



Session 15
STRESS MANAGEMENT



NOUN
/stres/



a state of mental or emotional strain or tension
resulting from adverse or very demanding
circumstances



- Stress occurs when the Pressure is greater than the Resource

$$P > R = S$$

- The harmful physical and emotional responses caused by an imbalance between perceived demands & perceived resources & abilities of individuals to cope with those demands (ILO, 2016)



TOP TIPS TO STAYING STRESS FREE IN THE WORKPLACE

- 1 LEARN TO RELAX**
We all get stressed by overloading ourselves with too many tasks. Taking a few minutes each day to relax can help to stay stress free.
TIPS FOR RELAXING WHEN YOU FEEL STRESSED
Go for a walk, Listen to your favourite song, Stay hydrated.
- 2 TIME IS ON YOUR SIDE**
The lack of time to complete your daily tasks is a common reason why we get stressed at work. By planning your tasks at the start of the day you will find you are able to work through a schedule more effectively.
- 3 AVOID OVERLOADING YOUR DAY**
Don't feel you have to say 'yes' to everything asked of you. If you adhere to the steps above you should be able to schedule your workload more effectively and avoid additional tasks you can't cope with.
- 4 DON'T BE AFRAID TO COMMUNICATE**
Our colleagues see our friends at work. When you have to work time with others it is common you can find things that irritate you. Learn to address your issues in a constructive manner and together you can work to create a better workplace environment.
- 5 IT ISSUES ARE #1 CAUSE OF STRESS IN THE WORKPLACE**
Email, the internet, computer freezing, slow load are all common reasons we get stressed at work. Save yourself time and hassle by calling your IT department and get a brew whilst they fix it.

Best stress free It support London

STRESS MANAGEMENT

response or internal reaction to a pressure or demand

too much of stimulus would also result to unpleasant and tiring situations

may ultimately damage one's health and well-being



STRESS MANAGEMENT

Some notorious causes of stress

- q Death of a loved one.
- q Divorce.
- q Moving.
- q Major Illness.
- q Job Loss.



Top work stressors

1. Workload.
2. Feeling undervalued.
3. Deadlines.
4. Type of work people have to do.
5. Having to take on other people's work
6. Lack of job satisfaction.
7. Lack of control over the working day.



David R. Butcher,
examining the results of a SkillSoft study of more than 3,000 people



Top work stressors

8. Having to work long hours.
9. Frustration with the working environment.
10. Too high targets.
11. Conflicting demands of work and home.



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WORKSHOP

1. Identify the following according to STRESS related activity:
 - i. Top STRESSORS in the work area
 - ii. Signs that a worker is under STRESS
 - iii. How can you manage STRESS?



TOP 10 IRRITANTS RELATED TO COLLEAGUE BEHAVIOR

1 Seeing others not pulling their weight

Managers changing their minds about what they want to be done

3 Lack of support from managers

4 Pressure from managers

5 Feeling put-upon by managers

*David R. Butcher,
examining the results of a SkillSoft study of more than 3,000 people*



TOP 10 IRRITANTS RELATED TO COLLEAGUE BEHAVIOR

6 Interruptions by colleagues

7 Interruptions by managers

8 Bullying behavior by managers

9 Lack of support from colleagues

10 Bullying behavior by colleagues

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Types of Stress

- ▣ Survival stress
- ▣ Internally generated stress
- ▣ Environmental and job stress
- ▣ Fatigue and overwork

1. Survival Stress – occurs where emotional or physical survival is threatened
 - > Adrenaline is released
 - > prepares to “fight” or “flight”
2. Internally Generated – comes from anxious worrying about events beyond one’s control:
 - > from a tense, hurried approach to life
 - > from a relationship problem caused by one’s behaviour



