

Work Place Stress

- What is Stress

Stress: The human reaction to events in our environment.

The threat, event or change are commonly called STRESSORS. They can be external (real), Or internal (imaginative).

- Workplace Stress Defined

Strategic Importance of Workplace Stress

- Key Definitions: **Stress** – a feeling of tension that occurs when a person assesses that a given situation is about to exceed his or her ability to cope and consequently will endanger his or her well-being.

Job stress - the feeling that one's capabilities, resources, or needs do not match the demands of the job.

Acute stress – a short-term stress reaction to an immediate threat

Chronic stress – a long-term stress reaction resulting from ongoing situations

Stressor – environmental conditions that cause individuals to experience stress

Eustress – positive stress that results from meeting challenges and difficulties with the expectation of achievement

Dystress – negative stress; often referred to simply as stress. Often results in overload.

Job strain – function of workplace demands and the control an individual has in meeting those demands.

- Signs of Stress

Work-Related Stressors

Individual Influences on Experiencing Stress

- Consequences of Stress

Individual Consequences of Stress

Organizational Consequences of Stress

Organizational Consequences of Stress

Estimated cost to American industry of job stress \$200 billion per year

- Absenteeism
- Diminished productivity
- Compensation claims
- Health insurance
- Direct medical expenses



Some perspective:

- Total U.S. corporate profits in 2006 – \$897.6 billion
- Entire U.S. gross domestic product (the market value of the nation's goods and services) was approximately \$13,246 billion in 2006

Adapted from Exhibit 7-4: Managerial Costs of Job Stress

- Individual Stress Management
- Organizational Stress Management