



WHEN CHAOS CREEPS IN:

PRACTICAL HR STRATEGIES FOR LESS SCARY WORKPLACES

By Dr. Kylie Bragdon





MEET DR. KYLIE

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- Keynote Speaker & Author

My Mission:

Collect Adventures. Share Lessons.



TODAY'S ADVENTURE

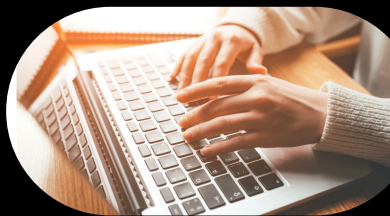
- 01 The Scary Side of HR
Eye-opening statistics about today's HR challenges.
- 02 Finding H.O.P.E. in the Chaos
A practical method for navigating workplace crises.
- 03 The Chaos-to-Clarity Triage Tool
How to turn competing challenges into clear priorities.
- 04 Flip the Switch
Four mindset shifts for lasting success in HR



THE SCARY SIDE OF HR

86%

EMPLOYEES WHO ARE
FEARFUL OF HR



95%

HR PROFESSIONALS WHO FEEL STRESSED
OR OVERWHELMED BY WORKLOAD

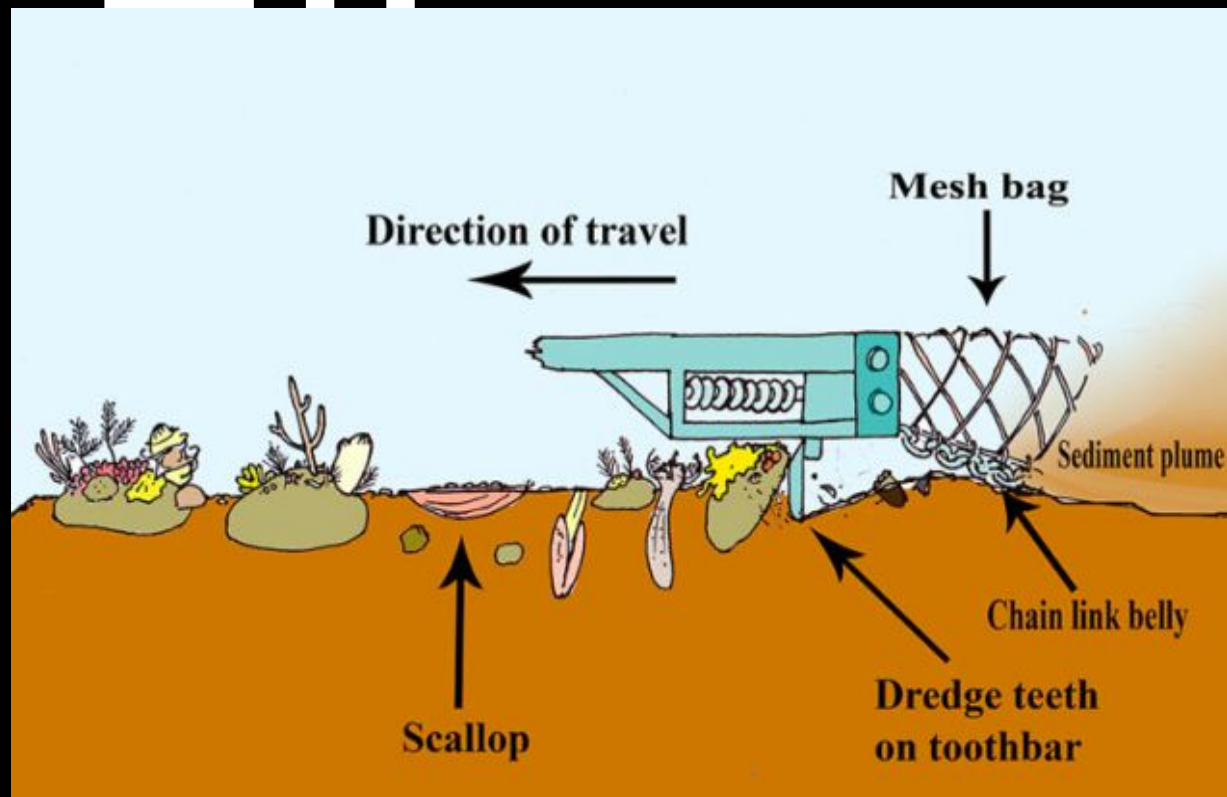
75%

BUSINESSES THAT ARE STRUGGLING TO FIND QUALIFIED
SKILLED WORKERS TO FILL AVAILABLE POSITIONS

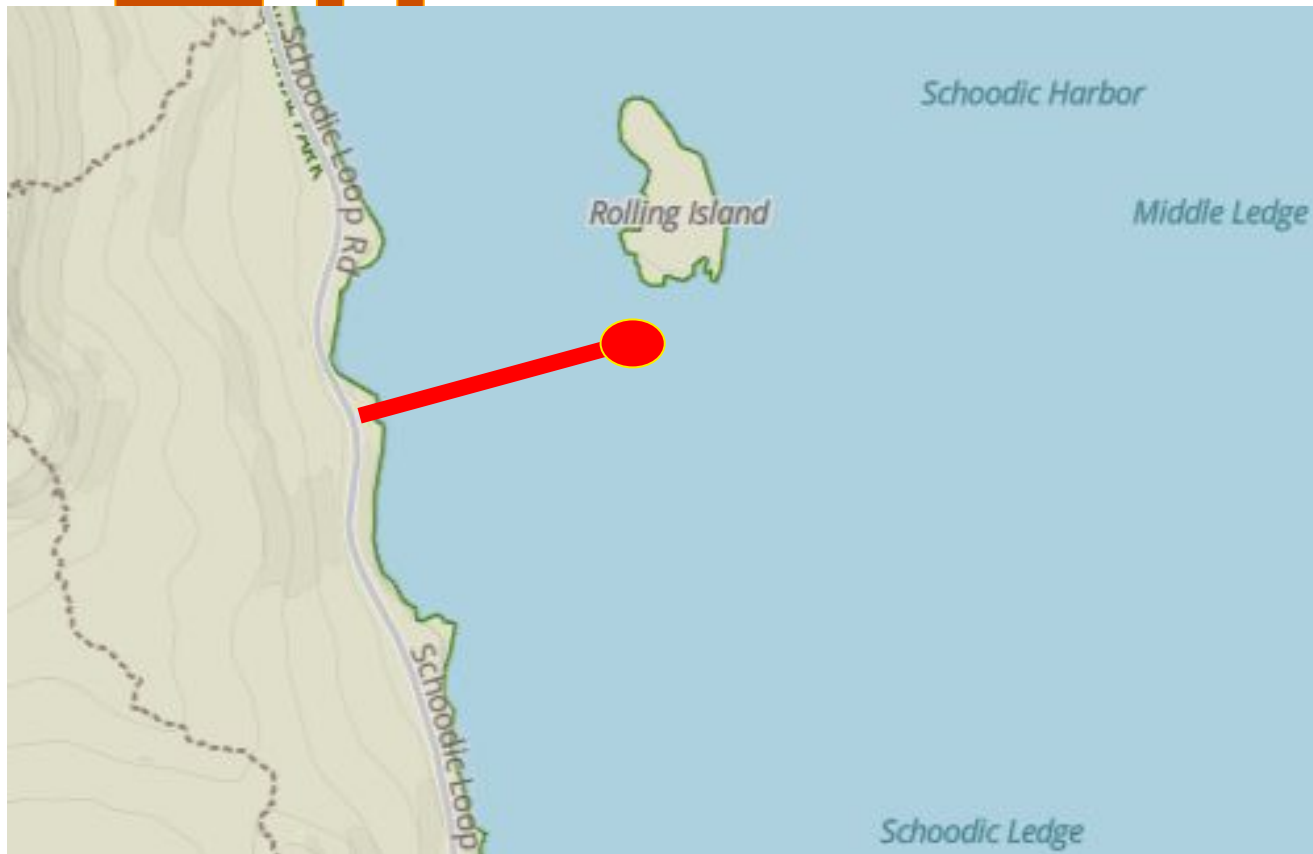


A 10x10 grid of colored squares. The top 6 rows are orange, the next 3 rows are light orange, and the bottom 1 row is gray.

