**Stress Management – A Case Study**

Abhishekh Bharati 8

Varun Berry 6

Shubham Berry 56

**Abstract**

Stress is considered to be an integral part of ones life; stress can be any kind of worry, anxiety, hassle, trauma, tension, pain or pressure. Stress is sometimes avoidable but sometimes it is unavoidable and one has to become aware of certain measures and ways about how to manage it in an appropriate manner. This is the case study manuscript that involves dealing with stress management; the main focus of this manuscript is to center upon work related stress, stress faced by small and medium enterprises, case studies of positive stress and negative stress; besides these it also highlights the sources, symptoms, types of stressors, and management of stress.

**Keywords:** Stress, Symptoms, Enterprises, Positive Stress, Negative Stress, Work

Related Stress

**Introduction**

Stress is a fact of life, changes take place within ones life and lead to stress, for example, going to school or a college, getting married, changing jobs or health problems are kinds of situations that involve stress. Sometimes situations that cause stress also prove to be beneficial, for example, when a person seeks admission in a college, that contributes towards his personality development, enhancement of knowledge, life and career prospects and well being; on the other hand, pressure of work and studies, travelling to the college, if its located at a distance, living in a hostel also cause stress within an individual.

Defining Stress

Stress is the way human beings react physically and mentally to the changes that occur in their lives in the form of certain events, situations, incidents or experiences. People experience stress in different manners and for different reasons. The reaction of the person is based upon the perception of an event or a situation. The way the individual formulates his mindset, in that kind of manner he views stress, if he views the situation in a negative way, he will feel stressed, overwhelmed and out of control; on the other hand, if he views a situation in a positive manner, then it is called eustress, which is also known as good stress

**Sources of Stress**

Social Stressors – An individual experiences myriad stressors arising from the demand of social roles that he occupies such as a parent, spouse, caregiver and an employee; some of the examples of social stressors include job interviews, assignments, presentations, deadlines, financial problems, divorce or separation, breakup or loss of a loved one, incongruity, co-parenting, requirements for ones time and attention and work load.

Physiological – Situations and circumstances affecting ones body, physically aswell as mentally can be described as physiological stressors. Examples of these kinds of stressors include rapid growth of adolescence, menopause, obesity, insomnia, loss of appetite or eating disorders, lack of exercises and physical activities, poor diet and nutrition, health problems that arise due to aging, illness, giving birth, and accidents. **Types of Stressors**

Situations that are considered stress provoking are known as stressors. Stress is not always viewed negatively; it is simply the response of the person physically and mentally towards strenuous demands. There have been types of stressors which are classified below:

Positive Stress – Getting admitted into an educational institution, getting promotion at work, starting a new job, marriage or commitment ceremony, buying a new home, having a child, transferring to a different location or outside the city or country, planning a vacation, holiday seasons, retiring, taking up educational classes or extracurricular activities or a new hobby; all these functions and experiences come under the category of positive stress

Negative Stress – Torture, pain, sexual harassment, divorce, death, job insecurity, unemployment, sleep disorders, children problems, obesity or eating disorders, illness, health problems, loss of interest in extracurricular activities and hobbies, work pressure, aging, depression, experiencing a traumatic event, making presentations, travelling in traffic and crowded areas, conflicts and disputes and legal and financial matters come under the category of negative stress

Internal Sources of Stress – There have been few internal sources such as fears, fears of heights, flying, public speaking, or communicating with strangers and so forth.

Having repetitive thought patterns such as delusions or hallucinations or upsetting thoughts. Feeling tensed about future events such as exam results, job restructuring or a medical test report and having impractical or perfectionist expectations such as willing to do such things which are not realistic.

Habitual Behavior Patterns – These are over working, over scheduling, failing to be assertive, feeling nervous on trivial issues, failing to set and maintain healthy boundaries and relationships, getting aggressive easily, procrastinating works and tasks.

**Symptoms of Stress**

The symptoms of stress can be classified into four main areas which are physical symptoms, behaviors, moods and thoughts

Physical Symptoms – The physical symptoms that an individual feels as a result of stress include sweaty palms, light headedness, muscle tension, increase in the heart rate, tension on the facial expressions and sometimes also ones hands begin to shake.

These are the symptoms experienced within the physical body.

Behaviors – There have been certain behavior patterns formed by an individual as a result of stress, such as aggressiveness, irritation, anger, sadness, misery, annoyance, frustration, impatience and worried

Moods – As a result of stress, the moods of the person can be anxious, nervous, irritable and panicky. A stressful situation can be so intense that a person can becomehysterical and extremely aggressive.

Thoughts - Delusions, hallucinations, depressive and upsetting thoughts, negative thinking, unconstructive viewpoints, overestimation of danger, underestimation of ones abilities, capabilities and intelligence, underestimation of all the help, assistance and support available, worries and catastrophic thoughts are all kinds of thoughts that occupy the mindset of an individual in a stressful situation.

