

Managing Psychological Stress in the Workplace

Presented by
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Objectives

- ▶ At the end of the session participants will be able to:
 - Define stress/stressors.
 - Understand the impact of psychological stress on the body.
 - Recognize the signs and symptoms of too much stress.
 - Develop coping mechanisms to manage stress in the workplace.

- ▶ **Stress** is define as the “non-specific response of the body to any demand made upon it”.

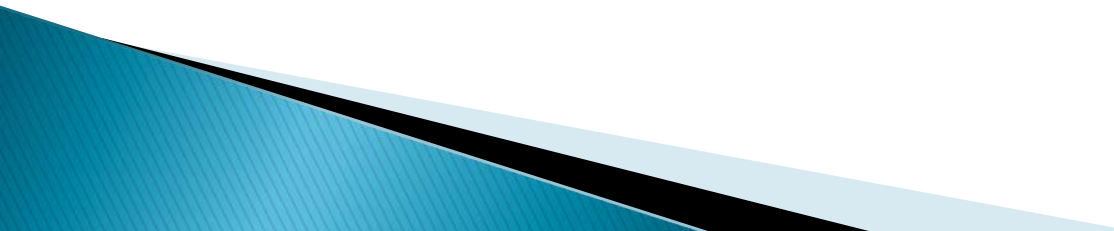
Hans Selye

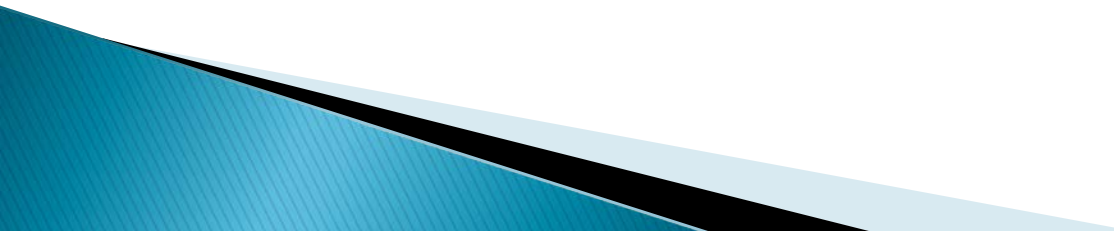
- ▶ **Stressors** are situations that are experienced as a perceived threat to one’s well being or position in life.

- ▶ “Don’t get so busy or live so fast that we can’t listen to the music of the meadow or symphony that glorifies the forest”.

Dale Carnegie

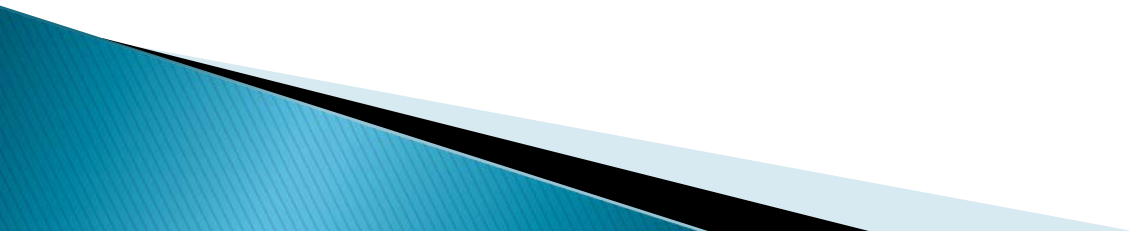
Some Causes of Stress in the Workplace

- ▶ Work overload
 - ▶ The fear of being laid off
 - ▶ Changes in the work conditions
 - ▶ Transfer to a different department
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- ▶ Not having resources to work with
 - ▶ Not being paid
 - ▶ Colleagues using drugs
 - ▶ To much gossip
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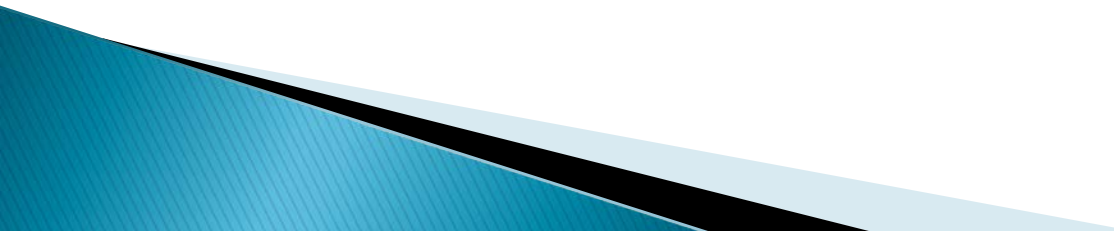


Mental and Physical Health are inseparable. Therefore you cannot enjoy good physical health unless there is good mental health.

