

# SECTION 1

- Legislation
- What is Stress ?
- Types of Stresses
- Individuals
- Stress origins & body systems
- Adaptation Syndrome
- Symptoms
- Costs of Stress
- Discussion & Questions

# Legal Overview

## HEALTH AND SAFETY AT WORK ACT 1974

It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees (Section 2 (1) )

## MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS 1999

Every employer shall make a suitable and sufficient assessment of (a) the risks to the health and safety of his employees to which they are exposed whilst they are at work



# WHAT IS STRESS ?

Stress is the reaction people have to excessive pressures or other types of demand placed upon them. It arises when they worry that they can't cope.

# WHAT IS STRESS ?

Stress is the “wear and tear” our minds and bodies experience as we attempt to cope with our continually changing environment



$$S = P > R$$



Stress occurs  
when the  
pressure is  
greater than  
the resource

**DEFINITION**

- Worry
- Tense
- Tired
- Frightened

- Elated
- Depressed
- Anxious
- Anger

## **STRESS FEELINGS**

- EXTERNAL

- INTERNAL

# TYPES OF STRESSORS

# TYPES OF STRESSORS

- PHYSICAL ENVIRONMENT
- SOCIAL INTERACTION
- ORGANISATIONAL
- MAJOR LIFE EVENTS
- DAILY HASSLES

# PHYSICAL ENVIRONMENT

- NOISE
- BRIGHT LIGHTS
- HEAT
- CONFINED SPACES

# **SOCIAL INTERACTION**

- RUDENESS
- BOSSINESS
- AGGRESSIVENESS BY OTHERS
- BULLYING

# ORGANISATION AL

- RULES
- REGULATIONS
- “RED - TAPE”
- DEADLINES

# MAJOR LIFE EVENTS

- BIRTH
- DEATH
- LOST JOB
- PROMOTION
- MARITAL STATUS CHANGE

# DAILY HASSLES

- COMMUTING
- MISPLACED KEYS
- MECHANICAL BREAKDOWNS

# **INTERNAL STRESSORS**

- **LIFESTYLE CHOICES**
- **NEGATIVE SELF - TALK**
- **MIND TRAPS**
- **PERSONALITY TRAITS**

# LIFESTYLE CHOICES

- CAFFEINE
- LACK OF SLEEP
- OVERLOADED SCHEDULE

# **NEGATIVE SELF - TALK**

- PESSIMISTIC THINKING
- SELF CRITICISM
- OVER ANALYSING

# MIND TRAPS

- UNREALISTIC EXPECTATIONS
- TAKING THINGS PERSONALLY
- ALL OR NOTHING THINKING
- EXAGGERATION
- RIGID THINKING

# PERSONALITY TRAITS

- PERFECTIONISTS
- WORKAHOLICS

# TYPES OF STRESS

- NEGATIVE STRESS
- POSITIVE STRESS

# NEGATIVE STRESS

- It is a contributory factor in minor conditions, such as headaches, digestive problems, skin complaints, insomnia and ulcers.
- Excessive, prolonged and unrelieved stress can have a harmful effect on mental, physical and spiritual health.

## **POSITIVE STRESS**

- Stress can also have a positive effect, spurring motivation and awareness, providing the stimulation to cope with challenging situations.
- Stress also provides the sense of urgency and alertness needed for survival when confronting threatening situations.

Everyone is different, with unique perceptions of, and reactions to, events. There is no single level of stress that is optimal for all people. Some are more sensitive owing to experiences in childhood, the influence of teachers, parents and religion etc.

## **THE INDIVIDUAL**

Most of the stress we experience is self-generated. How we perceive life - whether an event makes us feel threatened or stimulated, encouraged or discouraged, happy or sad - depends to a large extent on how we perceive ourselves.

Self-generated stress is something of a paradox,  
because so many people think of external causes when  
they are upset.

Recognizing that we create most of our own upsets is  
an important first step towards coping with them.

