

NOVEMBER 18, 2025

BEYOND THE CHECKLIST

Strategic Productivity for Tourism & Hospitality Leaders



BRANDY ZIMMERMAN

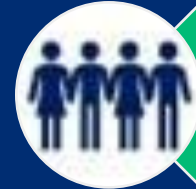


WHO WE ARE

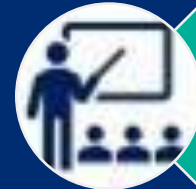
go2HR is BC's
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hospitality human
resource and
health & safety
association



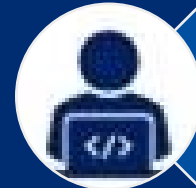
Health & Safety



Human Resources



Industry Training



Research and Strategy

go2HR exists to drive **strong workforces and safe workplaces** to deliver world-class tourism and hospitality experiences in BC





HOUSEKEEPING

- 60 minutes
- Cameras optional
- Questions welcome
- Recording available



Today's Journey

- Understanding the reality & stress regulation
- Task prioritization and workload management
- Strategic delegation and team communication
- Energy management and burnout prevention

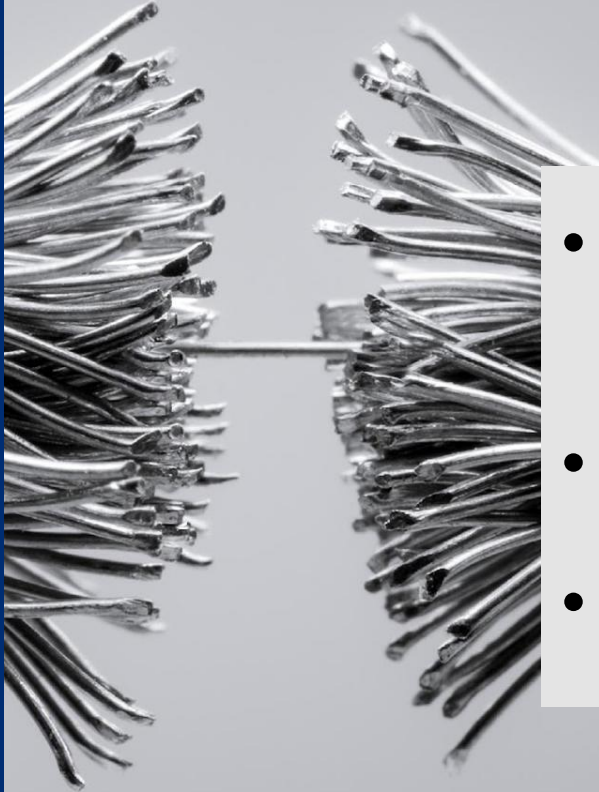
The Psychosocial Hazard

- High job demands in hospitality leadership:
 - Too much work, too little time
 - Constant interruptions and emergencies
 - Lack of control over your schedule
 - Insufficient resources
- These are workplace hazards, not personal failings



Today's Framework

- Four strategies that work together:
 - **Stress regulation** for clear decisions
 - **Task triage** to prioritize effectively
 - **Strategic delegation** to build capacity
 - **Energy management** for sustainability



Stress Regulation

- The Reality: Constant interruptions and emergencies
- The Cost: Cognitive overload and poor decisions
- The Solution: Quick stress regulation techniques



