

TOPIC : STRESS MANAGEMENT

- ├ STRESS: CONCEPT AND NATURE
- ├ POTENTIAL SOURCES OF STRESS / CAUSES OF STRESS
- ├ CONSEQUENCES / EFFECTS OF STRESS
- ├ PREVENTION AND MANAGEMENT OF STRESS
 - ├ INDIVIDUAL COPING STRATEGIES
 - ├ ORGANIZATIONAL COPING STRATEGIES

* "STRESS IS THE SPICE OF LIFE"

HANS SELYE

"The father of the stress field"

Definition — * Acc to Lazarus - "Stress as an imbalance between the demands of the environment and the individual's resources".

* Acc to Clarke - "Stress is considered to be an internal state or reaction to anything we consciously or unconsciously perceive as a threat, either real or imagined".

Nature of Stress

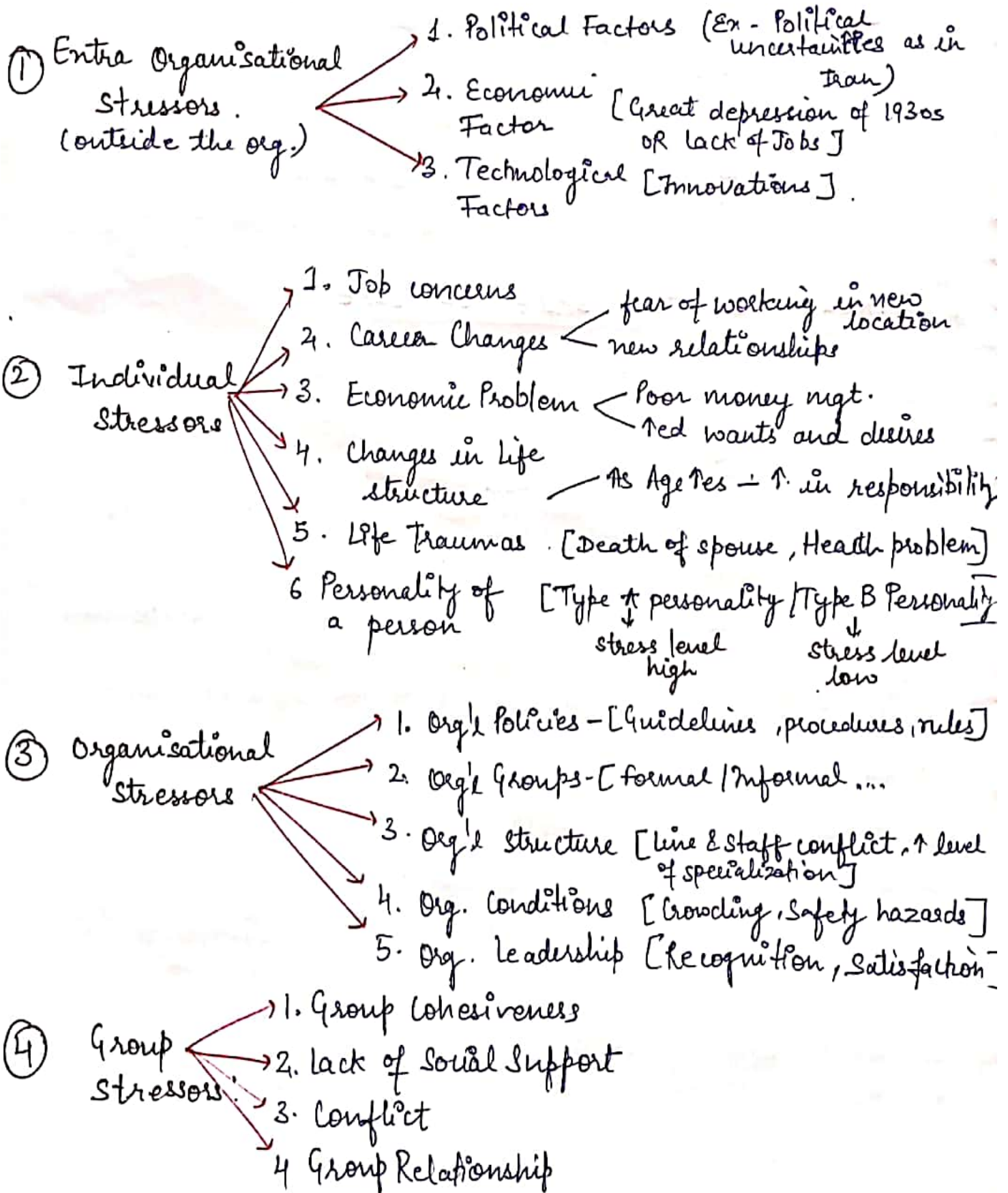
1. Stress is a neutral word.
2. Stress is associated with constraints and demand.
3. Two conditions are necessary for potential stress to become actual stress i.e. (a) Uncertainty (b) Outcome.
4. Stress is not simply anxiety.
5. Stress should also be differentiated from nervous tension.
6. Stress can be either temporary or long term.