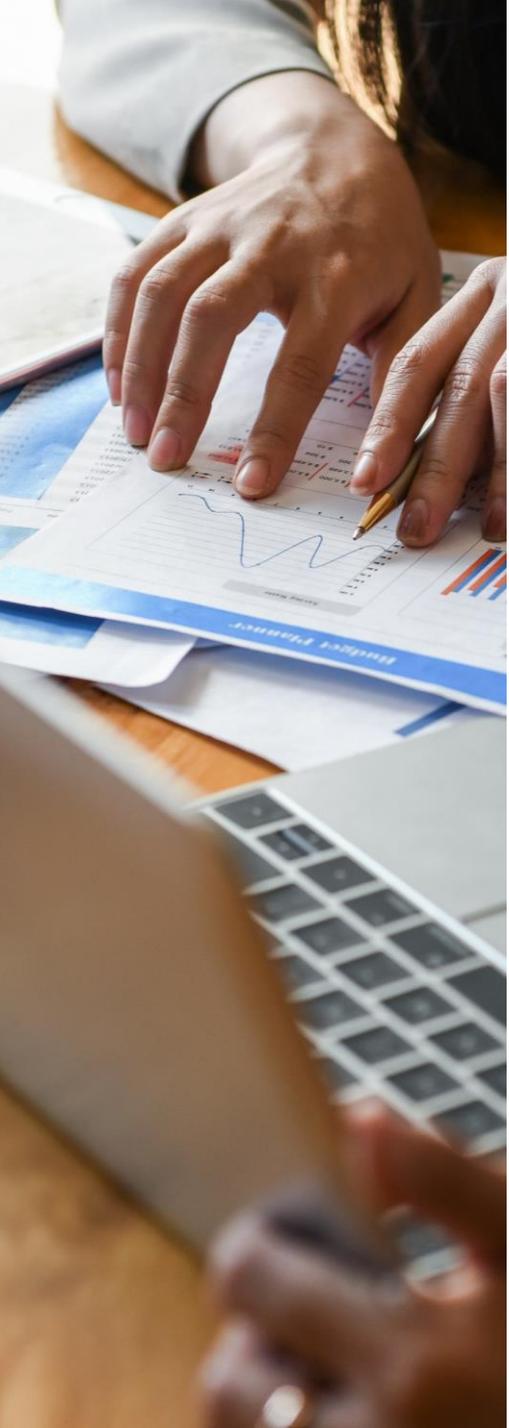
# ENDOCRINE SYSTEM

Stress response controlled by the Endocrine System.

Demands on the physical or mental systems of the body result in hormone secretion (Adrenaline, testosterone)

# ENDOCRINE SYSTEM RESPONSES

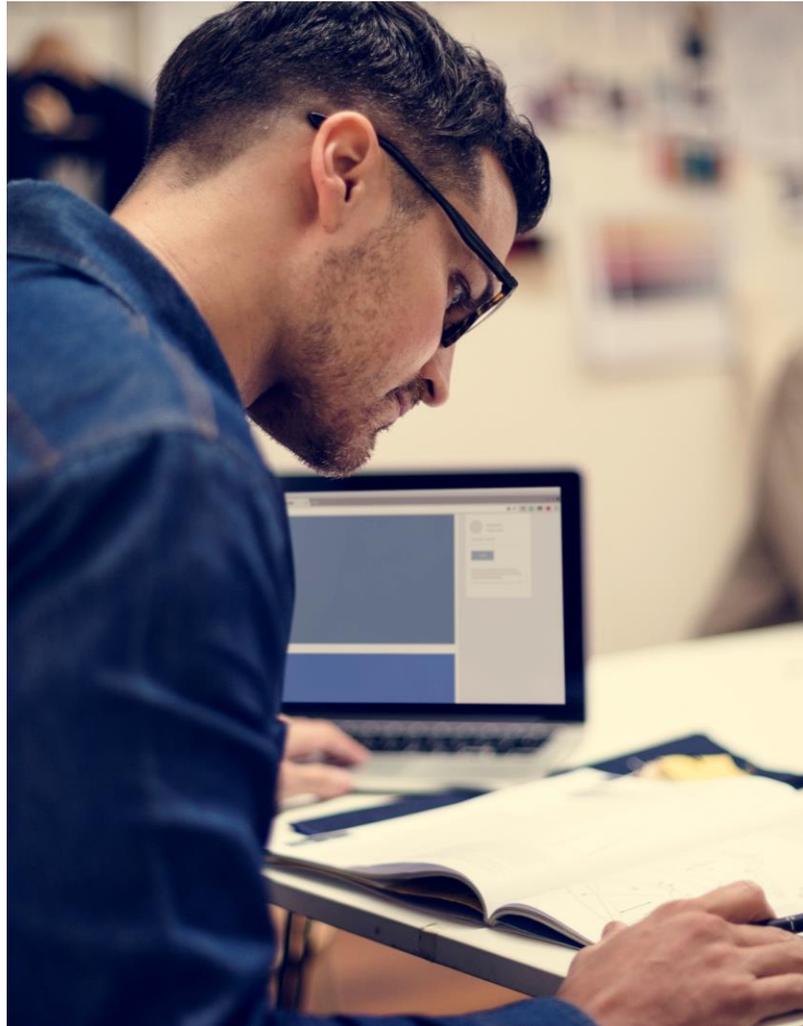
- Increased pupil dilation
- Perspiration
- Increased heart rate and blood pressure
- Rapid breathing
- Muscle tenseness
- Increased mental alertness



