Video: The Balancing Act: Managing Work & Life in a 24/7/365 World

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The Balancing Act: Managing Your Work and Life in the 24/7/365 World

Friday, January 22, 2016
7:30 am – 9:30 am
3305 College Avenue
Ft. Lauderdale, FL 33314

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Professor Leslie L. Cooney:

Leslie L. Cooney is a Professor of Law at Nova Southeastern University’s Shepard Broad College of Law. Before joining the faculty, she practiced law in Pennsylvania having served as a law clerk to a Justice of the Pennsylvania Supreme Court, in-house counsel for a major corporation, and a litigator for an insurance defense firm. Professor Cooney received her J.D. and B.S. from Duquesne University and she has been admitted to practice in both Pennsylvania and Florida.

Currently, Professor Cooney teaches Business Entities, Non-Profit Organizations, Agency, Negotiating Workshop, and Business Organizations in Health Law. Her scholarly interests include examining the intersection between therapeutic jurisprudence and experiential learning as well as a focus on gender issues and the practice of law. Her most recent publications include: Walking the Legal Tightrope: Solutions for Achieving a Balanced Life in Law; Giving Millennials a Leg-Up: How to Avoid the “If I Knew Then What I Know Now Syndrome;” and Heart and Soul: A New Rhythm for Clinical Externships.

Professor Cooney currently serves on the Diversity Committee of the ABA Business Law Section, the Client Security Fund Committee for the Florida Bar, and the CALI Editorial Board. She was an active securities arbitrator for FINRA, as well as a lemon law arbitrator for the Florida New Motor Vehicle Arbitration Board.

Stephen G. Mellor:

Before becoming an attorney, Mr. Mellor was a business executive for Colombian Emeralds International and then became the President of development and real estate at a company in Freeport, Bahamas, where he learned about law and risk management.

Mr. Mellor earned his B.S. from Salem (MA) State College in 1996 and his J.D. from Nova Southeastern University’s Shepard Broad College of Law in 2006. He has been a member of the Florida Bar since 2007. Mr. Mellor is at partner at Roig Lawyers in Deerfield Beach, FL, where he has practiced since 2008. He focuses his practice on personal injury and no-fault litigation and premises liability. He is included in Florida Super Lawyers for 2015.
Jaime L. Tarter:

Dr. Jaime Tarter earned her Bachelor of Science in Psychology from Nova Southeastern University in 1997. She continued her studies at Florida Atlantic University where she earned her M.A. in Psychology in 2001, then went on to earn her Ph.D. in Psychology (Behavioral Neuroscience Specialization) from the University of Florida in 2004. She did Post-Doctoral work at Harvard Medical School, Department of Psychiatry, Laboratory of in vitro neurophysiology from 2004-06.

Dr. Tarter is currently an Associate Professor at Nova Southeastern University in the College of Arts and Sciences, where she teaches a variety of classes in psychology and in the Undergraduate Honors Program. Her area of study, behavioral neuroscience, asks and answers questions about dynamic topics, such as how we think, feel, learn, remember, and perceive the world. Dr. Tartar’s broad range of academic and research interests, focuses on stress, emotions, and sleep. In terms of stress, she has researched the effects of acute and chronic stress and how changes in the emotional state can influence the cognitive process.

Sarahnell Murphy:

Since graduating NSU Law in 1995, Murphy has made a career at the Office of the State Attorney for the 17th Judicial Circuit where she currently serves as the division chief of the county court division. She is responsible for hiring, training, and mentoring all new assistants as well as managing the Assistant State Attorneys in county court at the main courthouse and the three satellite courthouses. She has mentored many young lawyers throughout her career.

In June 2015, Murphy received the Joseph J. Carter Professionalism Award, named after NSU Law alumnus, Joseph J. Carter (JD 1994), who was a well-respected Broward attorney and former public defender that passed away in 2008. Murphy was selected for this award based on her respect for the law and preservation of decorum and integrity of the legal system. She was a colleague of Joseph Carter while they were both students at NSU Law and, after graduation, they found themselves in the same courtroom as opposing counsel. Murphy recalls that Carter was an honorable man who exhibited the highest standards of professional conduct both in and out of the courtroom.
Course Title & Description:

