

**What is
workplace
stress?**

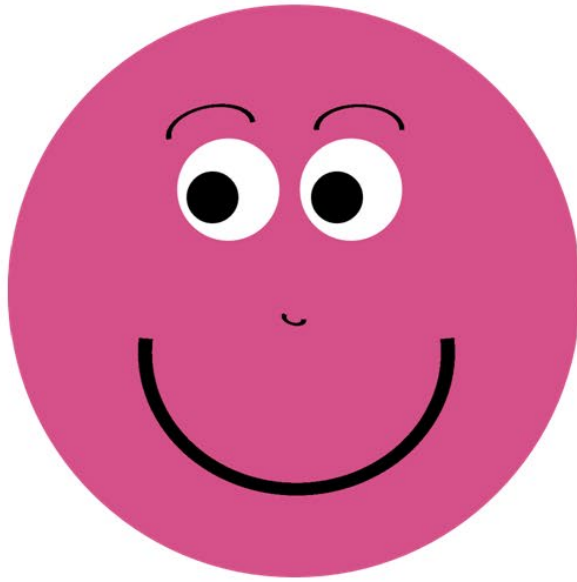
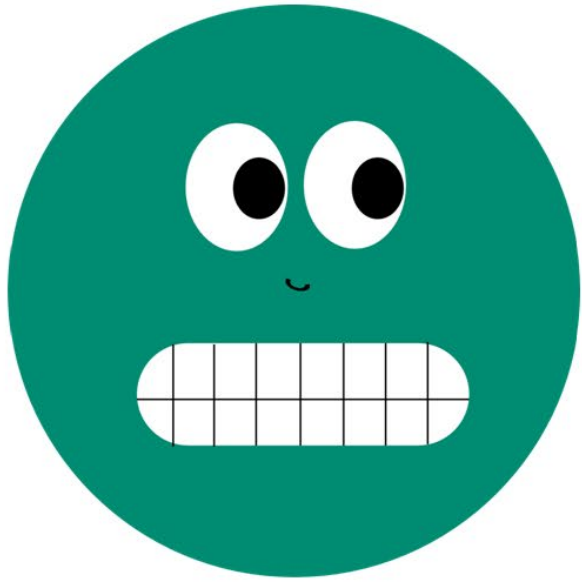


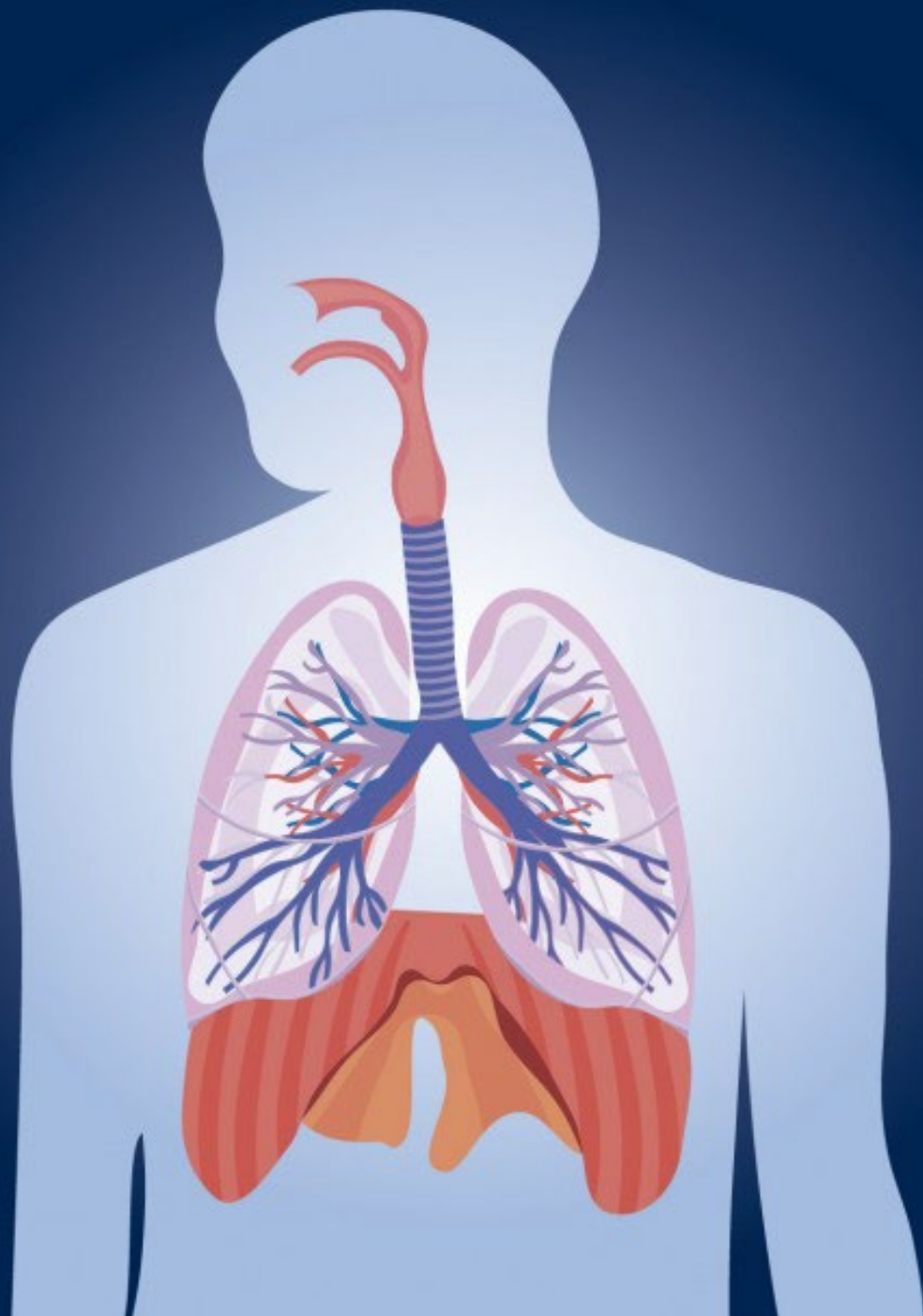


Stress:

Response to situational demands









Distress



Eustress

Distress:

Stress that produces negative outcomes



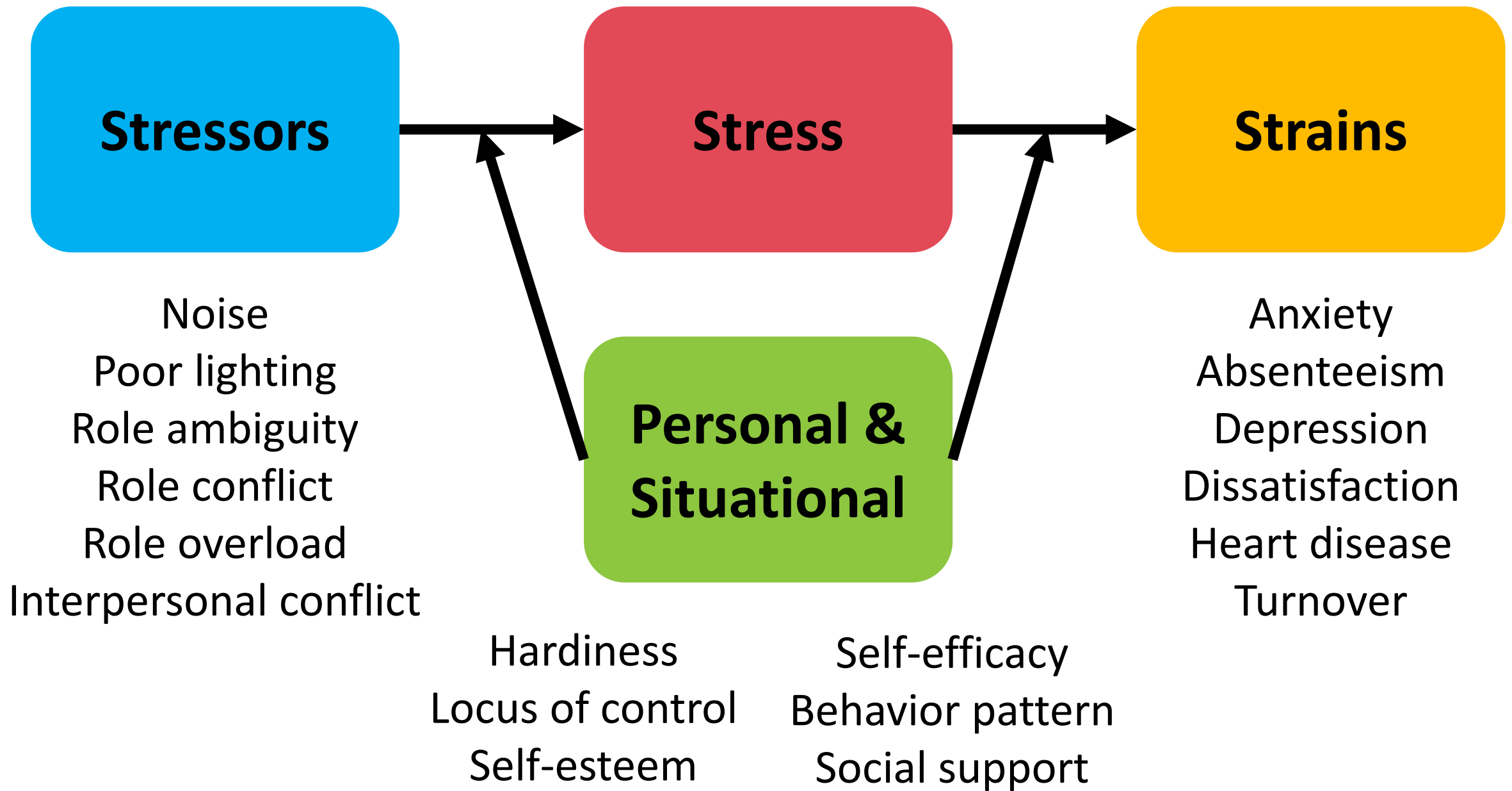
Distress

Eustress:

