



Stress Management for Hospitality Employees

HOSPITALITY SUMMIT 2014: Waves of Opportunity, Oceans of Success.

March 28 | DeVos Place | Grand Rapids | Michigan

Werner Absenger, M.Sc., Ph.D.(c)

www.medicalhypnosisstudy.org

Medical Hypnosis

Breast Cancer Survivors

Immune System

Pro-Inflammatory Cytokines

Interleukin 1-beta | Interleukin 6

Breast Cancer & Medical Hypnosis

Share the knowledge!



STAY TUNED!

We are launching very soon...

A study to understand better potential effects of medical hypnosis on breast cancer patients. Submit your email below, and we'll notify you with details and how to get involved once we receive Institutional Review Board approval for this study.

Email *

Notify Me!



Werner Absenger, a scientist trained in mind-body medicine is completing his Ph.D. in mind-body medicine. This scientific study, utilizing medical hypnosis on breast

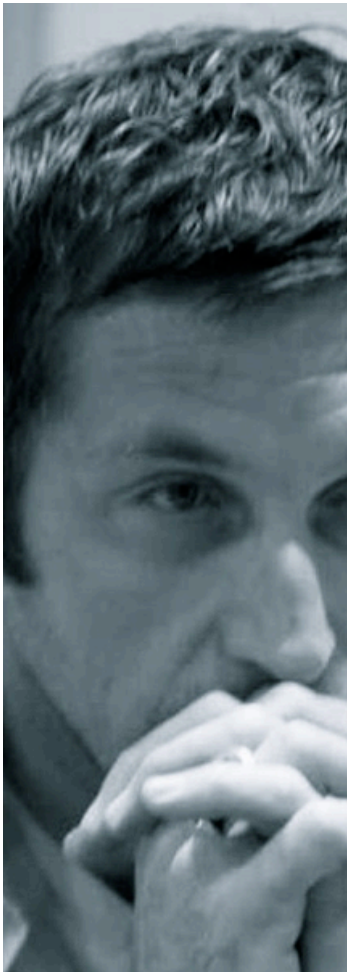
Werner's vCard

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Web:
<http://amacf.org/about-werner-absenger/>