The Balancing Act: Managing Your Work and Life in a 24/7/365 World

Date: Friday, January 22, 2016

Time: 8:00 am to 9:30 am

Location: Shepard Broad College of Law, 3305 College Avenue, Fort Lauderdale, FL 33314

Handouts and Resources

Handouts:

Rules Regulating The Florida Bar:

- Rule 4-1.1 Competence
- Rule 4-1.3 Diligence
- BYLAW 2-9.11 ASSISTANCE TO MEMBERS SUFFERING FROM IMPAIRMENT RELATED TO CHEMICAL DEPENDENCY OR PSYCHOLOGICAL PROBLEMS

The Florida Bar shall create or fund a program for the identification of its members who suffer from impairment related to chemical dependency or psychological problems that affect their professional performance or practice of law, and the assistance of those members in overcoming such dependency or problems. [Revised: 02/08/2001]

Resources:

Florida Lawyer Assistance Program: http://fla-lap.org/  This program was created to meet By Law 2-9.11. “Florida Lawyers Assistance, Inc. [FLA] is a non-profit corporation formed in 1986...to identify and offer assistance to bar members who suffer from substance abuse, mental health, or other disorders which negatively affect their lives and careers (Bar Rule 2-9.11).”

FLA is independent of The Florida Bar; however, it receives funding from The Florida Bar. Attorneys who contact FLA voluntarily for assistance enter into a written contract with The Florida Bar which guarantees the confidentiality of FLA records, as well as by Bar Rule 3-7.1(j), Chap. 397.482-486, F.S., and other state and federal regulations. “Judges, attorneys, law students, and support personnel who seek the assistance of FLA need not worry that FLA will report them to the Bar, the Board of Bar Examiners, or their employer. Information is shared with these entities only if the participating individual signs a waiver of confidentiality. FLA’s primary purpose is to assist the impaired attorney in his or her recovery.”

“[S]ubstance abuse, compulsive behavior, and psychological problems are treatable illnesses rather than moral issues.” The Florida Bar believes that members of The Bar should help their colleagues who are in need of assistance but who may not recognize it. [Source of above information: Florida Lawyers Assistance online: http://fla-lap.org/about/]
Dave Nee Foundation  http://www.daveneefoundation.org/  This Foundation was created to remember Dave Nee, a young lawyer who suffered from depression and anxiety that led him to take his own life. The Foundation’s mission is to “eliminate the stigma associated with depression and suicide by promoting and encouraging not only the diagnosis and treatment of depression among young adults but also the education of young people, their families, and friends about the disease of depression.” [Source: Dave Nee Foundation].

Law Review Article: Leslie L. Cooney, Walking the Legal Tightrope: Solutions for Achieving a Balanced Life in Law 47 San Diego L.Rev. 421 (2010). This article discusses the ABA Commission on Women Report that identified concerns regarding the need to promote a balance between professional and personal life priorities for women in the legal profession. Today, the need for balance has become a problem of such proportions that many women now leave the practice of law because they find they cannot achieve a satisfactory quality of life within its strictures. This article examines how the exodus of women attorneys from the practice affects our society in general, sends a message to clients that there is no room for diversity in a historically male-dominated legal profession, and serves to negatively impact all women desiring to obtain the assistance of an attorney.

The Florida Bar Practice Resource Institute Available at http://www.floridabar.org/ or search the internet “The Florida Bar Practice Resource Institute”. This online resource contains a vast array of free information, videos, forms, checklists, and more to assist lawyers which their practice. Learn to become more efficient, organized, and professional, which can help reduce stress.

BREATHE SMILE – A program produced for Florida Lawyers Assistance (August 2014) on topic of mindfulness. Link: http://www.breathesmile.com/flap/

The ABA Journal (online version) has many articles under “Work Life Balance” to assist lawyers who suffer from job burnout, anxiety and depression:


Case Law

The Florida Bar v. Gass, 153 So 3d 886 (Fla. 2014) – The Supreme Court of Florida found the attorney guilty of violating Bar Rule 4-1.3 for failure to act with reasonable diligence and promptness in representing a client. The Court also found the defendant guilty of violating rules 4-1.4(a)(3) and (a)(4) for his failure to keep the clients reasonably informed about the status of a matter. The Court ordered the attorney to be suspended from practice for one year, finding that his conduct was particularly egregious because it resulted in his clients spending three days in jail for contempt of court.
Course Outline & Timeline

Registration & Continental Breakfast:
7:30 to 7:55 am
Atrium & Faculty Study

Welcome & Introduction:
7:55 to 8:00 am
Elena Rose Minicucci, JD Director, Alumni Relations, NSU Shepard Broad College of Law Welcome
• Introduce Law Professor Leslie Cooney, Dr. Jaime Tartar, Sarahnell Murphy, Esq., and Stephen Mellor, Esq.