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THE STORY



THE STORY

H.O.P.E.

When workplace chaos hits, the **H.O.P.E. Method** gives HR professionals a practical framework to pause, prioritize, and respond with confidence. Turn high-pressure moments into clear, focused action without becoming overwhelmed by everything demanding your attention.



H.O.P.E.

HIT PAUSE

When chaos happens:

- *Your brain enters survival mode:* stress hormones surge, making it harder to think, plan, and solve problems.
- *Your physical abilities may decline:* rising stress can reduce fine motor skills, making simple tasks feel harder.

YOUR FIRST MOVE: Pause before you act. Give your brain time to reset so you can respond with clarity, not react from stress.

What to practice:

- Take 3 breaths
- Delay BIG Decisions
- Step away
- Say “Let me get back to you after I review this.”



H.O.P.E. ONE % BETTER

YOUR NEXT MOVE: *Regulate.* Complete one action to steady your mind and body. Even a little progress can reduce reactivity and restore focus.

What to practice: Notice the Signal. Choose the Reset.

- **Feeling anxious?** Move your body.
- **Have a headache?** Eat something or drink water.
- **Feeling overwhelmed?** Write down your next three tasks.
- **Feeling scared?** Name what you know, identify what you can control, and connect with someone you trust.



H.O.P.E. PINPOINT PRIORITIES

YOUR TIME TO ACT: When everything feels urgent, return to the goal, identify what matters most, and focus only on the steps that move you forward.

What to practice:

- Define the desired outcome.
- Break the priority into small, manageable steps.
- Eliminate distractions.
- Keep “swimming”.



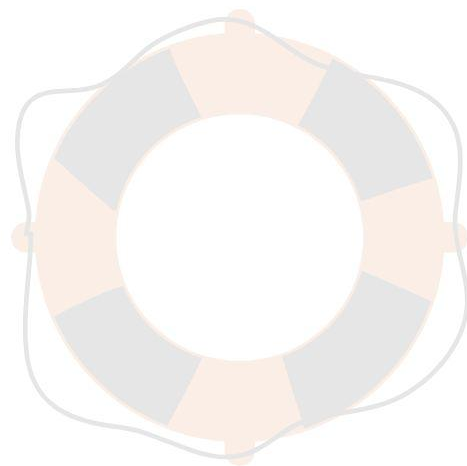
H.O.P.E.

EMBRACE HELP

YOUR FINAL MOVE: You do not have to solve every challenge alone. Involving the right people can lighten the load, strengthen decisions, and move the work forward.

What to practice:

- Accept support without guilt.
- Identify what support you need.
- Ask for help early and clearly.





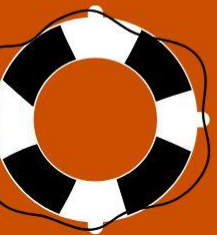
HIT PAUSE



ONE % BETTER



PINPOINT PRIORITIES



EMBRACE HELP

H.O.P.E. WORKPLACE PRIORITY TOOL

CHMRA SUMMIT
September 2026

Purpose: Use this tool to compare multiple workplace challenges, identify what requires immediate attention, and determine the next appropriate action.

1. **List the challenges:** Briefly describe up to five challenges requiring *your* attention.

A	
B	
C	

2. **Check for critical concerns:** Determine if any of the challenges involving the following *high-priority* items. Any challenge with a critical concern should be **immediately escalated according to organizational policies and procedures**, regardless of its final score.

