Session 15

STRESS MANAGEMENT

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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)*

STRESS MANAGEMENT

response or internal reaction to a pressure or demand

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

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may ultimately damage one's health and well-being

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STRESS MANAGEMENT

Some notorious causes of stress

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

To p 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

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To p 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.

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

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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

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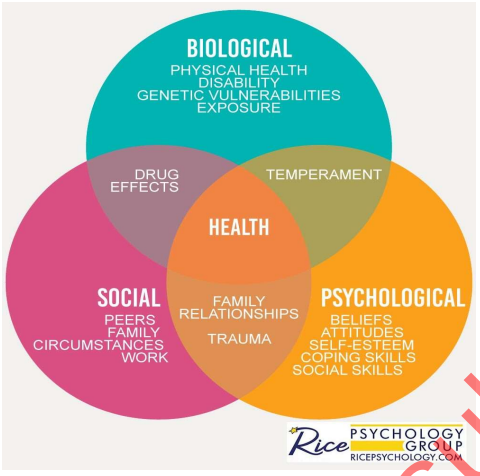
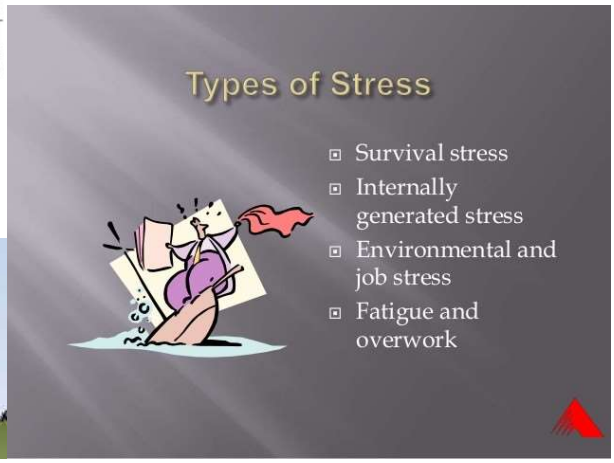
TOP 10 IRRITANTS RELATED TO COLLEAGUE BEHAVIOR

6	Interruptions by colleagues
7	Interruptions by managers
8	Bullying behavior by managers
9	Lack of support from colleagues
10	Bullying behavior by colleagues

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

Stressors





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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

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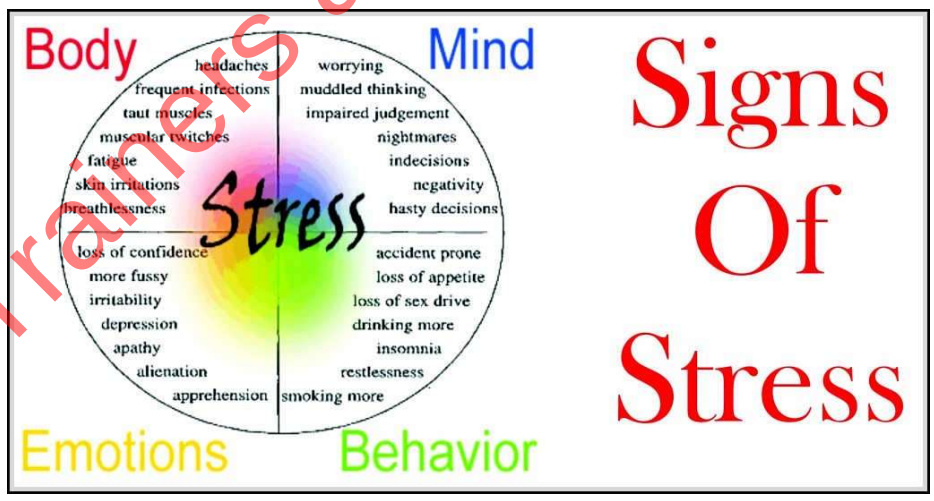

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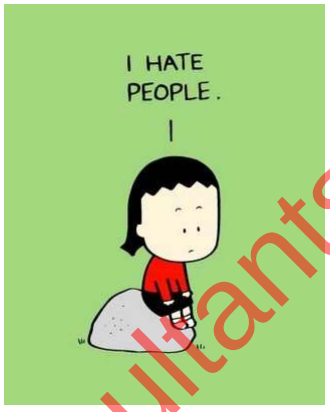
Adverse Effects relative to Work Situations

