



Breakout Session:

Stress Management for IT Professionals

with **Don R. Crawley**

Author of *The Compassionate Geek®: How Engineers, IT Pros and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service* and the *Accidental Administrator®* series of books for IT professionals

Are IT jobs stressful? Have you ever had an email server fail? Or a printer fail? Or a CRM application? How about Internet access? Obviously, our jobs in IT can be very stressful. The reality is that stress is a part of life and, believe it or not, it's not stress that's the problem. It's how we choose to deal with stress that's the problem. In this session, attendees will learn about the different types of stress and how our responses to stress determine whether the stress becomes a problem for us or not. Attendees will learn the Senness Stress Management Equation, they'll be given a stress management tool, and they'll learn both short-term and long-term tools for dealing with stress on the job and in life.

SESSION OUTLINE

In this session, you'll learn practical, down-to-earth techniques for dealing positively with the inevitable stress of a desktop support position.

- The impact of stress
- The stress management equation
- What is in your control and what is not
- Personal stress activators
- You can influence the stress outcome
- The stress management tool

LENGTH

Typically 45 to 75 minutes. The length can be tailored to meet your requirements.

CUSTOMER COMMENTS

"Don was able to really help focus our IT team on service delivery by providing tools, concepts and stories that enabled our highly qualified group to excel even more—delivering clear and obvious business value."

—Michael P. Richardson,
American Superconductor

"Thanks to Don for presenting both at the Seattle Area System Administrator's Guild meeting and at the Cascadia IT Conference. Don's talks were popular with the audience and well received."

—Paul English,
Seattle Area System Administrator's Guild

CONTACT INFORMATION

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