WORK STRESSORS (Potential Sources of stress)

↳ condition that tend to cause stress.



↓
There are four important sources of stress, i.e.



CONSEQUENCES OF STRESS

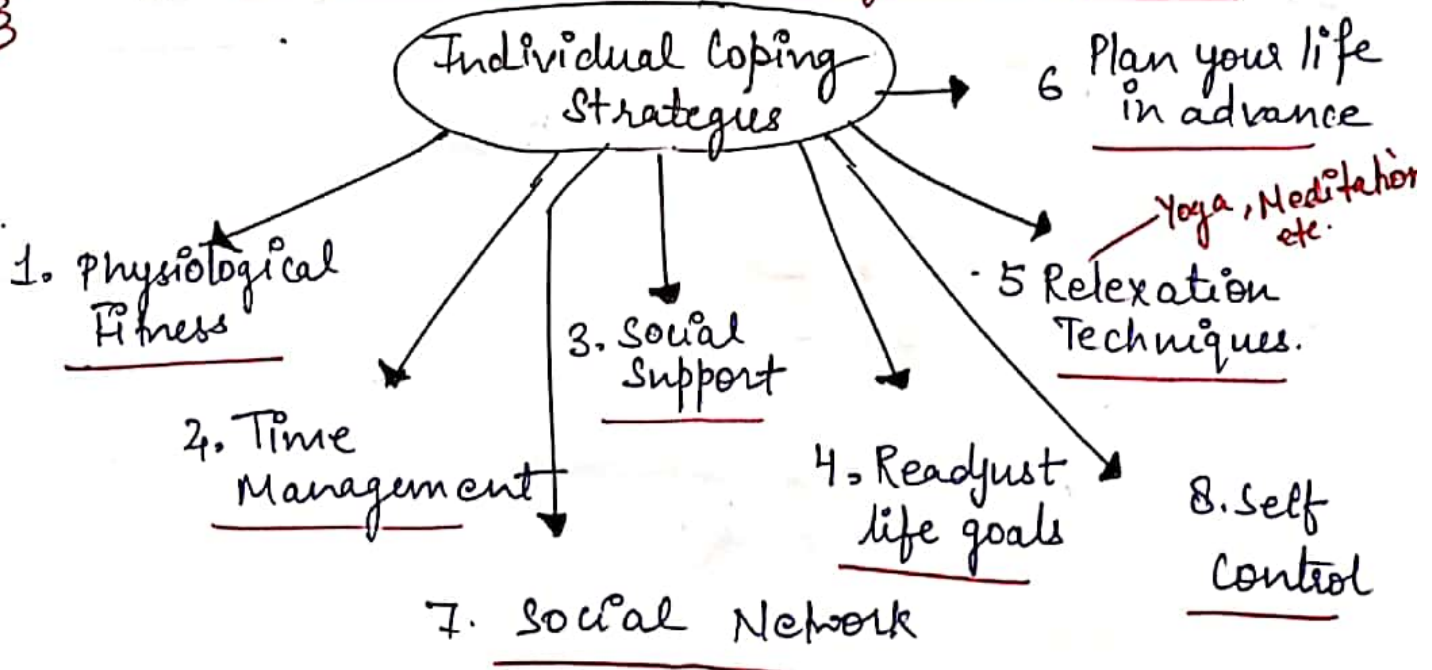
For Individual

1. Physiological Symptoms
 - Anxiety
 - Frustration
 - Depression
 - Nervousness
2. Psychological Symptoms
 - Job Related dissatisfaction
 - Tension and boredom
 - Poor job performance
 - lower self esteem
 - less control
 - inability to concentrate
3. Behavioural Symptoms
 - Under eating - over eating
 - Sleeplessness
 - losing your sense of humour
 - Absenteeism and turnover
 - Reduction in productivity

For Organizations

1. High staff turnover & Recruitment
2. High Absenteeism and presenteeism levels.
3. Reduced productivity levels.
4. Increased health and safety issues
5. Litigation [Legal obligation]
6. Reputational Damage
7. Increased Training Costs. (Stress mgt. training, counselling)

Prevention and Management of Stress



Organizational Coping Strategies.

- 1) Supportive org. climate
- 2) Job enrichment
- 3) Org. Role clarity
- 4) Career planning & counselling
- 5) Stress control workshops
- 6) Employee Assistance prog.
- 7) Specific goals
- 8) Employee Involvement
- 9) Strong communication
- 10) Reward Employees
- 11) Wellness programs.

In today's content, stress is a costly business expense that affects both employee health and company profits.

"Complete absence of stress is incompatible with life since only a dead man makes no demand on his body or mind."

Hans Selye — ...

Course — B.COM (CP) VI SEM

TEACHER NAME — BEENU

Source : Organisational Behaviour, Dr Pardeep Kumar
Organizational Behaviour, L.M. Prasad.