent project, for example, consider how it will benefit the team or your career, rather than simply thinking, "Oh no, not more work!"
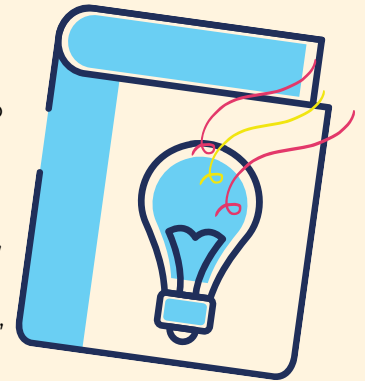
TIP 3-DEVELOP YOUR SKILL SET

If you don't make an effort to learn new skills, you'll likely find that when an unexpected event does occur, you won't be equipped to deal with it.
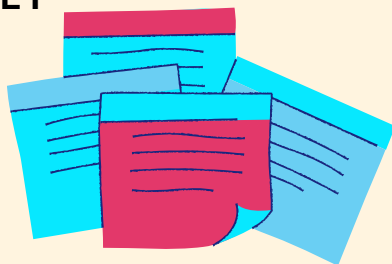
TIP 4-BE OPTIMISTIC

It can be difficult to stay positive when you know a large, urgent project is on the horizon. But, looking on the bright side and focusing on the positives will help you to stay resilient and focused.

TIP 5-STAY CALM

When expectations shift suddenly, it can be disconcerting and you might find that you start to feel anxious. Counter the effects of stress (such as loss of focus and impaired decision making) by taking steps to restore calm .

TIP 6-PLAN AHEAD

Anticipating the next new development, measuring risks and preparing for them are key skills.

EXCERCISE 1

IMPROVE YOUR WORKPLACE FLEXIBILITY THROUGH THE IMPROVEMENT OF YOUR BODY FLEXIBILITY

Having mind-body programs like yoga incorporated into a workday, can help employees relieve stress and anxiety and become refreshed and focused.

The results of a study at British University showed that even a short program of yoga saw employees reporting marked improvements in feelings of clear-mindedness, energy, and confidence. They also reported increased life purpose and satisfaction, and feelings of greater self-confidence during stressful situations.[1]

1: Desk Yoga Seated Crescent Moon
Begin by lifting your arms overhead, connect the palms and stretch your fingers wide. Gently lean to one side for 2-3 deep breaths. Repeat on the other side.

2: Desk Yoga Wrist and Finger Stretches
Begin by extending your arms overhead and drawing 5-10 circles inwards and outwards with the wrists. Follow this by quickly spreading the fingers and closing the fists, releasing excess tension. Finally, place your arms in front of you, with your palms facing upwards. Switch the palms to face downward for a counter-stretch of the forearms.
Hold each stretch for 5-10 breaths.

3: Desk Yoga Eagle Arms
Sit erect and place your arms at a 90-degree angle in front of you. Cross one arm over the other, interlocking them and placing your palms together. Lift your elbows and stretch your fingers upwards. Stay in this pose for 3-5 breaths before switching sides.

4. Seated Twist
Whilst seated, place your hands on the arms of the back of your chair, gently twisting your chest and abdomen to one side. Hold for 4-5 breaths, before repeating on the other side.

5. Restorative Pose
With the daily stresses that life offers, it's important to restore your mind and ground yourself. Place your feet flat on the floor and cross your arms onto your desk. Lay your forehead head onto your arms and breathe deeply for up to 5 minutes.

EXCERCISE 2

FOSTER MENTAL FLEXIBILITY AND OPEN-MINDNESS

INCREASE YOUR MENTAL FLEXIBILITY 21-DAY CHALLENGE

In a study conducted by Koutstaal, older adults who participated in a variety of novel and stimulating activities over a three-month period demonstrated a significant gain in creativity, problem-solving abilities and other markers of 'fluid intelligence' when compared to the control group.

Commit to a personal or professional goal for 21 straight days. After three weeks, the pursuit of that goal should have become a habit. Once you've established that habit, you continue to do it for another ninety days.

Novelty encourages mental flexibility and over-time supports brain growth to maintain those changes over time. Staying active and spontaneous, you will increase both your motivation and productivity in the workplace.

Some ideas for motivating yourself:
- learn to play an instrument
- learno to dance
- pick up a new language
- cook something new
- try a different sport

CHECKING THE REACHED LEVEL OF COMPETENCY

PROGRESSION LEVEL

1

I understand the characteristics of agileness and flexibility.

I know it's important to possess those two skills, but I still find it difficult to apply them in my everyday life.

I know there is a strong desire for adaptability and responsiveness, but I need to improve my skills on that.

I am not able to identify learning objectives to improve my skills with ease, and I don't know how to practice and enhance them yet.

2

I can apply the basic principles of agileness and flexibility.

I am able to apply some basic elements of those two skills in my everyday life.

I am able to act with adaptability and responsiveness when I am dealing with a sudden shift or unexpected situation.

I am able to identify some cases or areas that I could train and apply better my skills, but I am still not confortable with rapidly changing environments.

3

I am able to analyze myself and apply the principles of agileness and flexibility in my personal and proffesional life.

I am able to identify where and when I should apply those skills to adjust in every changing condition or environment.

I am able to identify learning objectives and resources to improve my skills, and to create smooth transitions from one occasion to another, without feeling disoriented or unmotivated.

I feel confortable with applying the principles of flexibility and agileness for different challenges.

I am able to increase my productivity, vitality, and wellbeing through applying those skills.

SELF-EVALUATION

AFTER READING

What is your level of competence?

Evaluation 　　 ① 　　 ② 　　 ③

How was difficult to apply?

Evaluation 　　 ① 　　 ② 　　 ③

How important do you think it is for you?

Evaluation 　　 ① 　　 ② 　　 ③

Have you applied the tips and the excercises proposed? Did you made any progresses?

_____

_____

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_____

What improvements have you noticed in your professional and private life?

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What is the thing you find most difficult to do?

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What habits and actions have you changed in your professional life?

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To learn more

BOOKS

FLEXIBLE WORK IN TIMES OF CRISIS
ELMO CLOUD HR & PAYROLL

LIFE IS FULL OF UNCERTAINTY. AT THE START OF 2020, WHO COULD HAVE PREDICTED THE OUTBREAK OF A DEADLY PANDEMIC? AND THAT IT MAY BE THE SINGLE MOST DECISIVE DRIVER IN THE UPTAKE OF FLEXIBLE WORK.

AUTHOR'S GOAL IS TO PROMOTE FLEXIBILITY AS "BUSINESS AS USUAL" AND NOT JUST SOMETHING TO FALL BACK ON DURING TIMES OF CRISIS.

VIDEOS

IMPORTANCE OF ADAPTABILITY AND FLEXIBILITY IN THE WORKPLACE | BEYOND TECH
ITPRO.TV

https://www.youtube.com/watch?v=skj-vbPsTVI

PODCAST

FLEXIBLE WORK PODCASTS
SEVERAL CREATORS

HTTPS://PLAYER.FM/PODCASTS/FLEXIBLE-WORK

HTTPS://PODCASTS.APPLE.COM/US/PODCAST/MENTALLY-FLEXIBLE/ID1539933988

HTTPS://ECORNER.STANFORD.EDU/PODCASTS/AGILE-IS-A-STATE-OF-BEING/

HTTPS://PODCASTS.APPLE.COM/US/PODCAST/BECOMING-A-TRUE-AGILE-LEADER-TM/ID1451665256

3

SELF AND STRESS MANAGEMENT

CASE STUDY

SELF AND STRESS MANAGEMENT

EMPLOYEES HAVE MORE CONTROL

GIVING EMPLOYEES CONTROL AT DELTA HOTEL

Have trust in employees brings positive effect on work results

To keep the employees engaged during work exploitation, the Delta Hotel deciced to give also them more control of their daily routine tasks, The Power to Please program was initiated to give employees more responsibility and accountability. By giving employees the authority to make decisions, it was thought that this would get rid of the stress of asking for permission. For example, staff can give a guest more towels or more coffee when asked. Housekeepers have input into cleaning products, processes for cleaning and amenity packages. If a customer complains, staff members have the authority to have room service send up a cheese tray with an apology.

The results of this experiment is that the employees have gained more control over their work. They stay more engaged because they know their work directly impacts the business. In this terms both the company and the employees have something to earn. Let people feel responsible and able to handle situation by their-selves has a direct impact on their self-esteem and their productivity.

SELF-EVALUATION
BEFORE STARTING

What is your level of competence?

Evaluation   ①   ②   ③

How difficult is it to apply?

Evaluation   ①   ②   ③

How important do you think it is for you?

Evaluation   ①   ②   ③

Have you ever trained it before? Did you make any progress?