Seminar Presentation

Professor Leslie Cooney - Moderator

8:00 - 8:15 am
Overview of the Issue – Professor Leslie Cooney
• What is work-life balance?
• What does it look like when there is an imbalance?
• What are the signs you need to recognize?
• Where can you go for assistance?

8:15 – 8:45 am
Dr. Jaime L. Tartar – Associate Professor of Psychology, Nova Southeastern University
Dr. Tartar will discuss what causes stress and how to overcome the problems brought on by stress.
Power Point slides begin on Page 9.

• Working in the legal field can equate to creating a chronic stress condition.
  o Although a physiological stress response is an *adaptive* set of responses in the brain and body (i.e. the fight or flight response) to combat a threat (stressor), the “daily life hassles” of working in the legal profession can accumulate to create a chronic stress condition- ultimately impairing physical and mental health.
• The legal field is not a threat physically to the lawyer, but emotionally.
  o Emotional provocative stimuli that signal potential or perceived threats.
    • What types of psychological variables could create such threats?
      • Examples include unpredictability, loss of control in an individual’s environment, being a “high responder”, and rumination are thought to be critical components of the human experience of psychological stress-especially for lawyers.
• Chronic Stress can lead to
  o Disease
  o Neurological damage,
  o Psychopathology, and
  o Even premature death.
Specifically, this seminar will look at Hypothalamic-Pituitary-Adrenal (HPA) axis in chronic, emotional stress.

- When is the HPA axis activated?
  - It is triggered when perceived or physical stress induces the release of corticotrophin releasing hormone (CRH) from the hypothalamus in the brain.
- What happens by this triggering?
  - This causes the release of pituitary adrenocorticotropic hormone (ACTH) into the bloodstream, which then stimulates the release of cortisol from the adrenal cortex.
  - Once liberated, cortisol will mobilize energy for muscles, increase energy metabolism, increase cardiovascular tone, turn off nonessential activities, acutely increase immune function, and alter brain functions such as learning and perception processing.

Chronic stress can present deleterious physical and psychological health consequences, stress-reduction techniques can combat these effects.

- 1) review empirically studies and supported behavioral stress-reduction techniques the show great promise in maintaining or returning the body to a healthy state and
- 2) outline findings from these studies and general information about stress-reduction techniques.

Interactive Group Exercise: demonstrate how to restore physical and psychological balance after experiencing the imbalance caused by stress and work

8:45 – 9:05 am
Sarahnell Murphy, Esq.
Assistant State Attorney – 17th Judicial Circuit Broward County, FL

Ms. Murphy will discuss the ethical duties of attorneys to be competent in representing their clients (Rule 4-1.1 Competence). Competence requires organization and planning, both of which are skills that are critical to achieving balance in the workplace and personal life. First, Ms. Murphy will address the duty of attorney competence. Then, Ms. Murphy will discuss the importance of having a personal plan for your career that helps achieve balance in your personal life.

4-1. CLIENT-LAWYER RELATIONSHIP

RULE 4-1.1 COMPETENCE
A lawyer shall provide competent representation to a client. Competent representation requires the legal knowledge, skill, thoroughness, and preparation reasonably necessary for the representation.

Comment

Legal knowledge and skill

In determining whether a lawyer employs the requisite knowledge and skill in a particular matter, relevant factors include the relative complexity and specialized nature of the matter, the lawyer’s general experience, the lawyer’s training and experience in the field in question, the
preparation and study the lawyer is able to give the matter, and whether it is feasible to refer the matter to, or associate or consult with, a lawyer of established competence in the field in question. In many instances the required proficiency is that of a general practitioner. Expertise in a particular field of law may be required in some circumstances.

