

CMGR SELF-CARE

Advice and Ideas from 25 Community Leaders



CMGR SELF-CARE

Advice and Ideas from 25 Community Leaders

When Jeremiah Owyang, the father of Community Manager Advancement Day (formerly Community Manager Appreciation Day) approached us for a CMAD 2020 contribution we said, "YES!"

We work with innovative, enthusiastic, and engaged global community professionals and we knew they would have amazing advice to share with their community peers.

The theme of CMAD 2020 is "self-care". In Jeremiah's words:

"The stresses and woes of community management continue to increase, they're expected to be on, all the time, responding to all types of topics and issues. Tech is a wonderful thing, but too much, is really unhealthy. We've heard the old adage, and can apply it here: It's easier to care for the community, once you've taken care of self."

In this special, CMAD 2020 eBook you'll find advice for practicing meaningful self-care from 25 community leaders. The ideas range from meditations and stretches, to mindfulness exercises you can complete right at your desk.

We've also included data about the community management role that may surprise you, taken from our [Community Careers and Compensation 2020](#) report. We hope this book helps you find new ways to take care of yourself.

Happy Community Manager Advancement Day 2020!



Jim Storer
+ The Community Roundtable Team



Featured Community Leaders

Linh Le	4	Sarah Mahon	17
Marjorie Anderson	5	Jeff Ross	18
Lisa Allison	6	Julie Blutstein	19
Elizabeth Uva	7	Deidra Freeman	20
Ashleigh Brookshaw	8	Amy Rood	21
Ryan McClelland	9	Kelly Schott	22
Lisa Tallman	10	Melissa Westervelt	23
Tracy Maurer	11	Becky Scott	24
Nick Emmett	12	Jerry Green	25
Rachael Silvano	13	Keri Kersten	26
Melissa Spinella	14	Dori Gray	27
Hillary Boucher	15	Heather MacHale	28
Jason Williams	16		

TITLE

Program Specialist

YEARS IN COMMUNITY?

Three Months

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Yoga is my sweet escape from a busy and sometimes unenjoyable workday.

One of my colleagues and I have something called a "down dog break" - when things get too hectic, we would walk away from our desks, find a quiet corner, and share some 5-minute yoga sequences.



LINH'S ADVICE FOR MANAGING JOB-RELATED STRESS

First: Be organized.

Second: Spend time off the clock to analyze and identify the "why" behind your job-related stress.

If you can pinpoint what it is that stresses you out, it is very likely that you have already been putting together a solution for it.



SUPER QUICK STRETCH

- Sit up tall in your chair, or stand up.
- Stretch your arms overhead and interlock your fingers.
- Turn the palms to the ceiling as you lift your chin up, tilt your head back, and gaze up at the ceiling.
- Inhale, exhale, release.
- Repeat five times.

MARJORIE ANDERSON



TITLE

Product Manager, Community

YEARS IN COMMUNITY?

Six and a Half Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Pamper days!

I put on a face mask, listen to my favorite music, go get a manicure, and make my favorite meal. It helps me change my focus from the day-to-day and reminds me to enjoy the little things in this life!

MARJORIE'S ADVICE FOR MANAGING JOB-RELATED STRESS

Leave work at work, when you can.

I come in super early (usually around 7am) and am out of the office around 4:30pm. It makes for long days, but it allows me to shut down my computer at the end of the day and not open it again until the following morning.

I would also urge people to set boundaries. If you manage a team of people, *don't* email them after they've gone home for the day because they'll expect you want a response while they're eating dinner with their families.

If you haven't set expectations with your own boss, do that. Tell them that if they need you urgently (meaning something is on fire), they can call you on your cell phone, but don't stay plugged into your email once you've left for the day, if you can help it.



BRIGHT IDEA

Want to get that email off your mind, but don't want your email to get in their inbox? Try scheduling emails, follow-ups, and reminders with [Boomerang for Gmail and Outlook](#).

L I S A A L L I S O N

TITLE

Enterprise Community Manager

YEARS IN COMMUNITY?

Eight Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

If I have had an especially tough week I schedule a reflexology session.

It is relatively inexpensive; I can go to three reflexology sessions for the price of one massage. There are some studies that say reflexology cleanses toxins, reduces anxiety and enhances relaxation. I can tell you that my worries start to slip away the moment my feet touch the steaming water.