_____

_____

_____

_____

ABOUT THE SKILL

SELF AND STRESS MANAGEMENT

BRIEF DESCRIPTION

Self-management is our ability to manage our behaviours, thoughts, and emotions consciously and productively, being able also to stay focused and know how to deal with the workflow.

It consists of knowing what to do and how to act in different life situations. Someone with strong self-management skills knows how to avoid distractions while working from home, so he/she can maintain focus and stay productive.

Self-management means that you understand your responsibility in different aspects of your life, and you do what you need to fulfil that responsibility.

An effective self-management will help you to avoid stress. So the Stress management is an important part of Self-Management.

STRESS PRODUCED BY TELEWORKING

Working from home, although it has certain comforts (you save time commuting, no dress code, you can decide where to work, etc.) can also present certain challenges, which generate stress.

Here are some of the common sources of stress that many work-at-homers face:

Lack of order:
Lack of order can be a source of stress when you work from home. You may find it difficult to start work on time and to finish your workday. This can throw off your work-life balance.

Distractions:
When working from home, you may experience distractions and interruptions throughout your day: From phone calls that have nothing to do with work to online order picking, you have to be very diligent with yourself, to focus on the work you are carrying out, and not interrupt it with calls or tasks that you should not do at that moment.

Difficulty Setting Boundaries
If you have ever worked from home, you will have experienced that establishing limits on your family and friends, and making them see that you are working, is difficult... Family members, friends, and neighbours may ask you for help or to engage with them during your working hours. You may even experience some frustration on their end if you note that you are unavailable.

Social Isolation
Not being in contact with your coworkers daily can affect your motivation. Social interaction during the workday can indeed be beneficial and help your productivity.

Difficulties in managing your workflow
1. Visualize the workflow: when working from home, and not being able to be near your co-workers to ask how the team's tasks are going, it will help you to have a tool where the whole team sees the tasks that are pending, those that are underway, and those that are finished. It is also a good system to avoid interrupting each other by asking the status of the tasks since you can see it yourself on a board or excel. You can use this board, following the Kanban method:

Source: https://www.wrike.com/es/blog/tabla-scrum-o-kanban-cual-es-el-mejor-plan-de-proyecto/
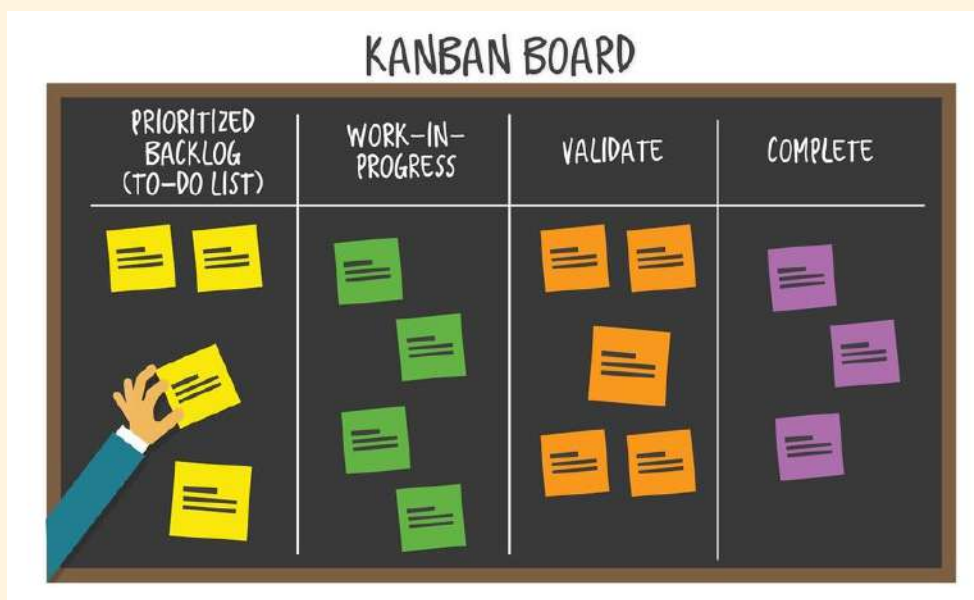
2. **"Stop starting, start finishing"**, that is, it always prioritizes a job that is in progress before starting a new one. This will allow you to finish tasks that you started a long time ago, and not accumulate pending work.

3. **Learn to differentiate between what is urgent and what is important.** Urgency can be measured with a formula that would be expressed as follows:

Urgency = time consumed by the task/time remaining until the due date. Taking this formula into account, you can determine the priorities in your work, knowing what is urgent and what is not. Interpreting the results of this formula, if the resulting figure is zero, it implies that the task is not urgent. If, on the other hand, it is equal to or greater than 1, it will imply that this task needs your full attention because it is urgent, otherwise, the deadlines will not be met.

And above all, before starting your workday, define the order of the tasks that you have to complete, and also make a list of things you have to do at home when you finish your workday.

HOW TO MANAGE THE STRESS FROM HOME WORKING?

Make a SCHEDULE, where you determine what hours you are going to be working, when you are going to rest and when to end your workday. Live the same schedule each day - having a clear routine will help reduce stress.

Create your WORKSPACE, do not put yourself to work in the same place where you usually rest. Find a space that you only use to work, since, at least mentally, it will help you separate your life from your work. It may also help you leave your work "at the office" once you're done with your day.

TAKE CARE OF YOURSELF: sleep the necessary hours (do not leave work tasks for the night!), practice exercise, accompany your free time with good readings, listen to music that entertains you, spend time with your friends ... Although this is important, whatever it is your place of work when you work from home you have to prioritize self-care. This will help you connect with yourself and better understand what you need in terms of work-life balance.

One of the biggest causes of stress at work is unproductivity, so, SET OUT YOUR TASKS first thing in the morning. One of the things that can cause unproductiveness is not planning what you have to do throughout the day (not only at work, but also at home), and when you are going to do it. You will see how you relieve yourself of stress when at the end of the day you see your "to-do-list" complete.
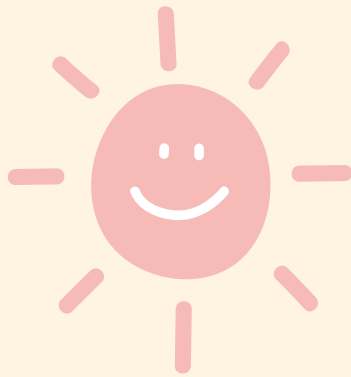
SUGGESTIONS & TIPS FOR CREATE A ROUTINE

by www.verywellmind.com

TIP 1: CREATE A RITUAL THAT MARKS THE BEGINING OF YOUR DAY

This may include taking a walk before you start working, taking a few moments to stretch, and/or enjoying a coffee or tea at the start of your day.

TIP 2: MARK THE END OF YOUR WORK DAY

This may include putting your work material away and out of sight, taking an evening walk, and/or lighting a candle.

TIP 3: SET A MORNING ALARM

Waking up at the same time everyday can give you enough time to prepare for your workday. What time you opt to wake up may depend on how much time you need to warm up in the morning.

TIP 4: SET A REGULAR LUNCH TIME

Taking lunch at a similar time everyday can give you a much-needed break and offers you time to refuel before getting back to work. Be sure to fully unplug during your lunch time so you can enjoy your break.
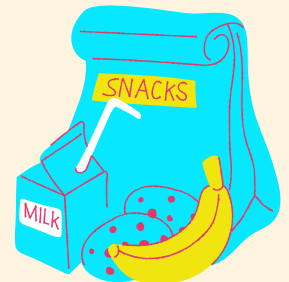
TIP 5: TAKE TIME TO MOVE AROUND

This may mean walking around your home, heading outside for a quick walk, or doing some stretches during your breaks.

TIP 6: MAKE USE OF TECHNOLOGY

If you want a little extra boost when it comes to time tracking and organization, consider using time management apps like: Todoist, Toggl Track, Trello...

EXCERCISE 1

STRESS INOCULATION TECHNIQUE (MEICHENBAUM, 1974)

THIS TECHNIQUE IS VERY USEFUL TO FACE SITUATIONS THAT CAUSE US A LOT OF STRESS OR ANGUISH. IT IS BASED ON VISUALIZING THESE SITUATIONS AND EVOKING THE NEGATIVE THOUGHTS THAT THEY GENERATE IN US, ENHANCING THEIR MODIFICATION.

PREPARATION
- You should find a quiet place, without interruptions.
- You will need a pencil and paper.

STEPS
STEP 1:
Write the situations that cause the most stress or anguish, rating them from 1 to 100.
For instance:
 - "That an acquaintance of the company does not greet me": 20
- "That someone does not answer me when I ask a question": 30.
- "For a customer to make a complaint": 50.
- "That I am so overwhelmed that I cannot do all the work": 70.
- "That in a meeting I do not know what to say or defend my position": 100.