Stress that motivates and challenges

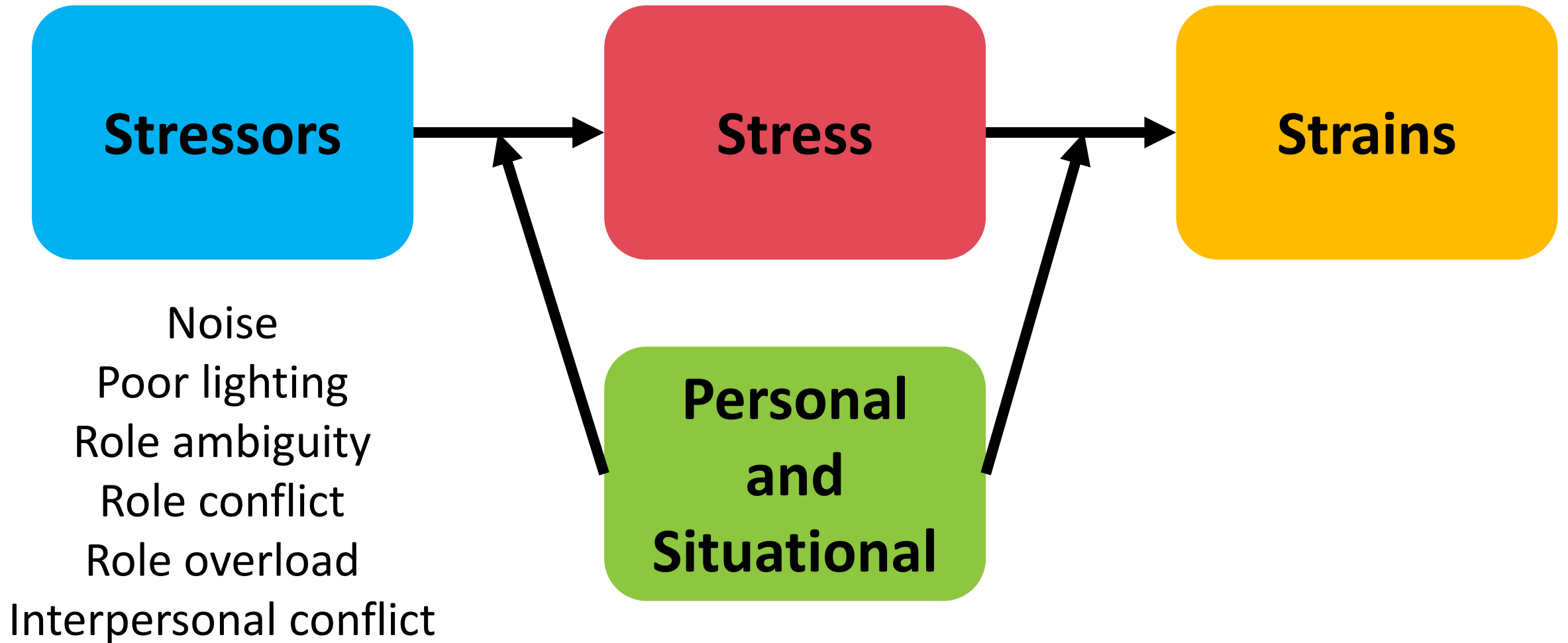


Eustress



**What
causes
stress?**





Stressors:

Causes of stress



Task Stressors

Excessive heat

Noise

Improper lighting

Distractions

Psychological Stressors

**Perceived lack of
control**

**Interpersonal
conflict**

Emotional labor

Role stressors



Low job control

+

High job demands

=

High distress

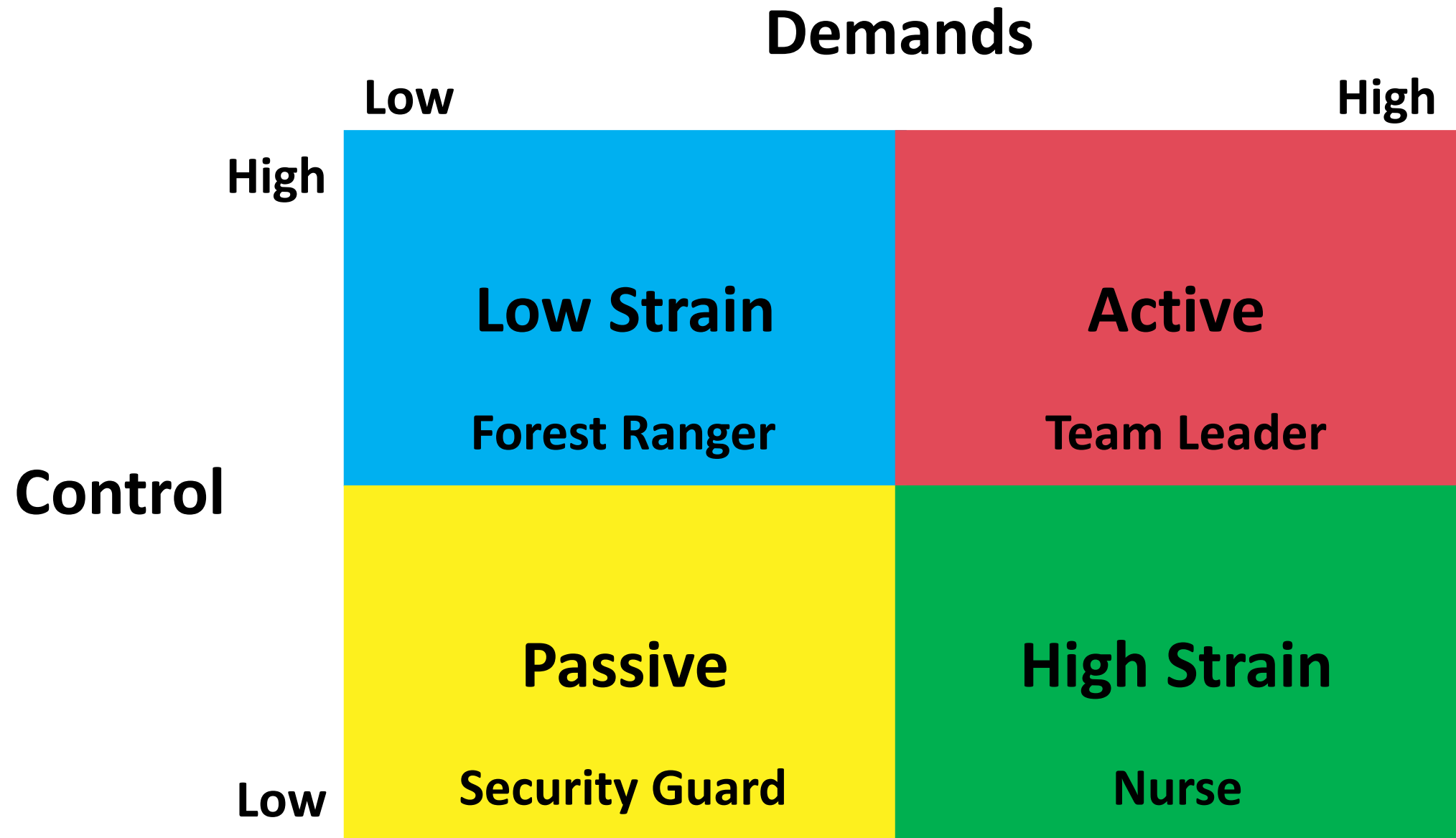


Job control:

The ability to control how work is completed

Job demands:

A job's physical and psychological requirements and expectations





Interpersonal Conflict



Emotional Labor



Emotional labor:

The regulation of one's emotions to meet job
or organizational demands



Surface acting:

**Expressing
appropriate emotions
even when we do not
actually feel that way**

Deep acting:

**Changing our
emotional
experience to
match our
emotional
expression**



Role Stressors

**Role
conflict**

**Role
ambiguity**

**Role
overload**



**Role
ambiguity:**
Unclear
demands





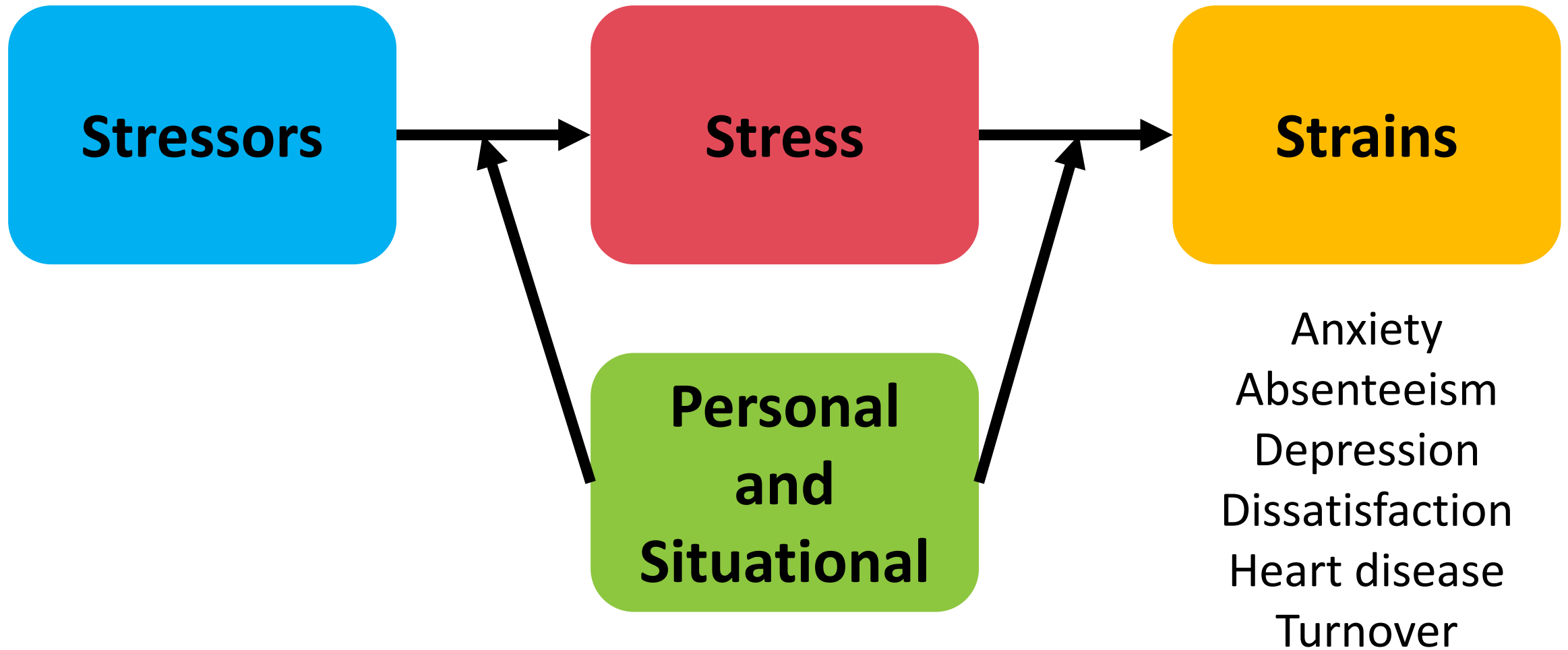
Role conflict:
Incompatible
demands

**Role
overload:
Excessive
demands**





**What are the
consequences
of stress?**



Strains:

The consequences or outcomes of stress

Strains

```
graph TD; Strains --> OrganizationalStrains[Organizational Strains]; Strains --> IndividualStrains[Individual Strains]; IndividualStrains --> BehavioralStrains[Behavioral Strains]; IndividualStrains --> PsychologicalStrains[Psychological Strains]; IndividualStrains --> PhysiologicalStrains[Physiological Strains];
```

**Organizational
Strains**

Individual Strains

**Behavioral Strains
Psychological Strains
Physiological Strains**

Organizational Strains

- High absenteeism
- High turnover
- Low commitment
- Poor creativity
- Poor decisions



