

These practices can provide immediate relief from stress and can be done anywhere and at any time. They help settle anxiety, soothe your nervous system, regulate your emotions, and manage stress.

WHEN BEGINNING AND
ENDING YOUR DAY

WHEN TAKING A BREAK
OR IN-BETWEEN CALLS

BEFORE, DURING OR AFTER A
DIFFICULT CALL OR CONVERSATION

Calming Breath

Time:
5 Minutes



Step 1: Breathe in gently for 3-6 seconds.

Step 2: Breathe out gently for 3-6 seconds.

Tips:

- Start with 3-second in-and-out breaths, then build up over time
- When your attention drifts away, bring it back gently
- Keep your eyes open or closed
- Repeat 3 times

Name the Emotion Noticing

Time:
3 Minutes



When you notice a challenging emotion, name it. Examples: anxiety, anger, frustration, etc.

By labelling challenging emotions you detach yourself from the experience and reduce the impact of these emotions. In a way, that will enable you to make better decisions on how to respond.

3-2-1

Coping Technique

Time:
1-3 Minutes



3: Slowly scan the room from left to right and identify 3 things you see.



2: Listen to sounds in the room and identify 2 things you can hear.



1: Become aware of your body and name 1 sensation or emotion.

Grounding Attention

Time:
1 Minute
for each activity

Complete 1 or
more activities,
as needed

Sight

Focus on one object on your desk and describe in detail its colour, shape, texture, distance etc.



Taste/Mouth

Drink a glass of cold water.



Hands

Rub your hands together or massage your neck, shoulder, arm and thighs.



Legs

Stretch your legs and feet by rolling your ankles in a circular motion.



Feet

Feel the pressure of your feet in contact with the floor.