STEP 2:
Imagine the situations that generate stress from least to most on the list in great detail. Try to relax while viewing these images, relaxing the muscles that are tense while still imagining the situation.

STEP 3
Prepare thoughts that help counteract the possible negative ideas that may appear:
- Prepare the situation before it happens: "Little by little I will dominate the situation"; "I can control my thoughts step by step"; "I will not get carried away by the situation."
- Facing the situation that causes stress: "I am going to stay in control"; "I already knew this was going to happen, I can master it."
- Manage feelings of anguish before they occur: "It is normal to be somewhat upset, I can control it"; "I'm going to take a deep breath and release myself from tension"; "I will relax little by little."
- Reward and be encouraged by the task: "Next time I will do better"; "I am getting it. Good for me!"

EXCERCISE 1

STRESS INOCULATION TECHNIQUE (MEICHENBAUM, 1974)

When these thoughts have been written, you will need to reimagine the distressing situation and use the written thoughts with each negative thought that appears:

For instance:
Faced with the situation: "That in a meeting I do not know how to defend my position or my work."
While those close to you do not understand the position you want to defend, you can think: "They are right, because I will never do anything right, I will not achieve it!"
This thought would have to be replaced by: "I already knew this was going to happen, I am not going to get carried away by the situation and get nervous, I am going to defend my ideas, it is normal to be upset, I can control it, I am succeeding. Good for me!".

STEP 4
Carry out this exercise in a real situation.

ADDITIONAL COMMENTS
As a complement to this technique, it is possible to reinforce the substitution of negative thinking and emotions that it provokes in us using an "anchor". In short, it is about associating positive thinking (and the beneficial feelings that it generates) with a simple act (making a fist, touching the clock, etc., any gesture that others do not appreciate) while practicing the technique (Step 3). In this way, when said negative thought appears in a real situation, we will repeat this gesture ("anchoring") to induce the positive response to appear. The repetition and practice of this "anchoring" will make us associate the presence of a pleasant stimulus with the appearance of the behaviour we want.

EXCERCISE 2

STRESS MANAGEMENT

LIFE BALANCE

Stress can be especially destructive if your life is heavily focused on one area. For example, a person who is only focused on a relationship will struggle if their relationship becomes rocky.

Rate each of the following life areas from 1 to 5. A "1" means that you devote little attention to this part of your life, while a "5" means that you devote a high amount of attention to this area.

Career	Family	Fun / Recreation	Spirituality
Socializing	Intimate Relationship	Education	Other

Based upon your ratings, are there any areas where you would like to devote more attention?

BASIC NEEDS

During periods of high stress, many people take shortcuts when it comes to their basic needs. Examples include sleep, a healthy diet, exercise, and other forms of self-care. When basic needs are neglected, health and mental well-being deteriorate, which contributes to additional stress.

Circle any basic needs that you tend to neglect during periods of high stress.

Sleep	Healthy Diet	Exercise	Medical Adherence medications, appointments, etc.
Personal Hygiene	Social / Love Needs	Managing Addictions	Other

Describe the steps you can take to protect your basic needs during periods of high stress.

Reference: www.therapistAid.com

CHECKING THE REACHED LEVEL OF COMPETENCY

PROGRESSION LEVEL

1

I understand what self and stress management is.

I know what are the most common sources of stress in teleworking.

I know of some exercises that can help me relax in a time of stress.

I have a defined workspace.

2

I identify what causes me stress when teleworking, and know how to manage them.

I have a clear work schedule, and I can block that time and not interrupt
it with other tasks related to my family and friends.

I know how to avoid distractions while working from home, I try to interact with my co-workers, even online, to avoid social isolation.

3

I am able to differentiate, within my tasks, between what is urgent and what is important.

I am able to define a correct order of priorities in my tasks.

I have an online work tool with my team, which allows me to know the status of the tasks is.

I know different resources which will help me to continue bettering this skill.

SELF-EVALUATION

AFTER READING

What is your level of competence?

Evaluation　　**1**　**2**　**3**

How was difficult to apply?

Evaluation　　**1**　**2**　**3**

How important do you think it is for you?

Evaluation　　**1**　**2**　**3**

Have you applied the tips and the excercises proposed? Did you made any progresses?

_____

_____

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_____

What improvements have you noticed in your professional and private life?

_____

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What is the thing you find most difficult to do?

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_____

What habits and actions have you changed in your professional life?

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To learn more

4

EMOTIONAL CONTROL, PHYSICAL AND MENTAL WELL-BEING

CASE STUDY

DEMONSTRATE EMOTIONAL CONTROL TO FACE DAILY LIFE

DEMONSTRATE EMOTIONAL CONTROL TO FACE DAILY LIFE

If it is useful to understand what emotional control is and what physical and mental well-being needs are through mistakes to avoid, it is also beneficial to see what good emotional health looks like in everyday life. So Here are two case studies of people who use emotional control to face life's challenges:

Martha is a very busy nurse. She works over 55 hours a week and also has to take care of her elderly mother when she is not at work. She has very limited time for herself.

To deal with the stress and intense emotions she faces at work, she has developed practices that she uses to manage her emotions at work and at home:

- Keeping a journal and writing down three things she is grateful for every day
- Making time every Saturday morning to walk with her dog and her friends
- Going to the gym regularly (her job gives her this advantage) and seeing a physiotherapist once a month.

Martha writes in her journal to clarify her thoughts and fight stress. Going for walks and socialising gives her a break from the stresses of her daily life and regular visits to the gym help her to stay fit and healthy. Martha knows that if she doesn't take care of her mental health, she won't be able to help her patients and her mother in the way they need.

Adam is a customer service manager. He is very busy and has to manage a team of five people and has two children, both of which take a lot of his time. His working days are very intense and he comes home exhausted at the end of each day. Throughout the day, Adam uses specific techniques to help him manage his emotional and physical well-being:

- Practising self-talk to remind himself that he can choose how to handle situations
- Meeting people who share his religious beliefs every weekend
- Always be home by 6pm to spend quality time with his family

Adam's family gives him a purpose in life. His ability to manage his emotions helps him maintain a good balance between his family and professional well-being. Adam has noticed that when he feels stable, his team and family seem to do better too.

SELF-EVALUATION

BEFORE STARTING

What is your level of competence?

| Evaluation | 1 | 2 | 3 |

How difficult is it to apply?

| Evaluation | 1 | 2 | 3 |

How important do you think it is for you?

| Evaluation | 1 | 2 | 3 |

Have you ever trained it before? Did you make any progress?

_____

_____

_____

_____

ABOUT THE SKILL

EMOTIONAL CONTROL, PHYSICAL AND MENTAL WELL-BEING

Emotion management is a process by which a person modifies emotional experience and expression as well as the situations that provide such emotions in order to improve his or her well-being or to better meet the demands of his or her environment.

MANAGING EMOTIONS IN THE WORKPLACE (IN GENERAL)

It used to be wrong to express your emotions at work.. It was considered as influencing the productivity of the employee, so there was no empathy at work and the well-being of the employees was not taken into account.

Today, expressing emotions has become a more widespread principle with more frequent dialogues between work teams. Employees know each other better, they talk at the coffee machine, **their relationships are more human. Everyone can express their thoughts.**

Studies have shown that **employees who ignore their emotions are more likely to experience emotional tiredness, which can lead to burnout.**
It can be beneficial to **express one's emotions in order to have a better relationship** with one's team so that everyone understands how the other works, to create team cohesion, to analyze problems to find solutions and to become more productive with a better well-being at work.

It is necessary **to take the time to exchange with colleagues or managers** to talk about what is not going well and to take the time to understand oneself in order to detect what is working or not and **to determine the points to be improved** in one's working conditions.

Several negative emotions are felt at work (frustration, nervousness, anger, disappointment...). It is necessary **to express them by understanding the discomfort that surrounds us at work**. It is also important **to express positive emotions**. This creates dynamism in the team and reassures and motivates the employees.

An employee who is at ease in his work, with controlled emotions, is an employee who becomes **more productive without realizing it**. He spreads well-being around him and projects himself on the long term in an organization.

MANAGING EMOTIONS IN TELEWORK

As in the case of non-telework situations, it is **essential to identify emotions** in order to maintain a **minimum of fluidity in the exchanges.** It is important **to allow these emotions to be expressed** so as not to miss the distress of an isolated teleworking employee.

Physical proximity establishes unconscious motor coordinations that result in a feeling of **co-presence and trust**. At a distance, this is no longer the case. We can get closer **by showing more verbal empathy**, with phrases like "I understand well..." or "I agree with you."