Understanding the Stress Response

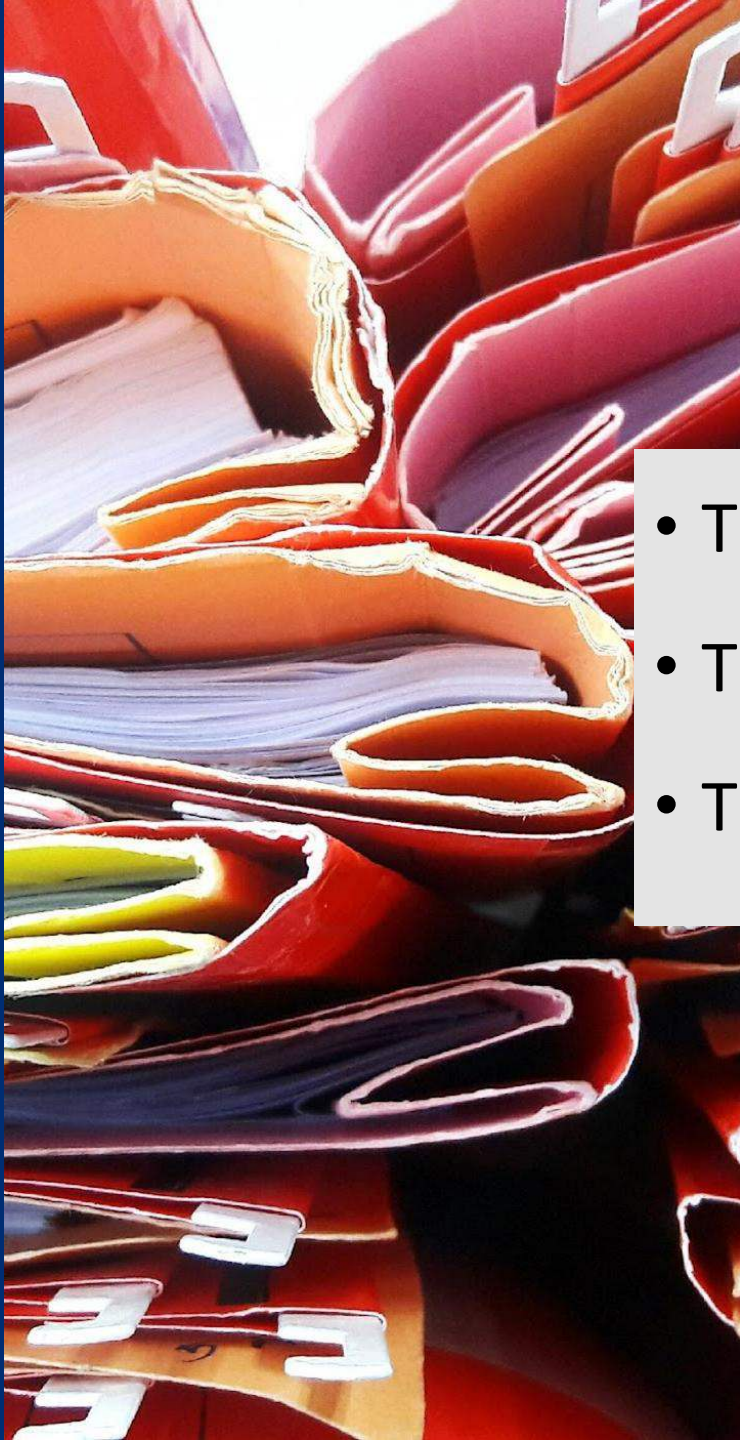
- When stressed, your body activates fight/flight
- Problem: Modern work stress doesn't get resolved
- Stress accumulates between guest issues, staff crises, system failures
- Solution: Actively complete the stress cycle

Quick Stress Reset Techniques

- 30 seconds to 5 minutes:
 - **Box breathing:** 4-4-4-4 pattern
 - **Progressive muscle relaxation:** Tense and release
 - **Brief movement:** Walk or stretch
 - **Cold water:** Face or wrists
 - **5-4-3-2-1 grounding:** Engage senses

Box Breathing

Let's practice together



Task Triage

- The Challenge: Can't do everything
- The Reality: Must make strategic choices
- The Framework: NOW-SOON-LATER-NOPE



