

# Stress in the Workplace

## A Guide to Managing Your Stress

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by Susan Scribner

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## Course Overview

- Job Stress Defined
- Cause/Effect of Stress in the Workplace
- Practices and Solutions

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## What is Job Stress?

- “[T]he harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.”

- U.S. Department of Health and Human Services

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## Do you have...

frequent headaches  
loss of appetite  
trouble sleeping  
poor concentration  
poor memory retention  
missed deadlines  
emotional outbursts  
stomach pains  
low moral???

These are all early warning signs of job stress.

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Do you feel your job is very or extremely stressful?

Yes or No

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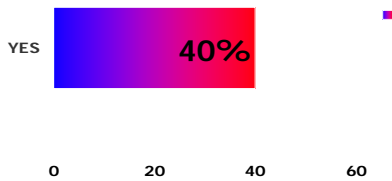
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## Survey by Northwestern National Life



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Are you often burned out or stressed by your work?

Yes or No

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Survey by the Families and Work Institute



Percentage of workers who report they are "often or very often burned out or stressed by their work."

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Do you feel quite a bit or extremely stressed at work?

Yes or No

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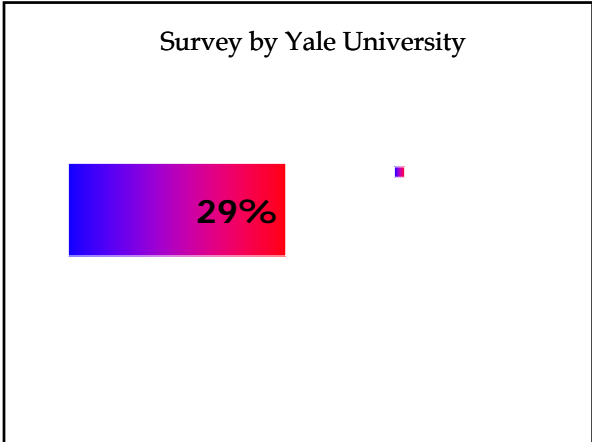
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### What causes job stress?

**Viewpoint A: Worker Characteristics**

- Personality and coping styles

**Viewpoint B: Working Conditions**

- Excessive workload demands and conflicting expectations

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### What causes job stress?

- Schedule of Work Load
- Management Style
- Interpersonal Relationships
- Work Roles
- Career Concerns
- Environmental Conditions

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### What can job stress do to me?

- Workplace injury
- Psychological Disorder
- Musculoskeletal Disorder
- Cardiovascular Disease
- Suicide, Cancer, Ulcers, and Impaired Immune Functions

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### Practices and Solutions

- Time Management
- Office Politics
- Healthy Body, Healthy Mind
- Rituals

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### Time Management

- Clock-Watching
- Juggling Priorities
- Multitasking

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## Office Politics

- Office Grapevine
- Good Kind vs. Bad Kind
- Three Sides to a Feud
- Us vs. Them
- Have No Enemies

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## Healthy Body, Healthy Mind

- Headaches
- Eyestrains
- Physical fatigue
- Brain drain
- Hunger pains

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## 12 Most Important Rituals

1. Sleep
2. Exercise
3. Nutritional
4. Family Time
5. Spiritual
6. Preperformance
7. Travel
8. Telephone
9. Office Recovery
10. Creative Time
11. Home Recovery
12. Time Alone

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“Even too much sunshine can be devastating, while only with rain can growth occur. Accept both as part of the growing process in the garden of life.”

-Donald S. Neviaser

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