Web-ShortCode:
<http://bit.ly/1fUfJoP>



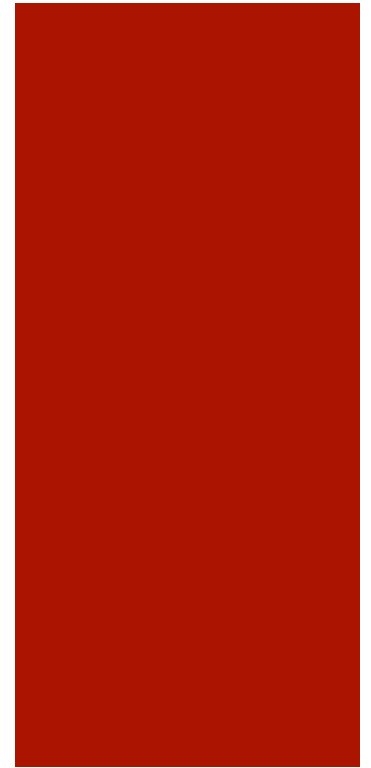
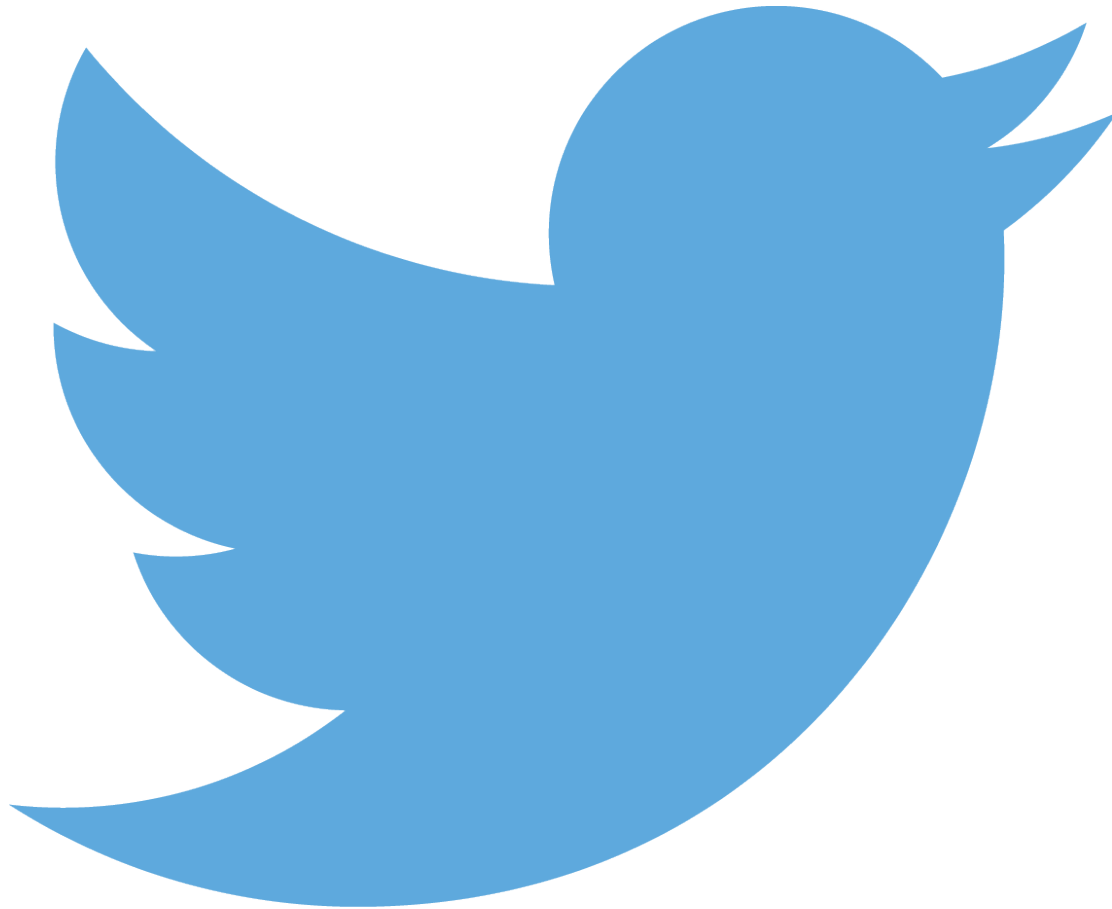


Werner Absenger

Share an update...



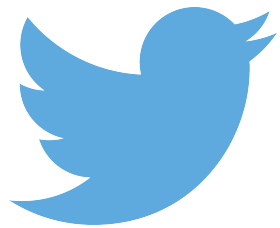
About to get my Zen on in Werner Absenger's stress management breakout session at GVSU's Hospitality Summit 2014! #GVSU14Stress



@WernerAbsenger

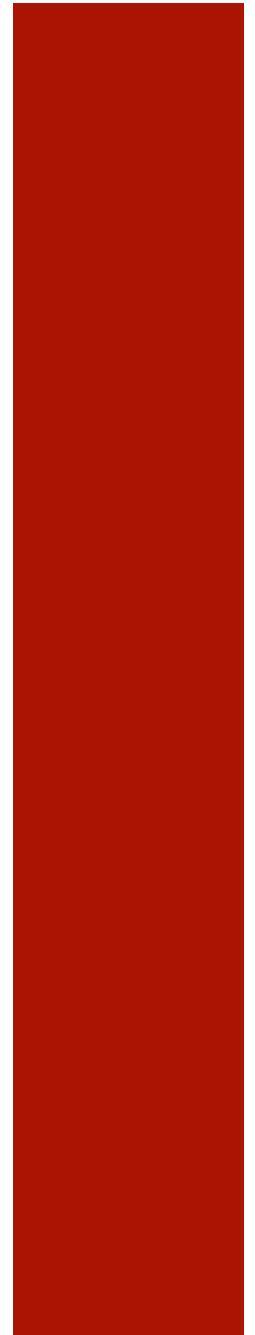
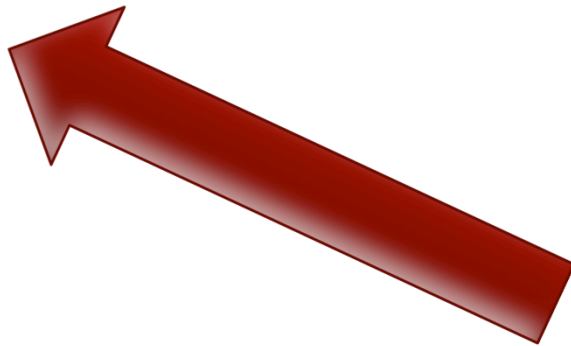