# GENERAL ADAPTATION SYNDROME

- Alarm response
- Adaptation
- Exhaustion

If the source persists, the body prepares for long-term protection, secreting hormones to increase blood sugar levels. This phase is common and not necessarily harmful, but must include periods of relaxation and rest to counterbalance the stress response. Fatigue, concentration lapses, irritability and lethargy result as the stress turns negative.



# ALARM RESPONSE

This is the **“Fight or Flight”** response that prepares the body for immediate action.



## ADAPTATION PHASE

In chronic stress situations, sufferers enter the exhaustion phase: emotional, physical and mental resources suffer heavily, the body experiences 'adrenal exhaustion' leading to decreased stress tolerance, progressive mental and physical exhaustion, illness and collapse.



## ADAPTATION PHASE

# SYMPTOMS OF STRESS

- PHYSICAL SYMPTOMS
- MENTAL SYMPTOMS
- BEHAVIOURAL SYMPTOMS
- EMOTIONAL SYMPTOMS

# PHYSICAL SYMPTOMS

- Sleep pattern changes
- Fatigue
- Digestion changes
- Loss of sexual drive
- Headaches
- Aches and pains
- Infections
- Indigestion
- Dizziness
- Fainting
- Sweating & trembling
- Tingling hands & feet
- Breathlessness
- Palpitations
- Missed heartbeats

# MENTAL SYMPTOMS

- LACK OF CONCENTRATION
- MEMORY LAPSES
- DIFFICULTY IN MAKING  
DECISIONS
- CONFUSION
- DISORIENTATION
- PANIC ATTACKS

# BEHAVIOURAL SYMPTOMS

- Appetite changes - too much or too little
- Eating disorders - anorexia, bulimia
- Increased intake of alcohol & other drugs
- Increased smoking
- Restlessness
- Fidgeting
- Nail biting
- Hypochondria

# EMOTIONAL SYMPTOMS

- Bouts of depression
- Impatience
- Fits of rage
- Tearfulness
- Deterioration of personal hygiene and appearance

# STRESS RELATED ILLNESSES

Stress is not the same as ill-health, but has been related to such illnesses as;

- Cardiovascular disease
- Immune system disease
- Asthma
- Diabetes

# STRESS RELATED ILLNESSES

- Digestive disorders
- Ulcers
- Skin complaints - psoriasis
- Headaches and migraines
- Pre-menstrual syndrome
- Depression

# COSTS OF STRESS

- 80% of all modern diseases have their origins in stress.
- In the UK, 40 million working days per year are lost directly from stress - related illness.
- Costs in absenteeism to British industry is estimated at £1.5 billion pounds per year.

# SUMMARY

## SECTION 1

- Legislation
- What is Stress ?
- Types of Stresses
- Individuals
- Stress origins & body systems
- Adaptation Syndrome
- Symptoms
- Costs of Stress

## Section 2: Stress at work



# SECTION 2

- Why do we work ?
- Factors influencing work stress
- Work Patterns
- Situations

# WHY DO WE WORK ?

Work provides an income and fulfils a variety of other needs - mental and physical exercise, social contact, a feeling of self-worth and competence.

# FACTORS INFLUENCING WORK STRESS

- The drive for success
- Changing work patterns
- Working conditions
- Overwork
- Under-work
- Uncertainty
- Conflict
- Responsibility
- Relationships at work
- Change at work

# THE DRIVE FOR SUCCESS

Western society is driven by 'work', personal adequacy equates with professional success, we crave status and abhor failure.

