



## Is Stress Management Possible: a Thought

### KEYWORDS

nonspecific response ,management, emotions

### SONIA AGGARWAL

PREM MEDICAL AND MEDICAL STORE ,OPP.CIVIL HOSPITAL.HSP ROAD,DASUYA DISTT. HOSHIARPUR

**ABSTRACT** *As leaders and managers, we are uniquely positioned to identify the various sources and types of stress. Furthermore, we may even have the capacity to take action aimed at stemming these sources and types of stress. However, we must first be able to recognize the signs and symptoms of stress in order to effect the appropriate organizational/personal changes. And, in cases where either the solution resides outside of our sphere of influence or, to help cope with residual stress, is it essential that we understand the different ways to reduce the stress .This paper emphasizes on different practical ways to reduce stress and answers the question raised that stress can be managed.*

### INTRODUCTION:

Stress almost seems to be a constant state of being for many of us these days. Multiple studies in multiple disciplines support the notion that stress is, indeed, a major player in our lives, including a role in many illnesses. Stress comes in multiple forms, all of which is delivered by the experience of negative emotions . Negative emotions include anger, fear, anxiety, grief, frustration, depression, rage, obsession. Stress is a natural human response to its environment. In fact, moderate levels of stress are considered essential motivators. However, high levels of stress have the capacity to greatly impact physical and emotional health. So it is the responsibility of lesders to assess and manage levels of stress in the workplace to ensure a safe and productive work environment.

### DEFINITION:

"Stress is the body's nonspecific response to a demand placed on it".I Hans Selye

"Stress as a condition or feeling experienced when a person perceives that —demands exceed the personal and social resources the individual is able to mobilize."I Richard S. Lazarus

"Nervous tension that results from internal conflicts from a wide range of external situations"I D' Souza

### FACTORS RESPONSIBLE FOR STRESS:

As noted earlier, stress is a naturally occurring phenomenon. However, there are various factors both within and outside the workplace setting that lead to excessive stress among employees in an organization.

First and foremost, there is the **treadmill syndrome** that Nolan (2009) defines as workers having more work assigned than it is possible to complete in a normal work day. This usually results in employees working their entire work shift without taking any breaks. According to cooper & payne (2008), overworking is one of the major sources of stress.

The second source of stress among employees is **career and job ambiguity**. This occurs when there are so many activities going on in the company with so little communi-

cation that it makes them uncertain about company objectives and their particular role in achieving them.

### TYPES OF STRESS:

Dr. Albrecht, in his book titled "Stress and the Manager", identifies the four types of stress that occur at the work place. These include:

**A. Time Stress:** This is where individuals lack enough time to complete all of their assigned duties. Such individuals agonize and are bothered by the number of things they are supposed to do (Albrecht, 2010). Hence, they worry and fear that they will, at some point, fail to do something important. In essence, such workers feel trapped, hopeless and unhappy about their status. Workers under this type of stress worry about deadlines and most of the time rush to avoid being late (Fried, 2008).

**B. Anticipatory Stress:** This describes the stress that workers experience regarding the future. The basic premise is that workers naturally worry about the fact that something might go wrong in the near future. Albrecht, (2010) asserts that such stress is usually focused on a particular event or occurrence within the organization which directly impact him/her but for which he/she has no control or influence over. This type of stress can sometimes be undefined and vague owing to how individuals foresee their own future. For example, being concerned about a service an individual is responsible for getting hacked. Or, it can be more specific and based on associations an individual makes regarding his particular status and one or more historical precedents within the organization.

**C. Situational Stress:** Situational stress occurs when individuals are in an intimidating situation over which they have no control. Most of the time, this occurs due to a crisis that happens in the organization. Such situations may involve a conflict of interest, loss of acceptance or change in status in an individual's group. For instance, consider a situation where admin staffs are asked by management to make changes to a system at the expense of security safeguards to enable some functionality. The staff whose recommendations have been disregarded will experience situational stress as they execute a task they know is detrimental to the welfare of the organization. Moreover, when individuals make major mistakes in front of the manage-

ment and/or their colleagues, it makes them stressed (Albrecht, 2010).

**D. Encounter Stress:** This type of stress revolves around individual contacts. People get stressed when they are anxious about interacting with a particular group of individuals or a particular person (Albrecht, 2010). It often occurs in a situation where workers interact with clients or customers who may be in some form of distress. Physicians and social workers are very familiar with this kind of stress because of the kinds of people they deal with. Equally stressful is an interaction by an employee with the incident handling team following a compromise or security incident. Especially if the employee is worried s/he will be held, even if partly, responsible for the incident. On the flip side, contact overload can also lead to this form of stress. Consider your incident handler having to continually meet with employees on the defensive, distrusting the incident handling team's intent.

But employers should be provided a stress-free work environment and actions should be taken to reduce stress. As stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning.

### STRESS REDUCING TECHNIQUES

Following are some of the stress reducing techniques:

#### Idea 1 - humour

Humour is one of the greatest and quickest devices for reducing stress. Humour works because laughter produces helpful chemicals in the brain. Humour also gets your brain thinking and working in a different way. Therefore most people will feel quite different and notice a change in mindset after laughing and being distracted by something humorous.