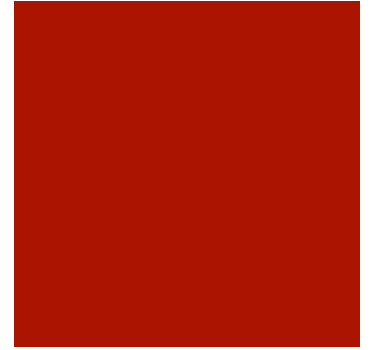
@WernerAbsenger



Compose new Tweet

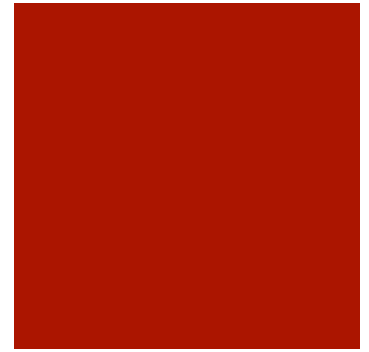
About to get my Zen on in @WernerAbsenger stress management breakout session @GVSUSummit2014!
#GVSU14stress



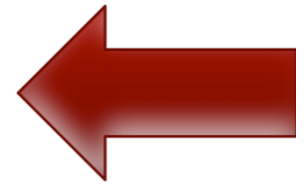


This Slide Intentionally Left Blank!

Follow the conversation:



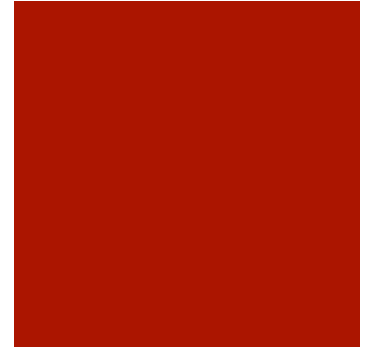
#GVSU14stress



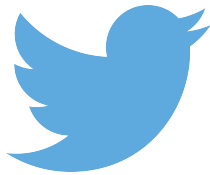
Extreme Mobile
Device Session

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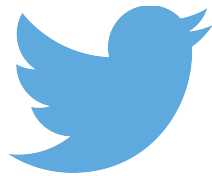
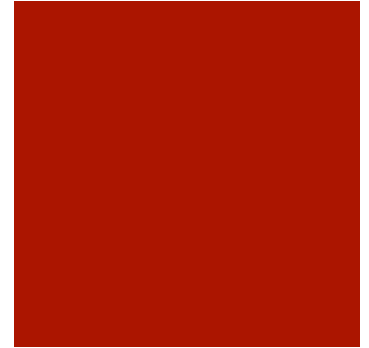
Where can I learn more about stress management? #GVSU14stress



How many hours of meditation do I need to practice for it to be effective? #GVSU14stress

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#GVSU14stress



By all means, take a picture! Post it with your comment on twitter or instagram #GVSU14stress

Stress Management for Hospitality Employees

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Managing Stress =
Increasing Stress Resilience

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Managing Stress = Increasing Stress Resilience



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Overview

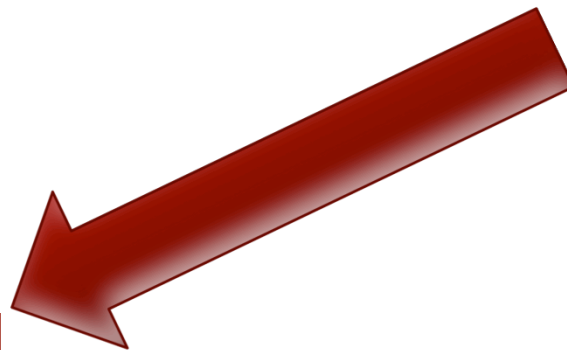
Yeah, Science! A couple slides about the research on stress and hospitality management

A brief overview of the two stress management techniques

Experiential exercises

Savoring the mellowness!!!

