

Four ways to de-tox and get rid of the Blahs, the Blues and the Stresses in the Contact Center.

Everything seems to depend on time in the call center. No time to eat, no time to talk to your neighbor in the next cubicle, no time for a break outside by the back door, no time to be friendly. That is because time is only used to crunch numbers, check ratios from call to sale, or shorten call time and lower the abandonment rate. This sounds like no fun at all. So, let's see if we can open that door of opportunity; even if the knocking you hear is the person in the next cube banging their head against the wall.

### 1 Minute

If you have only one minute to spare, you can:

- Subscribe to Comics on the Internet and read 2-3 of them – laugh – laugh – laugh!
- Spritz some Citrus Scent around you and breathe in calmly for one full minute.
- Move your shoulders up and down in a vertical motion to release tension on neck and back
- Check posture, sit up straight. Your back deserves a break, too.
- Drink a glass of water for your voice. Your body is a sponge and needs hydration.
- Make a secret list of two things that really make you mad – tear it up and throw it away.
- Billy Joel said: “she never gives in, she never gives up, she just changes her mind.” You can too, take a moment and “Lighten Up!” That’s what enlightenment is all about.

### 8 Minutes

- If you have two or three or four minutes – really eight minutes – Listen to a CD of calming music, no rap or angry stuff. OR, put a recording on your i-pod of soothing affirmations or positive sounds, relax and you will handle the stress better. You can buy these kinds of CDs. (Call me.) It’s very inexpensive and they work. You go back to work cheerful and energized. Why doesn’t everybody do this?
- Go outside and sit on a bench and just BE...no talking, no thinking, just SIT and BE.

### 4 Minutes

- Ask someone for direction. Ask people what you should do with your life and **Listen.**
- If you are angry, sad, lonely, or depressed; put on a Happy Face and pay it forward.
- Buy a candy bar and give it to someone else.
- Call a friend and say: “I miss you.” Remember you only have 4 minutes but that’s all it takes.
- If you are worried, sit in a chair and try very hard to worry, for 4 minutes...bet you can’t do it!

## 30 Minutes

The mornings are the best time for you to have and be completely alone – I said alone not lonely. Take about 30 minutes before the kids get up, get yourself up a half hour earlier and give this 30 minutes to you, you alone.

This will be a new habit to form and it will pay off big time. Here is how and what to do.

- Put a comfortable chair by a table with a lamp in a spot where you can gaze out the window. Just simply relax.
- Have a diary, a journal, or an empty piece of paper handy to write down your affirmations and thoughts for the day. Put only good things on this paper, or if it is a journal, write to someone you love or a family member who has passed. You could set a daily goal now.
- Write a final affirmation like: “Today I will be calmly active and actively calm.” Say it three times and take 7 deep breaths and just meditate on the sounds of your breathing or the rhythms of your heart. Do this every day for a week and you will look forward to it.

The call center cubicle will never be the same. Given these kinds of short times, here is how your day will look:

- **5:30 AM....** Meditation, Prayer and Journaling – Daily Planning – Make a To-Do List
- **Morning at the beginning of your day at work.** Clean around your cubicle and spritz it!
  - Citrus Scent, a can marked Guilt-Away or Common Sense works too.
- **Mid-Morning:** Check in with your Comics and read your favorites during your break.
  - I personally check in with Calvin and Hobbs every day...yes, you can still get them. Laugh out loud if you can let go that much...good for the endorphins.
- **Lunch Time:** Call a friend, dine with someone you love, DO NOT use this time to gossip and play “Ain’t it awful” You are so much better than that.
- **Late afternoon** when the doldrums come around, listen to that CD for 5 – 8 minutes and refresh yourself with energy...Or a big glass of energy juice works, too! Chocolate works too but don’t say I said it.

Try these techniques in the corner of your world. You will find you can feel better, maybe the burnout syndrome will never happen to you. Maybe you will be less stressed and look at the world around you with new eyes. Now, if I could only get those techies to do this!

Life is too short so laugh a little every day. Learn to relax and trust the universe. If you have a mission, then, believe the ways and means for that mission are also there. Most of all, care for yourself enough to take 1, 4, 8 or 30 minutes during the day to de-tox your mind and attitude. You will thank me for this advice. You will!

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