

Workplace Stress Management

STRESS FACTS:

The WHO says stress is a worldwide **epidemic**.

A UN report labeled job stress as “**the twentieth-century disease**.”

Stress-related illness and injuries account for almost **three-fourths** of employee absenteeism.

60 to 90 percent of all doctor visits are stress-related (Perkins, 1994).

Stress in the workplace + stress at home creates a double stress cocktail that has dramatic impact on our lives.

75% of adults experience moderate to high levels of stress (APA, 2012).



Economic Cost of Stress

In EU, stress cost accounts to an average of .27% of GDP.

In UK, Stress cost amounts to .7% of GDP.

**In US, stress cost accounts for .3% of GDP.
Mental health accounts for 1.3% of GDP.**

In Sweden and Denmark, stress accounts for .07% of GDP.



Work Stress

25% of employees view their jobs as the number one stressor in their lives (Healthy Mind Network, 2012).

Stress levels in the workplace are rising with 6 in 10 workers in major global economies experienced increased workplace stress. With China (86%) having the highest rise in workplace stress (Regus Group, n.d.).

- Seventy percent said job stress had impaired their physical and mental health.
- One-third of workers thought about quitting strictly due to job stress.



STRESS Truths

You cannot eliminate all the stressors in your life; no one can. But, you can dramatically reduce them, and have a much better quality of life.

Work in the twenty-first century is like raising a baby who demands everything at this very moment.

Our workdays have expanded into our personal lives. We can no longer leave work at the workplace.



STRESS Truths

Customers, bosses, and co-workers can contact us anywhere: at home or even in the middle of the night. The dividing line between the workplace and our personal lives has become almost nonexistent.

Sitting is the new smoking - "it is dangerous to your health."



What is STRESS?

Stress results from an imbalance between

- (a) demands and;**
- (b) resources.**

We become stressed when demands exceed our resources (our ability to cope and mediate stress).

How we interpret and appraise the stressful event is more important than the event itself.

You know you're stressed out when...



you start thinking that sunsets take too long.

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What is Work STRESS?

Job stress is when employees cannot meet the demands or requirements of the job.

There is too much to do, not enough time, and not enough people or resources to get the job done.

Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

A healthy job is likely to be one where the pressures on employees are appropriate in relation to their abilities and resources, to the amount of control they have over their work.



Dynamics of Stress

Research findings show that the most stressful type of work is that which values **excessive demands and pressures** that are not matched to the workers' knowledge and abilities where there is little opportunity to exercise any choice or control, and where there is little support from others.

The more support workers receive from others at work, the less they are likely to feel distressed.