Strains

```
graph TD; Strains --> OrganizationalStrains[Organizational Strains]; Strains --> IndividualStrains[Individual Strains]; IndividualStrains --> BehavioralStrains[Behavioral Strains]; IndividualStrains --> PsychologicalStrains[Psychological Strains]; IndividualStrains --> PhysiologicalStrains[Physiological Strains];
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**Organizational
Strains**

Individual Strains

**Behavioral Strains
Psychological Strains
Physiological Strains**



Behavioral Strains

- **Poor performance**
- **High accident rate**
- **More withdrawal and counterproductive work behaviors**
- **Impaired information processing**

Psychological Strains

- High job dissatisfaction
- High rates of psychological burnout
- Difficulty interacting with others
- Difficulty sleeping
- Onset of depression
- High anxiety





Psychological Burnout

- 1. Emotional exhaustion**
- 2. Low personal accomplishment**
- 3. Depersonalization**



Physiological Strains

- **Common cold**
- **Flu**
- **Digestion problems**
- **Diabetes**
- **Stroke**
- **Heart disease**



**How do we
differ in our
experience of
stress?**





Transactional Theory

**Individual
Differences** +



Transactional Theory

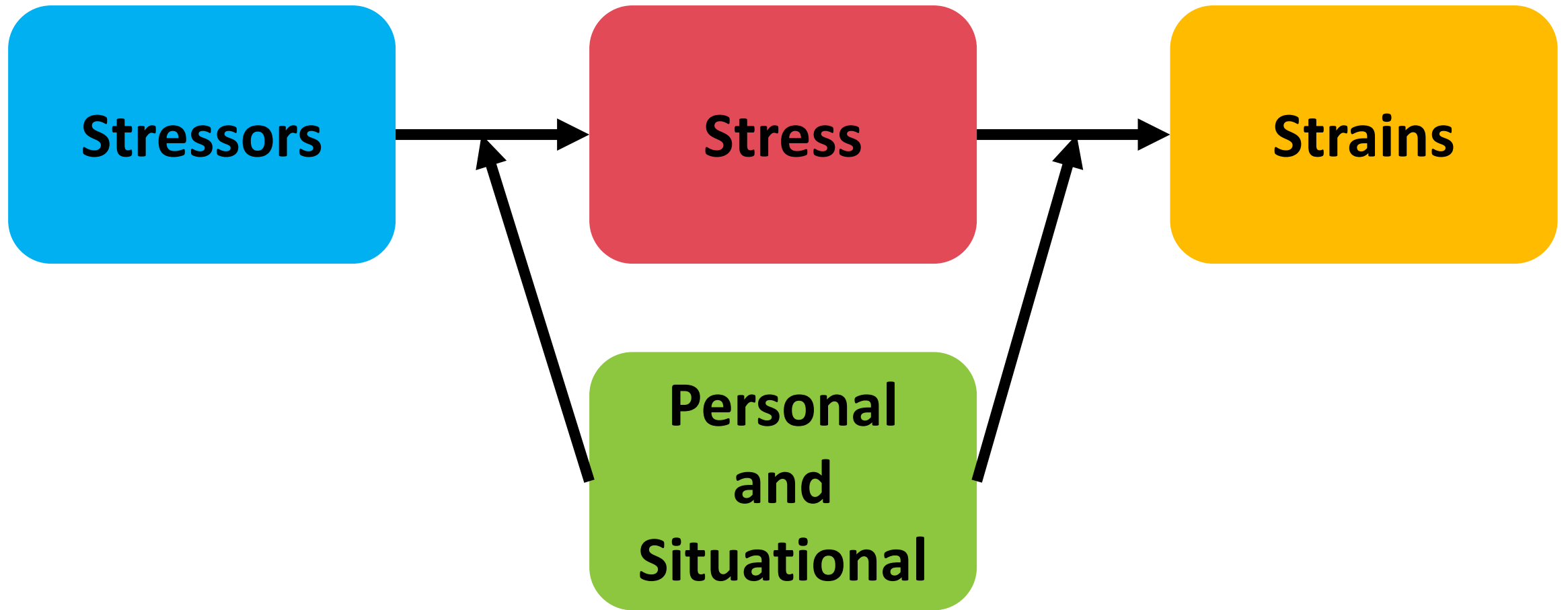
