

# MANAGING STRESS

*An introduction to managing work-related stress more effectively*



*Managing Stress  
for Success!*

with  
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[www.lrhartley.com/seminars](http://www.lrhartley.com/seminars)



THIS PROJECT IS EXTREMELY IMPORTANT, BUT IT HAS NO BUDGET, NO GUIDELINES, NO SUPPORT STAFF AND IT'S DUE TOMORROW MORNING. AT LAST, HERE'S YOUR CHANCE TO IMPRESS EVERYONE!!

## WHAT IS STRESS?

***“The non-specific response of the body to demands placed upon it.”***

*Seyle (1975)*

***“Anything that places an extra demand on you.”***

*Veninga & Spradley (1981)*

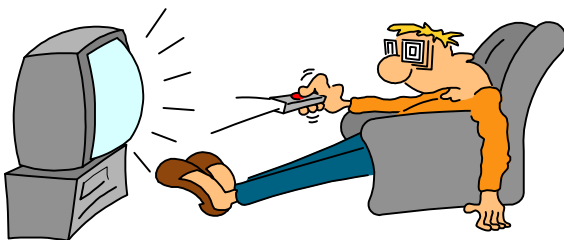
***“The discrepancy between what you want and what you are getting.”***

*Singleton (1989)*

***“Stress results not from a particular life event per se, but from the individual’s perception of that event and of his or her ability to control and deal with the event.”***

*Mercer (1988)*

## STRESS IS NORMAL



LIFE IS STRESSFUL!!  
IT'S NOT EASY JUGGLING A MARRIAGE, A CAREER AND A FULL TV SCHEDULE

- Stress is designed to allow us to cope with a physical threat
- Everyone has it
- No one is immune from its effects
- Stress is not usually harmful
- Stress can be positive and often enhances productivity
- Excessive and prolonged stress can be harmful
- The effects of stress are cumulative
- Stress affects you where you are most vulnerable

# HOW DOES STRESS AFFECT YOU?



IT'S THE LATEST INNOVATION IN OFFICE SAFETY. WHEN YOUR COMPUTER CRASHES, AN AIRBAG IS ACTIVATED SO YOU WON'T BANG YOUR HEAD IN FRUSTRATION!!

When faced with any source of stress, the brain sends out signals to the body. These signals cause the body to release hormones. These hormones cause increased heart rate, rapid breathing, increase in blood sugar, increased alertness and increase in muscle response

## STAGES OF RESPONSE

Hans Seyle, Nobel Prize Laureate, developed the **General Adaptation Syndrome** in the 1930's. The body always reacts in the same way to any kind of change. The change can be physical or emotional. As well, the change can be painful, pleasant, or even life-threatening.

## GENERAL ADAPTATION SYNDROME

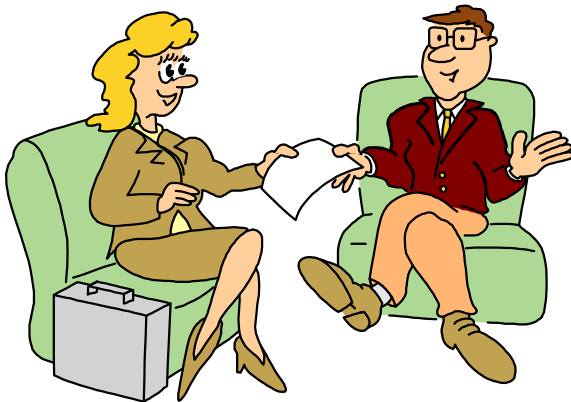
<b>Alarm Stage</b>	<b>The body prepares for fight or flight.</b>	Hormones are released that cause an increase in heart rate, rate of breathing, blood sugar, perspiration as well as dilated pupils and slower digestion. This results in a huge burst of energy, increased muscular strength, sharper vision and better hearing.
<b>Resistance Stage</b>	<b>The body adapts.</b>	The body attempts to repair any damage caused by the stress, and may get used to the stressors such as extreme cold and hard physical work. We go from the alarm reaction to the resistance stage constantly, with the demands of daily life. However, if stress continues without letup, the body must remain in a constant state of readiness for fight or flight.
<b>Exhaustion Stage</b>	<b>The body wears itself out.</b>	Eventually, the body runs out of resources. The body can no longer maintain the physical changes, the immune system weakens, the symptoms of the alarm stage reappear, diseases may occur.



THANK YOU FOR CALLING. PLEASE LEAVE A MESSAGE. IN CASE I FORGET TO CHECK MY MESSAGES, PLEASE SEND YOUR MESSAGE AS AN AUDIO FILE TO MY E-MAIL, THEN SEND ME A FAX TO REMIND ME TO CHECK MY E-MAIL, THEN CALL BACK TO REMIND ME TO CHECK MY FAX.

## THE EFFECTS OF STRESS ON PERFORMANCE

Too little stress may be as harmful as too much stress. Without stress one would have very little motivation, become bored with life and feel the need to do something—anything. One could suffer the same symptoms that someone under severe stress does. Performance rises as stress increases. The optimal stress point is where you are stimulated into a state of high productivity. Once an optimum point is passed, increasing stress impairs judgment and alertness and can result in a drastic decrease in productivity. The optimum stress level will be different for each individual. The trick is recognizing the point at which you function most effectively and striving to remain close to that point.



INSTEAD OF MY RESUME I'VE PRINTED OUT MY DAILY HOROSCOPE FOR THE PAST YEAR. YOU'LL SEE THAT I'M A SPECIAL PERSON WHO'S DESTINED FOR GREAT THINGS.

## 10 SIGNS OF WORKPLACE STRESS

1. You are often irritable.
2. You have trouble concentrating.
3. You are tired.
4. You have lost much of your sense of humour..
5. You get into more arguments than you used to.
6. You get less done.
7. You are sick more often.
8. You care less about your work.
9. Getting out of bed on a workday morning is a major effort.
10. You have less interest in your life outside of work.



## TIPS TO DE-STRESS YOUR WORK WORLD



**MY STAFF JUST LEFT FOR A 10 DAY STRESS  
MANAGEMENT RETREAT. I'M FEELING MORE  
RELAXED ALREADY!!**



**OUR CONSULTING FIRM SAYS I LACK WARMTH  
--- TURN UP THE THERMOSTAT!!!**

*Dr Hartley gratefully acknowledges the  
Saskatchewan Workers' Compensation Board  
for their considerable input into this free handout.*

Try to go to bed a little earlier-especially if you know the next day has a lot in store.

Try to make your commute to work as easy as possible. Relaxing music in the car can help with the drive to work and back again.

Can you play music in your workplace? Classical music such as Mozart has been shown to be relaxing but anything relatively calming will do.

Make sure your work area is ergonomically correct to prevent muscle fatigue, strain, and pain.

Commit part of your day to a stress reducing activity. This could be as simple as taking a brief walk at lunchtime or stopping by the gym on your way home from work.

Getting up 15 minutes earlier in the morning can allow you to have a few minutes to read the paper, have a conversation with the kids or spouse over breakfast, or do a few stretching exercises before heading out the door for the day.

Add some fun and humour to your workplace. If the only enjoyment you get from work is coffee breaks and quitting time, then consider what Will Rogers had to say "in order to succeed, you must know what you are doing, like what you are doing, and believe in what you are doing." Liking what you do rather than expecting to always do what you like is the key here.

Have a task planned for the start of the day that is relatively pleasant and that you can finish in a short period of time- even if it is a smaller part of a larger task. This can help us attain a feeling of accomplishment and motivation at the start of the day.

Treat co-workers in the same fashion you would wish to be treated.

