



THE ~~UN~~OFFICIAL COMPANY

NAVIGATION TO SELF CARE GUIDE EMOTIONAL REGULATION

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***Note!**

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STAYING GROUNDED AND

01

EFFECTIVE WHEN

HANDLING MULTIPLE

PRIORITIES

Heavy queuing days can feel like a marathon, especially when managing multiple auto-assigned conversations at once!

Staying calm, compassionate, and efficient is key to delivering excellent customer service for our customers AND excellent self care for your own emotional well-being!

Here's a tailored guide to help you navigate these busy times like a truly seasoned sea dog!



Disclaimer

The tips and techniques provided in this guide are practical tools to help manage emotions in high-pressure situations, such as heavy queuing days. However, these are not cures or substitutes for professional mental health support. If you experience prolonged emotional dysregulation, persistent stress, or overwhelming emotions that impact your daily life, we encourage you to seek assistance from a qualified mental health professional. Taking care of your emotional health is essential, and professional support can provide personalized strategies and guidance.

WHAT IS EMOTIONAL

02

DYSREGULATION?

Emotional dysregulation occurs when emotions become overwhelming or difficult to manage. It's a state where emotional responses are heightened, prolonged, or out of proportion to the situation. This is different from stress or burnout- emotional dysregulation makes it hard to think clearly or respond constructively, which makes it easy to say something you don't mean, leaving both you and the customer frustrated and stressed!

Emotional dysregulation is common during high-pressure situations, such as handling multiple demands or facing difficult customers.

Signs to Look Out For:

Physical

The body often reacts to emotional stress and triggers fight-or-flight mode before we consciously recognize it. Common signs include:

Increased Heart Rate

A rapid heartbeat signals your body is preparing for danger.

Muscle Tension

Stiff shoulders, clenched fists, or jaw tightness may indicate stress.

Sweating or Flushed Skin

Your body is getting prepared to fight or flight due to perceived anger.

Shallow Breathing

Feeling breathless or having difficulty taking full breaths

Fatigue or Energy Spikes

Emotional stress can cause either exhaustion or bursts of nervous energy.

Emotional

Emotional deruglation can make it harder to process feelings constructively. Common signs include:

Irritability or Frustration

Feeling easily annoyed or short tempered.

A sense that tasks or problems are unmanageable.

Impatience or Restlessness

Difficulty staying calm or focused on tasks.

Emotional Outbursts

Expressing emotions in a way that feels out of control, like sudden crying or screaming.

Difficulty Concentrating

Trouble focusing or making decisions due to emotional interference.

WHY EMOTIONAL DYSREGULATION HAPPENS

03

Emotional dysregulation often occurs when your internal resources are stretched too thin without acts of self-care to balance out the demand you're facing. Triggers include:

- **Pressure:** Feelings of self-doubt or pushing yourself to handle more than you can can make the most simple tasks feel like you're navigating the ship all on your own. Remember that you're never alone on the ship! The queue will clear, and every customer you assist makes a difference!
- **Personal Challenges:** Due to the nature of our work, the issues that our customers face can seem a bit silly. It can be difficult to find empathy for a customer upset that their package is a day late when you're worried about a hospitalized loved one or personal financial concerns. Their issues are valid but so are yours!
- **Uncertainty:** Change is the name of the game when you're a pirate, especially when you're sailing USPS and UPS waters! One misunderstanding or uncertainty can magnify stress you're always facing. If something doesn't feel right, you can always discuss it!

Recognizing the signs and triggers of emotional dysregulation early is key to regaining control and maintaining your well-being!

INTERACTION AT A TIME

Trying to juggle multiple conversations all at once can feel overwhelming! Focusing on one message at a time can help you stay present, stay grounded, and avoid making mistakes!

Tips From the Captain's Log:

- Triage quickly: Greet the user in all three conversations, then scan and dive into the one you can resolve fastest -OR- with the most urgent issue!
- Use [redacted] strategically: Lean on [redacted] for [redacted]. Optimize your [redacted] so they're nuggets of knowledge, not chunks of information!
- Give your full attention to each response: Scanning for information will leave you feeling rushed and hurried. Remember, these are conversations, not just tasks to breeze through. Take a moment to read your responses out loud to make sure your answers make sense and your tone is friendly!



BETWEEN RESPONSES

Small pauses between responses allow you to reset and reduce stress and anxiety!

Deep Inhale, Slow Exhale

As you're concluding one conversation, take one deep breath (4 second inhale), then release it (6 second exhale). Repeat a few times before moving on to the next!

Tips From the Captain's Log:

Making your exhale last longer than your inhale will activate the vagus nerve, which releases a chemical that tells your heart to slow down, helping you relax!



Reset Your Posture

Roll your shoulders back

Unclench your jaw

Sit up straight for a quick physical reset. Proper body mechanics can energize you and keep you from feeling defeated!

