

Coping Skills Worksheet

Sources of External Stressors:

External workplace stress may come from a variety of sources, but what these all have in common is they originate from outside, then in turn affect you inside. Examples of external stressors include:

- Bosses
- Staff and Co-Workers
- Patients
- Insurance Companies
- Vendors
- Office Equipment
- Inefficient or Crowded Workspace
- Policies and Procedures

Coping Skills for External Stressors:

- Active listening / Motivational interviewing skills (builds trust)
- One step slower, one step lower (defuses conflict)
- Reframe your thinking / Tell yourself the truth
- Be assertive vs. aggressive
- Setting boundaries and limits

Sources of Internal Stressors:

Internal workplace stress may also come from a variety of sources, but all of these originate from the inside, then affect you on the outside. Examples of internal stressors – frequently experienced as anger, frustration, and anxiety – include:

- Negative Self-Talk
- Feeling Overwhelmed
- Feeling Overworked or Underappreciated
- Poor Self-Esteem
- Missing Skills for the Job at Hand
- Failure to Communicate Boundaries and Limits

Coping Skills for Internal Stressors:

- Thought-stopping, reframing, and positive self-talk
- Use your gratefuls
- Deep breathing and visualization
- A quick walk
- Mindfulness and / or prayer
- 10 Minute rule (a.k.a., “do it now”)
- Communication skills, including boundaries and limits
- Laugh and have fun
- Let go what you cannot control