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**Chapter 7**

**Stress-** feeling tension that occurs when a person perceives that a situation is about to exceed her ability to cope and consequently could endanger her well-being

**Job stress-** the feeling that one’s capabilities, resources, or needs do not match the demands or requirements of the job; **acute stress-** a short term stress reaction to an immediate threat; **chronic stress-** a long-term stress reaction resulting from ongoing situations; **Stress response-** an unconscious mobilization of energy resources that occurs when the body encounters a stressor

**Signs to stress-** you feel irritable, sleeping difficulties, appetite is disturbed, relationship problems

**Demand- control model-** focused on two factors that can create situations of job strain and ultimately the experience of stress are the workplace demands faced by an associate and the control that an individual has in meeting those demands

**Effort-reward imbalance model-** the effort required by an associate or manager and the rewards the individual receives as a result of the effort; **stressors-** environmental conditions that cause individuals to experience stress

**Role conflict-** situations in which different roles lead to conflicting expectations

**Role ambiguity’s-** refers to the situation in which jobholders are unclear about the goals, expectations, or requirements in their jobs

Work overload, occupation, resource inadequacy, working conditions, management styles, monitoring, job insecurity

**Type A versus Type B personality-** type a personalities are competitive aggressive, and impatient while type B are more passive and reasonable

Other internal influences on stress are self-esteem, hardiness, and gender

Individual Consequences-

Psychological- anxiety, depression, low-self esteem and burnout

Behavioral- excessive smoking and drug abuse, appetite disorder

Physiological- high blood pressure, muscle tension, headaches, ulcers, skin diseases

Managing workplace stress-

Individual stress management- finding a job that balances demand and control

Organizational stress management- steps organizations take to reduce stress