Our culture demands monetary success / professional status.

# CHANGING WORK PATTERNS

- Many people feel lucky to have a job.
- Unemployment, redundancy, shorter working weeks, new technology affect emotional and physical security. No more jobs for life, more short - term contracts.
- Financial and emotional burnout is increasing among all levels.

# WORKING CONDITIONS

- Physical and mental health is adversely affected by unpleasant working conditions, such as high noise levels, lighting, temperature and unsocial or excessive hours.

# OVERWORK

- Stress may occur through an inability to cope with the technical or intellectual demands of a particular task.
- Circumstances such as long hours, unrealistic deadlines and frequent interruptions will compound this.

# UNDERWORK

This may arise from boredom because there is not enough to do, or because a job is dull and repetitive.

# UNCERTAINTY

About the individuals work role objectives, responsibilities, and expectations, and a lack of communication and feedback can result in confusion, helplessness, and stress.

# CONFLICT

Stress can arise from work the individual does not want to do or that conflicts with their personal, social and family values.

# RESPONSIBILITIES

The greater the level of responsibility the greater the potential level of stress.

# **RELATIONSHIP S AT WORK**

Good relationships with colleagues are crucial. Open discussion is essential to encourage positive relationships.

# CHANGES AT WORK

Changes that alter psychological, physiological and behavioural routines such as promotion, retirement and redundancy are particularly stressful.

# SUMMARY

## SECTION 2

- Work is important
- Work Stresses - Heat, Noise
- Job satisfaction
- Responsibility
- Relationships - Good / bad
- Changes - long / short term
- Costs

# Section 3: Self-Help



# SECTION 3

- Causes of Stress
- Identification and admission
- Coping strategies
- Summary

Not all the stress we experience is generated at work !!

**STATEMENT**

# CAUSES OF STRESS

- EXTERNAL STRESSES
- INTERNAL STRESSES

# External Stresses - Organizational

- Company take over
- Reductions / layoffs
- Major reorganization
- Company sale / relocation
- Employee benefit cuts
- Mandatory overtime required
- Little input into decisions
- Mistake consequences severe
- Workloads vary
- Fast paced work

# External Stresses - Organizational

- React to changes
- Advancement difficult
- Red tape delays jobs
- Insufficient resources
- Pay below going rate
- Technology changes
- Employee benefits poor
- Workplace conditions
- Consistent poor performance

# External Stresses - Major Life Events

- Death of a loved one
- Divorce / separation
- Imprisonment
- Injury/illness ( self / family )
- Marriage/ engagement
- Loss of job
- Retirement
- Pregnancy
- Sexual Problems

# External Stresses - Major Life Events

- Change in financial status
- Change of job / work
- Mortgage or loan
- Foreclosure of mortgage/loan
- Change in responsibilities
- Moving house
- Holidays
- Christmas
- Minor violations of the law

Not all the stress we experience is generated at work !!

**NOW DO WE AGREE WITH THE  
STATEMENT ?**

# RECOGNISE THE PROBLEM

The most important point is to recognize the source of the negative stress.

This is not an admission of weakness or inability to cope!  
It is a way to identify the problem and plan measures to overcome it.

A B C STRATEGY

**STRESS CONTROL**

A = AWARENESS

What causes you stress?

How do you react?

**ABC STRATEGY**

B = BALANCE

There is a fine line between positive / negative stress

How much can you cope with before it becomes  
negative ?

**ABC STRATEGY**

C = CONTROL

What can you do to help yourself combat the negative effects of stress ?

**ABC STRATEGY**

# STRESS MANAGEMENT TECHNIQUES

- CHANGE YOUR THINKING
- CHANGE YOUR BEHAVIOUR
- CHANGE YOUR LIFESTYLE

# CHANGE YOUR THINKING

- RE-FRAMING

- POSITIVE THINKING

# Re-framing

Re-framing is a technique to change the way you look at things in order to feel better about them. There are many ways to interpret the same situation so pick the one you like. Re-framing does not change the external reality, but helps you view things in a different light and less stressfully.

# Positive Thinking

Forget powerlessness, dejection, despair, failure

Stress leaves us vulnerable to negative suggestion so  
focus on positives:

- Focus on your strengths
- Learn from the stress you are under
- Look for opportunities
- Seek out the positive - make a change.