3. Environmental / Job – the living or working environment causes the stress.
 - > noise, crowding, pollution, untidiness or other distractions
 - > stress can come from events at work
3. Fatigue / Over-Work – stress builds up over a long period
 - > occurs when one tries to achieve too much in too little of time
 - > where one is not using effective time management strategies



The effects of stress on the body

- Mood issues including anger, depression, irritability. Lack of energy, concentration problems, sleeping issues, headaches. Mental issues including anxiety disorders and panic attacks.
- Increased blood pressure, increased heart rate, higher cholesterol and risk of heart attack.
- In the immune system, there is reduced ability to fight and recover from illness.
- Stomach cramps, reflux, and nausea.
- Loss of libido, lower sperm production for men, and increased period pain for women.
- Aches and pains in the joint and muscles.
- Lower bone density.

Signs Of Stress

Body	Mind
headaches	worrying
frequent infections	muddled thinking
taut muscles	impaired judgement
muscular twitches	nightmares
fatigue	indecisions
skin irritations	negativity
breathlessness	hasty decisions
loss of confidence	accident prone
more fussy	loss of appetite
irritability	loss of sex drive
depression	drinking more
apathy	insomnia
alienation	restlessness
apprehension	smoking more

Stress

Emotions Behavior

Adverse Effects relative to Work Situations

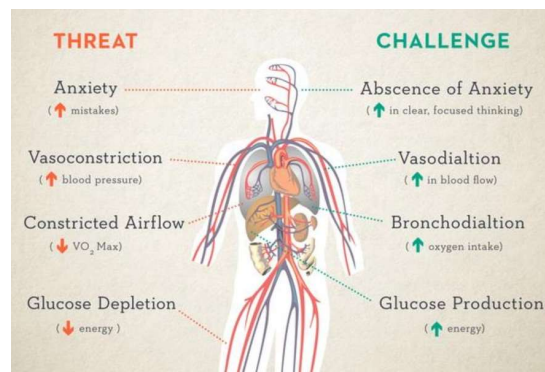
- q It can seriously reduce enjoyment of work
- q Interferes with clear judgment and makes it difficult to take the time to make good decisions



Adverse Effects relative to Work Situations

It gets in the way of fine motor control (*in instances of needing good physical skills*)

It causes difficult situations to be seen as threat, not as challenge



Adverse Effects relative to Work Situations

> damages the positive frame of mind needed for high quality of work

> consumes mental energy in distraction, anxiety, frustration and temper



Stress Management Strategies:

Organizational Strategies:

- Stress reduction
 - Reduce the number of stressors to which employees are exposed
 - Ex. – training programs for job related activities
 - time management
- Stress resilience
 - Improve employees' tolerance against unavoidable stressors
 - Ex. – on-site exercise centers
 - stress resilient diet in company cafeteria
- Stress recuperation
 - Help employees rejuvenate after a stressful work day
 - Ex. – relaxation training
 - employee counseling program

Individual Strategies:

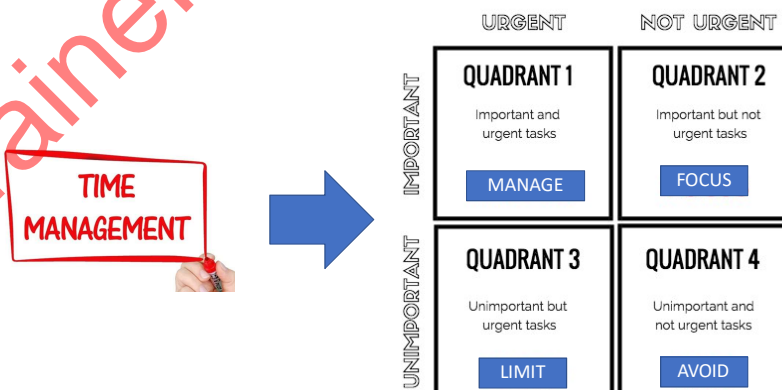
- Stress reduction
 - Decrease the amount of stress a person experience
 - Ex. – long breaks
- Stress resilience
 - Develop physical and psychological tolerance against stressors
 - Ex. – physical exercise
 - diet
 - weight control
- Stress recuperation
 - Rejuvenate physically and psychologically, especially after severe distress
 - Ex. – doing something you enjoy



