

Learning Goals

- What are the four main types of stressors?
- How do individuals cope with stress?
- Stress Management: What steps can individuals and organizations take?

Stress

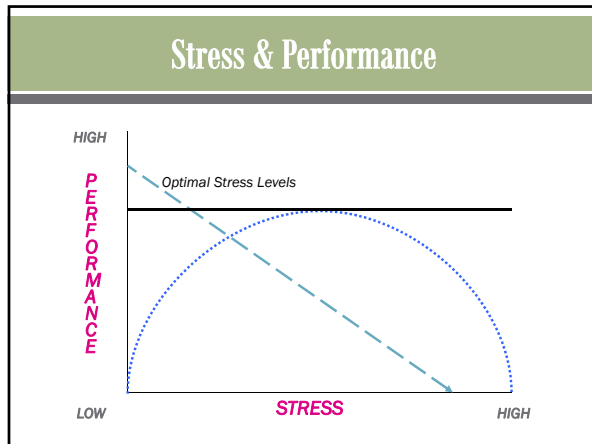
a psychological response to demands that tax or exceed a person's capacity or resources.

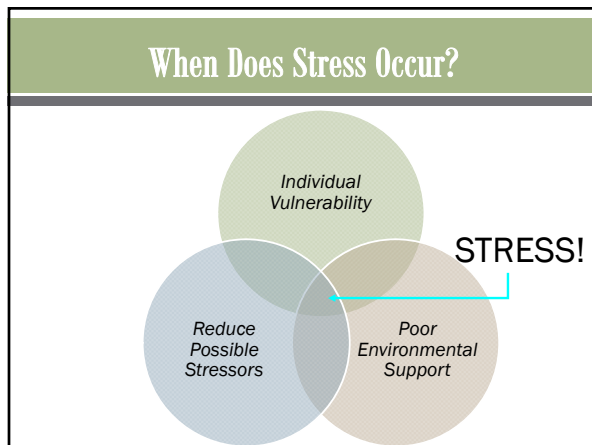
Stressors

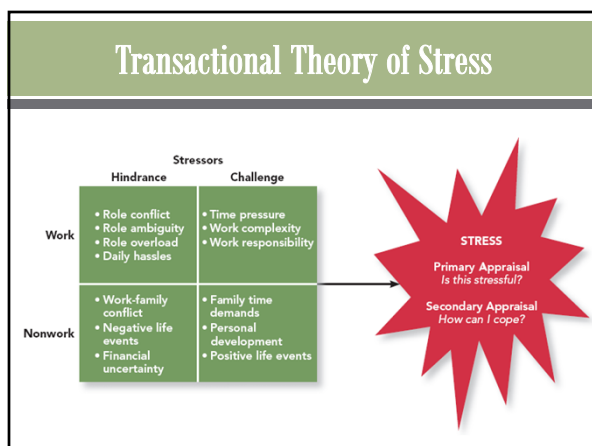
- The demands that cause people to experience stress.

Strains

- The negative consequences that occur when demands tax or exceed one's capacity or resources.







Types of Stressors

↳ Hindrance stressors

- Demands perceived as hindering progress.
 - Tend to trigger negative emotions



↳ Challenge stressors

- Demands perceived as opportunities for learning, growth, etc.
 - Often trigger positive emotions



Work Hindrance Stressors

↳ **Role conflict**

- conflicting expectations others have of us.



↳ **Role ambiguity**

- lack of info regarding what needs to be done in a role.



↳ **Role overload**

- demands of roles so high that the person cannot perform very effectively.



Work Challenge Stressors

↳ **Time pressure**

- strong sense that amount of time available to do a task is not enough.



↳ **Work complexity**

- degree to which the requirements of the work tax or exceed the capabilities of the person.






↳ **Work responsibility**

- nature of the obligations that a person has to others.