# Change your Behavior

- Be assertive
- Get organized
- Ventilation
- Humor
- Diversion and distraction

# Be Assertive

Assertiveness helps to manage stressful situations, and will, in time, help to reduce their frequency. Lack of assertiveness often shows low self - esteem and low self - confidence.

The key to assertiveness is verbal and non - verbal communication. Extending our range of communication skills will improve our assertiveness.

# Equality and Basic Rights

1. The right to express my feelings
2. The right to express opinions / beliefs
3. The right to say 'Yes/No' for yourself
4. Right to change your mind
5. Right to say 'I don't understand'
6. Right to be yourself, not acting for the benefit of others
7. The right to decline responsibility for other people's problems
8. The right to make reasonable requests of others
9. The right to set my own priorities
10. The right to be listened to, and taken seriously

# Being Assertive

Being assertive involves standing up for your personal rights and expressing your thoughts, feelings and beliefs directly, honestly and spontaneously in ways that don't infringe the rights of others.

# Assertive People

- Respect themselves and others
- Take responsibility for actions and choices
- Ask openly for what they want
- Disappointed if 'want' denied
- Self - confidence remains intact
- Not reliant on the approval of others

# Assertive Skills

- Establish good eye contact / don't stare
- Stand or sit comfortably - don't fidget
- Talk in a firm, steady voice
- Use body language
- 'I think' / 'I feel'
- 'What do you think?' 'How do you feel?'
- Concise and to the point

# Benefits

- Higher self-esteem
- Less self-conscious
- Less anxious
- Manage stress more successfully
- Appreciate yourself and others more easily
- Feeling of self-control

# Get Organized

- Poor organisation is one of the most common causes of stress. Structured approaches offer security against 'out of the blue' problems. Prioritizing objectives, duties and activities makes them manageable and achievable. Don't overload your mind. Organisation will help avoid personal and professional chaos.

Make a list

What MUST be done

What SHOULD be done

What would you LIKE to do

Cut out time wasting

Learn to drop unimportant activities

Say no or delegate

# Time Management

Plan your day

Set achievable goals

Don't waste time making excuses for not doing  
something

# Time Management

'A problem shared is a problem halved'

- Develop a support network through friends or colleagues to talk with. It's not always events that are stressful but how we perceive them.
- Writing a diary or notes may help release feelings but do not re-read what has been written.

**Ventilation**

# Humor

- Good stress - reducer
- Applies at home and work
- Relieves muscular tension
- Improves breathing
- Pumps endorphins into the bloodstream - the body's natural painkillers

# Diversion and Distraction

- Take time out
- Get away from things that bother you
- Doesn't solve the problem
- Reduce stress level
- Calm down
- Think logically

# Change Your Lifestyle

- Diet
- Smoking & Alcohol
- Exercise
- Sleep
- Leisure
- Relaxation

- Healthy eating habits
- Caffeine (Stimulant)
- Salt

**Diet**

Moderate your consumption

# Smoking and Alcohol

- Uses up excess energy released by the 'Fight or Flight' reaction.
- Improves blood circulation
- Lowers blood pressure
- Clears the mind of worrying thoughts
- Improves self image
- Makes you feel better about yourself
- Increases social contact

## Benefits of Exercise

# Sleep

- Good stress reducer
- Difficult to cope when tired
- Wake refreshed after night's sleep
- Plenty of daytime energy

# Leisure

- Interest
- Gives you a 'break' from stresses
- Provides outlet for relief
- Provides social contact

# Benefits of Relaxation

- Lowers blood pressure
- Combats fatigue
- Promotes sleep
- Reduces pain
- Eases muscle tension
- Decreases mental worries
- Increases concentration
- Increases productivity
- Increases clear thinking

# ALTERNATIVES

Conventional Medicine

Counselling & psychotherapy

Relaxation

Meditation

Massage

Yoga

Acupuncture

Aromatherapy

Floatation

Herbalism

Biofeedback

Homeopathy

Hypnotherapy

Osteopathy

Pet Therapy

Reflexology

# **SUMMARY**

## **SECTION 2**

- Causes of stress
- Identification and admission
- Ways to control stress
- Alternative methods

**ANY  
QUESTIONS?**





**THANKS**