#### Idea 2 - brisk walk and self-talk

Go for a short quick really brisk walk outside. Change your environment. Breathe in some fresh air and smell the atmosphere... Trees, rain, flowers, traffic fumes - doesn't matter - stimulate your senses with new things. On your way out keep saying to yourself out loud (and to anyone else you see, in that daft way) You can extend the exercise by going to a park and jogging a little.

Or do a few star-jumps - something energetic to get your body moving and relaxing.

Or stroke a dog, or pick up some litter, or kick a kid's football. Doing something daft and physical - and reinforcing it with some daft chanting - opens up the world again.

#### Idea 3 - rehydrate

Go get a big cup or a bottle of water. Here's why... Most of us fail to drink enough water - that's water - not tea, coffee, coke, 'sports' drinks, Red Bull or fruit juice... All of your organs, including your brain, are strongly dependent on water to function properly. It's how we are built. If you starve your body of water you will function below your best - and you will get stressed. Physically and mentally.

#### Idea 4 - catnap or powernap

(Not so easy but still perfectly possible) Take a quick nap. It is nature's way of recharging and re-energising. A quick

10-30 minutes' sleep is very helpful to reduce stress. It's obviously essential if you are driving while tired, but a quick sleep is a powerful de-stressor too. A lunchtime snooze is very practical for home-workers - it just requires the realisation that doing so is acceptable and beneficial (when we are conditioned unfortunately to think that sleeping during the day is lazy, rather than healthy).

#### Idea 5 - make a cuppa

Any tea will do, but a flavoured cup of tea is even better. Making the tea and preparing the ingredients take your mind off your problems, and then smelling and drinking the tea also relaxes you. There is something wonderful about natural plants and fruits which you can't buy in a packet. Use a tea-pot or cafetiere, or if you are happy with a bit of foliage in your drink actually brew it in a big mug or heatproof tumbler.

Besides these techniques following are some of the important points to be considered by everyone to reduce stress and to live a stress-free life:

We (if stressed) should

- Think really seriously about and talk with others, to identify the causes of the stress and take steps to remove the situation that causes the stress.
- Understand the type(s) of stressors affecting us (or the stressed person), and the contributors to the stress susceptibility - knowing what we're dealing with is essential to developing the stress management approach.
- Improve diet - group B vitamins and magnesium are important, but potentially so are all the other vitamins and minerals: a balanced healthy diet is essential. Assess the current diet and identify where improvements should be made and commit to those improvements.
- Reduce toxin intake - obviously tobacco, alcohol especially - they might seem to provide temporary relief but they are working against the balance of the body and contributing to stress susceptibility, and therefore increasing stress itself.
- Take more exercise - generally, and at times when feeling very stressed - exercise burns up adrenaline and produces helpful chemicals and positive feelings.
- Try to be detached, step back, look from the outside at the issues that cause the stress.

Not try to control things that are uncontrollable - instead adjust response, adapt.

- Share worries - talk to someone else - off-load, loneliness is a big ally of stress, so sharing the burden is essential.
- Increase self-awareness of personal moods and feelings - anticipate and take steps to avoid stress build-up before it becomes more serious.
- Explore and use relaxation methods - they do work if given a chance - yoga, meditation, self-hypnosis, massage, a breath of fresh air, anything that works and can be done in the particular situation.
- Seek out modern computer aids - including free downloads and desktop add-ons - for averting stresses specifically caused by sitting for long uninterrupted periods at a computer screen work-station, for example related to breathing, posture, seating, eye-strain, and RSI (repetitive strain injury).

#### CONCLUSION:

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by

lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well being and health of the employees, in the coming future the organization would make more revenue as well as employee retention. Because it is said that, "A Healthy Employee is a Productive Employee" Stress is a naturally occurring phenomenon which can act as a motivator under the right circumstances. However, like so many other things in life, an excess of stress will have negative consequences with repercussions that will transcend personal and professional confines. Left untreated, excessive stress will ruin an individual's health and productivity.

**REFERENCE**

- [1] Geeta Kumari and K. M. Pandey, "Job Satisfaction in Public Sector and Private Sector: A Comparison," International Journal of Innovation, Management and Technology vol. 2, no. 3, pp. 222-228, 2011. [2] Brief A.P. and Atieth J.M., "Studying Job Stress: Are we making mountains out of mole Hills?" Journal of occupational behavior, 1987. [3] Finemann- "A Psychological Model of Stress and its application to managerial unemployment", Human relations, 1979. [4] Jamal M., "Job Stress-Prone Type A behavior and personal and organizational consequences", Canadian Journal of Administrative. [5] Business line, "The stress is beginning to show", Financial Express published by Hindu, Trivandrum, 1989. [6] Biswanath Ghosh- "A new look organizational behavior", Himalaya Publishing House New Delhi, 1994 [7] Ahuja. K.K- "Industrial psychology and organizational behavior", Khanna publishers, New Delhi, 1991. [8]. Dr.Satish Chandra Pandy, "Indian ways of winning Stress", The Journal of Indian Management and Strategy, 1997.