LISA'S ADVICE FOR MANAGING JOB-RELATED STRESS

Breathe. We do not realize how often throughout the day we hold our breath when faced with a stressful situation. My advice: take a full minute to breathe deeply and close your eyes. I guarantee you will feel calmer.

Worried about someone seeing you? Take a walk somewhere private (the restroom if need be). Even the shortest walk away from your surroundings will help you as well.



TAKE A BREATHER

Have 16 extra seconds? (We know you do!) Try world-renowned meditation teacher [Davidji's 16-second breath technique](#):

- Take a deep breath in for 4 seconds
- Hold the breath for 4 seconds
- Release the breath for 4 seconds
- Hold for 4 seconds
- Repeat

ELIZABETH UVA



TITLE

Community Manager

YEARS IN COMMUNITY?

Four Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

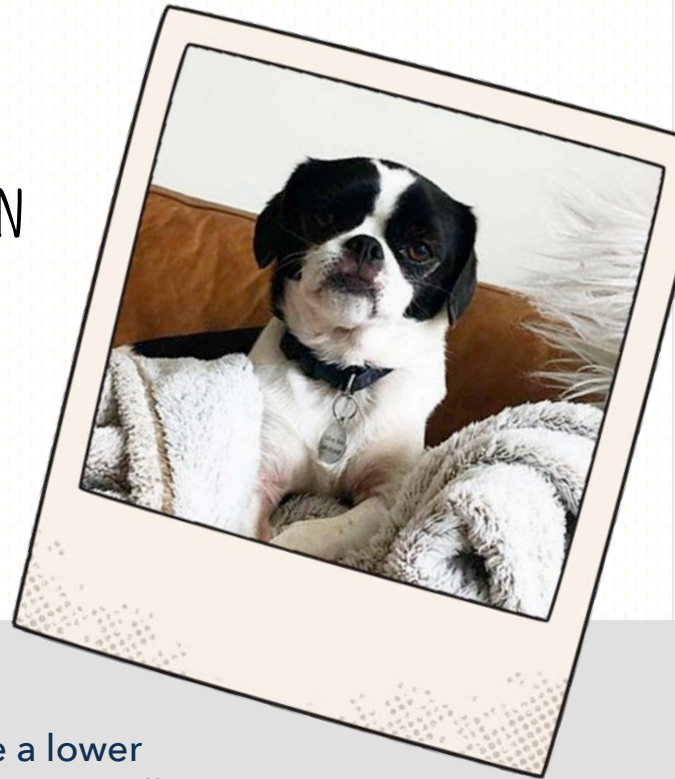
Walking my dog, practicing yoga, and cooking!

I love to unwind by sharing content and connecting with other people in my food blog community, Vivi e impara, which means live and learn.

ELIZABETH'S ADVICE FOR MANAGING JOB-RELATED STRESS

Taking deep breaths, thinking before responding, and giving myself space if necessary.

@MRSMOKEDAWG IS HERE TO HELP YOU ON
YOUR SELF-CARE JOURNEY!



DID YOU KNOW?

[According to this study](#), dog owners have a lower risk of death due to cardiovascular disease, as well as a lower risk of death from other causes. Time to snuggle up with a pup or two.

ASHLEIGH BROOKSHAW

TITLE

Manager, Community Engagement

YEARS IN COMMUNITY?

Six Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I feel better with physical activity after I've been in our system all day.

Club Pilates during lunch is life.

ASHLEIGH'S ADVICE FOR MANAGING JOB-RELATED STRESS

Find something that works for you!

Whether that's listening to music, working out, or simply making a list and checking items off.



SELF-CARE (DANCE) BREAK

Make a playlist of your favorite songs so you have an instant pick-me-up whenever you need it!

Bonus points if they make you want to dance.

When you get stressed pop in your headphones, close your eyes and spend three minutes somewhere else (in your mind at least!)

RYAN McCLELLAND



TITLE

Community Manager

YEARS IN COMMUNITY?

Two Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

When I've been staring at the computer monitor too long, it helps to take a walk outside, preferably near some trees. Getting up and moving around helps me clear my head.