Wrap-up!



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Stress & the Hospitality Industry

By 2016, the hospitality industry expects to employ 3.1 million chefs, cooks, and food preparation workers alone.

O'Neill, J. W., & Davis, K. (2011). Work stress and well-being in the hotel industry. *International Journal of Hospitality Management*, 30(2), 385–390. doi:10.1016/j.ijhm.2010.07.007

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Stress & the Hospitality Industry

Daily Inventory of Stressful Events - DISE

65 full-service hotels: Marriott, Hilton, Hyatt, InterContinental, Starwood, Kimpton, Fairmont, and Wyndham represented.

98 managers and 66 hourly employees who completed all eight days of interviews.

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Stress & the Hospitality Industry

U.S. national average of subjects who report stressors on only 25-44% of days

Hotel and restaurant employees log stressors on 40-62% of days.

Negative physical health symptoms in both hourly employees as well as managers

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Stress & the Hospitality Industry

Managers worked an average of 57 hours per week

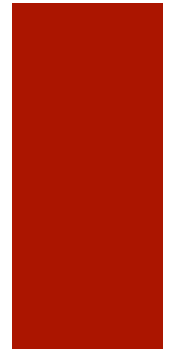
Hourly employees worked an average of 36 hours per week

“If hotel managers are going to work such hours in the long term, then hotel executives should consider ways to reduce those employees’ stress, if not work hours. The result of not doing so could be additional organizational costs...” (p. 389).

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Stress & the Hospitality Industry



No significant difference based on gender or marital status and stress

Female employees = ruminative copying style potentially amplifying and increasing depression

Male employees = copy through behavior and distraction, a copying style that has the potential to decrease depression

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Stress & the Hospitality Industry

Q: What do you think the two (2) most frequent stressors are for hospitality employees based on O'Neill and Davis' research?

Interpersonal tensions (employee and coworker stressors)

Overloads (such as equipment and technological malfunction)

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Stress & the Hospitality Industry

Negative physical health symptoms were more so related to stress from interpersonal problems

In other words: Assemble your team wisely!!!

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Turnover & Job Burnout

110% worker turnover and manager turnover is 30%, in the U.S. food service industry

Contributing significantly to this high turnover is burnout

Kang, B., Twigg, N. W., & Hertzman, J. (2010). An examination of social support and social identity factors and their relationship to certified chefs' burnout. *International Journal of Hospitality Management*, 29(1), 168–176. doi:10.1016/j.ijhm.2009.08.004

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Turnover & Job Burnout

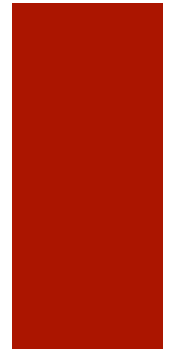
Chefs have to deal with:

- long and anti-social work hours
 - (weekends, nights, holidays),
- Below average pay, and
- Aggressive discipline
 - (yes, the occasional threat of physical violence is all too common in many kitchens)

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Turnover & Job Burnout



Creativity is constrained by client demands, organizational efficiency requirements, cost of materials and labor

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Turnover & Job Burnout

Burnout and turnover has significant deleterious effects on your entire operation

Attrition is extremely wicked for business as brilliant and high producing employees are the trickiest to replace

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Turnover & Job Burnout

Kang, B., Twigg, N. W., & Hertzman, J. (2010). An examination of social support and social identity factors and their relationship to certified chefs' burnout. *International Journal of Hospitality Management*, 29(1), 168–176. doi:10.1016/j.ijhm.2009.08.004