Place a checkmark beside any challenge involving the following.

Your Challenges →	A	B	C	D	E
An immediate threat to health or safety					
Violence, harassment, discrimination, or abuse					
A serious payroll or benefits interruption					
A potential legal, regulatory, contractual, or policy violation					

3. **Rate Each Factor:** Score each challenge from 1 to 3 using the criteria below:

- 1 = Low concern: Limited impact or risk.
- 2 = Moderate concern: Noticeable impact or potential risk.
- 3 = High concern: Significant impact or risk requiring prompt attention.

Once you have identified the concern level, add the scores in each column to establish a clear list of priorities.

Your Challenges →		A	B	C	D	E
People Impacted						
Policy or Legal Issue						
Time Sensitivity						
Operational Impact						

4. **Determine the response:** Use the guide below to determine each challenge's level of concern. In the next section, you will rank the challenges from highest to lowest and create an action plan for each priority.

Score	Priority Level	Response
15-18	Act Now	Take immediate steps to stabilize the situation and involve the appropriate decision-makers
11-14	Address Today	Identify the most important next steps, and confirm who needs to be involved.
7-10	Schedule & Assign	Assign clear ownership, and establish when it will be addressed.
6 or less	Monitor	Document the situation and establish a date to reassess it.

5. **Build the Action Plan:** Rank your challenges from highest to lowest priority. Using the tables below, outline the relevant information only for challenges rated *Act Now* or *Address Today*, including the next step, owner, deadline, support needed, and review date. This will help turn your highest-priority concerns into clear, actionable progress

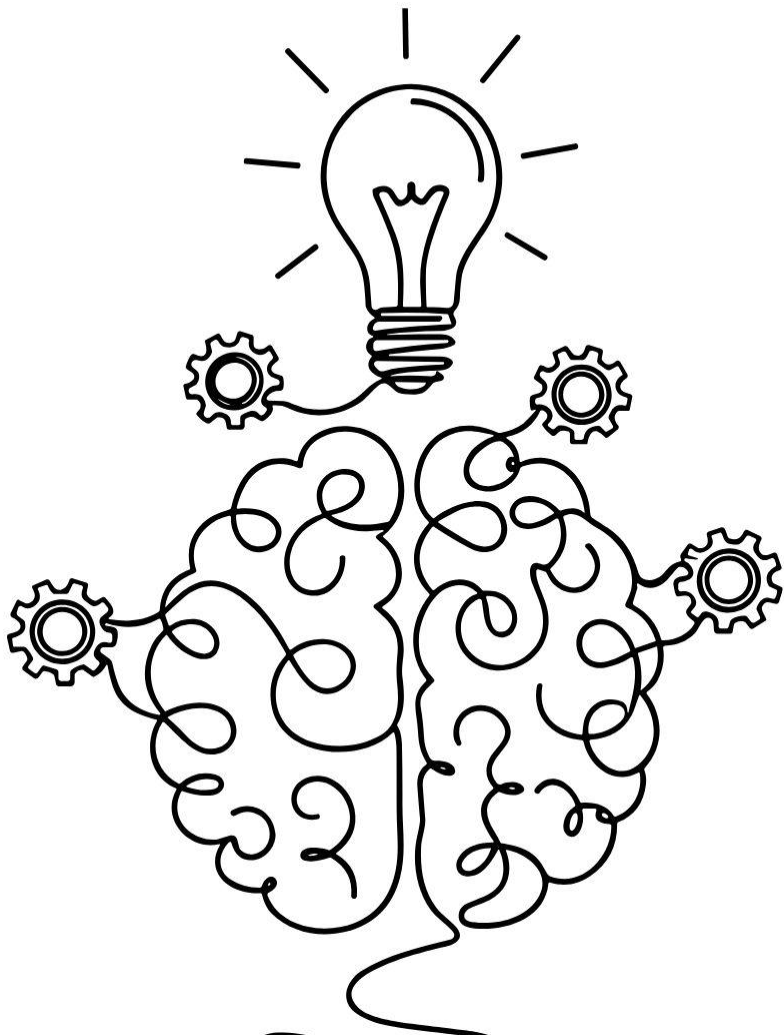
Challenge:

First Step:

Owner:

Deadline:

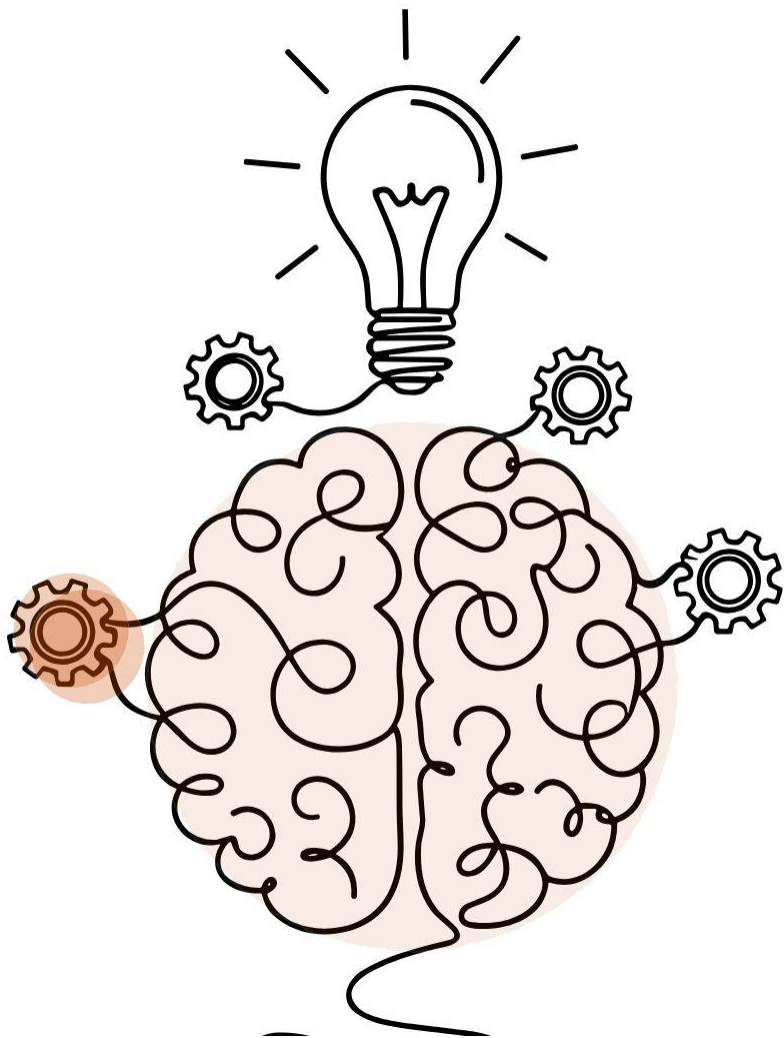
Support/Resources Needed:



FLIP THE SWITCH

4 mindset shifts for lasting success in HR.