RYAN'S ADVICE FOR MANAGING JOB-RELATED STRESS

It's easy to get overwhelmed when you think about everything you have to do all at once.

It can help to break things down into smaller, achievable goals. It sounds simplistic, but I like to make physical to-do lists in my Moleskine notebook and cross items off when they're done.



KEEP IT REAL

Are you likely to finish 20 things in a day? How about doing 20 things really well in day? Probably not.

Don't bite off more than you can chew. There is no shame working smarter by delegating relevant tasks.

No judgment if you put things on your to-do list that are already done just so you can check them off. We do that, too!

TITLE

Senior Director, Knowledge Management

YEARS IN COMMUNITY?

15+ Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I practice meditation on a daily basis.

The Calm app has been my go-to for a number of months now. I also go to a massage therapist regularly as well. Lastly, I'd say travel is my most favorite self-care tactic. I love to go to new places and experience new things (and get away from the daily grind). I make sure that my travel plans include downtime, like beach time in California or a great wellness spa in New Mexico.

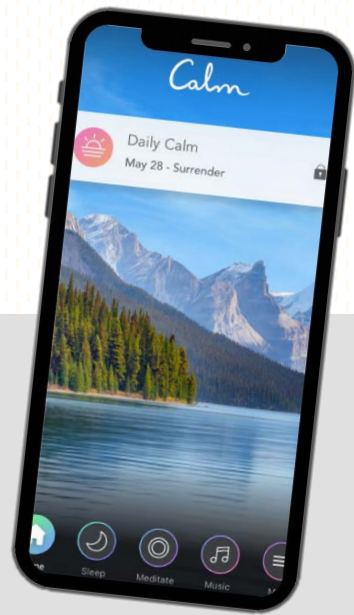


LISA TALLMAN

LISA'S ADVICE FOR MANAGING JOB-RELATED STRESS

The most important thing for me to remember is that work is not a life-and-death matter and it will all still be there to tackle tomorrow.

Work is important, but my health, happiness, and sanity are more important!



MODERN MEDITATION

Meditation meets modern life with apps that help you achieve a (scientifically-proven) happier and healthier mental state.

Where to start? [Get the Calm app here.](#) We also love [Insight Timer.](#)

TRACY MAURER



TITLE

Global Community Manager

YEARS IN COMMUNITY?

10 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Going for a run or hike (long or short) **OUTDOORS.**

Being outside clears my head, gives me other things I can focus on (if I want), and gives me time where no one else is bugging me.

TRACY'S ADVICE FOR MANAGING JOB-RELATED STRESS

Reaching out to my peers on Slack or elsewhere to get perspective.

TRACY AND MEMBERS OF
THE CR CONNECT RUN CLUB IN 2019.



THE MORE YOU KNOW

A full 50% of community professionals experienced a high degree of burnout over the past 12 months.*

*Data from [the State of Community Management 2019 report](#)

NICK EMMETT

TITLE

Community Manager

YEARS IN COMMUNITY?

Five Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

As a Community guy I have a default of using my communities whenever I need something.

When you work in online communities, and likely in a very small team - perhaps even as small as just you - it's so easy to feel alone when no one around you really understands what it is you do!

Being an active member of communities for community professionals is super important - join them, ask questions, share tips, network, build relationships, attend user groups, co-working days, conferences - anything to build your network and be with your tribe. You'll never regret it and it will genuinely help in so many ways!



NICK'S ADVICE FOR MANAGING JOB-RELATED STRESS

I need to get out of the office or away from my desk if I'm working from home. I commit to getting outdoors on my lunch break and either walk, run or swim - fresh air, exercise and time inside my own head to think or just forget.

I also work alongside a great little team of Customer Success Managers and we do a great job of keeping each other sane. **Genuine human contact is super important for happiness - reach out.**



GOING GREEN

[A fascinating study](#) found that, when it comes to adults and their mood, greenery seems to matter more than wealth. We'll take both, thanks!

RACHAEL SILVANO

TITLE

Online Community Tactician

YEARS IN COMMUNITY?

