

Stress : a psychological response to demands when something is at stake for the individual, and coping with these demands would tax or exceed the individual's capacity or resources

Stressors : demands that cause people to experience stress.

Strains: Negative consequences that occur when demands tax or exceed a person's capacity or resources.
(Physiological, Physical and Behavioural)

Transactional theory of stress: A theory that explains how stressful demands are perceived and appraised, as well as how people respond to the perceptions of appraisals.

Primary appraisal: Evaluation of whether a demand is stressful and, if it is, the implications of the stressor in terms of personal goals and well-being.

benign job demands: Job demands that are not appraised as being stressful

Hindrance stressors: Stressors that tend to be appraised as thwarting progress toward growth and achievement.

challenge stressors Stressors that tend to be appraised as opportunities for growth and achievement.

Primary appraisal

Work Hindrance Stressors	Non-Work Hindrance Stressors
<ul style="list-style-type: none">• Role conflict: others' having differing expectations of what an individual needs to do in a role.• Role ambiguity: A lack of direction and information	<ul style="list-style-type: none">• work-family conflict: A form of role conflict in which the demands hinder the fulfillment of the demands in a family role (or vice versa)• negative life events: Events such as a divorce or death of a family member

<p>about what needs to be done in a role.</p> <ul style="list-style-type: none"> • Role overload: An excess of demands on an employee preventing him or her from working effectively. • Daily hassles : Minor day-to-day demands that interfere with work accomplishment. 	<p>tend to be appraised as a hindrance.</p> <ul style="list-style-type: none"> • financial uncertainty: Uncertainties with regard to the potential for income, savings, or the ability to pay expenses.
<p>Work Challenge Stressors</p> <ul style="list-style-type: none"> • Time pressure : The sense that the amount of time allotted to do a job is not quite enough • Work complexity: The degree to which job requirements tax or just exceed employee capabilities • Work responsibility: The number and importance of obligations that an employee has to others 	<p>Non-Work Challenge Stressors</p> <ul style="list-style-type: none"> • family time demands The amount of time committed to fulfilling responsibilities • personal development Participation in activities outside of work for personal growth and learning • positive life events Events such as marriage or the birth of a child tend to be appraised as a challenge

How people cope with stressors

secondary appraisal When people determine how to cope with the various stressors they face

copng Behaviours and thoughts used to manage stressful demands and the emotions associated with the stressful demands

	<p>Problem-Focused: Behaviours and cognitions of an individual intended to manage the stressful situation itself</p>	<p>Emotion-Focused: Behaviours and cognitions of an individual intended to help manage emotional reactions to the stressful demands</p>
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Behavioural coping: Physical activities used to deal with a stressful situation	<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 coping: Thoughts used to deal with a stressful situation	<ul style="list-style-type: none"> • Strategizing • Self-motivation • Changing priorities 	<ul style="list-style-type: none"> • Avoiding, distancing, and ignoring • Looking for positive in the negative • Reappraising

Type A Behaviour Pattern People who tend to experience more stressors, to appraise more demands as stressful, and to be prone to experiencing more strains

- “Type A” people have a strong sense of time-urgency and tend to be impatient, hard-driving, competitive, controlling, aggressive, and even hostile -

Stress Management

stress audit An assessment of the sources of stress in the workplace

Reducing stressors

job sharing When two people share the responsibilities of a single job

Providing resources

training interventions Practices that increase employees' competencies and skills

supportive practices Ways in which organizations help employees manage and balance their demands

relaxation techniques Calming activities to reduce stress

cognitive-behavioural techniques Various practices that help workers cope with life's stressors in a rational manner

health and wellness programs Employee assistance programs that help workers with personal problems such as alcoholism and other addictions