

## **Stress Management**

### **Stress:**

**A condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize.**

**In becoming stressed, people make two main judgments:**

- 1. They must feel threatened by the situation**
- 2. They must doubt that they can meet the threat**

**There are three main approaches to dealing with stress in your life. We will discuss each of these in the class:**

- 1. Action oriented:** seek to confront the problem causing the stress by changing the environment or situation (for example: using assertiveness tools to address stressful situations)
- 2. Emotionally oriented:** when we can't change the situation, we manage stress by changing our interpretation of the situation and the way we feel about it (using rational and positive thinking techniques)
- 3. Acceptance oriented:** where you have no power and no emotional control, how can you focus on surviving the stress (relaxation techniques)

## Stress Related Incidents Test

	Event	# Times	Mean Value	Score
1	A lot more or a lot less trouble with the boss.		x 23 =	
2	A Major change in sleeping habits (sleeping a lot more or a lot less or a change in time of day when you sleep)		x 16 =	
3	A major change in eating habits (eating a lot more or a lot less or very different meal hours or surroundings).		x 15 =	
4	A revision of personal habits (dress, manners, associations, and so on).		x 24 =	
5	A major change in your usual type or amount of recreation.		x 19 =	
6	A major change in your social activities (e.g., clubs, dancing, movies, visiting, and so on).		x 18 =	
7	A major change in church activities (attending a lot more or less than usual).		x 19 =	
8	A major change in the number of family get-together's (a lot more or a lot fewer than usual).		x 15 =	
9	A major change in your financial state (a lot worse off or a lot better off).		x 38 =	
10	Trouble with in-laws.		x 29 =	
11	A major change in the number of arguments with spouse (a lot more or a lot fewer than usual regarding child rearing, personal habits, and so on).		x 35 =	
12	Sexual difficulties.		x 39 =	
13	Major personal injury or illness.		x 53 =	
14	Death of a close family member (other than spouse).		x 63 =	
15	Death of spouse.		x 100 =	
16	Death of a close friend.		x 37 =	
17	Gaining a new family member (through birth, adoption, oldster moving in and so on).		x 39 =	
18	Major change in the health or behavior of a family.		x 44 =	

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19	Change in residence.		x 20 =	
20	Detention in jail or other institution.		x 63 =	
21	Minor violations of the law (traffic tickets, jaywalking, disturbing the peace, and so on).		x 11 =	
22	Major business re-adjustment (merger, reorganization, bankruptcy and so on).		x 39 =	
23	Marriage.		x 50 =	
24	Divorce.		x 73 =	
25	Marital separation from spouse.		x 65 =	
26	Outstanding personal achievement.		x 28 =	
27	Son or daughter leaving home (marriage, attending college, and so on).		x 29 =	
28	Retirement from work.		x 45 =	
29	Major change in working hours or conditions.		x 20 =	
30	Major change in responsibilities at work (promotion, demotion or lateral transfer).		x 29 =	
31	Being fired from work.		x 47 =	
32	Major change in living conditions (building a new home or remodeling, deterioration of home or neighborhood).		x 25 =	
33	Spouse beginning or ceasing to work outside the home.		x 26 =	
34	Taking out a mortgage or loan for a major purchase (purchasing a home or business, and so on).		x 31 =	
35	Taking out a loan for a lesser purchase (a car, TV, freezer, and so on).		x 17 =	
36	Foreclosure on a mortgage or loan.		x 30 =	
37	Vacation.		x 13 =	
38	Changing to a new school.		x 20 =	
39	Changing to a different line of work.		x 36 =	

40	Beginning or ceasing formal schooling.		x 26 =	
41	Marital reconciliation with mate.		x 45 =	
42	Pregnancy		x 40 =	
	<b>Total Score</b>			

How to use this test:

To use the SRE, work through the table above, entering into the “Number of Times” column how often you have experienced particular stressors in the past year. Next, work through each row of the table multiplying this by the value in the “Mean Value” column. Write the result in the “Your Score” column. Finally, total the “Your Score” column.

If you score more than 200, know that long-term stress is something you need to pay attention to. If you score more than 300, be careful and try to start reducing the amount of stress in your life.

SRE courtesy of the mindtools.com website.

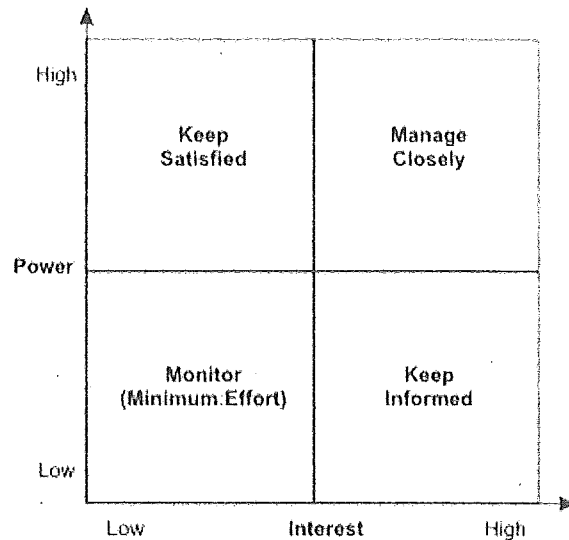
# Stress Management

## Stakeholder Grid

Courtesy of Rachel Thompson, Change Management Consultant

First step is to identify your potential stakeholders. Analyze who the key stakeholders are: this could range from your boss, senior management, your co-workers, your customers to the government, trade unions, the community, special interest groups, potential customers; anyone who could be impacted by or could impact your project.