Five Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

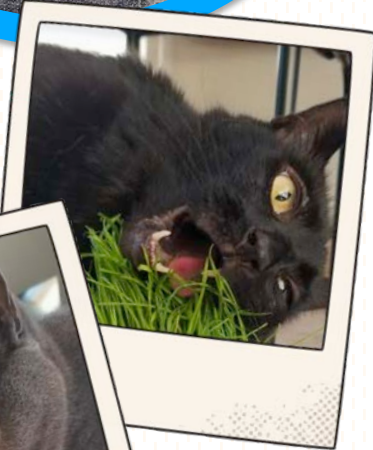
I play video games, especially ones where I can zone out and just focus on the moves ahead, or a visually stunning game such as *Breath of the Wild*.

I also enjoy a hot cup of peppermint tea, followed by lovingly (some may say obsessively) watching my cats.

RACHAEL'S ADVICE FOR MANAGING JOB-RELATED STRESS

Saying no, being honest, and setting limits are all huge for me. For example, I'll never add work email to my phone (a privilege for sure). I also think being unapologetic in your needs; many of our teams are under-staffed and over-taxed. Cultivating relationships based around being at your limit, and needing either more resources/time/support seems critical.

Oh, coffee also helps.



THE POWER OF PURRS

A cat purring is one of the most comforting sounds in the world...and has been long associated with a therapeutic healing ability on human bones and muscle.

A cat's purr creates vibrations at a frequency of 20-140 HZ, and studies have shown that frequencies in the 18-35 HZ range have a positive effect on joint mobility after injury. Scientists have begun talking about how purrs can physically help heal humans.

[Read more.](#)

MELISSA SPINELLA

TITLE

Community Manager

YEARS IN COMMUNITY?

Three Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

My favorite thing to do to unwind after a particularly hectic day is grab one of my pups and sit outside with a roaring fire in our fire pit.

There's something about being in nature that calms me.

MELISSA'S ADVICE FOR MANAGING JOB-RELATED STRESS

Our members come to our community primarily for support – they have a need, they may be frustrated because they can't figure the issue out on their own, they may have tight deadlines they are trying to meet.

In short, sometimes they are not happy. This causes a lot of stress.

When this happens, I try to remember to take a step back, don't take it personally, take a breath, and then respond focusing on how to make the customer happy, not how to make my own ego happy.



GET OUTSIDE

The [amygdala is one of the "stress centers"](#) of the brain and has a big role in emotional processing. A study found that its physical structure can be changed in adults depending on their exposure to nature.

HILLARY BOUCHER



TITLE

Community Manager

YEARS IN COMMUNITY?

10 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Hosting happy hours on Friday nights for friends and family. After a full week of online engagement and screen time I'm always ready to socialize in person and have come to recognize how important it is to me since I work virtually.

Most Fridays our friends and family know they are welcome to drop by and toast the week. I'm always sure to have some delicious food and beverages to share. I love seeing the multi-generational connections now that my kids are older and their friends stop by too. It's my favorite way to unwind after a long week at work.

HILLARY'S ADVICE FOR MANAGING JOB-RELATED STRESS

Sleep and healthy food. I'm not always great at this, but I know it helps!



COUNT YOUR SHEEP

A [study](#) from Brigham and Women's Hospital demonstrated that work performance consistently worsens the longer a sleep-deprived person was awake.

The study allowed people an average of fewer than 6 hours of sleep per night over one month, and the participants' performance declined each week.

TITLE

Director, Online Communities

YEARS IN COMMUNITY?

12 years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I really enjoy jogging. It is very therapeutic for me to put my headphones in, crank the music up and just go.

JASON'S ADVICE FOR MANAGING JOB-RELATED STRESS

Find something that works for you!

It is ok to say, "I will solve this tomorrow."

This may be hard to come to terms with, but once you do it will greatly decrease your level of work related stress. Even though there are urgent problems that need to be solved, chances are no one is going to get hurt or die if you don't solve them immediately (unless you are a doctor).



JOGGING JUMPSTART

Ready to get moving but need some support?

Try [Couch to 5K®](#). You can go from desk jockey to running a 5K race in just 30 minutes a day, 3 days a week for 9 weeks.

SARAH MAHON



TITLE

Enterprise Community Manager

YEARS IN COMMUNITY?

10+ Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I am a huge advocate for regular (ideally daily) vigorous exercise. I find that I handle my day and stresses so much better when I have sweated for at least 30 minutes before or after work.

