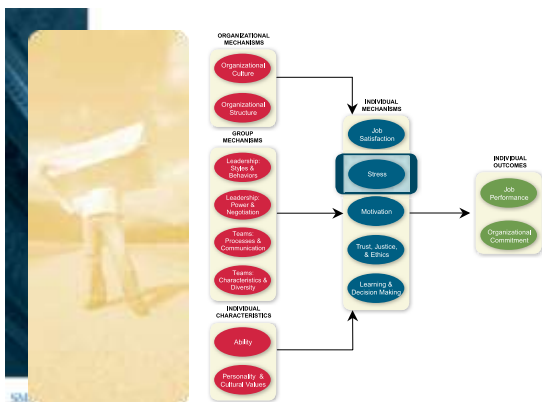




Class Agenda

- Assessment
- Discussion starter
- Stress defined
- How important is stress?
- Types of stressors
 - Environment
 - Person
- Managing stress
 - What can you do?
 - What can organizations do?



Discussion Starter



Stress



What stresses you out?



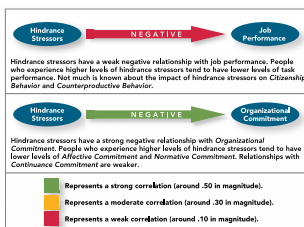
Why Are Some Employees More Stressed than Others?



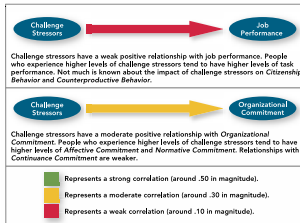
Stress

- Definition
 - psychological response to demands
 - taxes or exceeds a person's capacity or resources
 - where something at stake
 - where coping with the demands
- Do you want a stress-free job?

How Important is Stress?



How Important is Stress?



Stress

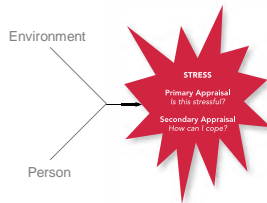
- Which jobs are more and less stressful, in general?

Stress

- Which jobs are more and less stressful, in general?

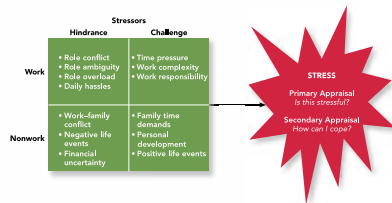
LEAST STRESSFUL JOB	STRESS LEVEL	MOST STRESSFUL JOB	STRESS LEVEL
1. Manual instrument repairer	18.37	251. Registered nurse	63.14
2. Florist	18.80	252. Attorney	64.33
4. Actuary	20.18	223. Newspaper reporter	65.26
6. Appliance repairer	21.12	226. Architect	66.92
8. Librarian	21.46	228. Limousine driver	67.40
10. Truck driver	21.71	229. Fisherman	69.62
11. Piano tuner	22.29	230. Stockbroker	71.65
12. Janitor	22.44	231. U.S. Congressman	72.00
16. Sewing machine repairer	23.67	233. Real estate agent	73.08
18. Baker	23.68	234. Advertising account exec.	74.59
24. Mathematician	24.67	238. Public relations exec.	76.52
29. Cashier	25.11	240. Air traffic controller	82.13
30. Dishwasher	25.32	241. Airline pilot	85.35
32. Pharmacist	25.67	242. Police officer	92.89
40. Bookkeeper	26.94	244. Astronaut	99.34
44. Computer programmer	27.05	245. Surgeon	99.46
50. Astronomer	28.06	246. Test driver	100.49
56. Historian	28.41	248. Senior corporate exec.	106.62
67. Researcher	30.12	249. Politician	119.93
78. Accountant	31.13	250. U.S. President	176.95

Stress = $f(\text{environment, person})$



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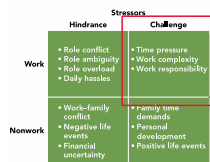
Environment: Transactional Theory of Stress