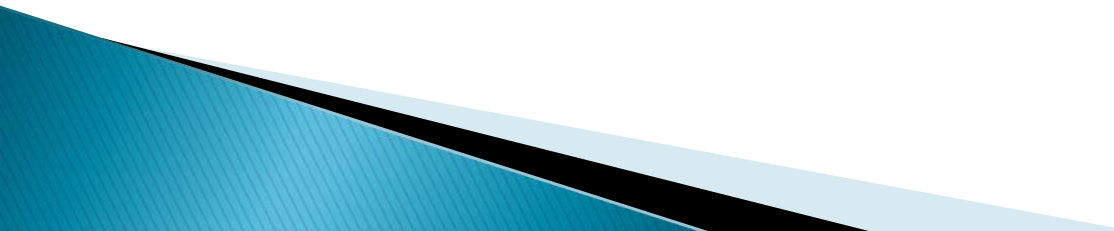


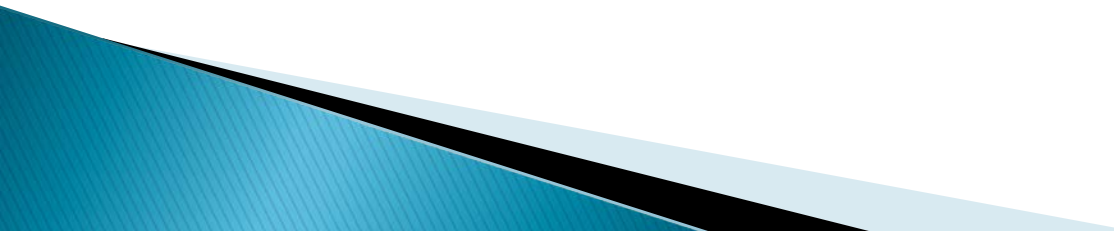
Psychological Factors

- ▶ Anxiety
 - ▶ Fatigue
 - ▶ Poor self esteem
 - ▶ Continuous feelings of depression
 - ▶ Anger
 - ▶ Feelings of hopelessness
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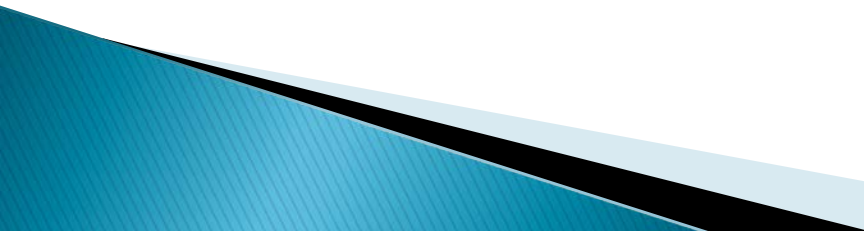
- ▶ Negative thoughts
 - ▶ Paranoid
 - ▶ Frustration
 - ▶ Lack of confidence
 - ▶ Lack of interest
 - ▶ Feelings of sadness
 - ▶ Inability to Concentrate
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Physical Factors

- ▶ High Blood Pressure
 - ▶ Mood swings
 - ▶ Ulcers
 - ▶ Asthma attacks
 - ▶ Migraine headaches
 - ▶ Lump in throat
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- ▶ Decrease appetite
 - ▶ Butterflies in stomach
 - ▶ Back pains
 - ▶ Skin disorders
 - ▶ Sleeplessness
 - ▶ Nightmares
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Environmental

- ▶ Poor working relationship with colleagues
 - ▶ Absenteeism
 - ▶ Accidents/incidents
 - ▶ Volatile environment
 - ▶ Reduce production
 - ▶ Poor job performance
 - ▶ Hostile and unfriendly environment
 - ▶ Poor customer service
 - ▶ Increased Occupational Health and Safety Problems
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Signs and Symptoms of too much Stress