**Individual
Differences** + **Situational
Differences** =



Transactional Theory

Individual Differences + Situational Differences = Differences in the Experience of Stress





Hardiness	Self-efficacy
Locus of control	Behavior pattern
Self-esteem	Social support

- High self-esteem
- High self-efficacy
- Internal locus of control
- High psychological hardiness
- Type B behavior pattern



Self-esteem:

A global evaluation of the self

I  ME

Self-efficacy:

An evaluation of one's ability to do something

I
CAN'T
DO IT



Locus of control:

The degree to which we believe internal or external factors control what happens to us



Internal Locus of Control



External Locus of Control

I'm in
control of
my future.

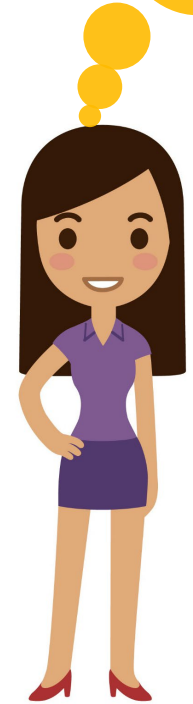
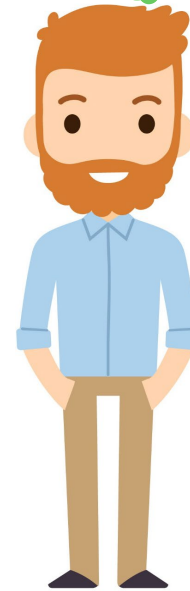
I made a
mistake. I'll
do better next
time.

I made it
happen!

It was out
of my
control.

My boss gave
me the wrong
information.

It was luck
that got me
the job!

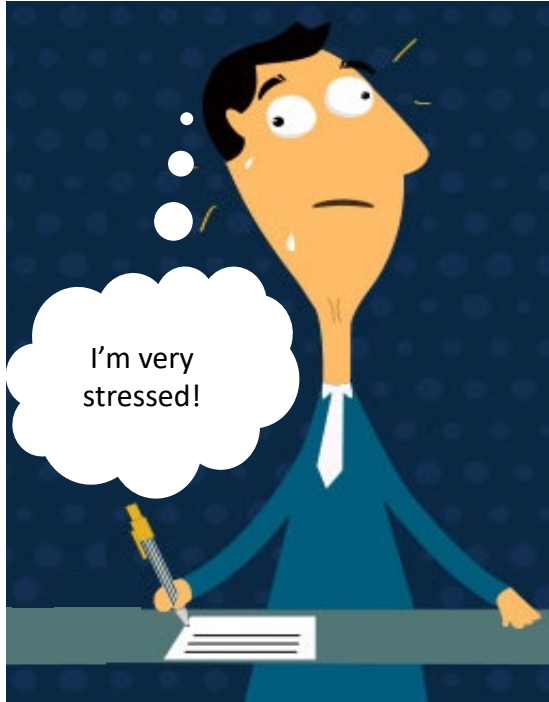


Internal Locus of Control

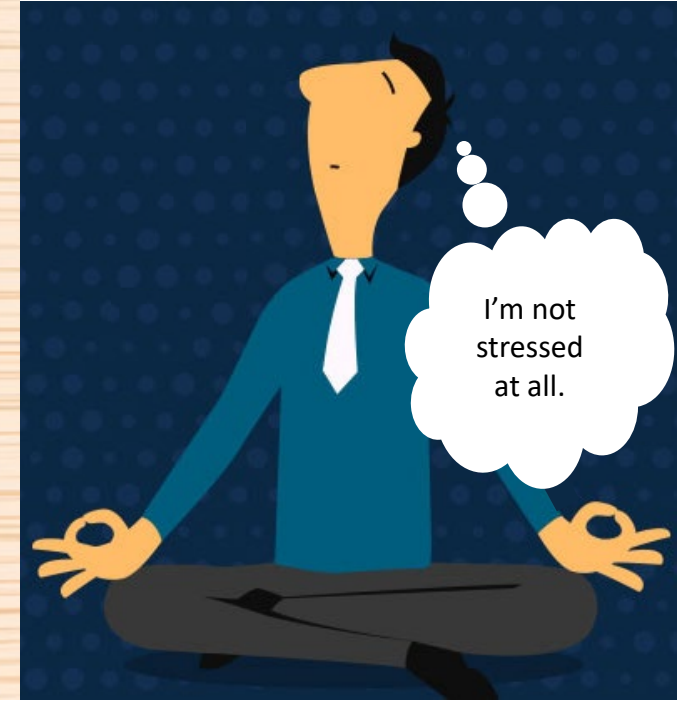
External Locus of Control

Psychological hardiness:

A set of personality characteristics that help people remain stable and healthy in stressful situations