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Environment: Work Stressors

- Challenge stressors
 - Time pressure
 - Work complexity
 - Work responsibility

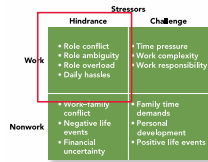


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Environment: Work Stressors

- Hindrance stressors
 - Role conflict
 - Role ambiguity
 - Role overload
 - Daily hassles



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Environment: Work Stressors



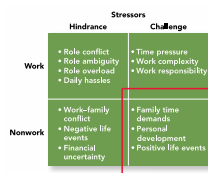
- OB on Screen:
 - What kinds of stress are present in these clips?
 - Challenge?
 - Hindrance?
 - Why?



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Environment: Family Stressors

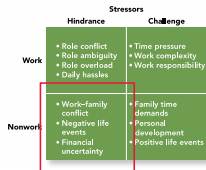
- Challenge stressors
 - Family time demands
 - Personal development
 - Positive life events



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Environment: Family Stressors

- Hindrance stressors
 - Work-family conflict
 - Financial uncertainty
 - Negative life events



Life Events

LIFE EVENT	STRESS SCORE	LIFE EVENT	STRESS SCORE
Death of a spouse	100	Trouble with in-laws	29
Divorce	73	Outstanding achievement	28
Marital separation	65	Begin or end school	26
Jail term	63	Change in living conditions	25
Death of close family member	63	Trouble with boss	23
Personal illness	53	Change in work hours	20
Marriage	50	Change in residence	20
Fired at work	47	Change in schools	20
Marital reconciliation	45	Change in social activities	18
Retirement	45	Change in sleeping habits	16
Pregnancy	40	Change in family get-togethers	15
Gain of new family member	39	Change in eating habits	15
Death of close friend	37	Vacations	13
Change in occupation	36	The holiday season	12
Child leaving home	29	Minor violations of the law	11

People: Accounting for Individuals

- People differ in their ability to cope with stressors, as a function of:
 - Social support
 - Instrumental support
 - Emotional support
 - Type A Behavior Pattern

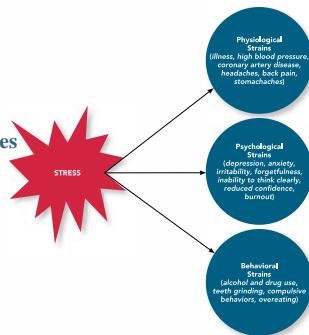
Break time...

- What are the consequences of stress?

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22

Consequences of Stress



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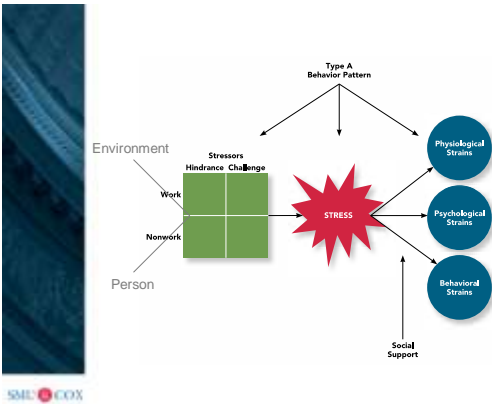
Why Are Some Employees More Stressed than Others?



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Why Are Some Employees More Stressed than Others?





Type A Behavior & MBTI Pattern

1 STRONGLY DISAGREE	2 DISAGREE	3 SLIGHTLY DISAGREE	4 NEUTRAL	5 SLIGHTLY AGREE	6 AGREE	7 STRONGLY AGREE
1. Having work to complete "stirs me into action" more than other people. _____						
2. When a person is talking and takes too long to come to the point, I frequently feel like hurrying the person along. _____						
3. Nowadays, I consider myself to be relaxed and easygoing. _____						
4. Typically, I get irritated extremely easily. _____						
5. My best friends would rate my general activity level as very high. _____						
6. I definitely tend to do most things in a hurry. _____						
7. I take my work much more seriously than most. _____						
8. I seldom get angry. _____						
9. I often set deadlines for myself work-wise. _____						
10. I feel very impatient when I have to wait in line. _____						
11. I put much more effort into my work than other people do. _____						
12. Compared with others, I approach life much less seriously. _____						

53

Application: What can you do?