Causes of Workplace STRESS

Work-Related

Person-Related

Social
Relationships

Toxic
Management

Work-Related

Physical Conditions

Job Design

Work Roles

Technology

Time Pressure

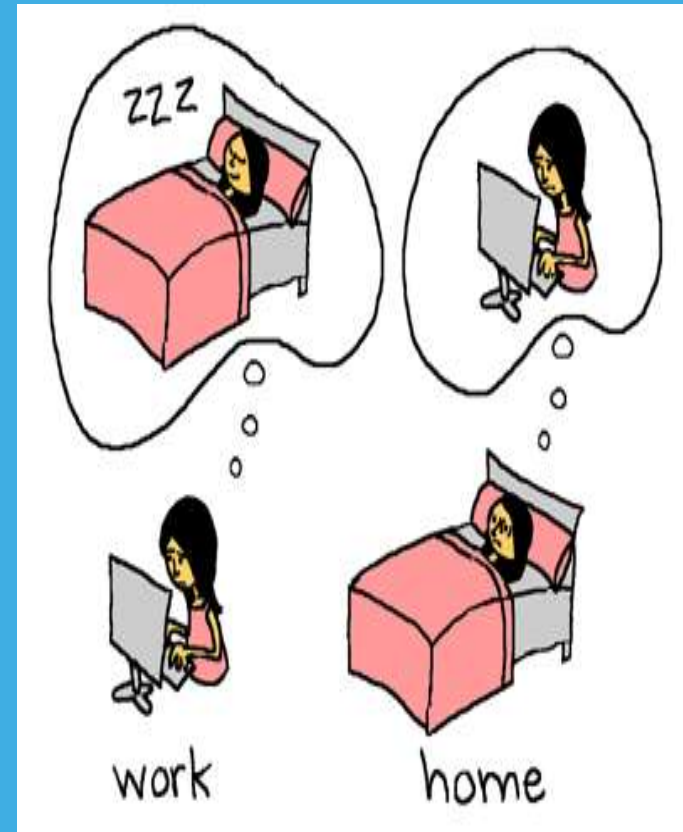
Status and Pay

Job Content

Work Load and Work Pace

Working Hours

Participation and Control

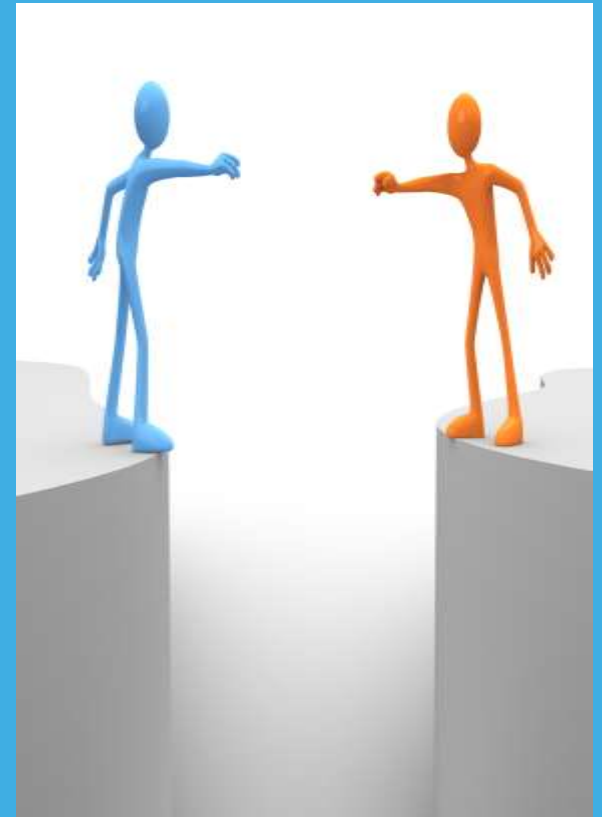


Person-Related

Job Insecurity

A Ladder with No Steps

Career Development



Social Relationships

Relationships with Co-Workers,
Clients and Bosses



"Toxic Management"

Based on researches and clinical observation, Filipinos tend to be stressed out due to personal relationships with colleagues, clients and bosses.

There is a need to refocus on how to minimize relationship stress by engaging appropriately, professionally and with respect.

