

Week 9



Stress

What is Stress?

- **Stress** - a dynamic condition in which an individual is confronted with an opportunity, constraints, or demand related to what he/she desires and for which the outcome is perceived to be both uncertain and important

What is Stress?

- Stress is associated with constraints and demands.
- **Constraints** - Forces that prevent individuals from doing what they desire
- **Demands** - The loss of something desired

Potential Sources of Stress - Environmental Factors

- **Environment factors:**

- Economic uncertainty

- Political uncertainty

- Technological uncertainty

- Terrorism



Potential Sources of Stress - Organization Factors

- Organization factors:
 - Task demands
 - Role demands
 - Interpersonal demands
 - Organizational structure
 - Organizational leadership
 - Organization's life stage

Potential Sources of Stress - Individual

- Individual factors:

- Family

- Economic problems

- Personality

- Experience

- Perception



Potential Sources of Stress - Individual

- Social support
- Locus of control
- Self-efficacy
- Hostility



Consequences Of Stress

- **Physiological symptoms** - change in metabolism, increased heart and breathing rates, increased blood pressure
- **Psychological symptoms** - tension, anxiety, irritability, boredom

Consequences Of Stress

- **Behavioural symptoms** - changes in productivity, absence, turnover, changes in eating habits, increased smoking, consumption of alcohol

Managing Stress

- **Individual approach**

- Time management

- Physical exercise

- Relaxation technique

- Social support network



Managing Stress

- Organization approaches
- Setting realistic goals
- Selection and placement
- Training
- Redesigning jobs
- Improves communication
- Increases employee's involvement

