

1. Explain the concept of burnout and its causes.

- **Concept:** Burnout is a state of emotional, physical, and mental exhaustion caused by prolonged stress.
- **Causes:** Excessive workload, lack of control, unfair treatment, and insufficient rest.

2. Suggest two ways to manage stress during exams.

- **Effective time management:** Creating a study schedule to avoid last-minute cramming.
- **Relaxation techniques:** Practicing deep breathing, meditation, or short breaks to stay calm.

3. List any two workplace triggers for stress.

- **Excessive workload:** High expectations and long working hours.
- **Job insecurity:** Fear of losing a job or uncertainty about career growth.

4. State the difference between eustress and distress.

- **Eustress:** Positive stress that enhances motivation and performance (e.g., preparing for a competition).
- **Distress:** Negative stress that leads to anxiety and decreased productivity (e.g., deadline pressure).

5. Define time management in the context of stress reduction.

- **Definition:** Time management involves planning and prioritizing tasks effectively to reduce stress and improve productivity.

6. How would you create a supportive environment for a stressed colleague?

- **Listen actively:** Show empathy and offer emotional support.
- **Encourage breaks:** Suggest relaxation techniques or lighter tasks to reduce pressure.

1. Define coping mechanism and any two coping strategies.

- **Coping mechanism:** Strategies or techniques individuals use to handle stress, anxiety, or difficult situations. Coping mechanisms help maintain mental well-being and improve resilience.

- **Two coping strategies:**
 - **Problem-focused coping:** Involves addressing the root cause of stress by taking practical steps to eliminate or reduce it. *Example:* Creating a study plan to manage exam stress.
 - **Emotion-focused coping:** Aims to regulate emotional responses to stress. *Example:* Practicing meditation or talking to a friend about personal struggles.

2. Define stress and describe its types with examples.

- **Stress:** A physical and emotional response to challenging or demanding situations. It can be positive (eustress) or negative (distress).
- **Types of stress:**
 - **Acute stress:** Short-term stress that occurs in response to an immediate challenge. *Example:* Feeling nervous before a job interview.
 - **Chronic stress:** Long-term stress resulting from prolonged issues like financial problems or workplace pressure. *Example:* Struggling with job insecurity.
 - **Episodic acute stress:** Frequent exposure to acute stress due to a high-pressure lifestyle. *Example:* Constantly missing deadlines and always feeling rushed.

3. List and explain the physical and behavioral effects of stress.

- **Physical effects:**
 - **Headaches and muscle tension:** Stress can cause frequent headaches and body aches due to increased muscle tension.
 - **Fatigue and insomnia:** Chronic stress can lead to tiredness and difficulty sleeping.
 - **Weakened immune system:** Prolonged stress weakens the immune system, making individuals prone to illness.
- **Behavioral effects:**
 - **Changes in eating habits:** Stress may lead to overeating or loss of appetite.
 - **Social withdrawal:** Individuals may isolate themselves from friends and family.
 - **Increased substance use:** Some people resort to alcohol, smoking, or drugs as a way to cope.

4. List the common sources of workplace stress and explain any two.

- **Common sources of workplace stress:**
 - **Excessive workload**
 - **Job insecurity**
 - **Poor work-life balance**
 - **Lack of control over tasks**
 - **Conflicts with colleagues or management**
- **Explanation of two sources:**
 - **Excessive workload:** Employees handling too many tasks or unrealistic deadlines experience high levels of stress, which can lead to burnout.
 - **Poor work-life balance:** When employees struggle to balance personal and professional life, it affects their mental health and productivity.