**Low
Psychological
Hardiness**



**High
Psychological
Hardiness**



Type A Personality

**Ambitious
Competitive
Impatient**

Type B Personality

**Relaxed
Calm
Reflective**



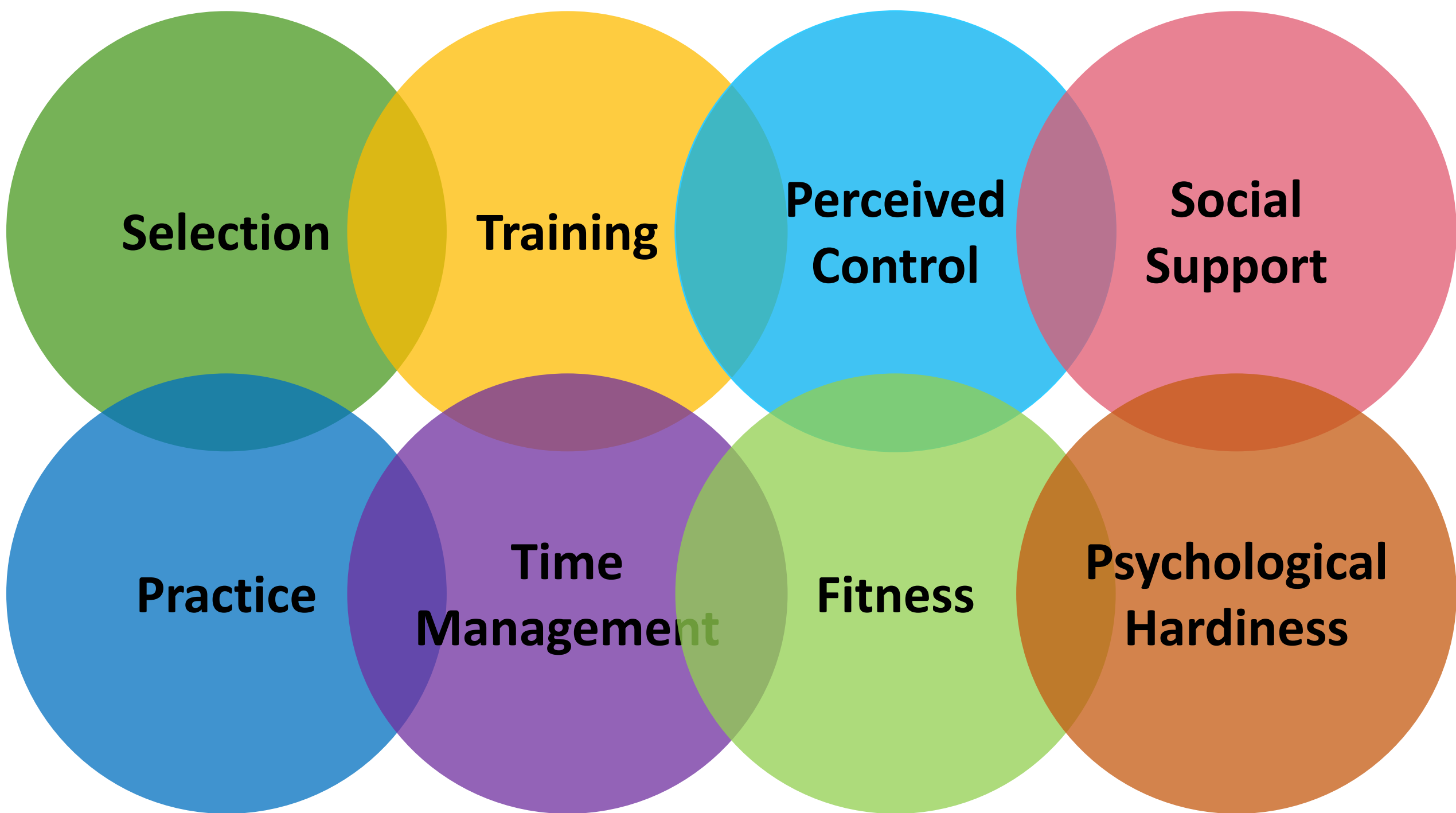
Understand each person's experience of stress!



**How can
we manage
stress more
effectively?**







**Prevention
Strategies**

**Change the
situation**

**Coping
Strategies**

**Change the
reaction**



Prevention strategies:

Attempts to prevent stress from occurring

Coping strategies:

Attempts to manage the stress we experience and minimize the negative impact

**Select the right
people and teach
them how to
manage stress.**



**Enhance
employees'
perceptions
of job
control.**





**Build relationships
and provide social
support.**



Instrumental Support



Emotional Support



Informational Support



Appraisal Support



**Practice,
practice,
practice!**







Manage time more effectively.

- **Work during prime time**
- **Use a time management matrix**
- **Write down SMART goals**
- **Finish easy tasks immediately**
- **Learn to say no**

Urgent

Not Urgent

Important

Necessity

Quality

**Not
Important**

Deception

Waste

Urgent

Not Urgent

Important

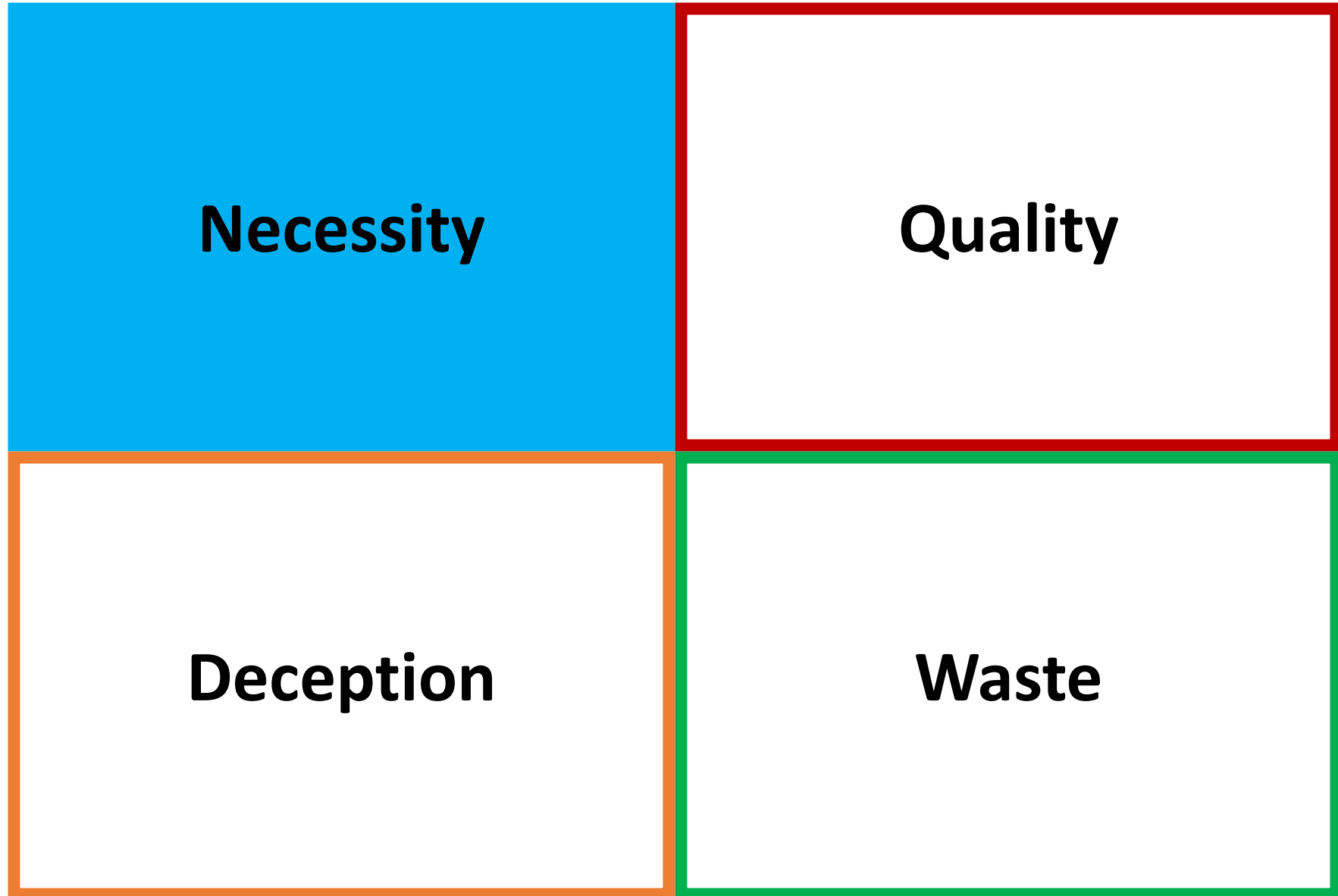