Providing top employees with effective stress management tools could further ameliorate burnout and high turnover rates

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Turnover & Job Burnout

Huang, H.-I. (2006). Understanding Culinary Arts Workers: Locus of Control, Job Satisfaction, Work Stress and Turnover Intention. *Journal of Foodservice Business Research*, 9(2-3), 151–168. doi: 10.1300/J369v09n02_09

People with high internal LOC believe they are in the driver seat and control their successes, failures, and other aspects of life

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Turnover & Job Burnout

Huang, H.-I. (2006). Understanding Culinary Arts Workers: Locus of Control, Job Satisfaction, Work Stress and Turnover Intention. *Journal of Foodservice Business Research*, 9(2-3), 151–168. doi: 10.1300/J369v09n02_09

Highest internal LOC =

- the highest job satisfaction
- lowest work stress and turnover intention

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Meditation



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Meditation

3 kinds of meditation

Short and long term benefits of meditation

Getting started and choosing a meditation practice

Discuss what might happen in meditation, including negative experiences

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Meditation

Describe concentrative meditation– Soft Belly

Take a very, very close look at the movement meditation we will be using today

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Self-Awareness & Self Care



Self-awareness & self-care are at the heart of health care

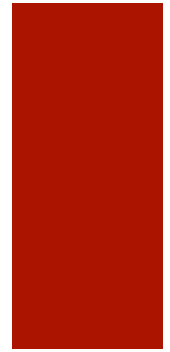
At the very center of mind-body medicine is meditation

Sanskrit root = to “take the measure of” and “to care for.”

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Self-Awareness & Self Care



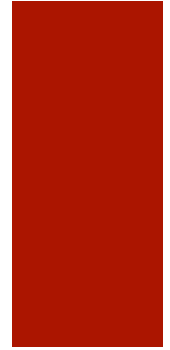
Moment to moment awareness = critical to stress reduction and self-awareness

Awareness through meditation = identifying circumstances that cause stress

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Self-Awareness & Self Care



Meditation is the heart of healing!

It is about being in the moment!

It is about being in the “here and now!”

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Kinds of Meditation

Mindfulness Meditation

Concentrative Meditation

Expressive Meditation

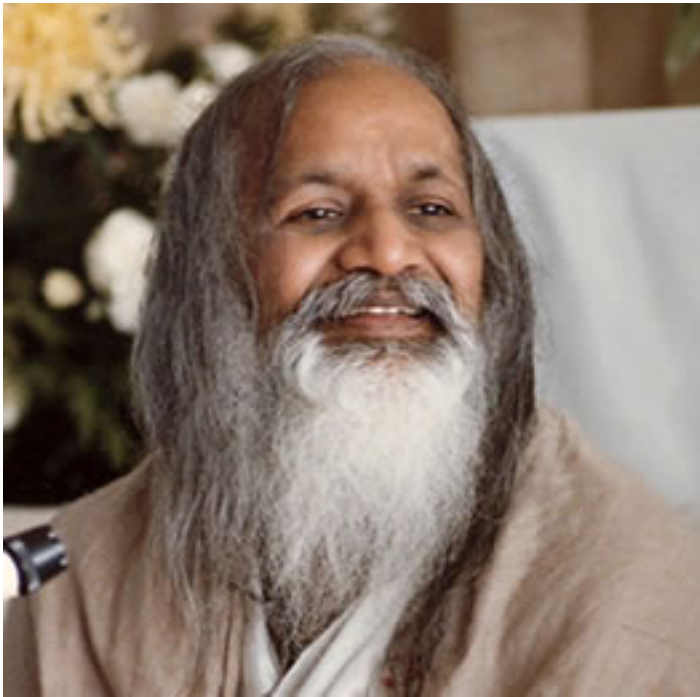
Transcendental Meditation

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Kinds of Meditation

Transcendental Meditation-TM



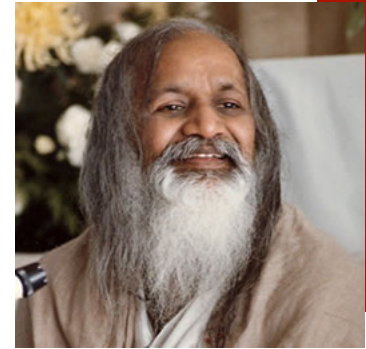
TM was founded by Maharishi Mahesh Yogi

Maharishi:

“The goal of the Transcendental Meditation technique is the state of enlightenment.