REFRAME THE STRESS

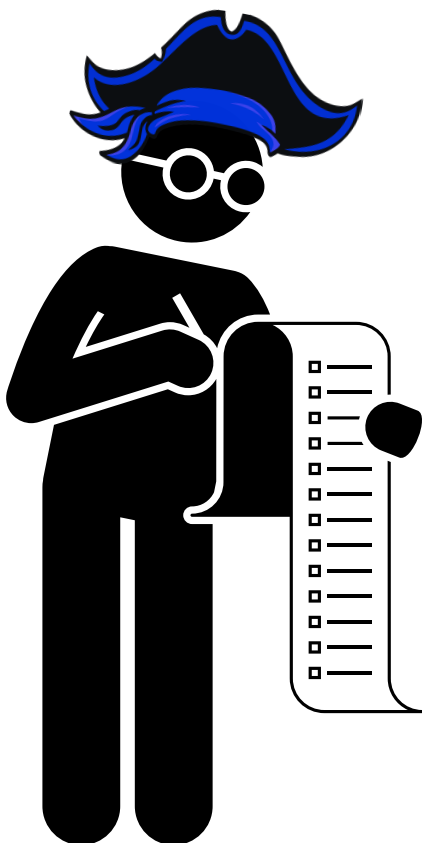
06

Heavy queuing can be emotionally taxing, and recognizing your feelings can help prevent burnout, reduce stress, and maintain your focus. By acknowledging your emotions, you can create space to respond thoughtfully, rather than reacting impulsively, which ultimately supports both your well-being and your ability to deliver excellent customer service.

Focus on Your Impact

Instead of thinking, "I have 3 chats to juggle!" remind yourself, "My brain can handle 3 conversations at once. I'm pretty amazing."

It sounds silly, but a slow shift in mindset makes a big difference!



Break It Down

Mentally treat each conversation as its own small task. Take a moment to celebrate each one you complete.

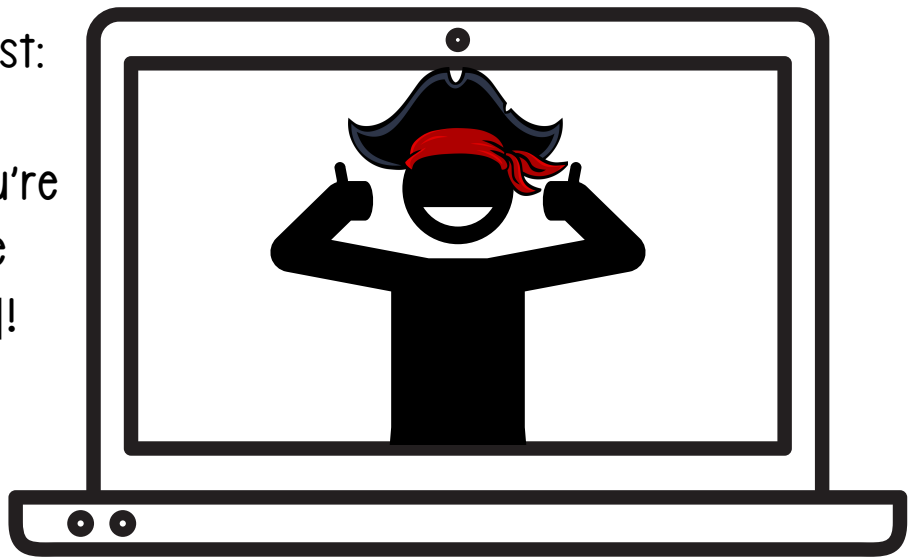
LEVERAGE TOOLS AND RESOURCES

07

Maximizing the tools at your disposal reduces manual workload and allows you to focus on the human elements!

Tips From the Captain's Log:

Rely on the collective braintrust: If you come across a specific error message or situation you're unfamiliar with, search for the phrase in quotes in [redacted]! Most likely, someone has encountered this before. Use their notes!



Tag and escalate confidently:

There may be times where the issue is out of our hands (USPS denying a claim for example). We never leave a matey hanging with "There's nothing I can do" so if you feel like you're getting to that point, stop and set them up for a follow-up. Give EVERYONE a chance to de-escalate.

EMOTIONAL OVERLOAD

Heavy queuing can be emotionally taxing. Recognizing your feelings can help you get through it.

Name Your Feelings

If you're stressed or overwhelmed, name it and remind yourself, "This is temporary, and I can handle it."



Practice Self-Compassion

Remind yourself that you're doing your best and say, out loud, "I'm doing my best and my effort is helping both my customers and crew!"

BUILD RHYTHM INTO YOUR WORKFLOW

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We can't control USPS, UPS, or the issues our customers are facing. Creating a predictable workflow can make things more structured and controlled.