I am also a huge advocate for getting sleep. I would love to get 9 hours of sleep every night, but I don't function well on less than 8. I confess that my less healthy habits of dealing with stress include drinking way too much Coke Zero and enjoying a glass or two of red wine.

SARAH'S ADVICE FOR MANAGING JOB-RELATED STRESS

Set limits. Work hard to achieve a lot, but don't over-promise. It is far better to get less done and get it done well. Say "no" when you know you cannot accomplish something in the timeframe expected or when you know that you cannot accomplish it well.

Under-promise and over-deliver. Where possible, surround yourself with people who have strengths that complement yours and delegate any tasks that better suit another's strengths than yours.



SETTING BOUNDARIES

Understanding your values helps you figure out where you'd like to set boundaries. In other words, by first knowing your values, you're able to then set up systems that help you get those needs met.

Use these [helpful tips](#) to set boundaries at work.

TITLE

Community Manager

YEARS IN COMMUNITY?

10 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Step away, then hug, play with, and take a long walk with my canine bestie, Callie.

She's my furry little bundle of well-being. She gets me.

JEFF'S ADVICE FOR MANAGING JOB-RELATED STRESS

Don't make rash decisions when emotions are running high.

The community will still be there tomorrow if you need to sleep on something overnight.

Also, be sure to get enough physical activity to burn off some of that energy and stress and focus your attention in a healthy direction. You won't do yourself or anyone else a favor by adding physical issues to emotional ones.

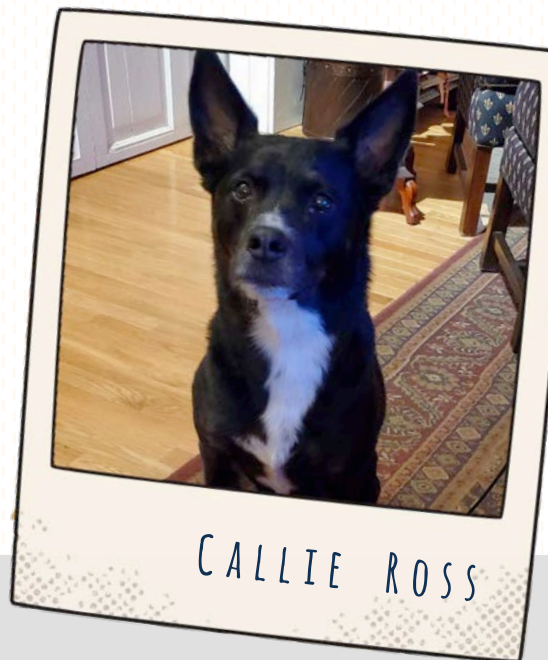


COULD YOU SAY NO TO THOSE EARS?

WALK ON THE WILD SIDE

Dog owners walk 22 minutes more per day than those without four-leg workout buddies. And yes, it counts as exercise!

J E F F
R O S S



JULIE BLUTSTEIN



TITLE

Manager of Communities

YEARS IN COMMUNITY?

10 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Spending time in the pottery studio. Getting pedicures. Going for a swim. Playing mindless games on my phone (Candy Crush, Best Fiends). Reading, Watching TV. Spending an entire day in bed doing absolutely nothing.

JULIE'S ADVICE FOR MANAGING JOB-RELATED STRESS

Keep breathing and keep laughing.

Have a good support network both within your own organization as well as a group of peers from other companies [like peers in TheCR Network].

Having peers who understand the work you do and the challenges you face can be a lifesaver.



MORE FUN WITH FRIENDS

According to the [Community Careers and Compensation 2020](#) report, 37% of community professionals are still solo practitioners. Flying solo, or just need some support? TheCR Network is a private peer community for community professionals. (Yeah, it's a little bit meta, but a lot helpful.)

[Learn more](#) or join our free [Facebook group](#) to find new peers.