A lawyer need not necessarily have special training or prior experience to handle legal problems of a type with which the lawyer is unfamiliar. A newly admitted lawyer can be as competent as a practitioner with long experience. Some important legal skills, such as the analysis of precedent, the evaluation of evidence and legal drafting, are required in all legal problems. Perhaps the most fundamental legal skill consists of determining what kind of legal problems a situation may involve, a skill that necessarily transcends any particular specialized knowledge. A lawyer can provide adequate representation in a wholly novel field through necessary study. Competent representation can also be provided through the association of a lawyer of established competence in the field in question.

In an emergency a lawyer may give advice or assistance in a matter in which the lawyer does not have the skill ordinarily required where referral to or consultation or association with another lawyer would be impractical. Even in an emergency, however, assistance should be limited to that reasonably necessary in the circumstances, for ill-considered action under emergency conditions can jeopardize the client's interest.

A lawyer may accept representation where the requisite level of competence can be achieved by reasonable preparation. This applies as well to a lawyer who is appointed as counsel for an unrepresented person. See also rule 4-6.2.

**Thoroughness and preparation**

Competent handling of a particular matter includes inquiry into and analysis of the factual and legal elements of the problem, and use of methods and procedures meeting the standards of competent practitioners. It also includes adequate preparation. The required attention and preparation are determined in part by what is at stake; major litigation and complex transactions ordinarily require more extensive treatment than matters of lesser complexity and consequence. The lawyer should consult with the client about the degree of thoroughness and the level of preparation required as well as the estimated costs involved under the circumstances.

**Maintaining competence**

To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, engage in continuing study and education, and comply with all continuing legal education requirements to which the lawyer is subject.

Amended March 23, 2006, effective May 22, 2006 (SC04-2246), (933 So.2d 417) So.2d 417

[Source: RRTFB – October 15, 2015]
PERSONAL LIFE PLAN

Ms. Murphy will discuss the importance of having a personal life plan and how to integrate the plan with your professional life as an attorney. She will discuss how to set goals, make choices, review and revise goals, and execute your plan. These skills can be learned by consulting a variety of helpful resources, some of which are listed in this outline.

9:05 – 9:25 am
Stephen Mellor, Esq.
Partner at Roig Lawyers – Deerfield Beach, FL

Mr. Mellor will discuss the ethical duties of attorneys to be diligent in representing their clients (Rule 4-1.3 Diligence). Diligence requires the attorney to be aware of handling matters timely, avoiding procrastination which can create stress in the lives of both the attorney and the client. Diligence requires you to “plan your work and work your plan.” Advance planning helps to achieve balance in the workplace and personal life. First, Mr. Mellor will address the duty of the attorney to be diligent in his/her representation of the client. Then, Mr. Mellor will discuss the importance of understanding what life is like for an attorney and how to prevent “burnout.” Then he will discuss his methodology of restoring balance in your workplace and personal life.

RULE 4-1.3 DILIGENCE

A lawyer shall act with reasonable diligence and promptness in representing a client.

Comment

A lawyer should pursue a matter on behalf of a client despite opposition, obstruction, or personal inconvenience to the lawyer and take whatever lawful and ethical measures are required to vindicate a client's cause or endeavor.

A lawyer must also act with commitment and dedication to the interests of the client and with zeal in advocacy upon the client’s behalf. (Emphasis added)

A lawyer is not bound, however, to press for every advantage that might be realized for a client. For example, a lawyer may have authority to exercise professional discretion in determining the means by which a matter should be pursued. See rule 4-1.2.

The lawyer's duty to act with reasonable diligence does not require the use of offensive tactics or preclude the treating of all persons involved in the legal process with courtesy and respect.

A lawyer's workload must be controlled so that each matter can be handled competently. (Emphasis added).
Perhaps no professional shortcoming is more widely resented than procrastination. A client's interests often can be adversely affected by the passage of time or the change of conditions; in extreme instances, as when a lawyer overlooks a statute of limitations, the client's legal position may be destroyed.

Even when the client's interests are not affected in substance, however, unreasonable delay can cause a client needless anxiety and undermine confidence in the lawyer. A lawyer's duty to act with reasonable promptness, however, does not preclude the lawyer from agreeing to a reasonable request for a postponement that will not prejudice the lawyer's client.

Unless the relationship is terminated as provided in rule 4-1.16, a lawyer should carry through to conclusion all matters undertaken for a client. If a lawyer's employment is limited to a specific matter, the relationship terminates when the matter has been resolved.

