



## Five Surprising Sources of Stress— And Tips to Deal with It When It Happens

It's no news bulletin that stress is at an all-time high in the world right now. COVID, injustice, violence and politics are certainly among some of the top things people are dealing with that create stress. However, it might surprise you to learn that a lot of stress is created internally by some of the issues listed below. I have included possible solutions to use for your escrow desk.

1. **Worry**—When you worry you are not in the present moment. You are creating negative and sometimes scary pictures of something in the future. When you find yourself worrying about something, stop and look at your desk, your phone, your computer, your office, etc. When you focus on these things you bring yourself back to the present moment, which is the only time that is real. Then when you start to think of that future event or issue, imagine a positive, successful outcome instead of the negative and scary.
2. **Unrealistic Expectations**—Your desk will never be problem-free, there will always be things coming up that need to be solved or fixed. While most of them will not have been created by you, occasionally there may be something that happened on your watch either by you or your team. When that happens come up with one or more solutions then contact the parties involved. Calmly admit the error and then also as calmly present the solution. In most cases, you will be forgiven for the error, and it's equally important that you forgive yourself too. Remind yourself that Poop Happens, forgive yourself, learn from it, and move on.
3. **Need to be perfect**—Always strive to be your best. You will notice I said be your best I didn't say be perfect. I know there are a lot of you that want to give perfect customer service, be the perfect spouse, mom, dad, etc. Give it up...no one is perfect. So, when you can't reach that unreasonable standard, you have set, I know that you may want to blame yourself. Please

understand that by trying to be perfect you are setting yourself up for a lot of additional stress and I don't know anybody in escrow that needs any more stress, do you? I have yet to meet the perfect person in anything and I don't believe that anyone expects you to be perfect either. However, there is no reason to think that you can't strive to always do your best at whatever you are doing. So, lower the bar just one notch to be your best instead of perfect. Your customers, family and friends will be just fine with that.

4. **Beating Yourself Up**—You are your own best friend, and you can be your own worst enemy. It's easy to be hard on yourself trying to be Superman or Wonder woman all the time. Superman and Wonder woman are fictional characters so there is no way you could ever be like them. The reality is you have a lot to offer and are probably doing the very best you can, so cut yourself some slack. Focus on your strengths and what you are doing well. If you reacted to something in a way that wasn't desirable, forgive yourself and move on. Remember to talk to yourself like you would your best friend. I doubt that you would be as mean to them as you can be to yourself, because if you were you would lose a lot of friends.
5. **Always Hurrying**—When you are always in a hurry this can be caused by several different things. It might be too much caffeine, too many deadlines imposed by yourself or others, or maybe you are just a Type A+ personality. Yes, I did say Type A+ (you know who you are). When you rush through things it greatly increases the chances for errors and adds to your stress dramatically. Anytime you catch yourself rushing, stop and take a deep breath, then walk or talk just a little slower, and know that you can work at a fast but steady pace, and you'll still be able to accomplish a lot. Remember there is a difference between working fast or being frantic.

Submitted by Jan Cerasaro, CSEO. Jan started in escrow in the 1970's. After transitioning out of escrow to follow her passion she is now a Stress Reduction Coach working primarily with the escrow community which she knows and loves. You can contact Jan at [jancerasaro@yccbe.com](mailto:jancerasaro@yccbe.com) or 619.358.0684. To get her weekly Tips to Take Back Control of Your Day <https://yccbe.com/escrow-only-stress-tips1.html>