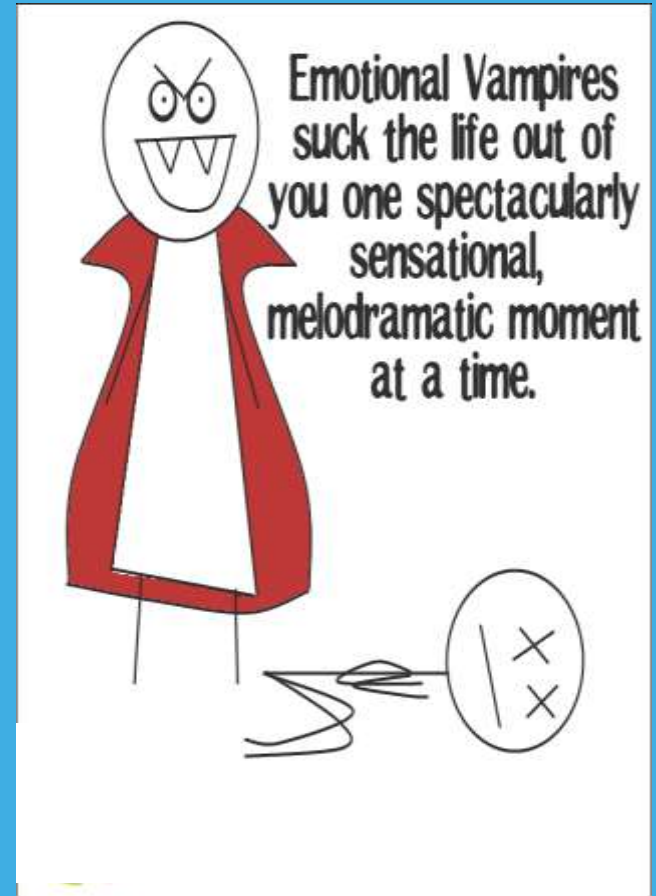


Identifying Emotional Vampires



What is an Emotional Vampire?

Emotional vampires are people who can drain your energy and suck you dry. Basically, it's a person who changes your mood for the worse just by being around.



Indicators

1. Suddenly becoming tired and would desire to have an immediate nap.
2. Motivation to work will take a nosedive.
3. Become surprisingly hungry and would binge on carbs and comfort foods.
4. Becoming manic - unable to relax your thoughts but with little actions



Indicators

5. Feeling very negative with the world around you.
6. Felt being put down, sniped and slimed.
7. Feeling helpless, useless and confused where to start.
8. Feeling bad being blamed by the pitfall of others.
9. Feeling angry and cursing.

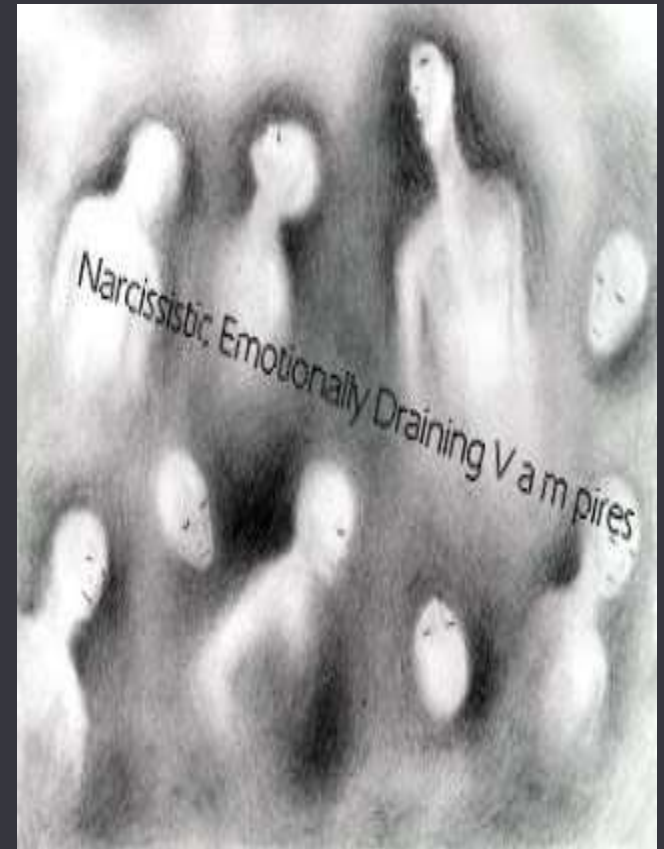


The Narcissist

Regardless of what you're going through, it's all about them.

As long as you stroke the narcissist's ego, she purrs like a kitten. But the minute you stop, beware -- the narcissist can get downright vicious.

They also tend to have very little insight into their own shortcomings.