Give others a chance to speak and **give yourself a chance to speak**. An effective technique is to let your own feelings show: **a look, a smile** can be enough. **Emotions are contagious**. Remember a specific memory to reactivate the expression linked to it at the wanted moment. The face expression reflects the emotion associated with it.

In online meetings, **speech is the main tool**. It is necessary to modulate your tone, to switch to the low notes (warmth) or the high notes (impatience, urgency), **to vary the rate of speech** (slowness calms, speed leads) and the pauses create a surprise effect that prepares the brain to receive and digest the information.

It is also **important to recognize the legitimacy of your emotions**. Leave space to your interlocutors and listen to their feelings to avoid reactions of frustration or aggressiveness.
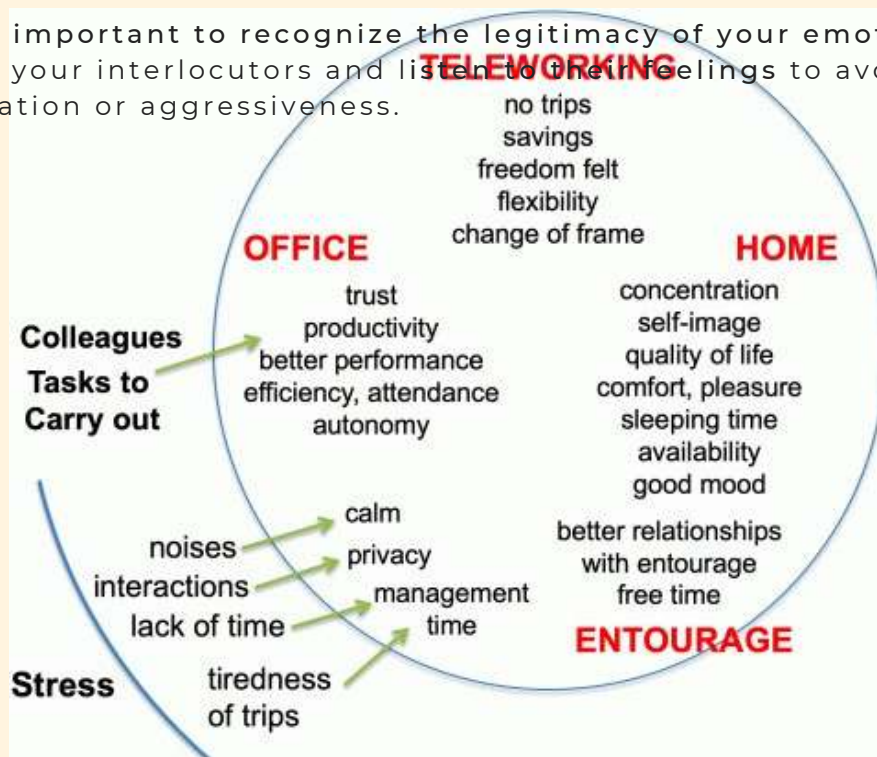

Figure: Positive contributions of teleworking on health
https://journals.openedition.org/rfst/831

MANAGING YOUR EMOTIONS AT HOME WITH YOUR FAMILY

A lack of separation between private and professional life can be a real source of stress and exhaustion if the brain does not have **time to "breathe"** and a fortiori **to recuperate** between work time and domestic and family tasks. The lack of separation between private and professional matters can put a strain on some people who are keen **to keep their activities separate.**

If there are **children**, the situation can be much **more difficult to manage**. Finally, carrying out professional and personal tasks in the same space can cause some people to lose their bearings and g**enerate stress that turns into tension and conflict.**

When employees establish **clear boundaries between their professional and private lives**, they are less likely to experience conflicts on both sides.

If you separate the professional from the personal and face problems at home, you can **switch off when you start working**. If it is the opposite, you can **disconnect when the working day is over**. This helps to reduce stress and anxiety.

For someone who does not separate, positive work experiences can influence family experiences and vice versa. **Negative emotions at home can also influence the work experience and decrease productivity.**
A major benefit of establishing a healthy work-life separation is the reduction of burnout

Benefits to employees:
Increased productivity
Less stress
Improved health and well-being
Increased loyalty to the company

Benefits for employers:
Boosting competitiveness
Attracting top talent from other sectors
Retain employees longer
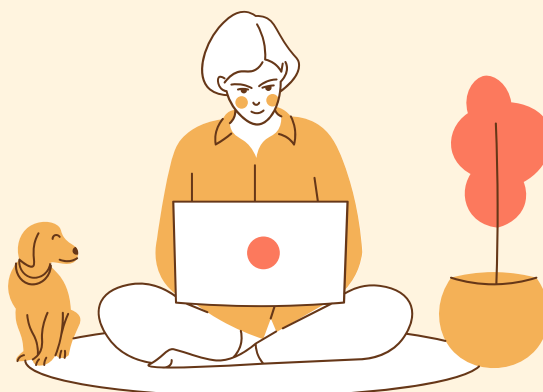
MANAGING CONFLICTS AT WORK

In any social relationship, such as the one shared by employees working together, **there may be contradictory goals and working styles leading to conflict**. These conflicts are an integral part of business life.
Being able to deal with conflict, negotiation and how to interact with difficult people **can give you better opportunities for creativity and productivity.**

Reasons that can lead to conflict:
Absenteeism
Misunderstandings or lack of information
Changes in the workplace
Actions taken by a supervisor.
Evaluation of work performance
Personal situations that affect job performance

The consequences that can result from these conflicts:
Harassment
Departures, sick leave
Project failure:
Demotivation in the company
Decrease in the quality of work:

It is therefore essential to manage conflicts at work through formal and informal negotiation, either by managers or directly between employees. **If discussion and the expression of one's emotions remain the preferred ways to avoid conflicts, various recommendations exist:**

1. Talk to the other person (plan regular discussion times)
2. Listen carefully
3. Avoid interrupting the other person.
4. Identify areas of agreement and disagreement.
5. Prioritise areas of conflict.
6. Develop a plan to work on each conflict.
7. Build on your successes.

Congratulate each other when you make progress, even if it is only a small step. Your work will pay off when planned discussions **give way to permanent, friendly and beneficial communication.**

SUGGESTIONS & TIPS FOR DEVELOPMENT

EMOTIONAL CONTROL, PHYSICAL AND MENTAL WELL-BEING

TIP 1 : ORGANIZE YOUR WORK IN AN APPROPRIATE WAY

Anticipate, during a quiet moment, by preparing in advance the tasks that can be performed with different levels of concentration, fatigue, stress.

TIP 2: ESTABLISH WELL-DEFINED MARKERS IN TIME AND SPACE

Having little rituals in the home workspace and set up times to do certain tasks.

TIP 3: TREAT YOUR BRAIN AND BODY WELL

Physical maintenance is fundamental. Even indoors and in a well-ventilated room, stretching and breathing exercises for good oxygenation put our brain in a good position to deal effectively with stress and to better regulate our emotions.

TIP 4: SEPARATE TIME ALONE FROM TIME WITH OTHER PEOPLE

Between screen time, loved ones and notifications, we are under constant pressure. Having personal activities, professional or not, alone or in groups, are essential moments.