Nonwork Hindrance Stressors

- ↳ **Work–family conflict**
 - role conflict where demands of a work role hinder the fulfillment of the demands in a family role (or vice versa).
- ↳ **Negative life events**
 - events that hinder the ability to achieve life goals and are associated with negative emotions.
- ↳ **Financial uncertainty**
 - conditions that create uncertainties regarding loss of livelihood, savings, or the ability to pay expenses.


Nonwork Challenge Stressors

- ↳ **Family time demands**
 - time that a person commits to participate in family activities and responsibilities.
- ↳ **Personal development**
 - e.g., Participation in education programs
- ↳ **Positive life events**
 - e.g., marriage, pregnancy, etc

Stressful Life Events

Life Event	Stress Score
Death of a spouse	100
Divorce	73
Jail term	63
Marriage	50
Vacations	13
Minor violations of the law	11



How Do People Cope with Stressors?

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Coping

↳ behaviors and thoughts that people use to manage both the stressful demands that they face and the emotions associated with those stressful demands.

	PROBLEM-FOCUSED	EMOTION-FOCUSED
Behavioral Methods	<ul style="list-style-type: none"> • Working harder • Seeking assistance • Acquiring additional resources 	<ul style="list-style-type: none"> • Engaging in alternative activities • Seeking support • Venting anger
Cognitive Methods	<ul style="list-style-type: none"> • Strategizing • Self-motivation • Changing priorities 	<ul style="list-style-type: none"> • Avoiding, distancing, and ignoring • Looking for the positive in the negative • Reappraising

The Experience of Strain

↳ Physiological strains

- Illness, high blood pressure, back pain, stomach aches

↳ Psychological strains

- Burnout
 - emotional, mental, and physical exhaustion from trying to cope with stressful demands on an ongoing basis.
- Depression, anxiety, anger, hostility, irritability, inability to think clearly, forgetfulness

↳ Behavioral strains

- Grinding one's teeth at night, being overly critical and bossy, excessive smoking, compulsive gum chewing

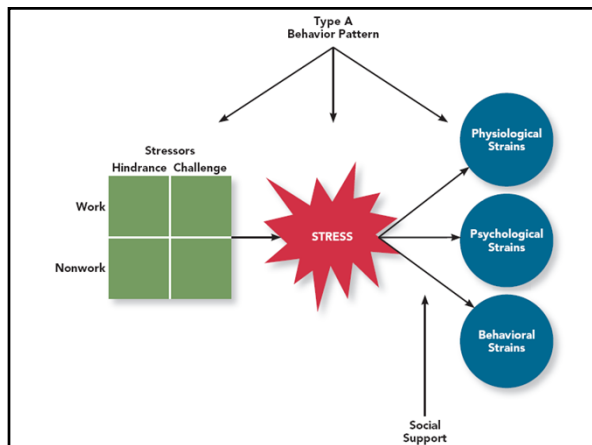
Accounting for Individuals in the Stress Process

§ **Type A Behavior Pattern**

- strong sense of time urgency and tend to be impatient, hard-driving, competitive, controlling, aggressive, and even hostile.
 - May influence on the level of stressors that a person confronts.
 - Directly linked to coronary heart disease and other physiological, psychological, and behavioral strains.