The Narcissist

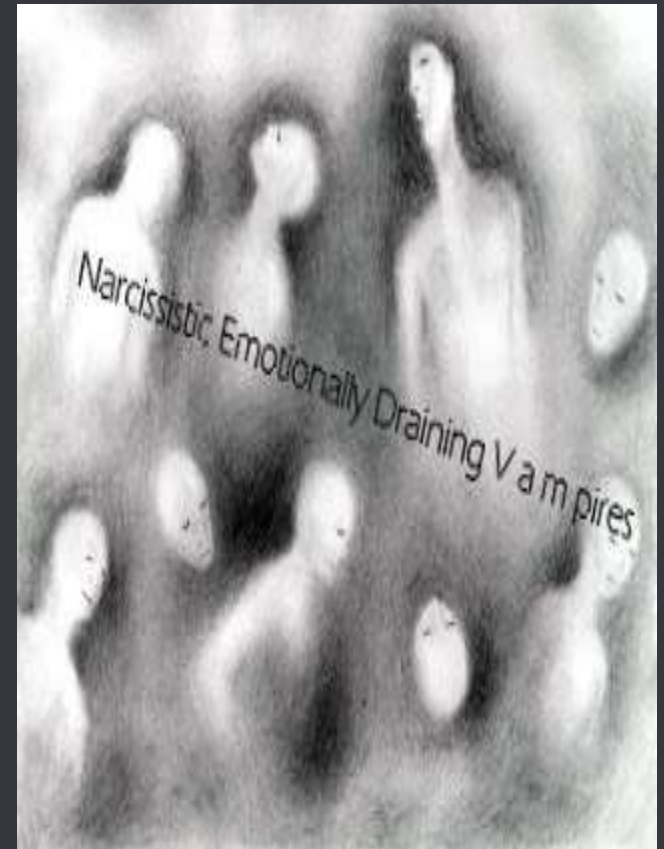
They act as if life revolves around them

Need to compliment him to get his attention or approval.

Constantly steer the conversation back to himself.

Downplay feelings or interests of others.

If disagreement occurs, they become cold or withholding.



The Victim

Poor me. Poor me. Nobody loves me.

No matter how you try to lift her up, she won't climb out of victim mode.

They often appear inconsolably oppressed or depressed.

They burn out others by their neediness.

Always blaming "bad luck" or the unfairness of others for their problems.

They have a bucket list of complaints.



The Controller

These people are black and white thinkers and they want to run your life.

They have an opinion about everything and they want you to agree 100%!

They'll spout unsolicited advice right and left, and they tend to be perfectionists holding themselves and others up to impossible standards.



The Controller

They love being right and may have little insight into their controlling behavior.

They keep claiming to know what's best for you.

They typically have to do things their way.

Domineering to a point of being suffocating.



The Criticizer

A close cousin of the controller, the criticizers know what's best for you and will cut you down "for your own good."

They want you to end up feeling inadequate.

They spot a flaw everywhere.

They always put others down.

They are harshly self-critical.



The Splitter

They are the most draining of the emotional vampires.

They split people into all good or all bad (and you can go from being one to the other in their eyes in the matter of seconds!).

One minute, you're an angel -- the next, you're Satan incarnate.

Splitters can be absolutely vicious with their anger, and you may find yourself walking on eggshells.



The Splitter

They try to polarize people against each other, and can be so crafty with how they do it that you may never see it coming.

They intimidate others by their anger.

Keep others on an emotional roller coaster.

He kneels you like a saint when their needs are met, but curses you like satan when their needs are not met.



The Sympathizer

“Yes ma’am/Sir!”. The person exaggerates his being a nice guy to a fault.

You will feel drained as he seems to say “everything is fine” even though you knew it is not.

This is hard to deal as you feel guilty if you become more assertive. “You can’t fight a nice guy.”

He exaggerates his support and is nonjudgmental to a fault.

He spoils others, is over-sympathetic, and refuses to allow those he protects to stand up and grow up for themselves.



The Deadma

The person usually limits his words. You won't know if he is getting it or not.

If he does wrong and you want to correct him, he will just say yes.

If you will ask an open-ended question, he may reply to you, "OK" or to that variation.

A typical person who numbs the emotions and becomes overly detached to the job.

If things will go sideways, they would just don't care.