TIP 5: COMMUNICATE EMOTIONS EXPLICITLY

Learning to express one's expectations, emotions and feelings is all the more important in telework mode because naming things, whether they are emotions or feelings, means making them exist from the brain's point of view. This helps to regulate emotions.
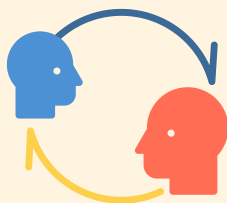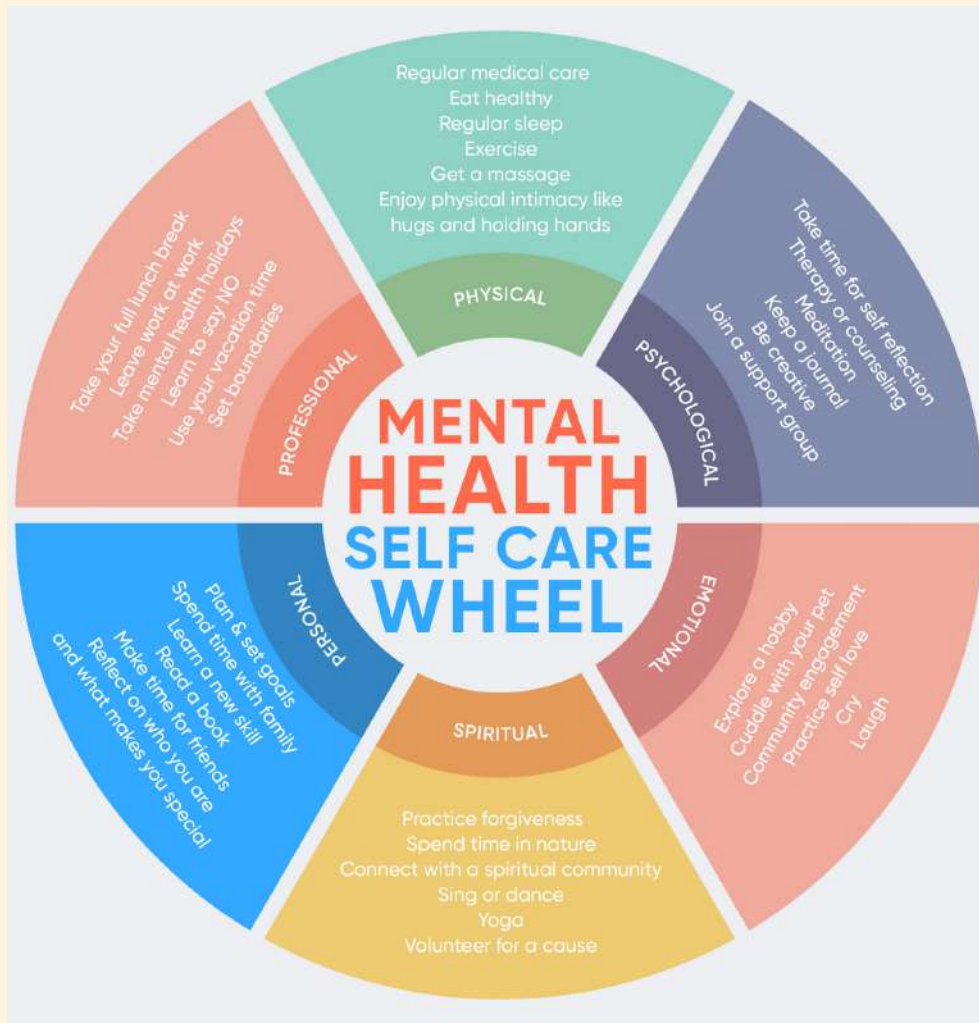
TIP 6: MAINTAIN A PROFESSIONAL AND PERSONAL SOCIAL LIFE

Humans are social animals who need to relate to others. Among other things, this allows them to maintain a sense of belonging and to communicate their emotions, as seen above. Creating opportunities for impromptu exchanges is important for stress management and it replaces classic social exchanges in the workplace.

SUGGESTIONS & TIPS FOR DEVELOPMENT

EMOTIONAL CONTROL, PHYSICAL AND MENTAL WELL-BEING

MENTAL HEALTH SELF CARE WHEEL

PHYSICAL
Regular medical care
Eat healthy
Regular sleep
Exercise
Get a massage
Enjoy physical intimacy like hugs and holding hands

PSYCHOLOGICAL
Take time for self reflection
Therapy or counseling
Meditation
Keep a journal
Be creative
Join a support group

EMOTIONAL
Explore a hobby
Cuddle with your pet
Community engagement
Practice self love
Cry
Laugh

SPIRITUAL
Practice forgiveness
Spend time in nature
Connect with a spiritual community
Sing or dance
Yoga
Volunteer for a cause

PERSONAL
Plan & set goals
Spend time with family
Learn a new skill
Read a book
Make time for friends
Reflect on who you are and what makes you special

PROFESSIONAL
Take your full lunch break
Leave work at work
Take mental health holidays
Learn to say NO
Use your vacation time
Set boundaries

« How to achieve emotional health », Maggie Wool, *BetterUp*, 2021

EXCERCISE

4 STEPS FOR FEELING

LISTENING TO YOUR EMOTIONS IS USEFUL TO OPEN A DIALOGUE WITH OTHERS. YOUR ANSWERS WILL BE DIFFERENT DEPENDING ON THE TIME, THE DAY, THE WEEK, THE MONTH. MANAGING YOUR EMOTIONS IS ALL ABOUT BEING AWARE OF THEM. AT WORK, THE PACE OFTEN ACCELERATES AND SO DO OUR EMOTIONS, BUT IT TAKES TIME TO FEEL THEM.

THE 4 STEPS TO FEEL THAT FOLLOW ARE USEFUL REFERENCES AT ANY TIME.

THINK BACK TO A SITUATION THAT MADE YOU EXPERIENCE ONE OR MORE PARTICULAR EMOTIONS AT WORK OR IN A PERSONAL SITUATION.

1

OBSERVE what happened inside you, what you felt in your heart, in your body and in your head. Simply write down the physical sensations and thoughts you had during this situation.

Example: I felt useless, efficient, crushed, tall, free, cramped...

2

WELCOME your emotion by naming it. There may be several. What emotions did you feel? How did you deal with them?

Example: My emotion(s) were joy, sadness, anger, disgust, annoyance, fear, despair, jealousy, wonder, nervousness, enthusiasm...

3

IDENTIFY the need(s) related to this emotion or these emotions. Like the warning light on the dashboard of a car, the emotion indicates that a need is present.

Example: My need(s) were to be listened to, to be respected, to be trusted, to have fun, to rest, to express myself...

4

CHOOSE to meet this/these need(s) by listening to what is important to you and being aware that it is possible to act.

Example: I choose to talk to someone I trust, to recharge my batteries, to listen to others, to think, to ask for help...

To continue your emotional experience, answer these questions:

Does what I have chosen contribute to my well-being?
Does what I have chosen hurt me? Is it hurting others?

CHECKING THE REACHED LEVEL OF COMPETENCY

PROGRESSION LEVEL

1

You are able to identify your emotions, name them and identify the needs they imply.

The idea here is to be aware of the signals your body and mind give you in different situations.

You are able to organise your work, preparing in advance tasks that can be done with different levels of concentration, tiredness and stress.

2

You are able to express your emotions. You take time to talk with your colleagues about how you feel and what you need.

You can talk to someone who listens and understands the situation. It is essential to understand the legitimacy of your emotions, and to get a more external perspective on stressful everyday situations.

You are able to find time for yourself, to have personal activities, alone or in a group, and to keep your work and private life separate.

3

You are attentive to how others feel, whether they express it or not. You encourage them to communicate their own emotions to avoid conflict.

You take care to maintain your body and mind. You do stretching and breathing exercises to oxygenate your brain, manage stress and better regulate your emotions.

SELF-EVALUATION

AFTER READING

What is your level of competence?

Evaluation   ①   ②   ③

How was difficult to apply?

Evaluation   ①   ②   ③

How important do you think it is for you?

Evaluation   ①   ②   ③

Have you applied the tips and the excercises proposed? Did you made any progresses?

_____

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What improvments have you noticed in your professional and private life ?

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What is the thing you find most difficult to do ?

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What habits and actions have you changed in your professional life ?

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To learn more

BOOKS

MASTER YOUR EMOTIONS

THIBAUT MEURISSE (AUTHOR), KERRY J DONOVAN (EDITOR)

"UNDERSTANDING HOW NEGATIVE FEELINGS AND EMOTIONS WORK IS THE FIRST STEP. THEN WE MUST LEARN HOW TO REPROGRAM THOSE EMOTIONS AND TURN THEM AROUND. A HAPPIER LIFE IS POSSIBLE IF YOU FOLLOW THE STEPS."

VIDEOS

HOW TO MASTER YOUR EMOTIONS - EMOTIONAL INTELLIGENCE
BRAINY DOSE
HTTPS://WWW.YOUTUBE.COM/WATCH?V=4D9RCUU-WQO

HOW TO MASTER YOUR EMOTIONS | EMOTIONAL INTELLIGENCE
FREEDOM IN THOUGHT
HTTPS://WWW.YOUTUBE.COM/WATCH?V=QGQQ7PJQQHK

HOW TO MASTER & CONTROL YOUR EMOTIONS
ACTUALIZED.ORG
HTTPS://WWW.YOUTUBE.COM/WATCH?V=HYZMK46--MC

PODCAST

EMOTIONS MENTOR PODCAST
HTTPS://REBECCAHINTZE.LIBSYN.COM/WEBSITE

WELNESS FORCE PODCAST
HTTPS://WELLNESSFORCE.COM/PODCAST-2/

UNDERSTANDING EMOTIONS
HTTPS://PODCASTS.APPLE.COM/US/PODCAST/UNDERSTANDING-EMOTIONS/ID1498988090

TeleGrow

Enhancing the Teleworking Digital
Skills for the Middle aged employees

5

SELF-EMPOWERMENT AND LEARNABILITY

CASE STUDY

SELF - EMPOWERMENT & LEARNABILITY

DIANA'S LEARNING CHALLENGE

DIANA'S LEARNING CHALLENGE

The importance of improving ourselves through learning

Diana, as many of us, has drastically move to telework without having the appropriate skills. She needed to communicate and collaborate using ICT tools. At the beginning she didn't feel confident on her new work environment and she felt frustrated and overwhelmed.

