

Customer Service Notes for *wic*

"Take Care of Yourself in Order to Help Others"

As the pace of change accelerates, this can result in higher levels of stress. This often leads to poor decisions that can impact ourselves, our co-workers, and participants. Fortunately, you can take steps – small steps – to help you live a happier, more fulfilling life, where you make better decisions and have a more positive impact on yourself and those you touch.

We already know many of the things we can do. Yet most of us don't do them. Building a new habit is difficult, as evidenced by the fact that between 64-88% of New Year's resolutions don't last more than 30 days. Therefore, it is important that you pick something easier for you to do. Below are some suggestions that can make you more effective and happier.

1. **Sleep.** If you can only work on one area, chances are it is sleep. Perhaps start with one or two of the following action items:
 - Stop or reduce screen time 30 minutes before going to bed.
 - Keep the room dark and cool.
 - Try to go to bed and wake up around the same time every day, even on days off.
2. **Quiet Time.** Carving out quiet time can increase new brain cell growth, improve emotional regulation, reduce stress and blood pressure, improve productivity and creativity, and improve one's mood.

5 minutes in the morning. In the morning before you leave your house, in your car, or when you get to the office and before you do any work (e.g., before you log onto your computer, answer a text, make a phone call, have a meeting...), set your alarm for five minutes. Then find a quiet place where you can sit comfortably, close your eyes, place your hands in your lap, allow your breathing to slow and deepen, and think of the person you want to show up as today.

3. **Hunger Level.** We cannot perform at our best when we are hungry or overly full. These states make it very difficult to think clearly and exhibit high emotional intelligence. To avoid the negative biological impact that hunger or feeling bloated has on your ability to think, listen, speak and act, try to maintain your hunger levels on a scale of 1 (famished) to 10 (stuffed) – between 3 and 7. Keep healthy snacks on hand for the periods in between meals and reduce your meal portion sizes.

In summary, select one action that resonates with you and that you will stick with. After a month, assess how that is working for you, and see if you want to change it or add another action item that will help you.

Question for Reflection

1. What is one habit you can focus on in 2026?