Effects of



Organization-Related

Psychological

Organization-Related

Increasing Absenteeism

Decreasing Work Commitment

Fast Staff Turn-Over

Impaired Performance and Productivity

Increasing Unsafe Work Practices and Accidental Rates



Psychological

Loss of Sense of Humor

Irritability

Inability to Relax and Concentrate

Feeling Tired and Depressed

Sleeping Problem

Somatization (headaches, nausea, back pains)

Compassion Fatigue



**The effects of stress are cascading –
gradual but severity is guaranteed.**

**The key here is
early detection.**



Personal Steps in Managing Distress

1. Be Aware of the vulnerabilities and protective factors.
2. Take care of yourself.
 - Exercise- Use It: Do Not Abuse It (Stretching, strength training and cardiovascular)
 - Take a Day of Rest
 - Keep an Exercise Log

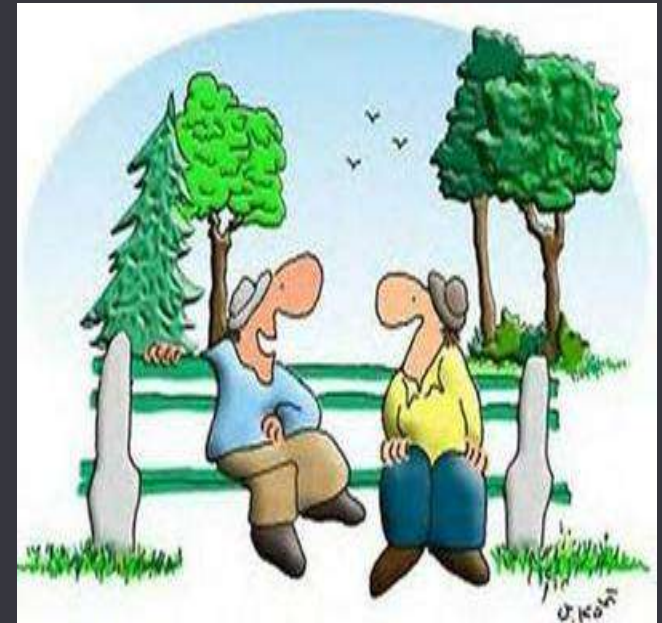


Benefits Found in People Suffering from Extreme Stress Among Filipinos (Mordeno, 2013):

Growth and Benefits are not coming from distressing events or situation but on how effectively one deals with these difficulties.

These are the areas where Filipinos thrive not only to survive, but to achieve growth:

- **Strengthened Personal relationships**
- **Increased Personal Assertiveness**
- **Enhanced Spirituality**
- **Proactive attitude**



"My doctor told me to avoid any unnecessary stress, so I didn't open his bill."

Enhance Thriving

- Improve Proactive Attitude
- Increase Personal Assertiveness
- Enhance Spirituality
- Strengthen Personal Relationships