DEIDRA FREEMAN

TITLE

Senior Director of Programs

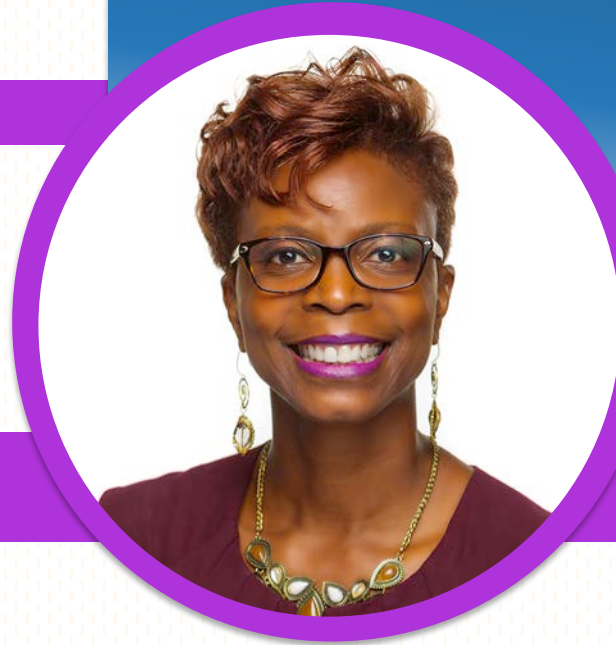
YEARS IN COMMUNITY?

Two Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I enjoy making jewelry or working out to relieve stress.

I am also a Group Fitness Instructor. **I love motivating people to meet their goals.** When I am exercising, not only am I relieving stress for myself, I am helping someone else relieve stress too! Everybody wins!



DEIDRE'S ADVICE FOR MANAGING JOB-RELATED STRESS

When things are crazy I must take a walk, even if its around my living room! If that does not work, I call or text someone to say exactly what is on my mind, laugh a little, and then become a "professional" again. ☺ If it's a really stressful day, I make sure I go to the gym that evening.



WORK IT OUT

Exercise increases your overall health and your sense of well-being, which puts more pep in your step every day. Exercise also has some direct stress-busting benefits:

- It pumps up your endorphins.
- It's meditation in motion.
- It improves your mood.

[Read more.](#)

AMY ROUND



TITLE

Online Community Manager

YEARS IN COMMUNITY?

Less than one

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Saying no. Sometimes everything happens all at once and it all needs to be prioritized and done. And sometimes you just don't need to do everything.

Also knitting. It's very soothing to hold a couple of sharp, pointy sticks and turn string into something pretty and warm.

AMY'S ADVICE FOR MANAGING JOB-RELATED STRESS

Ask yourself: Is anybody's heart in a cooler?

I borrowed this from a former colleague who says it all the time; we worked in software support and reactions to problems could be, occasionally ... ummm ... out of proportion. Resolving the issue is important. We want to give it all of our attention and do our best work.

But for those of us working outside of medicine & emergency services, the direct outcome of our work is typically not life-or-death. I value it as a reminder to put things in perspective, do good work, and take each problem or question one at a time, bit by bit. Be kinder to myself. Go home.



ASK YOURSELF

When you find yourself in a stressful situation, ask yourself, "Is anybody's heart in a cooler?"

If yes: KEEP WORKING **If no:** take a break. Go home. Be kind to yourself.

KELLY SCHOTT

TITLE

Lead Community Manager

YEARS IN COMMUNITY?

Four Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I'm lucky enough to live by the water, I love to take a walk by the sea to clear my mind or calm down.

If a trip by the water isn't in the cards, just a quick walk around the block or to the store (instead of driving) is how I can take a mental break while also doing something productive.

Since I've added a quick walk at lunch time to my day, I feel much more refreshed in the afternoon. It creates physical space so that my mind can reset before switching to a new project or just refocusing on a task.



KELLY'S ADVICE FOR MANAGING JOB-RELATED STRESS

I think a lot about a piece of advice I got around feeling overwhelmed by projects: I was told that you'll always find things to do or tasks to put on a to-do list, but you can't physically do all of them. Prioritize, edit, and be realistic about your task list and goals will feel much more reachable. I also love lists, so I break these larger task lists down into little details, so I can physically see each aspect of a project being accomplished. Sometimes we just need those little victories.



DID YOU KNOW?

Only 62% of community managers are provided with any job-specific training* - making community jobs often those that are learned experientially with little guidance or support. That lack of structure makes community roles hard to succeed in. Be your own advocate for the training and resources you need.

MELISSA WESTERVELT



TITLE

Senior Business Analyst, Knowledge & Collaboration

YEARS IN COMMUNITY?