Diana started to think how to face this new situation. At the begining, she thought of considering it wasn't a problem but a challenge and an opportunity to learn and develop new skills. At first, she listed her strengths and weakenesses, she thought of the resources she could use to face this challenge, she talked with collegues and friends to learn from their experience, she read articles, watched videos and tutorials, and she realized that she had options to improve.

The next step was thinking on her goals and how to achieve them. She decided to improve her digital communication skills and tried to write the steps she could follow. She set a plan and started to follow it. She decided to dedicate 15 minutes per day to learn: read an article, watch a tutorial, talk with some collegue that can show her good practices, ... She track her plan every week and change what didn't work. Little by little she started using her new skills and she felt more empowered and inscresed her learnability

SELF-EVALUATION

BEFORE STARTING

What is your level in this competence?

Evaluation   ①   ②   ③

How difficult is it to apply?

Evaluation   ①   ②   ③

How important do you think it is for you?

Evaluation   ①   ②   ③

ABOUT THE SKILL

SELF - EMPOWERMENT

BOOST YOUR SELF-EMPOWERMENT

Self-empowerment is a kind of self-development and growth of personal potential. It means being aware of one's potential and trusting it by making conscious choices and taking responsibility and living positively.

On a general level, we can say that it is a process that leads to increasing one's potential and resources and making the most of them, to see reality in a more positive way, as well as to feel a feeling of control over decisions and situations.

It involves making positive choices, taking action to advance, and being confident in one's ability to make and execute decisions. Self-empowered people understand their strengths and weaknesses and are motivated to learn and achieve.

Atributes of self-empowered persons:

Self-awareness:

Self-empowerment is a process of discovering and becaming aware of your potential. Self-awareness means that you get to know your strengths and weaknesses. It is important to have a positive but realistic view of yourself.

Self-esteem:

It is a positive or negative orientation toward oneself. It also influences motivation, as people with a positive view of themselves understand their potential and may feel empowered to take on new challenges.

Self-efficacy:

It refers to an individual's belief in their capacity to execute behaviors necessary to produce specific performance attainments. Self-efficacy strongly influences both the power a person to face challenges competently and the choices a person is most likely to make.

Resilience:

It is the ability to adapt and bounce back when things don't go as planned. Self-empowered people are resilient; they acknowledge the situation, learn from their mistakes, and then move forward.
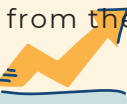
ABOUT THE SKILL

LEARNABILITY

A KEY COMPETENCE FOR 21ST CENTURY EMPLOYMENT

Learnability is the ability to learn new skills throughout one's life and to remain employable in the long-term.

It is one of the competencies that depends most directly on us. It is in our hands to continue studying, training us to always continue learning and thus adapting to current times; or, on the contrary, to remain stagnant.

In today's job market, the highest valued professionals are those who show an interest in continuing to learn and, thus, continue to progress.

THE HABITS OF CONTINUOUS LEARNERS

Source: Learnability: The Most Important Skill of the Future (edvantic.com)

HOW LEARNABLE ARE YOU?

ManpowerGroup, a human-resources consultancy and Hogan, a company especialized on personality assessment and leadership development, have developed a a self-assessment tool called: Learnability Quotient™ available in different languages (english, spanish, french, ...).

Your Learnability Quotient (or LQ) reflects your desire and ability to grow and adapt to new circumstances and challenges throughout yourwork life.
Take the test and discover your learning style and get recommendations to improve.

https://www.learnabilityquotient.com/en

3 KEYS TO
SELF - EMPOWERMENT & LEARNABILITY

self-awareness

Achieving empowerment requires to know your strengths and weaknesses

Positive Psychology | Martin Seligman

People tend to be happier and more satisfied in their lives when using their "strengths" on a regular basis. The 'Positive Psychology' movement, started by Professor Martin Seligman, Ph.D., emphasizes things like abilities, potential and values. So, if you want to develop your empowerment, you may start by identifying and reflecting on your core strengths as a person.

We recommend you to develop your personal SWOT Analysis to identify your Strengths and Weaknesses, and analyzing the Opportunities and Threats that flow from them. You can also take a test like *Brief Strenghs Test* at Authentic Happiness from University of Pennsylvania: https://www.authentichappiness.sas.upenn.edu/.

Skills

Cultivating a growth mindset gives you the power of believing you can improve your skills

Growth Mindset | Carol Dweck

In 2006, Carol Dweck, an American Psychologist, popularized the concept of 'mindset' in her book, Mindset: The New Psychology Of Success. Dweck set what we today know as 'growth mindset' and 'fixed mindset'. The growth mindset can be defined as the belief that *skills and intelligence can be improved with effort and persistence*. People with a growth mindset embrace challenges, stay resilient in the face of difficulties, are willing to learn and are opened to constructive criticism. Self-empowered people adopt a growth mindset and are life long learners. To increase your empowerment you have to be open to learn continuously and develop your competencies to grow personally and professionally.

Goals

Setting your goals and tracking the results increases your sense of empowerment

Identify your goals | Deming cycle

One way to empower yourself is to develop a definite set of goals you want to achieve. Your goals should also be SMART: Specific, Measurable, Achievable, Relevant, and Time-bound. It empowers you in a way that you acknowledge that your future is in your hands, and you need to do something about it.

Use the Plan-Do-Check-Act (PDCA) Cycle, referred as Deming Cycle, to track your action plan and make informed decisions. It is a continuous loop of planing your goals (Plan), carrying out the actions (Do), analyzing the results and identifying what can be learned (Check), and taking action on what you have learned (Act). This approach is useful for managing change and testing your improvements. Your sense of personal empowerment increases when you track your progress, and proactively realign your goals and action plan, if necessary.

SUGGESTIONS & TIPS FOR DEVELOPMENT

SELF - EMPOWERMENT & LEARNABILITY

KNOW YOURSELF

When you have to face a new challenge it is important to know your strenghs and weaknesses. In this way you can build based on your strenghs and plan how to deal with your limitations.
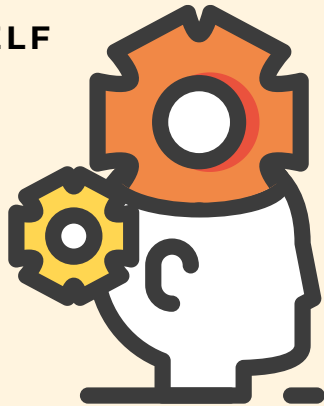
SET YOUR GOALS

Think on the goals you want to achieve. Having goals lets you know the direction you need to go. Remember to fix SMART goals (Specific, Measureable, Attainable, Realistic, Timely)
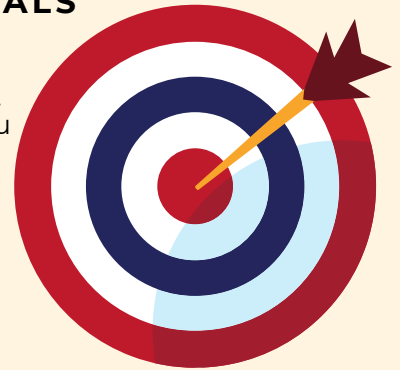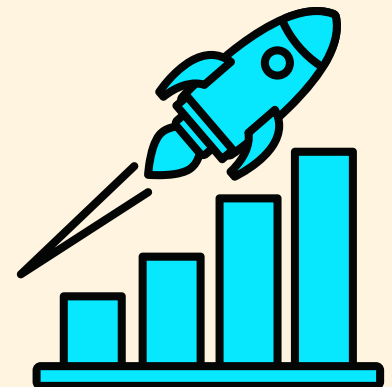
DEVELOP YOUR SKILLS

Revisit your SMART goals and think about the skills or knowledge that you need. To achieve your goals you may need to learn new skills or update the ones you have.

CREATE AN ACTION PLAN

List the task you need to develop to achieve your goals. Make an schedule and remember that it is alive and can be updated or modified with new activities.

ASSESS AND CELEBRATE YOUR IMPROVEMENTS

Check regularly your action plan and reflect about your improvements. Ask for feedback to your stakeholders (as co-workers, family or friends) to obtain more information to make decisions and plan the next steps.

BE RESILIENT

Sometimes you will not get good or quick results. Learn from experience and be persistent to achieve your goals. Lean on your growth mindset. This vision believes that learning and resilience is essential to great achievement.
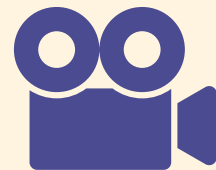
KEEP ON GOING

EXCERCISE

PRACTICING SELF-EMPOWERMENT AND DEVELOPING YOUR LEARNABILITY

WATCH THE VIDEO "HOW TO ACHIEVE PERSONAL EMPOWERMENT" (2 MIN) TO UNDERSTAND THE PROCESS YOU WILL FOLLOW IN THIS EXERCISE.

