Stress Management – At Your Finger Tips

Lakshmi
Assistant Professor, Chinmaya Institute of Technology, Kannur, INDIA

ABSTRACT
How to manage stress depends upon our willingness to change, our attitude, behavior, perception, habit, thinking. And one should remember that stress is good to some extent and worse when it exceeds. No techniques or approaches will vanish our stress unless it is managed by ourselves.

Keywords--- Habit, Castaway, Organization

I. INTRODUCTION

“Stress is termed as a twentieth century syndrome, born out of man’s race towards modern progress and its ensuring complexities”-Benjamin Franklin

Everyone experiences stress at some stage in their life. Stress is defined as the psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation, (Dr Susan Michie). It is the body's reaction to the physical or mental change, the change can be positive or negative. Changes in one's behaviour is the common sign of stress. There are two types of stress organisational stress or work related stress and personal stress.

Recently in organisations, the main cause of sick leave is 'Stress'. There are many reasons behind increasing stress levels at workplace which includes stiff competition, high targets, long working hours, organisational conflict, organisational environment, work culture etc. The factors causing stress are called as 'Job stressors' which either make physical demands on physical needs or make psychological demands (Thomas and Hersen, 2002). The organisations should come up with new methods and techniques to manage employee stress since stress leads to more absenteeism, low employee morale and low productivity.

Work Situations that Are Likely To Make Your Blood Boil

"Chronic job strain can put both your physical and emotional health at risk," says Paul J. Rosch, M.D, the president of the American Institute of Stress. The different types of job stressors are:

1. The Overworked Underling- This person experiences high demand and low control of their time.
2. The Frustrated Go-Getter- This person is not receiving enough credit or compensation for the work they do.
3. The Castaway- This person is largely ignored. They feel they have no input or contribution to plans
4. The Doormat- This person takes repeated abuse from management, customers or both. These people tend to say “yes” too often as a way to get people to like them.
5. The Tech Prisoner- This person is too accessible.
6. The Burnout- This person is exhausted all the time.
7. The Bully Target- Bullies are not limited to the playground. Bullies can be bosses, co-workers or even employees.
8. The Wronged Victim- This person feels that the boss plays favorites and that they are not the favorite.

According to Paul J. Rosch, M.D, the common causes of workplace stress are:

a) Task design: Heavy workload, long work hours, infrequent breaks, routine tasks, not enough time to complete a job
b) Management style: Little participation in making decisions, little control over the finished product, poor communication, lack of family-friendly policies, little recognition for good job performance
c) Interpersonal relationships: Poor social environment and lack of support from co-workers or supervisors; prejudice or discrimination because of race, religion, gender or age
d) Work roles: Conflicting or uncertain job expectations, too much responsibility, too many bosses or “hats to wear”
e) Career concerns: Job insecurity; lack of opportunity for growth, advancement or promotion
f) Environmental concerns: Unpleasant or dangerous physical conditions such as crowding, noise, air pollution, ergonomic issues and fear of exposure to toxic chemicals

Different experts have identified different causes of stress at the workplace. The employees should identify the type of job stressor they are facing and have to take active steps to manage and gradually to eliminate the stress.

II. IMPACT OF STRESS

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<thead>
<tr>
<th>Impact of employee stress to the organisation</th>
<th>Impact of Stress to the employee</th>
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<tbody>
<tr>
<td>High staff turnover, recruitment costs and training cost</td>
<td>To the body: a) Fatigue b) Breathlessness c) Headache d) Hypertension e) Frequent infections etc</td>
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<tr>
<td>High rate of absenteeism</td>
<td>To The Mind: a) Negativity b) Worrying c) Indecisiveness d) Impaired Judgement e) Muddled thinking etc</td>
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<tr>
<td>Reduced productivity levels and reputational damage</td>
<td>Emotions: a) Depression b) More fussy c) Lack of confidence d) Apprehensions e) Irritation etc</td>
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<tr>
<td>Increased health and safety issues</td>
<td>In The Behaviour: a) Restlessness b) Loss of Appetite c) Insomnia d) Lack of concentration</td>
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The above table shows some of the impact of stress to the employee and to the organisation. All these can be avoided if one practices good stress management techniques.

III. STRESS MANAGEMENT

The two different sources of stress are internal stress and external stress. When an individual worries about things outside their control is internal stress and external stress is the stress from the environment. Stress depends upon how one takes it. The best way to manage stress is to learn healthy techniques to control one's mind. By changing one's perception, attitude and understanding the situations we can control our stress. Experts have come up with various stress management methods one can practice to reduce stress.

Some of the stress management tips are:

1. Action Oriented Approach: by identifying those situations which creates stress, one can change those stressful situations into non stressful situations through the positive action. Time management, prioritising your work, preparing to do list, by setting contingency plans, etc are some of the action oriented approach one can do to reduce stress.

2. Avoid Approach: By avoiding situations which causes stress. For example by avoiding being perfectionist, avoiding multitasking, avoiding procrastination, by saying No, by avoiding certain thing which wont work well etc.

3. Acceptance Approach: There are certain situations where the individual have no power to control or alter the situations so the best alternative one can adopt is to accept the situation. Meditation, taking long deep breath, learning to relax, yoga, becoming flexible etc are some of the techniques to adopt.

Apart from these approaches researchers have identified other techniques to reduce stress.
IV. CONCLUSION

One can't escape from stress, but how we deals it matters a lot. How to manage stress depends upon our willingness to change, our attitude, behavior, perception, habit, thinking. And one should remember that stress is good to some extent and worse when it exceeds. No techniques or approaches will vanish our stress unless it is managed by ourselves. So we should identify the stressors in our life, identify the appropriate stress management techniques that suits you and make a plan on how to practice those techniques and execute the plan.

REFERENCES