4 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

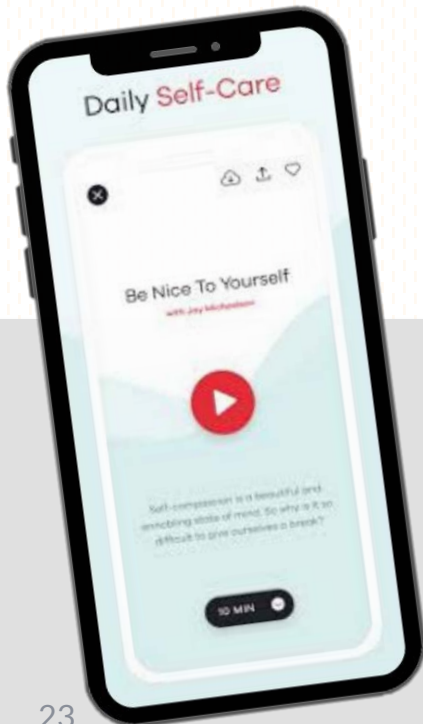
Cooking or baking. This isn't get-dinner-on-the-table cooking, but preparing for a longer meal or a new recipe helps me get into a more creative space.

MELISSA'S ADVICE FOR MANAGING JOB-RELATED STRESS

One Minute Counts.

Slowing down to focus and breathe for one minute has a big impact. I use a meditation app ([Ten Percent Happier](#)) as a guided timer from my desk or on a quick walk.

Whenever a project, a meeting, or a whole day takes a turn toward the wild side I use this to re-center. Then I can reconnect with what is most important within the chaos. Do we need to revisit timelines, goals, kindness, collaborative support, basic listening, etc.? Slowing down brings the focus back to what is important so I can actually get more accomplished.



MEDITATION CURIOUS?

Ten Percent Happier is a mediation app for people who maybe think meditation is BS...but aren't sure.

You can [download their free app](#) and see for yourself!

TITLE

Community Engagement Manager

YEARS IN COMMUNITY?

10+ Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I like to sit on my front porch with a good cup of coffee and listen to some music, or listen to the birds, or watch the neighborhood kids at the playground. **Just enough to reboot my mindset.**

Other times I'll listen to an interesting podcast so I can refocus when I'm done.



BECKY'S ADVICE FOR MANAGING JOB-RELATED STRESS

I try to truly unplug in the evenings and not think about work.

When I'm feeling really overwhelmed, I'll write down everything that is on my plate, what I'm thinking about, things that are bothering me, etc. While it can be a long list, and potentially create more stress, I use it as a way to just "brain dump" and get everything out of my head so it feels more manageable.

It's easy to feel overwhelmed when I think I'm forgetting or missing something, so that brain dump helps me feel like I've gotten everything down on paper. Then I can go back and organize, figuring out what's truly important and what actions will help me gain traction on longer term goals.



WRITE IT DOWN

[Studies have shown that](#) writing can help people better cope with stressful events, relieve anxiety, boost immune cell activity, reduce or even speed up healing after surgery.

Need some ideas? [Try these 30 journaling prompts.](#)

JERRY GREEN

TITLE

Senior Manager, Community Strategist

YEARS IN COMMUNITY?

Eight Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I love having music playing in my office. I bounce around on genres depending on my mood or level of focus needed. Singing along can also be very healing.

My four-legged coworkers help too. Sometimes a quick counsel with one of my fur-buddies is just what I need.

JERRY'S ADVICE FOR MANAGING JOB-RELATED STRESS

Prioritize. I wish I could have told my younger self, when stressed, to take a deep breath, determine what needs to be done first and then start checking things off the list. You can't do everything at once.

Perspective. Keep what's causing your stress in perspective. What we do in online community management is important work but in most cases that I'm aware of, lives are not at stake. Don't forget the wins and successes.

Peers. Your peers, the growing number of online community practitioners, can be your best resource when facing a stressful situation in your job. When I need an answer to challenging situation, example of a successful online program or just a sympathetic ear, nothing is better than a group of "people like me". For me The Community Roundtable is that resource. Full disclosure, I was not compensated for that plug.



MIA AND LOUIE,
THE PURRRFECT
OFFICEMATES!

DID YOU KNOW?