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



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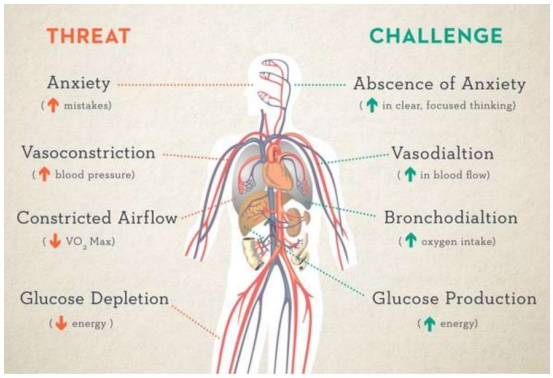
Adverse Effects relative to Work Situations

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

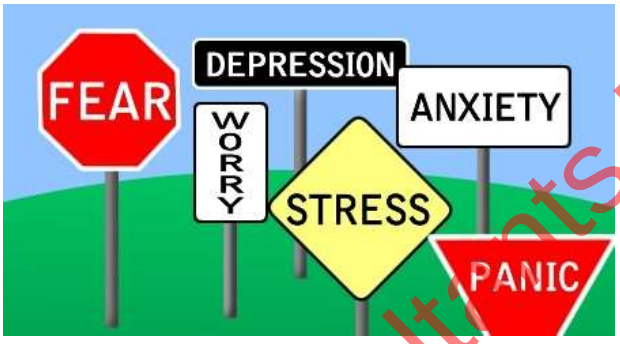
It causes difficult situations to be seen as threat, not as challenge



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

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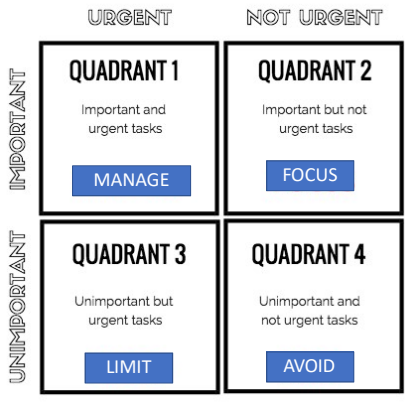
Strategies: Stress Management

Components of Stress Management



Set priorities and time for rest and sleep

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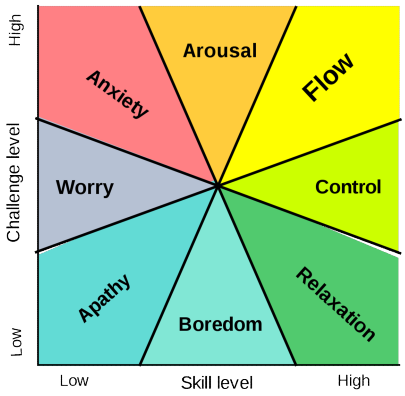
Components of Stress Management

Non – competitive mental diversion

Components of Stress Management



Relaxation Training and Health Pleasures

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Components of Stress Management

Social Support and Communications to Manage Stress

Components of Stress Management

Proper Diet

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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.

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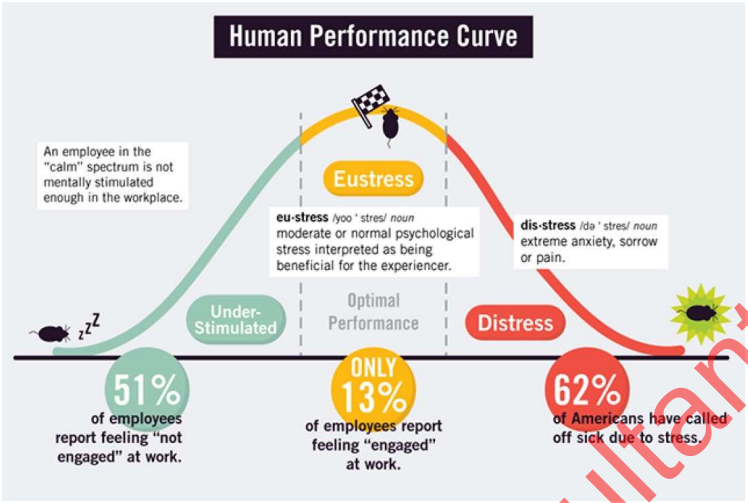

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Clinical depression

Major cause of accidents

Invisible problem

1 in 20 people suffer clinical depression → Causing more than 200 million lost workdays annually

"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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