If a lawyer has served a client over a substantial period in a variety of matters, the client sometimes may assume that the lawyer will continue to serve on a continuing basis unless the lawyer gives notice of withdrawal.

Doubt about whether a client-lawyer relationship still exists should be clarified by the lawyer, preferably in writing, so that the client will not mistakenly suppose the lawyer is looking after the client's affairs when the lawyer has ceased to do so.

For example, if a lawyer has handled a judicial or administrative proceeding that produced a result adverse to the client and the lawyer and the client have not agreed that the lawyer will handle the matter on appeal, the lawyer must consult with the client about the possibility of appeal before relinquishing responsibility for the matter. See rule 4-1.4(a)(2).

Whether the lawyer is obligated to prosecute the appeal for the client depends on the scope of the representation the lawyer has agreed to provide to the client. See rule 4-1.2.


[Source: RRTFB – October 15, 2015]

- An Attorney’s Life
  - Finding the balance between work and family life
    - Attorneys with a family (spouse and children) versus those without.
    - First year of practice: the truths and expectations.
    - Making the choice of sacrificing your personal life to focus on your career (is it worth it to you and recognizing whether you are personally built for it).
- Preventing burnout
  - Recognizing the signs of a burnout.
    - Dreading going to work in the morning.
• Lack of sleep.
• Illness.
• Depression.

Get Help:
  o BYLAW 2-9.11 ASSISTANCE TO MEMBERS SUFFERING FROM IMPAIRMENT RELATED TO CHEMICAL DEPENDENCY OR PSYCHOLOGICAL PROBLEMS

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• Restoring balance
  o Organization, organization, organization.
  o Setting a schedule to make time for yourself and family outside of work.
  o Open communication with your spouse. Balancing work schedules and careers with your personal lives.
  o “Me time” versus “family time”. Having a night out with the spouse without the kids.
  o Taking vacation time and not bringing work with you.
  o Taking time off – recharge you batteries.

• How I balance life with work.
  o My Firm- Roig lawyers.
  o Overview- history of the firm, areas of practice.
    ▪ The firm’s approach
    ▪ People first, mentoring, creating a good work environment
  o The firm’s philosophy
    ▪ Invest in your people.
    ▪ Providing proper structure.
    ▪ Open communication.
    ▪ Making it fun.

• Suggestions for:
  o Billing- the stress of meeting your minimum requirements.
  o Clearly knowing the firm’s expectations.
  o Communication with your supervisor/ firm.
  o Discussing billing techniques with other peers.
  o Justifying billing to yourself.

• Concluding with overall advice and how to achieve balanced life and happiness practicing law.

9:25 – 9:30 am
Professor Cooney will moderate a Question and Answer Session

9:30 am
Seminar ends
Stress Hacking:
How understanding the biology of stress can combat the impact of daily life hassles

Jaime Tartar, Ph.D.
Department of Psychology and Neuroscience
tartar@nova.edu
A Day in the Life of a Lawyer

5:00 a.m. Alarm goes off. Note to self: son was complaining last night about throat. Need to make Dr. appointment.

5:15 a.m. Leave for work to beat Boston traffic. Any later and it will take 1.5 hours.

6:00 a.m. Try to exercise, but need to arrive at work early.. The day is looking busy.

6:00 - 8:00 a.m. Try to get lots done before the phone starts ringing and meetings start at work. Must bill 8 hours by end of the day.

8:00 a.m. Call Dr.'s office to make appointment for son and call husband to let him know.

8:00 a.m. - 6:00 p.m. Attend meetings, conduct calls with clients, draft briefs, conduct depositions, review documents, ...

6:00 p.m. Leave in order to see kids before they go to bed.

7:30 p.m. Arrive home and have some down time with kids.

9:00 p.m. to ??? Work more if necessary to finish task list or meet hours.

Sleep and repeat
Stress = Daily Life Hassles
Stress and Lawyers

- 3.6 greater risk for depression compared to general population (CDC, 2014, Eaton, 1990)
- Profession with the 4th highest rate of suicide (CDC, 2014)
- Particularly true for males- 20% suffer from alcohol or drug abuse (Jones, 2001)

In a study of 384 lawyers (Bergin et al., 2014)
  - 37% showed moderate-extremely severe depressive symptoms
  - 35% had hazardous drinking profiles
  - High billers had the worst psychological outcomes

Don’t quit your day job just yet!
- Dysthymic and obsessive traits in lawyers (and physicians) (Akiskal et al., 2005)
Biology of a Stress Response

Two pathways:
- **Fast-acting**: LC-NE
  - Fight or Flight (SNS) vs. Rest and Digest (PNS)
- **Slow-acting**: HPA axis

ACTH and CRH secretions are inhibited by high cortisol levels in a negative feedback loop.