Only 19% of organizations with communities have a defined career path for community professionals*. Part of self-care is advocating for yourself, and your future. You can use [the Community Skills Framework™](#) to learn about your community strengths and weaknesses.

*Data from the [Community Careers and Compensation 2020 report](#)

TITLE

Learning Innovation & Community Management

K E R I
K E R S T E N

YEARS IN COMMUNITY?

Six Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I work hard not to take things personally by assuming positive intent.

When I feel challenged I get curious and ask "why is this a concern?" or "what might they be trying to accomplish?" This helps get out of the negative emotions and into a problem solving mindset.



KERI'S ADVICE FOR MANAGING JOB-RELATED STRESS

I work to keep from being stressed rather than rely on managing stress. However, I recently started a new job and was finding the shift a bit stressful. The extra work load of learning a new role and organization, additional travel, and the pressure to make a quick impact were feeling like too much.

I engaged my family to support the change. I had to ask them for different behaviors and expectations as I continued to get up to speed. Having support around me helps lessen the load of figuring it all out on my own.



CH-CH-CHANGES

Changing jobs is one of the most stressful life events - right up there with the death of a loved one or getting divorced (according to [The Holmes-Rahe Stress Inventory](#)).

Take a breath and give yourself grace when adjusting to new things.

D O R I
G R A Y



TITLE

Community Manager

YEARS IN COMMUNITY?

5 Years

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

Working out is my favorite self-care tactic.

When I'm stressed or overwhelmed, I take a HIIT class, a yoga class or go for a run -- and I always feel better after, and often have a better perspective.

DORI'S ADVICE FOR MANAGING JOB-RELATED STRESS

Tell yourself that one year from now, you won't even remember whatever it is that you're currently worried about.



COME ON, GET HAPPY

Small amounts of exercise have an outsized effect on happiness.

[Research shows](#) that people who work out even once a week or for as little as 10 minutes a day tend to be more cheerful than those who never exercise.

TITLE

Community Management Fellow

HEATHER MACHALE

YEARS IN COMMUNITY?

Less Than One Year

WHAT'S YOUR FAVORITE SELF-CARE TACTIC?

I love to bake.

I'm also a huge fan of the physical pampering approach to self-care facials, mani/pedis etc.



HEATHER'S ADVICE FOR MANAGING JOB-RELATED STRESS

Having a strong support system within your professional community.

There's nothing like a friend who gets the challenges of your role but is outside your organization/field so they can empathize while offering an outside perspective.



DID YOU KNOW?

56% of community professionals mentor others*. Finding a mentor, or becoming one yourself is a great way to share ideas and advice, and practice a collaborative form of self-care.

About The Community Roundtable

The Community Roundtable is the most trusted voice in community leadership.

Using the industry's only comprehensive research - the State of Community Management - as a framework, we help global community leaders define, launch, manage and measure effective community programs.

How do we help community leaders build award winning community programs? All of the community professionals profiled in this eBook are members of TheCR Network - the premier online community for community leaders.



"The perspective I've gained has been invaluable in making the case for community-related budget and resources. It has also helped me build a vocabulary to communicate about communities."

 **Microsoft**

Alex Blanton
Senior Community
Program Manager



"TheCR Network offers so many support opportunities, it has been very helpful to connect with other people who are living this role."



Genevieve Babineau
Caterer Growth &
Success Manager



"The CR is a one-stop shop for learning everything there is to know about communities, connecting to other communities professionals and building community skills."



Erik S. Meyers
Head of Corporate
Communications

Read more testimonials at: the.cr/customer-success



META? YES. INVALUABLE? ALSO, YES.

For a decade global community leaders trust TheCR Network for the tools, research, resources, and people they need to succeed. We know there are no one-size-fits-all community solutions, so we help solve your community challenges the way that is most convenient and effective way for you.



Resources

Access hundreds of vetted, research-backed case studies, tools, templates and best practices from the experts in community management.



Programs

With 24/7 forums, working groups, roundtable calls, training, live events, and more, there is programming that solves every problem and fits every schedule.



Concierge Service

Our dedicated community team works tirelessly to ensure every member finds the solutions and support they need - all you have to do is ask.

How can TheCR Network help you?

■ <https://the.cr/thecrnetwork> ■