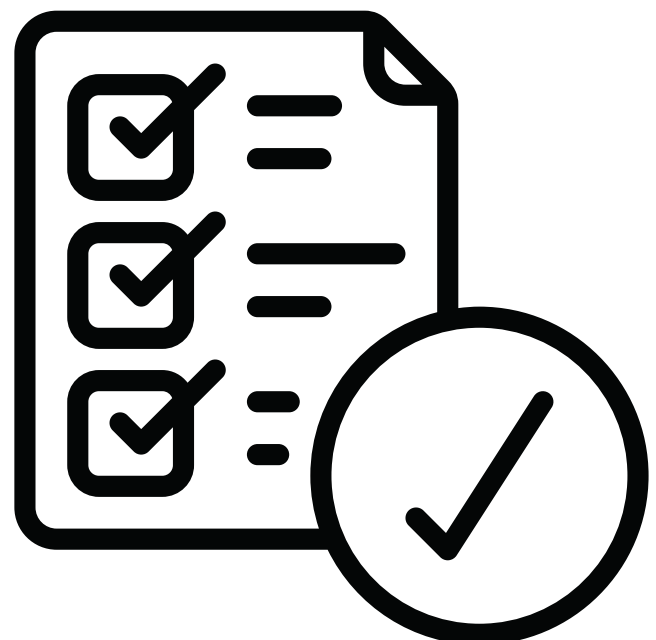


Use Time Blocks

Set mini goals, such as clearing 3–5 chats/emails before taking 1 minute to check on yourself and clear your mind.

Signal Transitions

Sometimes when you're marathoning to get the queue cleared, it can feel like you're drowning in a never-ending sea. Mentally mark the completion of one task ("Finished that conversation!") before starting the next.



LEAN ON THE TEAM WHEN NEEDED

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Collaboration is one of our core values and reinforces a sense of camaraderie during high-pressure times.



Never Be Afraid to Ask for Help

Whether it's a DM in [redacted], a post in [redacted], or even out loud in [redacted], drop your questions and trust your crew to support you.

Celebrate Wins Together

Always share successful de-escalations, tough tickets, and lovely customer feedback with the team. Not only does it give you an easy trail to look back on, it may help someone else who's down.



REMEMBER TO TAKE CARE OF YOU

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Use these questions to check in with yourself during busy or stressful times. They can help you identify what you need to feel more balanced, supported, and cared for.

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Have I eaten anything today?

**When is the last time I drank just
plain water?**

☐☐

**When is the last time I interacted
with a person off-queue?**

☐

How am I feeling during breaks?

☐

**Do I need fresh air, natural light,
or a change of scenery?**

REMEMBER TO TAKE CARE OF YOU

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Use these questions to check in with yourself during busy or stressful times. They can help you identify what you need to feel more balanced, supported, and cared for.

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**How am I feeling right now? Can I
name the emotion?**

☐

**What's causing me stress? Can I
change anything right now?**

☐

**Am I processing what I felt earlier?
Yesterday? Am I bottling it up?**

☐

**What's one thing I can do right
now for comfort or joy?**

☐

**Am I being kind to myself in my
thoughts and expectations?**

REMEMBER TO TAKE CARE OF YOU

13

Use these questions to check in with yourself during busy or stressful times. They can help you identify what you need to feel more balanced, supported, and cared for.

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**What is taking up most of my
mental energy right now?**

☐

**Can I let go of perfectionism or
unrealistic expectations?**

☐

**Do I need help or clarity with
something I'm struggling with?**

☐

**Do I need a quiet moment to feel
grounded and centered?**

☐

**How can I organize or simplify tasks to
make them feel more manageable?**

REMEMBER TO TAKE CARE OF YOU

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Use these questions to check in with yourself during busy or stressful times. They can help you identify what you need to feel more balanced, supported, and cared for.

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**Have I connected with someone I
trust today, even briefly?**

☐

**Do I need support or
encouragement?**

☐

**Have I set healthy boundaries to
protect my emotional wellbeing?**

☐

**Is there someone I'd like to check in,
thank, or give tacos today?**

☐

**Am I balancing time spent helping
others with time to care for myself?**

FINAL REMINDERS

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Taking care of your emotional well-being is essential, especially during high-pressure situations like heavy queuing days. By recognizing signs of emotional dysregulation, implementing practical self-regulation techniques, and self-care, you can navigate challenges with resilience and confidence.

Remember, these tools are here to support you, but they're not a replacement for professional help! If you're feeling overwhelmed or experiencing prolonged stress, sailing over to a mental health professional is a proactive and empowering step!

Above all, be kind to yourself. You are doing meaningful work, and taking time to check in with your emotions and needs not only helps you thrive but also enables you to provide the empathetic, high-quality service Pirate Ship customers value.

You've got this, matey! Take care of yourself as you continue making a difference, one message at a time.