Strategies: Stress Management



Components of Stress Management



Set priorities and time for rest and sleep



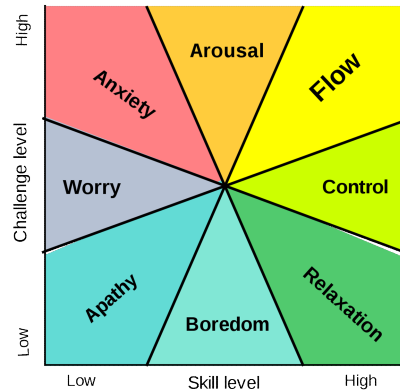
Components of Stress Management



Non – competitive mental diversion



Components of Stress Management



Relaxation Training and Health Pleasures



Components of Stress Management

Manage stress: Strengthen your support network



Social Support and Communications to Manage Stress



Components of Stress Management



Proper Diet



Major Findings of Occupational Stress

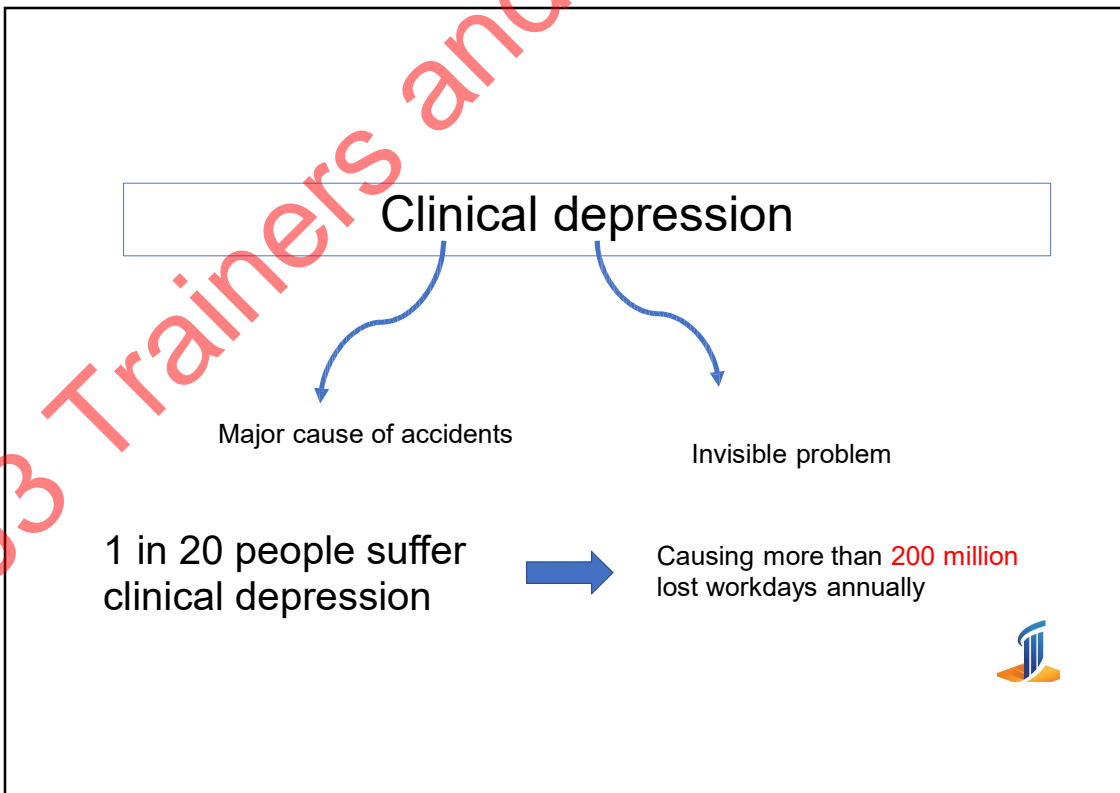
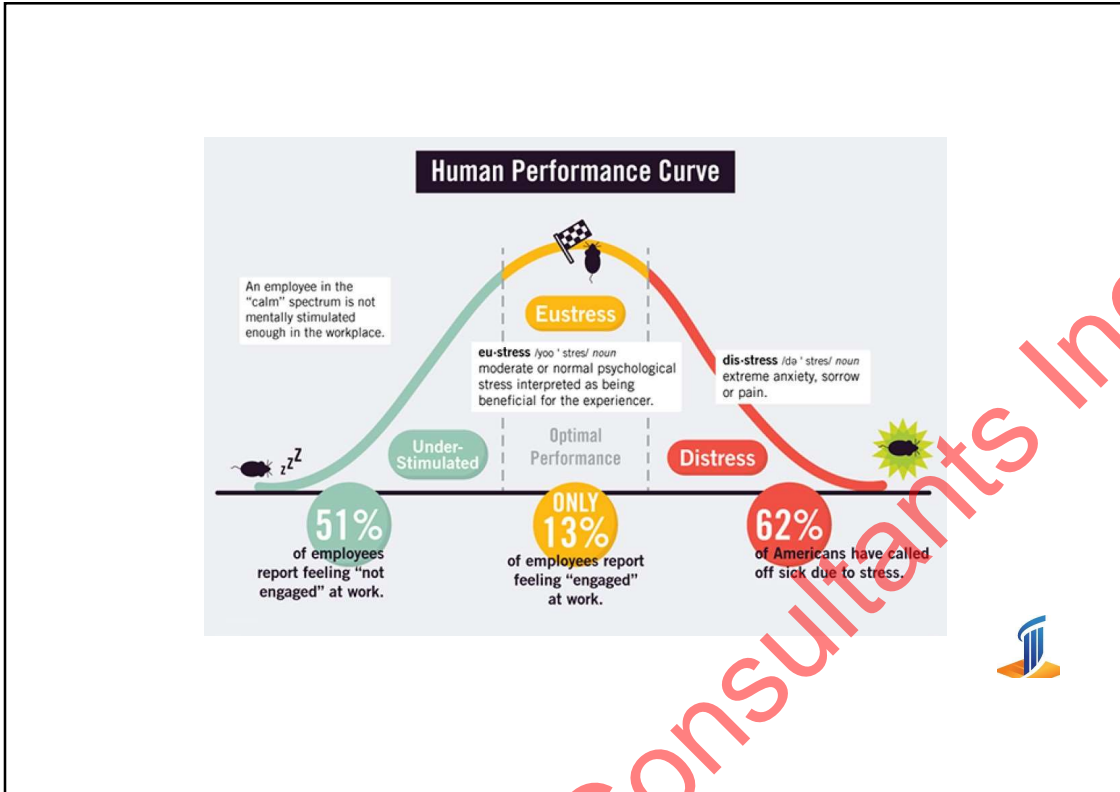
1. The greater the job intensity, the greater is the probability of burn out – work breaks, work sharing and job rotation.
2. Burn out occur when individuals perceive they have very little control over their work environment – involve workers in decisions that affect their work.



Major Findings of Occupational Stress

3. The availability of socially supporting co-workers reduces burnout – prevent isolation, sharing one's thought and feelings with coworkers.
4. Those in the helping professions who tend to over identify with or become over involved with clients may experience greater job stress and burnout.





“STRESS IS NOT WHAT HAPPENS TO US. IT IS OUR
RESPONSE TO WHAT HAPPENS AND RESPONSE
IS SOMETHING WE CAN CHOOSE.”

-Maureen Killoran



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