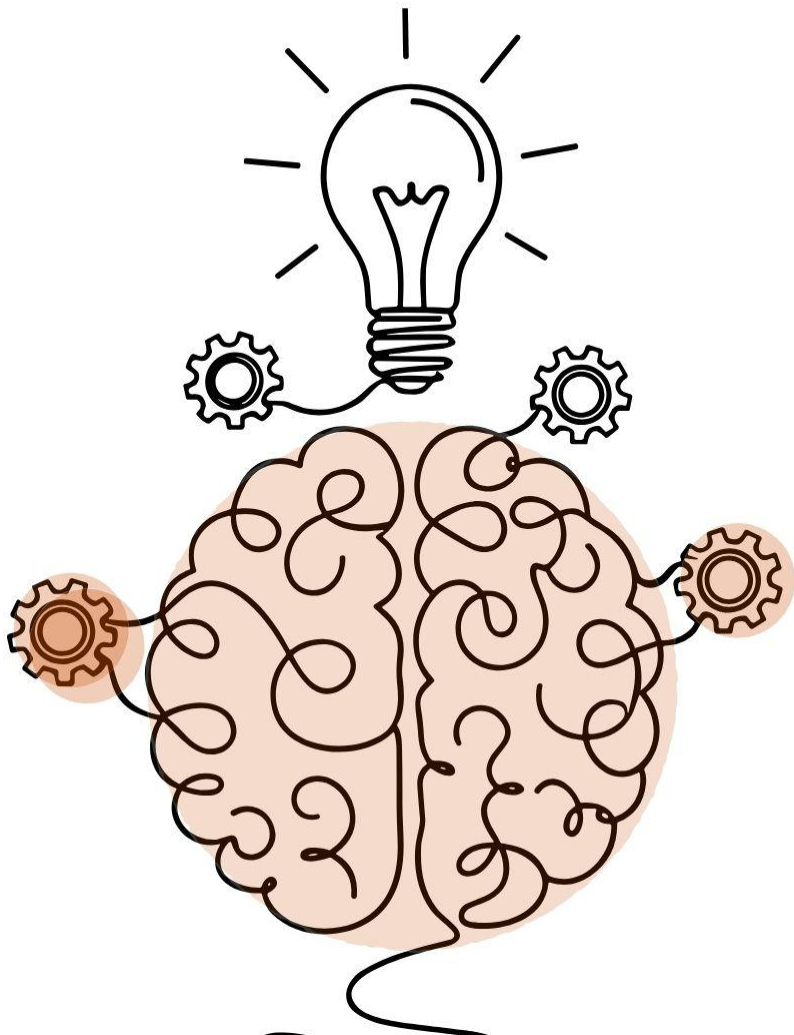




NOTICE & NAME IT

Be honest with yourself about what's working and what's not. Make changes instead of ignoring or pushing them aside.