- ▶ Feelings of anger
 - ▶ Appetite changes
 - ▶ Restlessness
 - ▶ Poor levels of concentration
 - ▶ Forgetfulness
 - ▶ Frustration
 - ▶ Impatience
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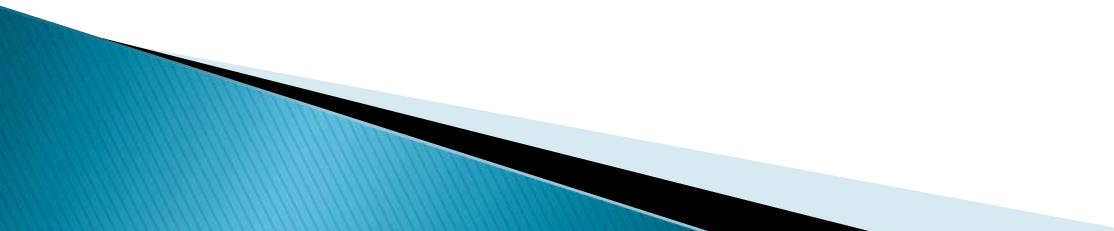
- ▶ Cannot enjoy life
 - ▶ Not meeting deadlines at work
 - ▶ Can't complete assignments
 - ▶ Poor organizational skills
 - ▶ Tense most of the time
 - ▶ Early morning waking
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- ▶ Psychosomatic illnesses
 - ▶ Irritability
 - ▶ Absenteeism
 - ▶ Using of alcohol and other drugs
 - ▶ Low energy levels
 - ▶ Reduced sex drive
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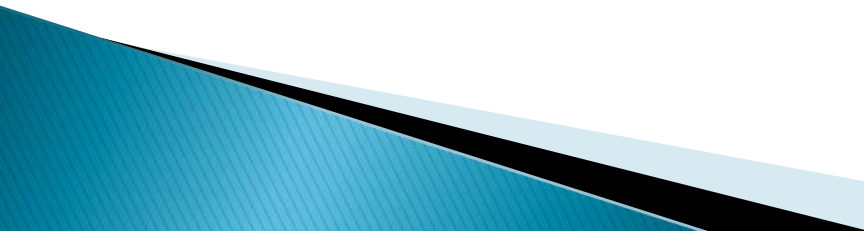
Effects of Stress on the Employer

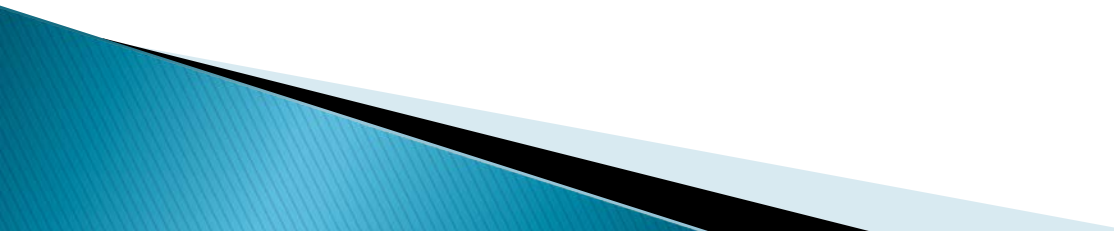
- ▶ Expense to the Organization
 - ▶ Loss of revenue
 - ▶ Loss of contracts / business
 - ▶ Exposure for law suits
 - ▶ At risk of occupational health and safety problems
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Negative ways to Manage Stress

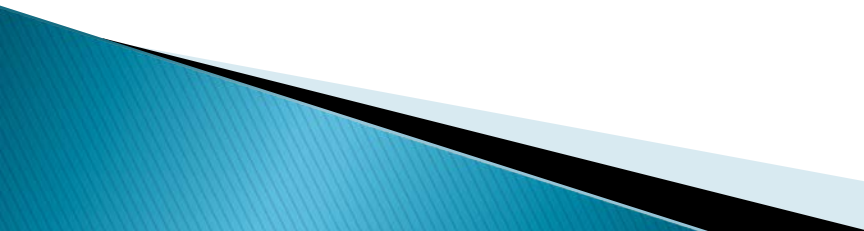
- ▶ Loss of Man hours due to absenteeism
 - ▶ Using alcohol and other drugs
 - ▶ Overeating
 - ▶ Sexual promiscuity
 - ▶ Internalising of problems
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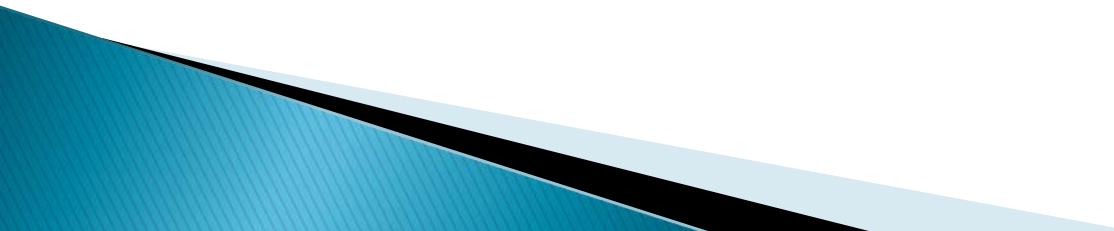
How Employers can help Employees