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Kinds of Meditation



*Test of a Field Model of Consciousness and Social Change:
The Transcendental Meditation and TM-Sidhi Program and
Decreased Urban Crime*

Dillbeck, M.C., Banus, C.B., Polanzi, C., and Landrith, G.S. (1988). *The Journal of Mind and Behavior*. 9:4, pp: 457-86.

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Mindfulness Meditation

Being relaxed and aware of thoughts

Feelings and sensations as they arise

Without focusing on a particular object

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Concentrative Meditation

Soft Belly breathing/meditation is a concentrative meditation.

Focused awareness on a particular object

Repeating a meaningful word or phrase, known in Sanskrit as a mantra

Prayers and visual meditations are also concentrative meditation techniques.

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Concentrative Meditation

Experiential Exercise:

Soft Belly Meditation

Center for Mind-Body Medicine <http://cmbm.org/>



Dr. James Gordon, M.D.

- Harvard educated psychiatrist;
- Founder and Director of The Center for Mind-Body Medicine;
- Founding Dean of the College of Mind-Body Medicine at Saybrook University;
- Clinical Professor in the Departments of Psychiatry and Family Medicine at Georgetown Medical School;
- Served as Chairman of the White House Commission on Complementary and Alternative Medicine Policy;
- First Chair of the Program Advisory Council of the National Institutes of Health's Office of Alternative Medicine;
- Former member of the Cancer Advisory Panel on Complementary and Alternative Medicine of the NIH.

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Concentrative Meditation

Experiential Exercise:

Soft Belly Meditation

Inviting a relaxed state

Relaxation is the basis for the other mind-body therapies

With practice you'll notice powerful stress management potential

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Experiential Exercise:

Soft Belly Meditation

As your attention comes back to this room, briefly ponder the following questions?

- ◆ How did you feel during the meditation? What was the experience like?
- ◆ How do you feel now?
- ◆ Did any you have a difficult time doing the meditation?
- ◆ What did you notice about your thoughts?
- ◆ What particular thoughts were you aware of?
- ◆ Did they repeat themselves?
- ◆ Did it become easier or harder to bring your mind back to “soft belly”?
- ◆ How did your body feel? Did you have any pain or discomfort?
- ◆ Did you receive any messages from particular parts of your body?

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Experiential Exercise:

Soft Belly Meditation

How do you feel after 3-minutes of “Soft Belly Meditation?”



Compose new Tweet

Feeling _____ after 3 min. of meditation with
@WernerAbsenger @GVSUSummit2014 #GVSU14stress

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Expressive Meditation

Oldest Kind of Meditation

Indigenousness healers around the world have used for thousands of years

Active techniques as:

- chanting,
- dancing,
- shaking,
- rapid breath work

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Expressive Meditation

Concentrative meditation = stillness and awareness

Expressive Meditation = moving through extreme activity to come somewhat later to stillness and awareness

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Expressive Meditation

Increases heart rate variability

Decreases cortisol
and norepinephrine

Improves mood

Decreases anxiety

Decreases pain

Increases parasympathetic activity

Changes brain wave activity

Increases beta endorphin

Increases serotonin

Lowers blood pressure

Increases acetylcholine

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Expressive Meditation

Meditative techniques can possibly influence the biology of our body

Prescription medication dosages changed and reassessed and established. Meditation practice is

Talk to your doctor about this...

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Expressive Meditation

Meditation has the potential to fundamentally change your experience of being alive

Meditation wakes us to the experience of the here and now

Meditation connects us with that which is larger than ourselves

Meditation practice brings benefits to ALL aspects of our life.