THINK OF A CHALLENGE AND SET THE GOALS YOU WANT TO ACHIEVE. REMEMBER THAT GOALS HAVE TO BE SMART. YOU CAN APPLY IT TO ANY CHALLENGE, BUT SINCE WE ARE IN THE CONTEXT OF TELEWORKING, FOR EXAMPLE, YOU CAN THINK ABOUT HOW TO BE MORE EFFICIENT WITH THE USE OF TECHNOLOGY AND SPECIFY OBJECTIVES IN A SPECIFIC AREA (IE. COLLABORATION AND COMMUNICATION).

IDENTIFY YOUR PERSONAL STRENGHTS TO ACHIEVE YOUR GOALS AND THE WEAKNESSES TO PREVENT. YOU CAN CREATE YOUR PERSONAL SWOT ANALYSIS. CONSIDER YOUR EXPERIENCE, KNOWLEDGE, SKILLS, RESOURCES AND SUPPORT THAT YOU HAVE AVAILABLE.

SET AN ACTION PLAN FOR THE NEXT 90 DAYS TO ACHIEVE YOUR GOALS AND DEVELOP OR IMPROVE YOUR SKILLS. IDENTIFY LEARNING RESOURCES LIKE EDUCATIONAL BLOGS AND ARTICLES, PODCASTS, VIDEOS, BOOKS OR COURSES. INCLUDE IN YOUR PLAN A 15" TO 30" EVERYDAY TASK FOR LEARNING THE SKILLS YOU NEED TO DEVELOP OR IMPROVE.

MONITOR YOUR PROGRESS PERIODICALLY (POR EXAMPLE, EVERY WEEK) AND ACKNOWLEDGE YOUR IMPROVEMENTS. REVIEW AND ADAPT YOUR PLAN TO MEET YOUR GOALS. PRACTICE THE PDCA CYCLE.

CHECKING THE REACHED LEVEL OF COMPETENCY

PROGRESSION LEVEL

1

I understand the characteristics of a growth mindset.

I know it's important to set goals, but I still find it difficult to set SMART goals.

I know it is important to be aware of my personal strengths and weaknesses, but I need to improve my personal SWOT analysis.

I am able to identify learning objectives to improve my skills, but I don't know how to plan their development yet.

2

I can apply the basic principles of the growth mindset.

I am able to set SMART goals for my personal development.

I am able to analyse my personal strengths and weaknesses through my SWOT analysis.

I am able to identify learning objectives and resources to improve my skills, but I am still not able to create an action plan.

I am still not able to monitor my progress periodically.

3

I am able to analyze myself if I have a growth mindset and I'm able to use a grow-mindset approach.

I am able to identify a challenge and set SMART goals for my personal development.

I am able to analyse my personal strengths and weaknesses through my SWOT analysis.

I am able to identify learning objectives and resources to improve my skills, and to create an action plan.

I can monitor my progress and adjust my action plan to achieve my goals.

I feel capable of applying this steps for different challenges.

SELF-EVALUATION

AFTER READING

What is your level of competence?

Evaluation   **1**   **2**   **3**

How was difficult to apply?

Evaluation   **1**   **2**   **3**

How important do you think it is for you?

Evaluation   **1**   **2**   **3**

Have you applied the tips and the excercises proposed? Did you made any progresses?

What improvements have you noticed in your professional and private life?

_____

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What is the thing you find most difficult to do?

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What habits and actions have you changed in your professional life?

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To learn more

BOOKS

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE: POWERFUL LESSONS IN PERSONAL CHANGE.
COVEY, S.R., COLLINGS, J.C., & COVEY, S. (2020), SIMON & SCHUSTER.
COVEY'S WORK FOCUSES ON SEVEN POINTS THAT CAN HELP PEOPLE TO BECOME SUCCESSFUL AND ACHIEVE ANY GOALS THAT THEY SET FOR OURSELVES.

GOOD LUCK. KEYS FOR PROSPERITY.
ÁLEX ROVIRA · FERNANDO TRÍAS DE BES
A TALE WHICH UNVEILS THE KEYS TO GOOD LUCK AND PROSPERITY, BOTH IN LIFE AND IN BUSINESS. THEY SET THAT CREATING GOOD LUCK IS ABOUT CREATING CIRCUMSTANCES FOR WHEN THE MOMENT IS RIGHT. OPPORTUNITY COMES FROM (BEING) OPPORTUNE.

VIDEOS

11 GROWTH MINDSET STRATEGIES: OVERCOME YOUR FIX MINDSET TO GROW AS A PERSON
DEVELOP GOOD HABITS (YOUTUBE CHANNEL)

ON POSITIVE PSYCHOLOGY - MARTIN SELIGMAN
TED-ED

HOW TO CREATE A PERSONAL LEARNING PLAN
MINDTOOLS VIDEOS

CAROL DWECK: THE POWER OF BELIEVING YOU CAN IMPROVE
TED TALKS

PODCAST ARTICLES

WHAT IS PERSONAL DEVELOPMENT?
MINDTOOLS.COM
HTTPS://WWW.MINDTOOLS.COM/PAGES/ARTICLE/PERSONAL-EMPOWERMENT.HTM

GROWTH MINDSET: BE A LIFE LONG LEARNER - TURNING POTENTIAL INTO PERFORMANCE
THEWICK.COM
HTTPS://THEWICK.WORDPRESS.COM/

LONG LIFE LEARNING WITH MICHELLE WEISE
LEADINGLEARNING.COM
HTTPS://WWW.LEADINGLEARNING.COM/EPISODE-259-LONG-LIFE-LEARNING-MICHELLE-WEISE/

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- How to achieve emotional health: https://www.betterup.com/blog/emotional-health-examples
- How To Master Your Emotions - Emotional Intelligence, from BRAINY DOSE: https://www.youtube.com/watch?v=4D9RCuU-wqo
- How to master your emotions | emotional intelligence, from Freedom in Thought: https://www.youtube.com/watch?v=QGQQ7pJQqHk
- How To Master & Control Your Emotions, from Actualized.org: https://www.youtube.com/watch?v=hYZmK46--Mc

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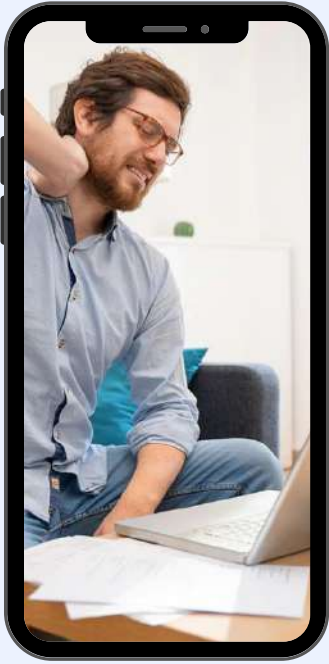
How to stay gOLD Guide:

