

Managing Occupational Stress

A Seminar of Organizational Behavior

Presented by: Aram Massoudi
Department of Business Administration
Cihan University-Erbil

Definitions of Stress

Stress is the reaction of the body and the mind when faced with challenges or threats

Stress arises in any event, situation or circumstance occurring in an individual's environment, which is perceived by the individual to be threatening His functioning



Definitions of Stress (cont.)

Stress is our mental, emotional, physical & behavioral response to anxiety-producing events. This results in strain, pressure or tension.



Types of Stress

POSITIVE STRESS = EUSTRESS

not all stress is bad, it can be viewed as 'stimulation to growth and development...it is challenge and variety, it is the spice of life' (Hans Selye)

i.e. forward-moving, goal-oriented and achieves something

NEGATIVE STRESS = DISTRESS

exists where there is a perceived imbalance between demands and our ability to meet these demands

i.e. events that disrupt life and requires some form of action to resolve

How Do You View Stress?

To be without stress is to be dead” (Glass & Singer, 1972)

It is common to assume that stress is always bad, or a complete lack of it is ideal.

It is because of stress people learn how to adjust or to adopt to the environment

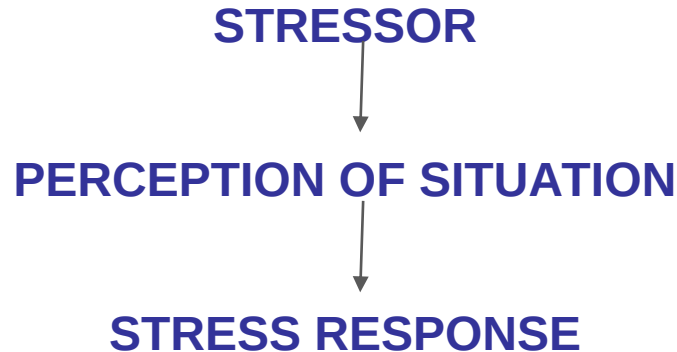
Too Little = Boredom



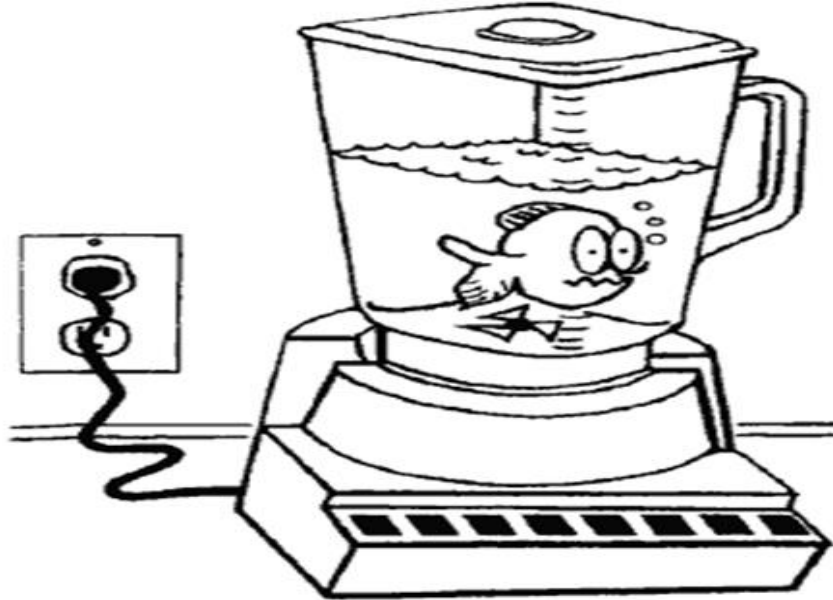
Too Much = Burnout

The Stress Process

We tend to think of stress as caused by external events, however it may be the way in which we interpret and react to events that make them stressful.



Causes of Stress



**And you thought
there was stress
in your life !**

Sources of Personal Stress

Frustration (Failure to cope with daily demands of life)

Conflict (Relationship difficulties)

Pressure (too much work)

Poor time management

Inability / unwillingness to resolve conflict

Non-assertive behavior

Major life Changes

Financial/money management

Being too busy



Symptoms of Stress

Fatigue

Aches and pains

Difficulty sleeping

Muscle aches and stiffness

Nausea

headaches, stomach pains

Chest pain



Symptoms of Stress (cont.)

- Anxiety
- Nervousness
- Pessimism
- Feeling of guilt
- Depression/ unhappiness
- Anger
- Sense of loneliness/isolation
- Negativity



What is Burn Out?

State of emotional, mental & physical exhaustion that results from continued exposure to high stress. (Seyle)

It is a progressive disorder in which the affected person may become alienated from all walks of life. Eg work, social, leisure



Causes of Burn Out

- Work overload or under load
- Lack of rewards
- Lack of control
- Issues of unfairness
- Time pressures (work & leisure)
- Environmental – e.g. effect of working with illness / injury
- Value conflicts



Stress Management Tips

1. **Know Yourself and Accept who you are**
2. Identify the **Sources of stress**
3. Identify your negative **Responses to stress**, and turn them around
4. **Seek Solutions** to the problem
5. Develop & Maintain a Healthy & Balanced **Lifestyle**
6. Maintain **Relationships** in a way that prevents undue stress
7. Re-evaluate your **Goals** and **Priorities**
8. **Recognize** and accept your **Limits**, and set limits with others
9. Find a way to **Manage** your Time and resources

Stress Management (cont.)

10. Be **Realistic** with what you need

11. **Slow down** and take regular breaks. Enjoy the

12. Practice active **Worrying**:

- Don't worry through all the issues
- Do all necessary now to cope
- Set a future time to think about / worry
- If & when the thought/worry pops up, say STOP I already Worried!
or I will think about it later.

Unplug from the world....



Final Thought

Life is meant to be lived to the full and not endured. At times we are caught up in the cyclone of living that we forget to design a life.

**Do not take life too seriously. You will never get out of it
alive.**