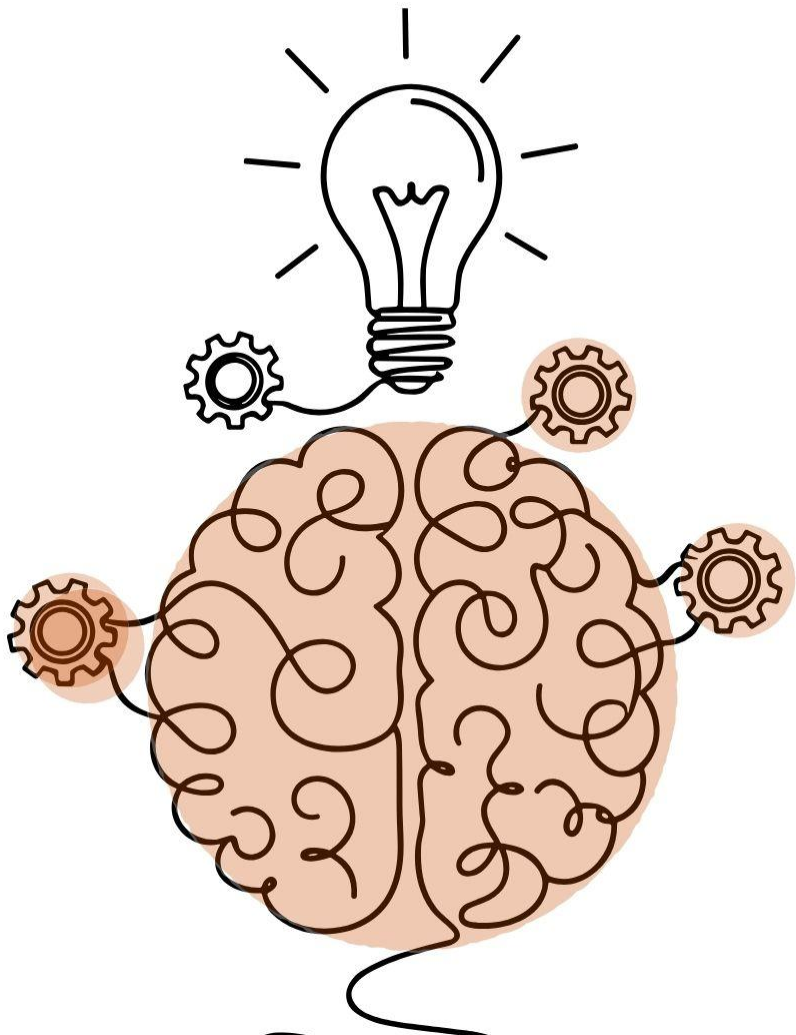


SUPPORT YOUR WELLBEING

Invest in your routines to recharge and reduce stress.

*EAT, SLEEP,
EXERCISE, SPEND
TIME WITH FRIENDS!*

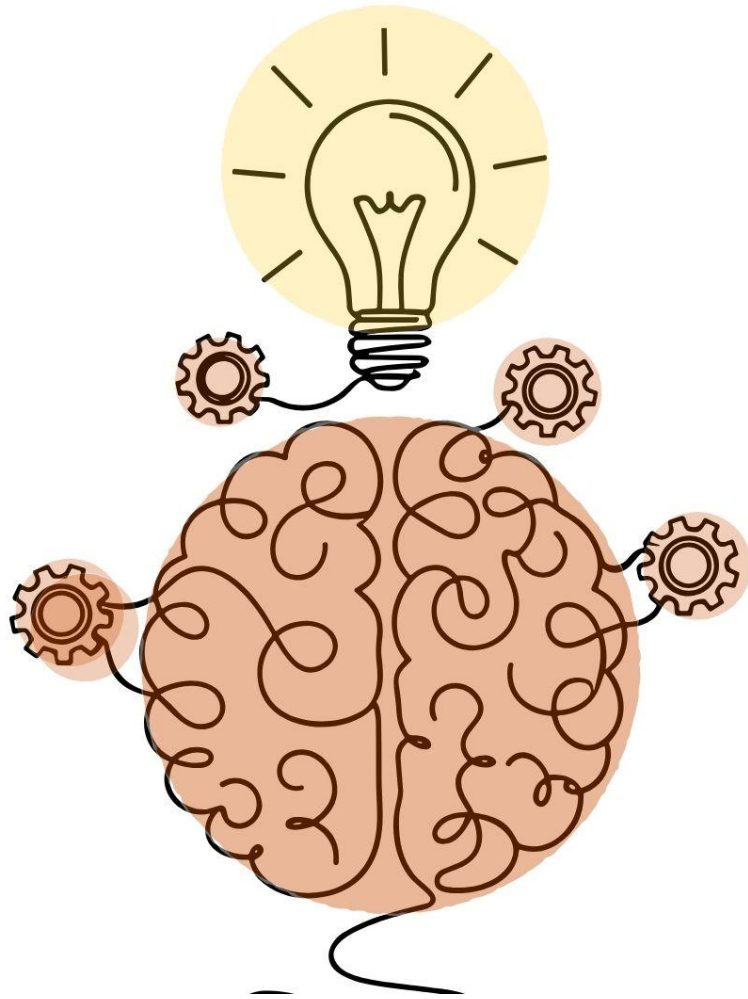




EXTEND COMPASSION

Remember,
mistakes are part
of learning. Treat
yourself with the
same kindness
you'd give a
friend.





GROWTH= GREATNESS

Take small, steady steps. Set goals, celebrate progress, and build momentum over perfection.





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CALL TO ACTION

CREATE CALM.

CHOOSE CLARITY.

LEAD WITH

H.O.P.E.





Give feedback to Dr. Kylie

Scan this QR code



Or go to

<https://talk.ac/kyliebragdon>

and enter this code when prompted

HRMAINE