NOW-SOON-LATER-NOPE Framework

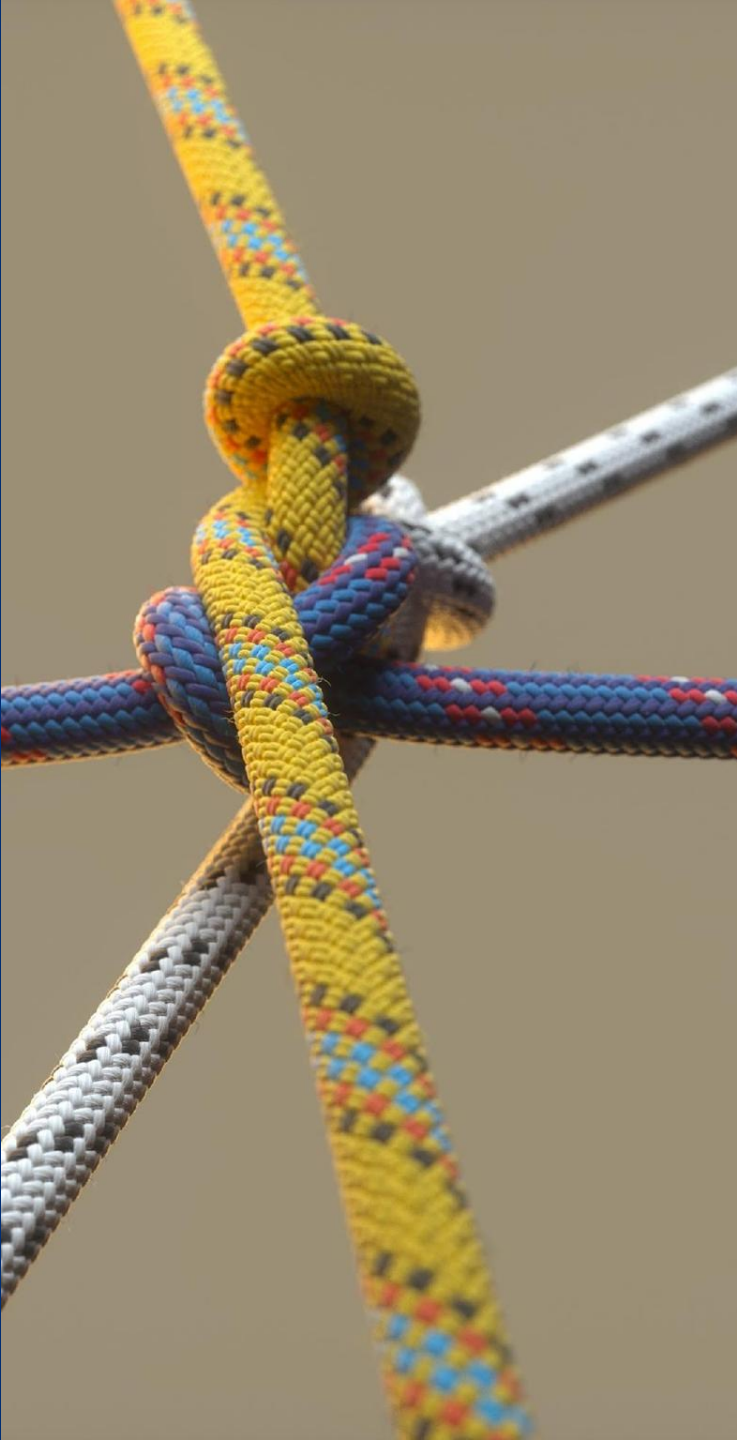
- **NOW** = Do today/this shift
(true deadline, high impact, only you)
- **SOON** = Do this week
(important, schedule it)
- **LATER** = Do eventually
(assign specific future date)
- **NOPE** = Don't do
(eliminate, delegate, decline, automate)

Activity: Sort your tasks

- Brain dump all tasks onto a list
- Sort: NOW-SOON-LATER-NOPE
- Schedule SOON tasks on calendar
- Identify at least one NOPE

Managing New Demands

- When new tasks arrive:
 - Pause (don't auto-yes)
 - Sort: NOW-SOON-LATER-NOPE?
 - Check capacity
 - Communicate trade-offs
 - Add to appropriate category



Strategic Delegation

- Why it matters:
 - Reduces your overload
 - Develops team capability
 - Creates backup systems
 - Protects wellbeing for everyone

