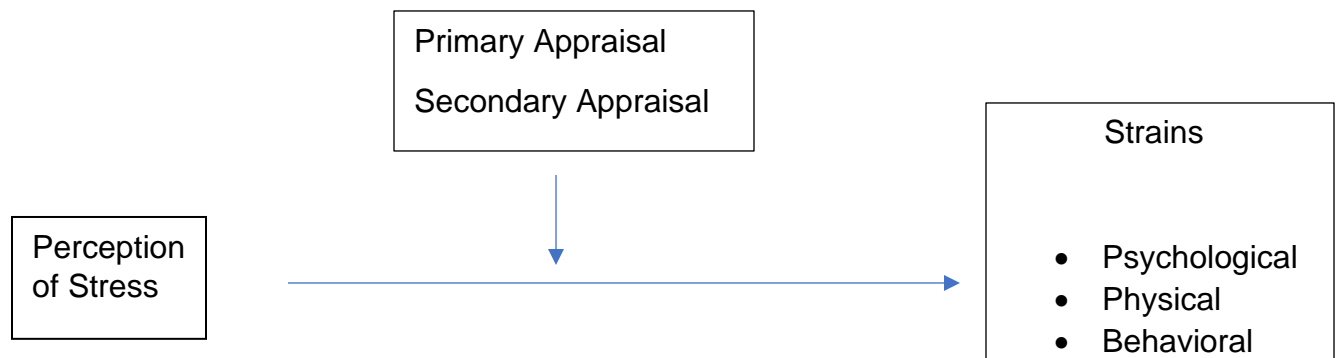


OB Chapter 6 In-Class

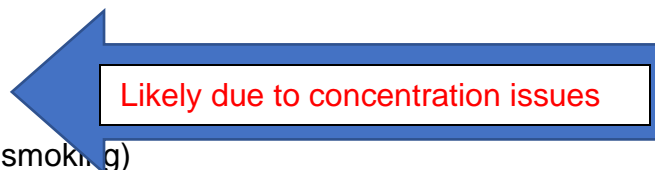
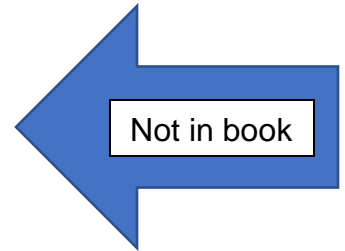
Stress

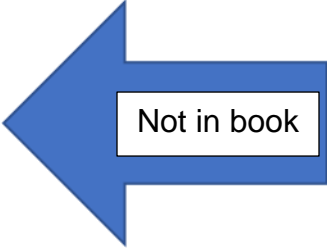
- What is stress?
 - Psychological response to demands
 - When something is at stake
 - When demands > (exceed) capacity to cope
- Concepts
 - Stressors
 - Strains
 - Appraisal
- The Stress Process
 - Perception of stressor
 - Strains
 - Psychological
 - Physical
 - Behavioral



- Work Hinderance Stressors
 - Role overload (work load)
 - Can be too much or too little work (underload)
 - Role conflict
 - Role ambiguity
 - Daily hassles
- Two more that are not in figure 6.1
 - Interpersonal conflict
 - Difficult coworkers
 - Harassment and bullying
 - Working conditions
 - Physical/environmental
 - Psychological/procedural

- Work Challenge Stressors
 - Time pressure
 - Work Complexity
 - Work responsibility
- Non-work hindrance stressors
 - Negative life stressors
 - Financial uncertainty
 - Work life conflict
 - Time-based
 - Strain based: drained by experiences by one area in your life, no emotional reserve for others
 - Behaviour based: behaviour that makes you successful in one role conflicts with behaviours in another role
- Strain
 - Stress reaction
 - Strains can be
 - Psychological
 - Physical
 - Behavioral
- Strains
 - **Psychological**
 - Anger
 - Anxiety
 - Frustration
 - Depression
 - Job Dissatisfaction
 - Reduced affective commitment
 - Difficulty concentrating
 - **Physical** (physiological)
 - Dizziness
 - Headaches
 - Tight Muscles
 - Pounding Heart
 - Stomach distress
 - Difficulty Sleeping
 - Shortness of breath
 - Illness (e.g., colds)
 - Death (“Karoshi”)
 - **Behavioral**
 - Accidents at work
 - Performance changes
 - Substance abuse (inc. smoking)
 - Absenteeism & turnover



- Aggression (retaliation)
 - Counterproductive work behaviours
 - Burnout
 - Exhaustion
 - Emotional
 - Mental
 - Physical
 - Cynicism
 - Low self-efficacy
- 
- Coping
 - See your book page 183
 - **Problem focuses vs emotion focused; behavioral vs. cognitive method**
 - Reducing & Managing stress
 - **Work planning**
 - Decreased/compressed workweek
 - Flextime
 - Flexplace/telecommuting (help provide time and control)
 - Personal days/hours
 - Job Sharing
 - Part-time work
 - Health & Wellness programs
 - **Work training**
 - Knowledge
 - Skills
 - Interactions (civility)
 - Read about type A behaviour pattern pg. 188-190
 - Are you a type A? Questionnaire 205