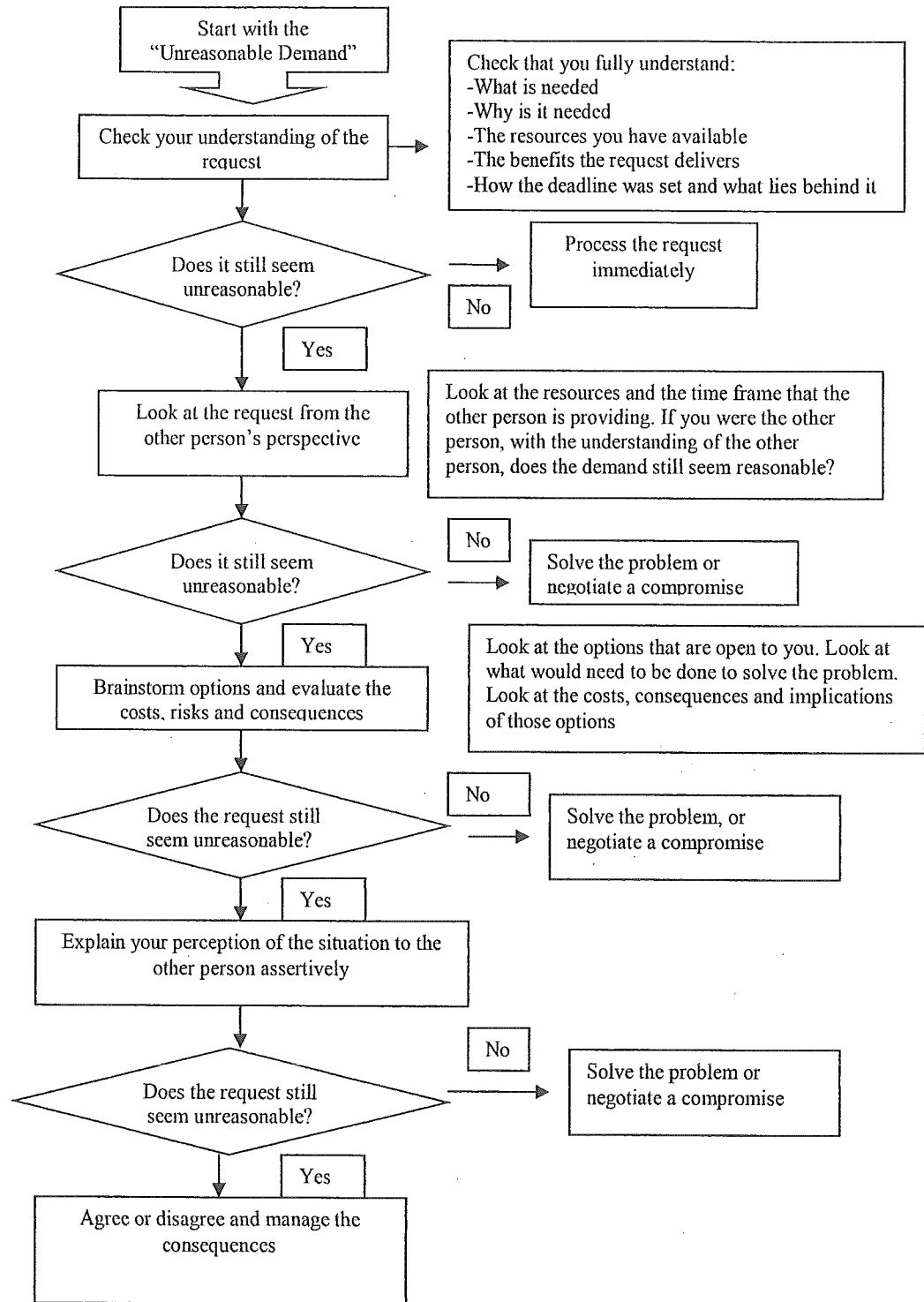
Map out your stakeholders using the Power/Interest Grid shown below and classify them by their power over your work and by their interest in your work.



For example, your boss is likely to have high power and influence over your projects, as well as a high level of interest. Your family may have high interest, but are unlikely to have power over it.

1. Think Through What You Want From Each Stakeholder
2. Identify the Messages You need to Convey
3. Identify Actions and Communications

## Managing Unreasonable Demands Flowchart



# Stress Management

## Overview of Assertive Communications

1. You ask for what you want clearly and openly
2. You explain rationally why you want it
3. You negotiate rationally with the other person
4. You show respect for your working relationship and ensure that you make a fair contribution to the decision making process

LADDER is a six stage process for handling problems in an assertive way.

**L** - Look at your rights and what you want, and understand your feelings about the situation

**A** - Arrange a meeting with the other person to discuss the situation

**D** - Define the problem specifically

**D** - Describe your feelings so that the other person fully understands how you feel about the situation

**E** - Express what you want clearly and concisely

**R** - Reinforce the other person by explaining the mutual benefits of adopting the action you are suggesting