• mainly carried out through the actions of glucocorticoid hormones.
Stress and the HPA axis

The HPA axis is well adapted to respond to threats to your life or safety; it is a primal physical response from the body (fight or flight response).

However, in modern society, we experience **chronic** perceived emotional stress.

HPA dysregulation can arise from:
1. unremitting stress (unpredictability and uncontrollability is key)
2. inability to adjust to stress (i.e. ‘high responders’)
3. reactivation after stress has ended (you know who you are!)
Acute vs. Chronic Stress

**Acute Stress**: involves a short-term response.
- Blood sugar levels rise
- Red blood cells are released
- Increased blood flow to peripheral muscles
- Heart rate quickens
- Blood pressure rises
- Digestion slows down
- Immune system activation

**Chronic Stress**: dysregulation of the stress (HPA) axis through alterations in negative feedback regulation.
- Neurological damage → atrophy of nerve cells in the hippocampus
- Psychopathology → depression, PTSD, CFS etc..
- Immune suppression
- Hypertension
- Arthritis
- Obesity
- Ulcer formation
- IBS
Stress Hacking 101
Stress Hacking Tool #1
Breathe, baby, breathe!

**Deep Controlled Breathing.**
Slow inhalation through the nose followed by slow exhalation.

- Combat acute stress (and panic) through controlling your breathing
- Deep and slow (belly breathing)
- Activates the PNS (rest and digest)
- Probably the most effective short term way of controlling fight or flight response.
Stress Hacking Tool #2
Be Happy Like a Monk!

• **Meditation results in**
  • increased gamma wave activity (high mental activity)
  • Increased left prefrontal cortex activity (associated with happiness and positive thoughts)
  • Increased insula activity (associated with increased empathy and possibly a decrease in depressive thoughts).
Stress Hacking Tool #3
Take Care of Your Tummy

- Exposure to chronic stress can lead to the development of a variety of functional gastrointestinal disorders (IBS, GORD, PUD) through modifications to the brain-gut axis (BGA).

- The BGA is bidirectional through the autonomic nervous system (ANS) and HPA axis.

- Stress induces changes in the BGA signaling can alter the gut microbiome, recently shown to be a major mediator of physical and psychological health.

- New, but well-defined, role for diet and probiotic use in assisting with stress-related illness.
Stress Hacking Tool #4
“Go the F**k to Sleep”

- **Good sleep hygiene** is critical for proper daytime emotional processing
  - Need 8 hours of *consolidated* sleep.
- Deep sleep is necessary for memory consolidation.
- Even short-term sleep loss can result in mood impairments
- Bidirectional relationship between stress/depression and poor sleep
Stress Hacking Tool #5

Shake That Body!

- Aerobic exercise has wide reaching benefits for stress resilience
- People who exercise are less likely to suffer from stress-related mood disorders.
- Increased neurogenesis and expression of brain derived neurotrophic factor (BDNF)
- Increased short- and long-term positive mood changes
- Effect of exercise is comparable to antidepressants in major depressive disorder
- Exercise improves anxiety and panic attacks (exposure therapy?)

New neurons in hippocampus labeled in green.
Stress Hacking Tool #6
Control Your Thoughts, Control Your Life

• The effects of stress can be profoundly dampened with how they are approached—this is the story you tell yourself.

• The same event (public speech, physical activity etc…) or life experience can be experienced differently, in different people, depending upon how that event is perceived and processed.
  • Try not to ruminate on things that you cannot control (and do not try to control them!)
  • Try to approach unavoidable hassles as “challenges”
  • Recognize that humans have an inherent, biologically hardwired, negativity bias. It is easier to perceive and remember negative information. Try to consciously perceive an appreciate positive elements of your life!
• The effects of stress can be profoundly dampened with how they are approached—this is the story you tell yourself.
• The same event (public speech, physical activity etc…) or life experience can be experienced differently, in different people, depending upon how that event is perceived and processed.
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