Coping with Stressors

	PROBLEM-FOCUSED	EMOTION-FOCUSED
Behavioral Methods	<ul style="list-style-type: none"> • Working harder • Seeking assistance • Acquiring additional resources 	<ul style="list-style-type: none"> • Engaging in alternative activities • Seeking support • Venting anger
Cognitive Methods	<ul style="list-style-type: none"> • Strategizing • Self-motivation • Changing priorities 	<ul style="list-style-type: none"> • Avoiding, distancing, and ignoring • Looking for the positive in the negative • Reappraising

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Application

- Stress Management
 - Exercise
 - Managing hindrance stressors
 - Improving work-life balance
 - Improving hardiness

<http://youtu.be/6OzKD1YWHRI>

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Application

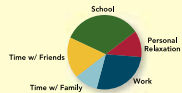
5.1 One method of managing stress is finding a way to reduce the hindrance stressors encountered on the job. In your group, describe the hindrance stressors that you currently are experiencing. Each student should describe the two to three most important stressors following the chart below. Other students should then offer strategies for reducing or alleviating the stressors.

HINDRANCE STRESSORS EXPERIENCED	STRATEGIES FOR MANAGING STRESSORS
Role Conflict:	
Role Ambiguity:	
Role Overload:	
Daily Hassles:	

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Application

5.2 Another method of managing stress is to improve work-life balance. The circle below represents how "waking hours" are divided among five types of activities: school, work, personal relaxation, time with friends, and time with family. Draw two versions of your own circle: your waking hours as they currently are, and your waking hours as you wish them to be. Other students should then offer strategies for making the necessary life changes.



Application

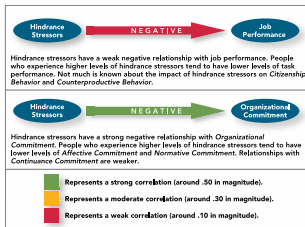
5.3 A third method of managing stress is improving *hardiness*—a sort of mental and physical health that can act as a buffer, preventing stress from resulting in strain. The table below lists a number of questions that can help diagnose your hardiness. Discuss your answers for each question, then with the help of other students, brainstorm ways to increase that hardiness factor.

HARDINESS FACTOR	STRATEGIES FOR IMPROVING FACTOR
Relaxation: Do you spend enough time reading, listening to music, meditating, or pursuing your hobbies?	
Exercise: Do you spend enough time doing cardiovascular, strength, and flexibility sorts of exercises?	
Diet: Do you manage your diet adequately by eating healthily and avoiding foods high in fat?	

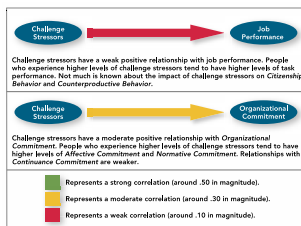
Application

- What can organizations do?
 - Assessment
 - Reducing stressors
 - Providing resources
 - Reducing strains

How Important is Stress?

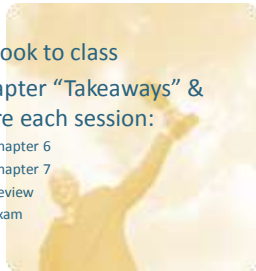


How Important is Stress?



Next Time

- Motivation
 - Chapter 6
- Keep bringing book to class
- Read end of chapter "Takeaways" & "exercise" before each session:
 - Tuesday: Chapter 6
 - Wednesday: Chapter 7
 - Thursday: Review
 - Friday: Exam





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Last...

- What did you learn about ***you*** today?
- What did you learn about ***someone else*** today?



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Instructor Information

Sal Mistry, Ph.D.

- Email: smistry@cox.smu.edu
- Office: Crow 395
- Office Hours: M & W 11a-12p & by appointment
- Blackboard: <https://courses.smu.edu/>