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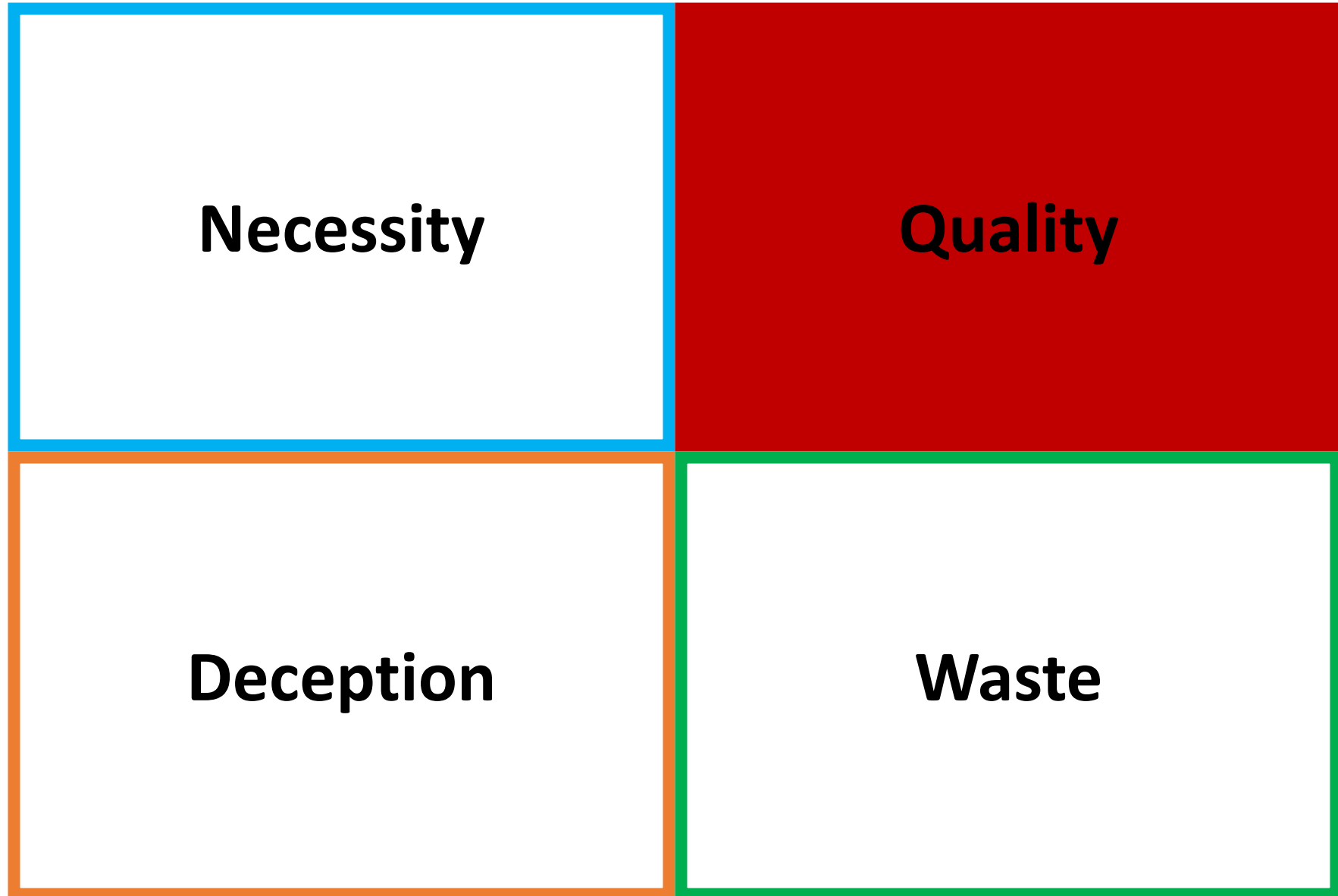
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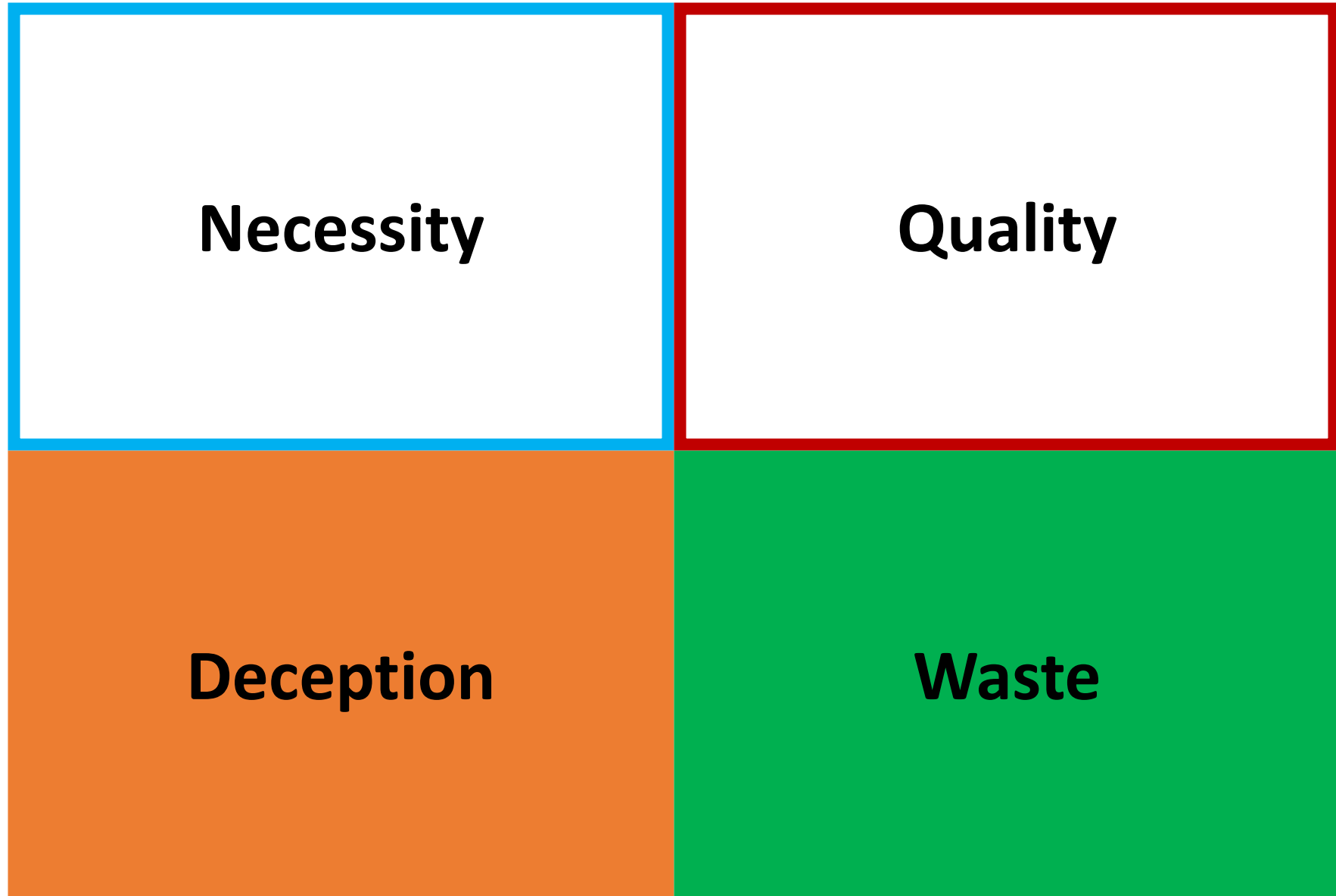
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Important**

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Manage time more effectively.

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- **Finish easy tasks immediately**
- **Learn to say no**

I'm sorry, but I
can't at this
time.



I can't
today.



Let me
think
about it.



No, I can't
help you now.



The image features the silhouettes of four runners in motion against a warm, orange-hued sunset background. The runners are positioned horizontally across the frame, with the sun low on the horizon to the right, creating a strong backlight effect. The first runner on the left is a man in a tank top and shorts, captured in a full stride. Following him are three women in athletic wear, also in various stages of their running gait. The overall mood is energetic and inspiring, emphasizing physical activity and fitness.

**Develop
physical and
mental
fitness.**



Build and leverage psychological hardiness.

- **Interpret stress as a challenge**
- **Maintain a positive outlook**
- **Commit to success**

