Stress

* a psychological response to demands that possess certain stakes for the person and that tax or exceed the person's capacity or resources

Stressors

* the demands that cause people to experience stress

Strains

* the negative consequences that occur when demands tax or exceed a person's capacity or resources

Transactional Theory of Stress

* This theory explains how stressors are perceived and appraised, as well as how people respond to those perceptions and appraisals

Primary Appraisal

* When people first encounter stressors, the process of primary appraisal is triggered. It occurs as people evaluate the significance and the meaning of the stressors they are confronting

Benign Job Demands

* job demands that tend not to be appraised as stressful

Types of Stressors

* Work Hindrance Stressors
* Work Challenge Stressors
* Non-Work Hindrance Stressors
* Non-Work Challenge Stressors

Hindrance Stressors

stressful demands that people tend to perceive as hindering their process toward personal accomplishments or goal attainment

this type of stressor most often triggers negative emotions such as anxiety and anger

Challenge Stressors

stressful demands that people tend to perceive as opportunities for learning, growth, and achievement

Work Hindrance Stressors

* Role conflict
* Role ambiguity
* Role overload
* Daily hassles

Work Challenge Stressors

* Time pressure
* Work complexity
* Work responsibility

Non-Work Hindrance Stressors

* Work-family conflict
* Negative life events
* Financial uncertainty

Secondary Appraisal

After people appraise a stressful demand, the process of secondary appraisal is triggered. It occurs as people evaluate the strategies to manage stressful demands they are confronting

Coping

refers to the behaviors and thoughts that people use to manage both the stressful demands they face and the emotions associated with those stressful demands

Examples of Coping Strategies

* Behavioral coping
* Cognitive coping
* Problem-focused coping
* Emotion-focused coping

Behavioral coping

involves the set of physical activities that are used to deal with a stressful situation

Problem-focused:

* working harder
* seeking assistance
* acquiring additional resources

Emotion-focused:

* engaging in alternative activities
* seeking support
* venting anger

Cognitive Coping

refers to the thoughts that are involved in trying to deal with a stressful situation

Problem-focused:

* strategizing
* self-motivation
* changing priorities

Emotion-focused:

* avoiding, distancing, and ignoring
* looking for the positive in the negative
* reappraising

Problem-Focused Coping

refers to the behaviors and cognitions intended to manage the stressful situation itself

Emotion-Focused Coping

refers to the various ways in which people manage their own emotional reactions to stressful demands

Physiological Strains

result, from stressors, occur in at least four systems of the human body

(illness, high blood pressure, coronary artery disease, headaches, back pain, stomachaches)

Psychological Strains

result, from stressors, include depression, anxiety, anger, hostility, reduced self-confidence, irritability, inability to think clearly, forgetfulness, lack of creativity, memory loss, and a loss of sense of humor

Behavioral Strains

unhealthy behaviors such as grinding one's teeth at night, being overly critical and bossy, excessive smoking, compulsive gum chewing, overuse of alcohol, and compulsive eating

Burnout

the emotional, mental, and physical exhaustion that results from having to cope with stressful demands on an ongoing basis

Type A Behavior Pattern

* have a strong sense of time urgency and tend to be impatient, hard-driving, competitive, controlling, aggressive, and even hostile
* may have a direct influence on the level of stressors that a person confronts
* influences the stress process itself
* directly linked to coronary heart disease and other physiological, psychological, and behavioral strains

Social Support

refers to the help that people receive when they are confronted with stressful demands  
  
two major types:

* instrumental support
* emotional support

Instrumental Support

refers to the help people receive that can be used to address the stressful demand directly

Emotional Support

refers to the help people receive in addressing the emotional distress that accompanies stressful demands

Hindrance stressors have a weakly negative relationship with job performance

Hindrance stressors have a strong negative relationship with organizational commitment