Improve Proactive Attitude

Prioritize Tasks and Organize

Break Projects into Small Steps

Ask Help

Be Willing to Compromise

Avoid Distractions



Increase Personal Assertiveness

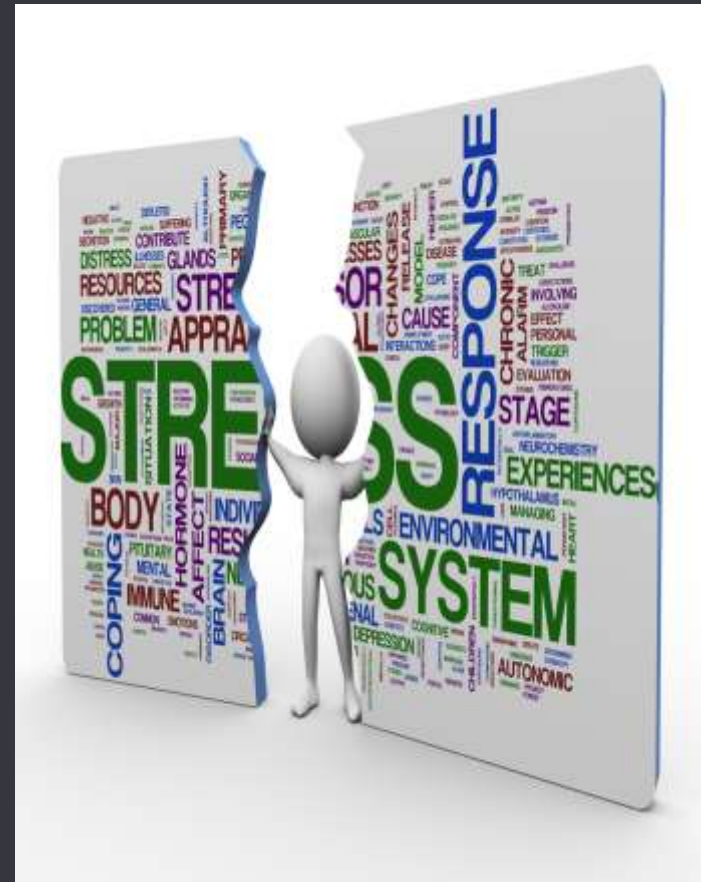
Focus on your strength

Communicate effectively

Assert gently. Aggression begets aggression

Engage in activities that would improve yourself

Expand your horizon



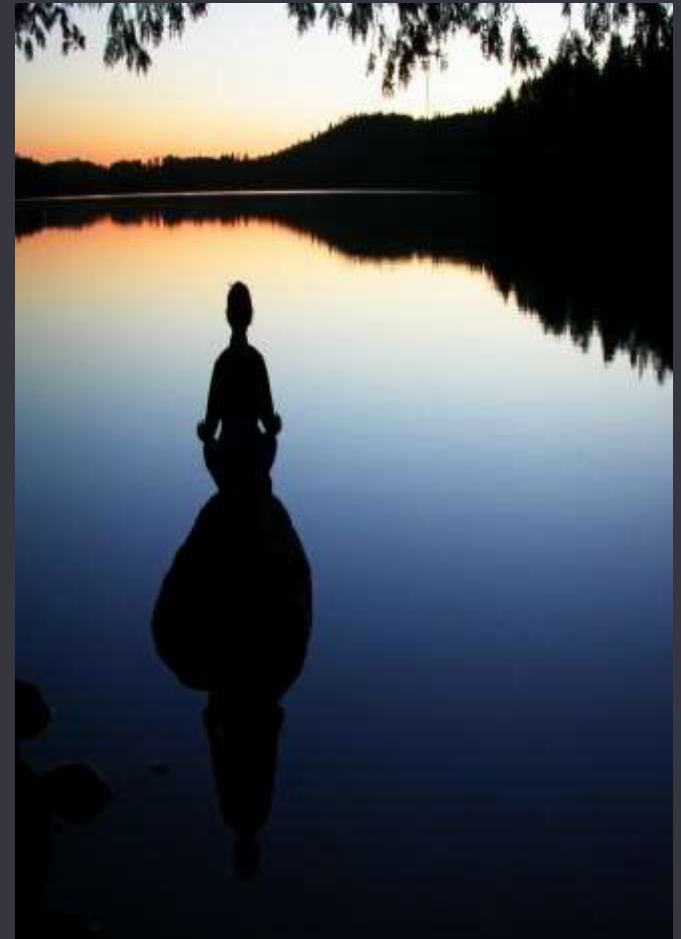
Enhance Spirituality

If you believe in a higher being,
pray more-pray hard.

Give importance to ritualization
or memorialization.

Having retreats will always be
helpful.

Communicate to your pastors,
priests and other religious
leaders.



Strengthen Personal Relationships

Several researches have indicated that a healthy family life enhances one's mental health and buffers stress.

Dealing appropriately and with respect enhances working relationship.



What To Do

1. Be aware of your own emotional vulnerabilities.
2. Identify these people in the work place. Stay Calm and be ready. Respond, do not react.
3. Check your expectations.
4. Be assertive, not aggressive. Say what you mean, and mean what you say.
5. Set your limits first, and then, set theirs (do it kindly but firmly).



What To Do

6. Give only the needed information. Objective evaluation of things is necessary.
7. Refuse to take sides. Be sure you are getting the right information. Do not play their games.
8. Specific mutual emotional information is helpful.



What To Do

6. Focus on solutions. Listening to each other's emotions is good but it is **DOING** things together that enhance working relationships.
7. Focus on your strength.



THANK YOU