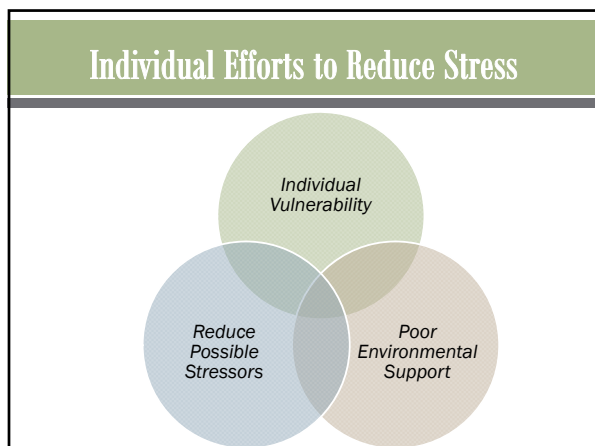
§ **Social support**

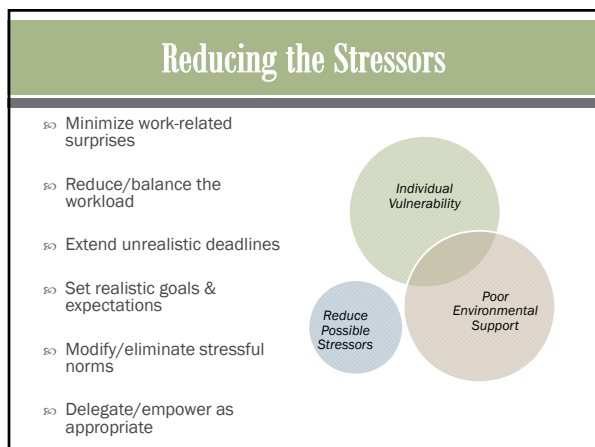
- Instrumental support**
 - help that can be used to address the stressful demand directly.
- Emotional support**
 - help in addressing emotional distress resulting from stressful demands.

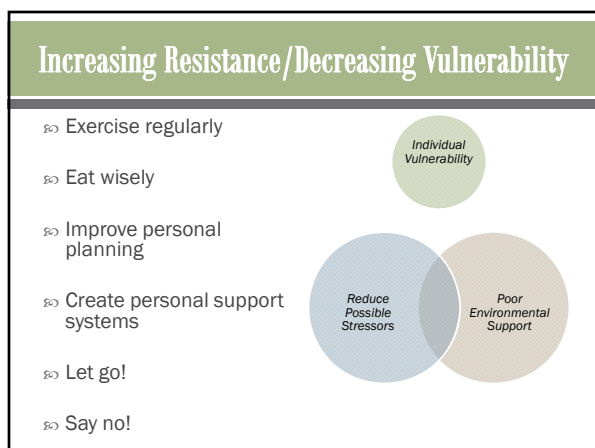


Stress Management

Individual & Organizational Efforts

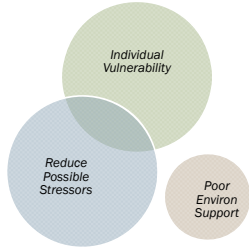






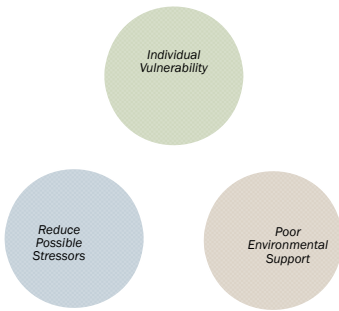
Improving the Work Environment

- Encourage open communication
- Clarify roles and expectations
- Provide feedback (positive/negative)
- Resolve conflicts
- Provide organizational support systems
- Improve the physical work setting



A Venn diagram with three overlapping circles. The top circle is green and labeled 'Individual Vulnerability'. The bottom-left circle is blue and labeled 'Reduce Possible Stressors'. The bottom-right circle is brown and labeled 'Poor Environmental Support'. The circles overlap in the center and at the intersections of two circles.

Ideally, make all three changes



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Organizational Efforts to Reduce Stress

<ul style="list-style-type: none"> ➤ Assessment <ul style="list-style-type: none"> ○ Stress audit ➤ .Providing resources <ul style="list-style-type: none"> ○ Training interventions to increase job-related competencies/skills. ○ Supportive practices help employees manage & balance demands 	<ul style="list-style-type: none"> ➤ Reducing stressors <ul style="list-style-type: none"> ○ Try to eliminate /reduce stressful demands ➤ Reduce strains <ul style="list-style-type: none"> ○ Relaxation techniques ○ Cognitive-behavioral techniques ○ Health and wellness programs
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