What to Delegate

- Delegate:
 - Recurring tasks (high ROI)
 - Tasks others can do 80% as well
 - Skill-building opportunities
 - Many SOON and LATER tasks
- Keep:
 - Strategic decisions requiring your authority
 - Sensitive personnel matters
 - Key stakeholder relationships

Effective Delegation

- Five steps:
 - Define clear outcome and standards
 - Explain why it matters (context)
 - Provide resources and authority
 - Set check-in points
 - Give feedback



Aligning Team Priorities

- Help your team triage:
 - What are their NOW tasks?
 - What SOON tasks need scheduling?
 - What moves to LATER?
 - What's their NOPE?
- Regular capacity conversations
- Clarity reduces stress

Energy Management



- Time management isn't enough
- Energy fluctuates (daily, weekly, seasonally)
- Match tasks to energy levels
- Build in Energy Boosters throughout the day



Six Categories of Energy Boosters

- Aim for 5-15 minutes, in each:
 - **Physical:** Walk, stretch, hydrate, snack
 - **Mental:** Change scenery, different task type
 - **Emotional:** Gratitude, positive interaction, humor
 - **Social:** Meaningful conversation, connection
 - **Creative:** Music, variety, learning
 - **Spiritual:** Nature, reflection, values alignment

Create Your Own Energy Menu

- Identify 2-3 Energy boosters in each category that:
 - Actually energize YOU (not "should")
 - Are realistic at work
 - Take 15 minutes or less
 - Require minimal setup
- Practice 2-3 of the energy boosters that you identified, every day



Burnout Prevention

- Early warning signs:
 - Constant exhaustion despite rest
 - Cynicism or detachment
 - Reduced accomplishment
 - Increased irritability, physical symptoms
- Sustainable practices:
 - Define "emergency" clearly
 - Set some communication windows
 - Take breaks during shifts
 - Use vacation time
 - Model healthy practices