**Work Related Stress**

An individual undergoes stressful situations in all walks of life, but when an individual is engaged in work related activities whether it is ones own business or he is employed in a company or he is self employed.

Demands – These include all the demands of work such as working hours, work duties, work load, physical environmental conditions such as lighting, temperature, heating and cooling facilities, sitting arrangement and facilities such as water, tea or coffee.

Control – How much say and autonomy a person has upon his job such as in decision making or giving suggestions to their bosses; the lower the autonomy, the more the work related stress.

Relationships – Relationships and terms that a person develops with his superiors, subordinates and colleagues contribute in the measurement of ones stress level. Having good and positive relations will always stimulate and empower an individual in his job.

Change – Changes brought about in work can cause stress, if the workers have to cope with new work duties, hours or methodology of work, then certainly they will feel stressed out.

Role – Stress will trigger when an individual does not have a clear understanding of his role within an organization; when he develops a confused mindset and is not sure of his job duties or responsibilities then the individual will feel stressed.

Support – The amount of support and job training available to the person, as well as encouragement, sponsorship and the resources provided by the colleagues and management leads to stress. **Symptoms of Work Related Stress.**

1. Increased Blood Pressure

1. Sleep Disorder

1. Increased Alcohol or Caffeine intake

1. Increased irritability, aggressiveness and negative thinking

Organizational Symptoms

1. Increase in absenteeism of the employees due to sickness

1. Long working hours

1. Increased staff turnover

1. Reduction in the performance of work duties and decrease in employee morale

**Management of Stress**

Stress can be effectively managed and prevented by an individual; there are certainsteps and procedures that an individual should be aware of when learning to manage stress in an appropriate manner

Set Priorities – An individual should set up an appropriate time schedule for all the tasks and have a routine to do all kinds of tasks. He has to decide what things are more important that need to be done and what are the things that carry lesser priority and can wait.

Practice Facing Stressful Moments – It is vital to think about a situation that causes stress and practice how to effectively deal with it. If a person knows that speaking in front of the group or making a presentation causes stress then he should practice or do the rehearsal in advance with a trusted friend or a fellow student

Live a Healthy Lifestyle – One should live a healthy lifestyle. Getting plenty of exercises, healthy eating, relaxation techniques such as yoga, meditation, prayer and breathing exercises; allowing time for vacations and breaks in between work, arrangement of schedules for hobbies, extracurricular activities, fun activities, recreation and leisure

Learn to Accept Change as a Part of Life – Changes and transformations do occur in life in all kinds of activities, family, job, education, career, location and so forth. All these changes do lead to stress, but an individual should understand that changes are crucial part of ones life and should learn to accept them wholeheartedly, he shouldthink of changes in a positive manner and not form negative opinions about them.

**Stress Management Case Study for a Company**

In this case, the Calibra Net Informatics Ltd has been considered; this company

was established in 2004. Due to the innovative technological solutions, the company has been doing very well and despite of the economic crisis in 2009, its profit was continuing to increase. When the company has to enhance its performance, increase its productivity and goodwill, then it is obvious that the employees have to work hard and be motivated towards their work. The technical managing director in this company worked so hard that symptoms of stress and fatigue could be easily observed on her. Not only the technical managing director, but the other employees of the company also worked so hard that they started developing health problems and began taking a sick leave from work. Positive factors were that there was a strong correlation between the employees and absence of disputes and conflicting situations,

The fact became clear that this company did not manage stress management, there was lot of pressure of work upon the technical managing director and it was not divided amongst all the other employees, the tasks were overlapping amongst the heads of departments; hence, stress and tension mainly arose due to indistinguishable capacity of tasks and duties. In order to effectively deal with these kinds of stressful situations, a workshop was conducted that emphasized and clearly disclosed the problems. Through a video analysis, the stress factors became visible and known to all the employees and employers and it is understood that all the problems and difficulties were arising from the inappropriate organizational structure. The company planned to organize another workshop to analyze the problems and find their solutions, stress management trainings were organized and then after half a year outcomes were measured; the profitability began to increase again, number of sick leave days dropped back to half, work satisfaction questionnaire depicted good results, and in this way stress management proved to be flourishing and sustainable

**Discussion**

Stress is fundamental to human existence, but the way the individuals develop their mindset towards stress matters the most. As a result of certain experiences, events and situations that take place in the life of an individual, an individual perceives stress. Understanding and perceiving a stressful situation depends upon the mindset of the individual.

There have been certain sources of stress such as environment, social stressors, physiological and thoughts. When an individual experiences stress, he depicts stress in his moods, behaviors, thoughts and at times shows physical symptoms such as bodily aches, high blood pressure etc. There have been certain ways stated by which an individual can easily manage stress, these are setting priorities, practice facing stressful moments, examining ones expectations, living a healthy lifestyle, learning to accept changes as a part of life and creating social networks

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| --- | --- |
| NAME | ROLL NO |
| PRATIK JADHAV | 30 |
| UGAM HALANKAR | 29 |
| MAJID KHAN | 38 |
| MAYANK SAROJ | 40 |