



47th Annual Operators Seminar – Friday Workshop

Included with Full Seminar Registration

Mastering a Comeback – Moving from Stressed to Resilient

Friday, March 18, 2022 – 8:30 – 11:30 am

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When a community faces an infrastructure failure such as a water break, the problem is given immediate attention. When you or someone on your team isn't doing well it needs to be treated with the same vigour. Some of us have struggled to pivot and excel during this pandemic, and now we are struggling to move forward both personally and professionally.

The intent of this program is to provide skills and tools for managers and individuals to move forward and succeed during any crisis. We will work through the situations water and wastewater operators face daily in their roles. These include entering homes to repair or replace meters, performing water sampling and repairing sewer lines possibly blocked with disinfectant wipes flushed by homeowners. Even riding in a vehicle with another individual where it is difficult to keep 2 meters apart can cause stress for some individuals.

The effects of the pandemic on our mental and physical health have spilled over into our organizations and not only effects the manager but their co-workers, employees and families. This program will equip you to develop the skills to "Master a Comeback" now and for the future.

Learning Objectives:

- Understand the different types of stress and where we see them in our daily lives
- Identify and deal with with physical, social, institutional, and major life stress
- Learn how to implement a workplace that supports the personal factor wheel and well-being of your co-workers and staff
- Learn tools to deal with daily stress, self-talk and anticipatory stress, checking in with your personal factor wheel
- Develop a plan to treat mental health as an asset failure