- ▶ Identify problems
 - ▶ Offer employees programs according to needs
 - ▶ Provide educational sessions e.g. personal health and life style management, stress awareness sessions
 - ▶ Financial management classes
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- ▶ Provide a gym, recreational center
 - ▶ Offer incentives
 - ▶ Refer employee where necessary
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Strategies you can Employee


- ▶ Daily devotion
 - ▶ Start your day right
 - . Plan in advance
 - . Eat healthy (breakfast)
 - . Adopt a positive attitude
 - ▶ Be clear on your role
 - . Use your job description
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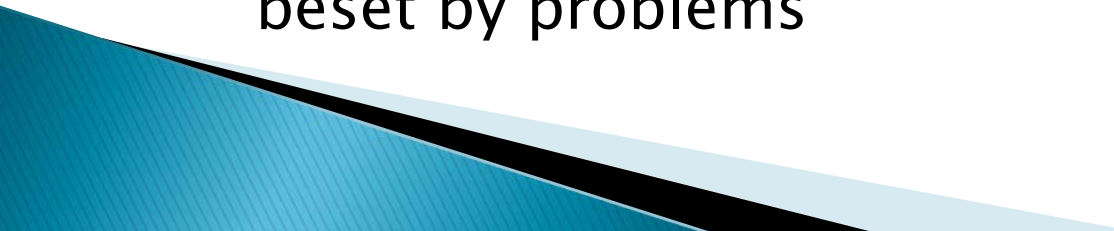
- ▶ Make sure you understand what is required of you
 - ▶ Manage your time wisely
 - ▶ Seek clarification where necessary
 - ▶ Develop strategies to deal with any problem, this would relieve stress for both you and the supervisor
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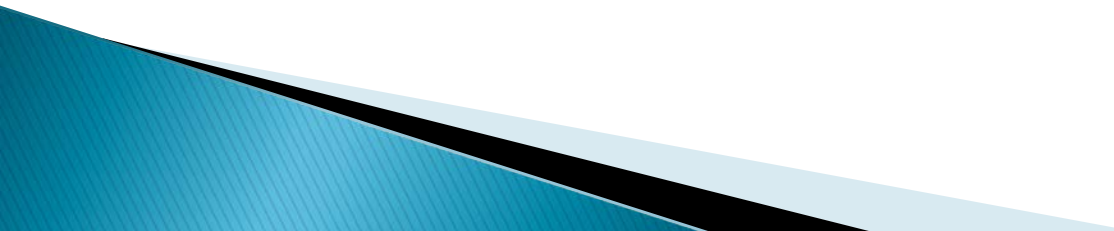
Avoid Conflict

- ▶ Interpersonal conflict can take a toll on your physical and emotional health
 - Avoid gossip
 - Avoid personal opinions

Avoid trying to Suppress Anger

- ▶ Decide just how much anxiety a thing maybe worth and refuse to give it more
 - ▶ Don't fuss about trifles
 - ▶ Don't worry about the past
 - ▶ Learn to be at peace with yourself get to know your self and what makes you happy
 - ▶ Learn to accept the things you can not change and manage your stress
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- ▶ Remember and celebrate the things you like about yourself
 - ▶ Listen to and respect other people even if you disagree with others
 - ▶ Take daily exercises, use the gym, cycling, gardening, swimming
 - ▶ Ask for help if needed
 - ▶ Respond to challenges in life as opportunities to grow in strength and maturity rather than feeling beset by problems
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- ▶ Take care of your mental and physical health (medical checks)
 - ▶ Recognize your emotional and physical body signals
 - ▶ Seek medical attention
 - ▶ Develop and sustain friendships
 - ▶ Meditate
 - ▶ Listen to music
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THANK YOU!