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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

Releasing any “stuckness”

Many of the problems we have relate to being stuck

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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

Shaking begins to break up the stuck patterns in the body

Shaking opens joints,

Relaxes muscles,

Breaks up those fixed postural patterns

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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

Shaking breaks up fixed ideas

Shaking helps us to move stuck feelings such as sadness, anger and despair

Shaking helps to create open space where new ways of seeing, feeling, and experiencing

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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

- 1: Shaking, stopping and remaining still for a minute, and dancing.
- 2: Shake to the best of your ability
- 3: Do the shaking for about 5 minutes
- 4: New music will come on and when it does, let the music move you

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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

- 5: Keep your eyes closed, so you can focus on yourself and your experience
- 6: That way you don't get caught up in comparing your movements to those of others
- 7: There is no right or wrong way to do this

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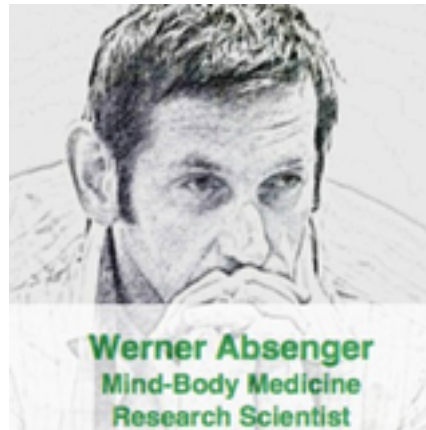
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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

Okay, let's get started...



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Expressive Meditation

Experiential Exercise:

Shaking and Dancing

As your attention comes back to this room, briefly ponder the following questions?

- ◆ What was it like to shake?
- ◆ What kinds of thoughts or feelings did you have?
- ◆ How did it feel to dance?
- ◆ How do you feel now?
- ◆ Do you notice any physical, mental, or emotional changes after this exercise?

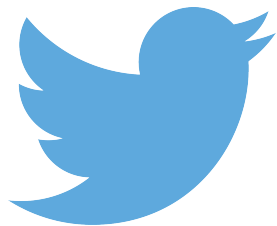
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Experiential Exercise:

Shaking and Dancing

How do you feel after 9 minutes of “Shaking and Dancing Meditation?”



Compose new Tweet

Feeling _____ after 9 min. of shaking & dancing meditation with @WernerAbsenger @GVSUSummit2014 #GVSU14stress

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How to Become a Stress Fighting Ninja!



Practice your Stress Fighting Ninja Meditation first thing in the morning- or last thing in the evening

Have more than one meditation practice in your Stress Fighting Ninja arsenal.

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How to Become a Stress Fighting Ninja!



Try Soft Belly Meditation as well

Try Soft Belly 1 to 3 times per day

Start with 5 minutes move to 15-20 minutes of practice over time

Practice both meditations for 6-8 weeks

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How to Become a Stress Fighting Ninja!



@WernerAbsenger



Werner Absenger



www.AMACF.org

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Great Job Everyone

After practicing so much self-care,
It is time to practice some self-praise



Time to Give Yourself a High Five!

Here is how it's done...

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References:

Dillbeck, M.C., Banus, C.B., Polanzi, C., and Landrith, G.S. (1988). Test of a Field Model of Consciousness and Social Change: The Transcendental Meditation and TM-Sidhi Program and Decreased Urban Crime. *The Journal of Mind and Behavior*. 9:4, pp: 457-86.

Gordon, J. (2011). Mind-Body Medicine Professional Training Program. The Center For Mind-Body Medicine. Retrieved August 29, 2013, from <http://cmbm.org/professional-trainings/mind-body-medicine/mbm/>

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Video Credits

Fey, T. (Writer), & Bernstein, A. (Director). (n.d.). Episode information not available. In Baldwin, A., McGuinness, C., and Wigfield, T. (Producers), *30Rock*. New York, NY: NBC.

Gould, P. (Writer), & Hunter, T. (Director). (2008). A no-rough-stuff-type deal. [Television series episode]. In Johnson, M. (Executive producer), *Breaking Bad*. New York, NY: AMC.

Music Credits

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完
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The End

In traditional Chinese the calligraphy means completion and finished...

...thank you!

