

ANXIETY TOOLKIT

A GUIDE FOR STAFF
WORKING IN HOSPITALITY,
LEISURE AND TOURISM.

The logo for Experience Glasgow is set against a black square background. It features a large, vibrant pink speech bubble shape. Inside the bubble, the words "EXPERIENCE" and "GLASGOW" are written in a bold, white, sans-serif font, stacked vertically. In the bottom right corner of the black square, the text "PEOPLE MAKE GLASGOW" is written in a smaller, white, sans-serif font, arranged in three lines.

EXPERIENCE
GLASGOW

PEOPLE
MAKE
GLASGOW

ANXIETY TOOLKIT

Developed by [Experience Glasgow](#) working in partnership with [Hospitality Health](#), this toolkit has been designed to help you recognise the symptoms of stress and anxiety and offers suggestions of ways to help yourself and your colleagues as hospitality businesses reopen following the COVID-19 pandemic and you return to work.

Going back to work may be a daunting experience, and it's common to experience some anxiety when coping with stressful events and changes.

Some people may recover in a few weeks on their own, while others may need additional help and support.

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ANXIETY TRIGGERS

Anxiety is a trauma that needs to be treated and supported as any other trauma would be.

It can be triggered by a number of factors and, in response to the COVID-19 pandemic, these triggers may include:

- Health concerns (for self, family and friends);
- Safety at work (adequate risk assessments);
- PPE (wearing masks/visors);
- Changes to working practices;
- Financial concerns (reduced income while on furlough, change in household finances);
- Possibility of redundancy;
- Fear of what the future holds.

RECOGNISING SYMPTOMS OF ANXIETY

Recognising symptoms in yourself and others can help you figure out ways of coping, and save you from adopting unhealthy coping methods, such as turning to an excess of alcohol or drugs.

Signs that may signal you are suffering from anxiety include:

- Irritability;
- Dizziness and headaches;
- Problems sleeping;
- Dry mouth;
- Changes in your eating habits;
- Low self esteem;
- Problems concentrating;
- Temper outbursts;
- Muscle tension and pain;
- Tearful episodes.

INTERNAL STRESSORS

Internal stressors are things over which we have no control. By managing these internal stressors, we can develop a positive mindset. Try the exercise below:

- Make a list of your internal stressors;
- Come up with 3 things you could do differently and take back control of your mindset and manage your expectations.

Example:

"An internal stressor for me is that I am working less hours than I used to work and I am bored during my time off and this makes me anxious. I can't control this as my workplace is operating shorter opening hours.

I could fill the extra time I have by: walking part of the way to work rather than taking the bus, helping me get fitter; by using my free time to see friends and family, which stops me feeling lonely; by using the extra time to develop skills that will help my career in the future."

COPING MECHANISMS

Breaking the “stress cycle” is important – negative thoughts create feelings and emotions which can make you feel bad. You need to break the cycle by acknowledging your negative thoughts and turning them into positive ones, which will lead to positive behaviours.

Self-help resources are the first step to managing anxiety and there are many coping mechanisms that you can draw on or suggest to colleagues to help them manage their feelings.

Suggestions include:

- Surround yourself with positive people;
- Write down your worries;
- Talk to a trusted friend or colleague about what’s triggering your anxiety;
- Practice breathing exercises.

SEEKING HELP

Hospitality Health is a Scottish charity formed in August of 2018 to support staff and students in the amazing world of Hospitality. It is Chaired by Gordon McIntyre, Associate Dean for Hospitality & Tourism at City of Glasgow College and Vice Chair of Experience Glasgow. It assists those in need of support by providing wellbeing advice and signposting organisations that can help.

Contact [Hospitality Health](#) for further help and advice.

- Keep busy
- Keep up a routine
- Keep in touch
- Do things you enjoy
- Stay safe