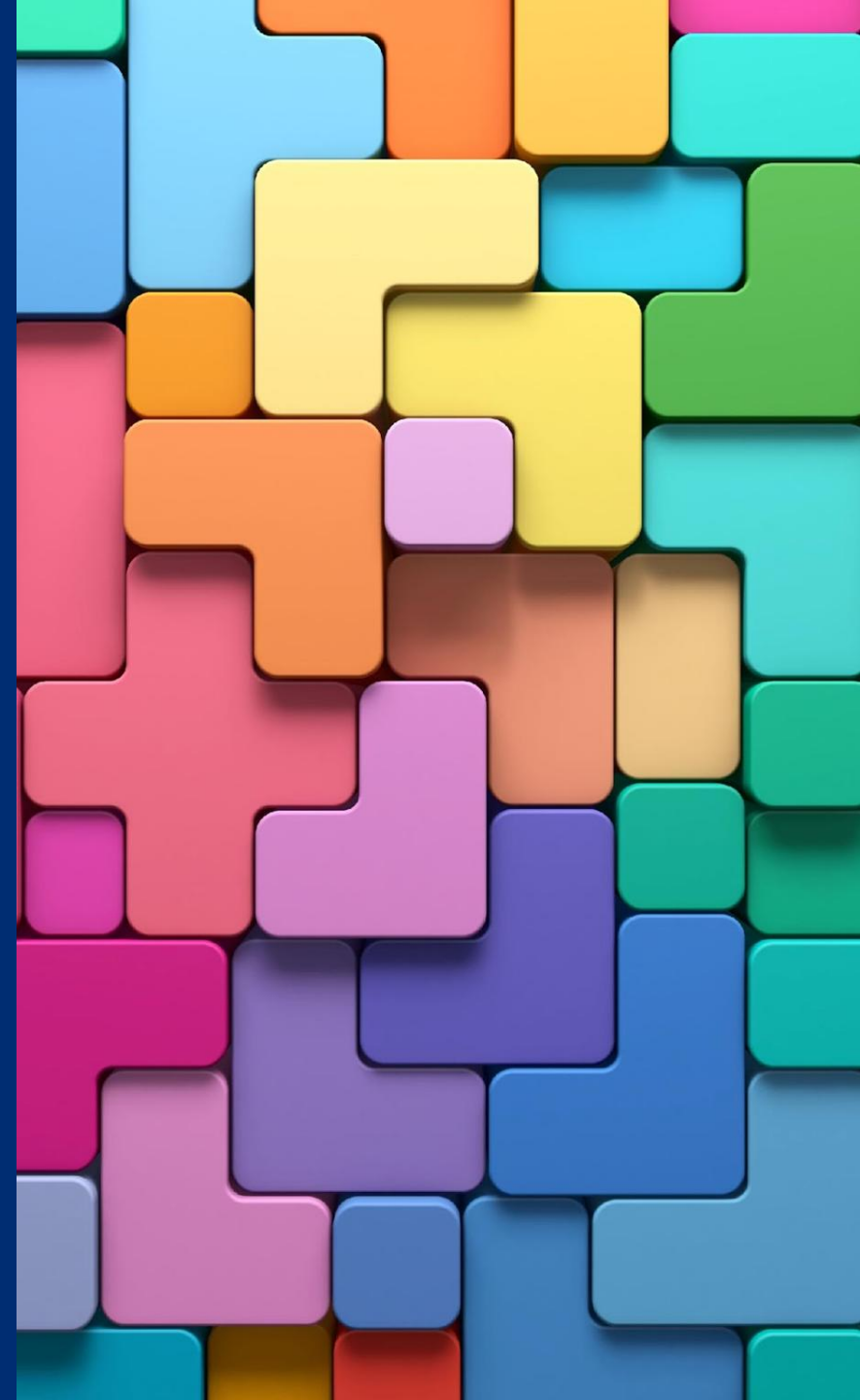


Priority Alignment Conversations

- Weekly check-in with supervisor:
 - "Here's my focus this week"
 - "Does this align with your priorities?"
 - "If X becomes urgent, I'd need to shift Y"
- Gives you cover for boundaries
- Makes trade-offs visible

Putting It All Together

- Daily practice:
 - Morning: Self check-in, sort tasks (NOW-SOON-LATER-NOPE)
 - Throughout: Stress resets + energy boosters
 - New demands: Apply triage
 - Look for delegation opportunities
 - Regular team and supervisor check-ins