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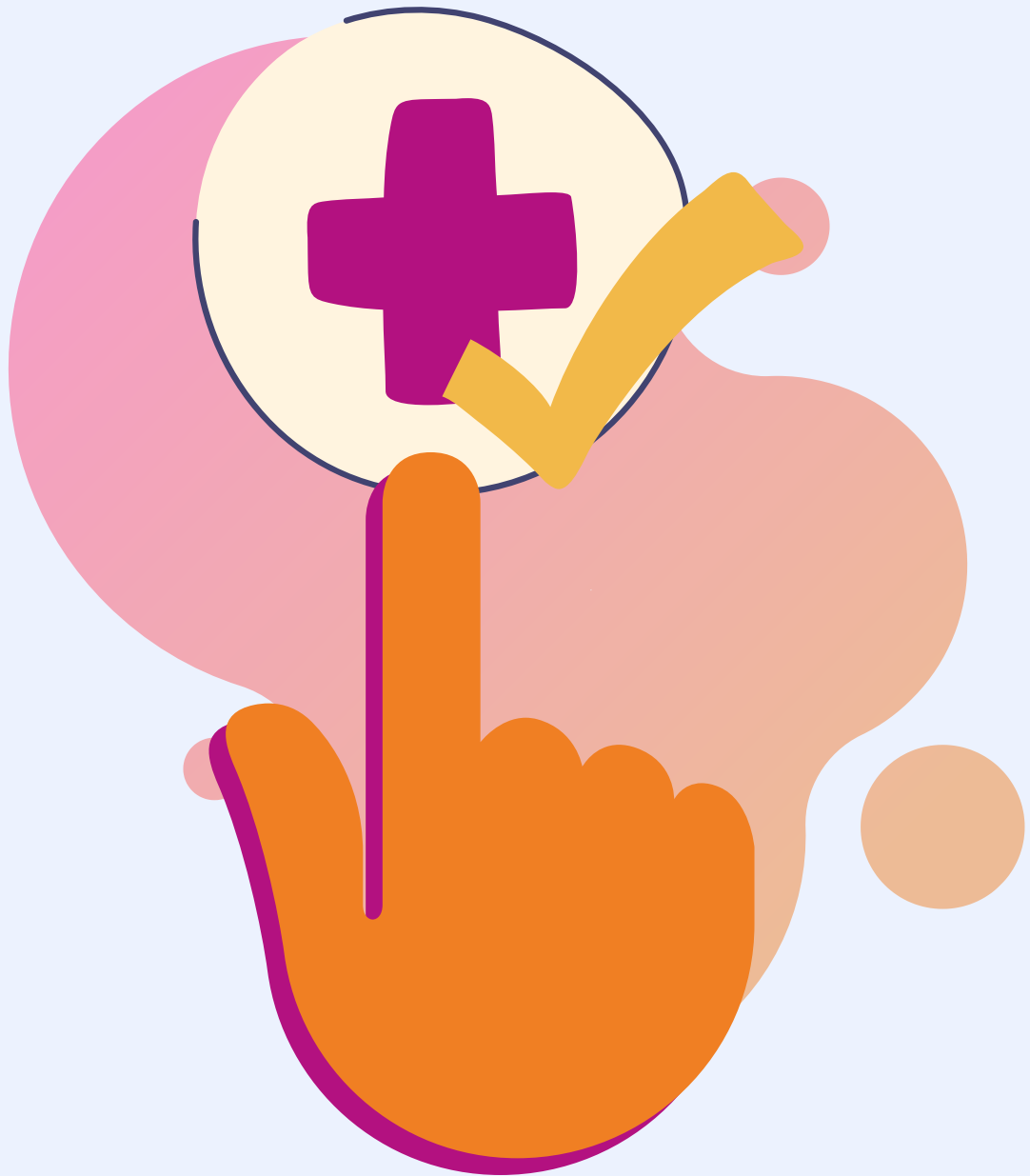
TeleGrow

Enhancing the Teleworking Digital
Skills for the Middle aged employees

HOW TO STAY HEALTHY

Sedentary work, whether done in the office or at home, can have several negative effects on a worker's health. The most obvious and frequent have to do with physical fitness, with a worsening of posture and a loss of muscle tone: sitting for many hours, especially in an incorrect way, leads to backache, stiff neck, soreness in the lower limbs.

In addition, it is common for working environments to be poorly lit or ventilated, which has a negative effect on eyesight or leads to frequent headaches. Although we are often aware of the effects that work can have on our health, we continue to be negligent in implementing strategies or adopting healthier practices. The pressure of work causes us to give up even the smallest of actions that would be very effective.

To stay fit, surely the first thing we need to change is our approach to adopting a healthier lifestyle.

How many times have we promised ourselves to eat more vegetables or fruit, to follow a more balanced diet, to do some exercise
How many times have we kept these promises

NEVER

The answer we always give ourselves is "Yes, I'll do it tomorrow, today I'm too busy"

We have to learn to take care of ourselves and to balance the relationship between work and private life by setting realistic and concrete goals.
We cannot, in fact, expect to change our lifestyles radically and drastically in a few hours, but to act consciously so that they become a habit and not a compulsion. The winning way to take care of ourselves is to change but respecting our own adaptation time.

SUGGESTIONS & TIPS

STAY HEALTHY

TIP 1: DRINK FREQUENTLY

It is recommended to drink at least 1.5 litres of water per day. Avoid drinking a lot of stimulant or sugar-rich drinks. We know that coffee is a useful ally at work, but don't overdo it! If you forget to drink, there are apps or water bottles that can help you remember to do so.

TIP 2: HEALTHY MEALS

Consume at least 5 servings a day of fruit and vegetables, varying the colors of the various products. Remember that fruit juice, even 100%, never replaces fresh fruit Consume cereals (bread, pasta, rice, etc.) on a daily basis, favoring wholemeal ones
 Eat fish at least 2-3 times a week, fresh or frozen

TIP 3: MOVE, MOVE, MOVE

To stay healthy it is also necessary to "move", do physical activity, that is, walking, dancing, playing, etc. Scientific evidence indicates that men and women of any age can benefit from up to 30 minutes of moderate daily exercise. Physical activity in fact reduces stress and anxiety, improves mood and sleep quality.

TIP 4: INTERRUPTION

Take active breaks, even short ones (2-3 minutes), at least every 30 minutes in which to carry out mobility, warm-up, stretching exercises and specific exercises to remedy any incorrect postures and muscle / skeletal problems

TIP 5: ORGANIZE THE SPACE

Organise your working space in a comfortable way so that you are less physically affected. Place your workstation near a window or use lamps that simulate natural light, remove superfluous items from your desk to promote mental order, and buy a comfortable chair and a plant to brighten up the environment.

TIP 6: DON'T EXAGGERATE

A healthy lifestyle does not mean overdoing it: eating a balanced diet and exercising should not become a source of stress. Plan your fitness sessions in a way that is consistent with your schedule and indulge in the occasional dietary indulgence. Get help from experts, they will help you on your way to change.

HOW TO DEAL WITH THE PANDEMIC

The Covid-19 pandemic hit us in 2020, dramatically disrupting both our professional and personal lives. We experienced isolation, social distance and had to give up our daily lives, having to adopt habits to contain the spread and contagion.
Although some time has passed, we are still engaged in the fight against the virus, having to manage new waves of contagion and mutations of the virus itself.
Many rules were imposed in the first period of spread, and all countries have adopted restrictive measures such as lockdown, but now it is we citizens who must adopt the right behaviour to protect ourselves and others.

The pandemic caused a number of effects, not only strictly related to the virus infection, but also had considerable impacts on the mental and psychological health of many individuals, who for the first time had to slow down their daily rhythms or give up their habits, especially their strictly social ones.

How much have we taken for granted

How many things have we decided to change and improve

We all reacted differently to the effects of the pandemic: many took the opportunity to rediscover themselves, old passions or cultivate completely new hobbies, others decided to drastically change their lives, embracing the Y.O.L.O. philosophy (you only live once), while others found it difficult to cope with the pressure and fear resulting from these enormous changes.

Despite the difficulties, we have shown that we are strong and are learning to live with the pandemic. We learnt how to...
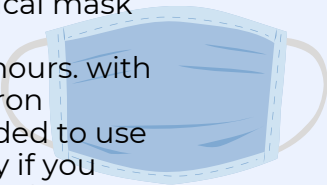
RESIST

SUGGESTIONS & TIPS

DEAL WITH PANDEMIC

TIP 1: THE MASK

Remember to always wear a mask and bring it always with you the new ones. The surgical mask should be changed approximately every 4 hours. with the spread of the Omicron variant, it is recommended to use an Ffp2 mask, especially if you have to stay indoors for a long time.

TIP 2: RESPONSIBLE SOCIABILITY

Certainly, the aspect most affected by the pandemic is the social one. Being careful does not mean having to give up socialising, but it is important to pay attention. Organise your meetings outdoors, in large spaces that allow you to keep your distance, avoid too close contact and crowded places.

TIP 3: TRUST YOUR DOCTOR

If you experience any symptoms, even mild ones, do not underestimate them and contact your doctor immediately who will advise you on what to do. It is difficult to accept the possibility of being infected, but we must protect ourselves and others. If you are ill, do not take any medicine without a prescription and let your doctor guide you on the road to recovery.

TIP 4: TAKE TIME TO REFLECT

If you have been infected, don't be discouraged. Spending many days in an isolated house can be tiring, but take time to process the situation and try to keep an optimistic attitude. Take the opportunity to take stock of the situation, work out a course of action and strategies to keep your mood up.

TIP 5: DAILY-LIFE

The pandemic has changed many things, but it is important for us to maintain a daily routine. We may have changed jobs, habits, but we must preserve our daily routine to avoid feeling too overwhelmed by the situation.
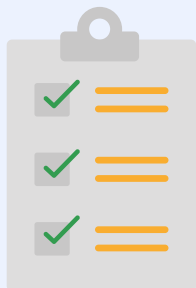
TIP 6: DISCOVER

These changes can be an opportunity to discover a new part of ourselves and devote ourselves to a new vision of the world. Dedicate yourself to learning about new topics, new hobbies, invest in yourself and your growth. It is never too late to learn.

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More information at
https://telegrow.erasmus.site/

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