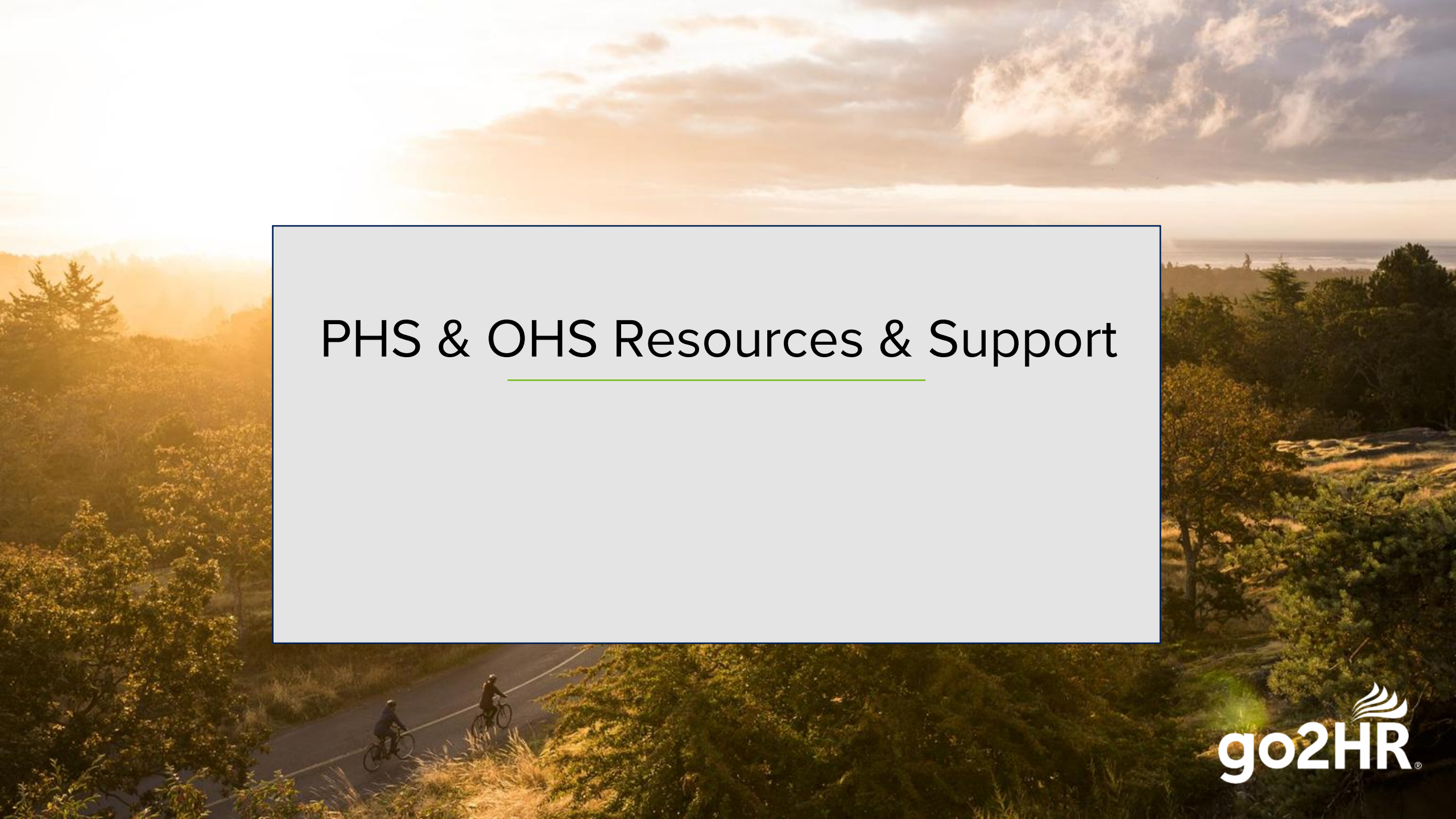
Your Next Steps

- Commit to:
 - Try one stress reset technique daily
 - Sort tasks: NOW-SOON-LATER-NOPE
 - Block time for SOON tasks
 - Identify one delegation opportunity
 - Use 2-3 energy boosters daily
 - Have one priority conversation
- Download the participant handbook



Remember

- High job demands are psychosocial hazards
- You're not failing - you're managing real challenges
- Small changes compound over time
- Protecting your wellbeing protects your effectiveness
- You deserve to feel good while doing great work

The background of the slide is a scenic photograph of a forest at sunset. The sun is low on the horizon, creating a warm, golden glow that filters through the trees. In the foreground, a paved path winds through the forest, and two cyclists are riding away from the viewer. The sky is filled with soft, white clouds. A large, light blue rectangular box is centered on the slide, containing the title text.

PHS & OHS Resources & Support

Psychological Health & Safety (PHS) Advisory Services



1:1 Support to help Industry Employers:

- Identify PHS hazards (e.g. bullying, harassment, violence, conflict, working alone) & manage risks
- Integrate PHS within existing OHS program
- Promote a psychologically safe workplace culture (e.g. open communication & worker engagement)
- Support workplace mental health challenges (e.g. stress, burnout)
- Recommend mental health & PHS training (e.g. People Working Well, Mental Health First Aid)
- Provide PHS & workplace mental health resources (e.g. Critical Incident Response program, BounceBack BC, EAP)

Let's Meet! [Contact us](#)





If you are in need of immediate assistance please dial 9-1-1 or 9-8-8. You're not alone in this journey. Find more trusted [local resources](#).

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Let's
problem-
solve
together



THANK YOU

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