

Soft Skills Development
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Lecture - 37
Managing Stress

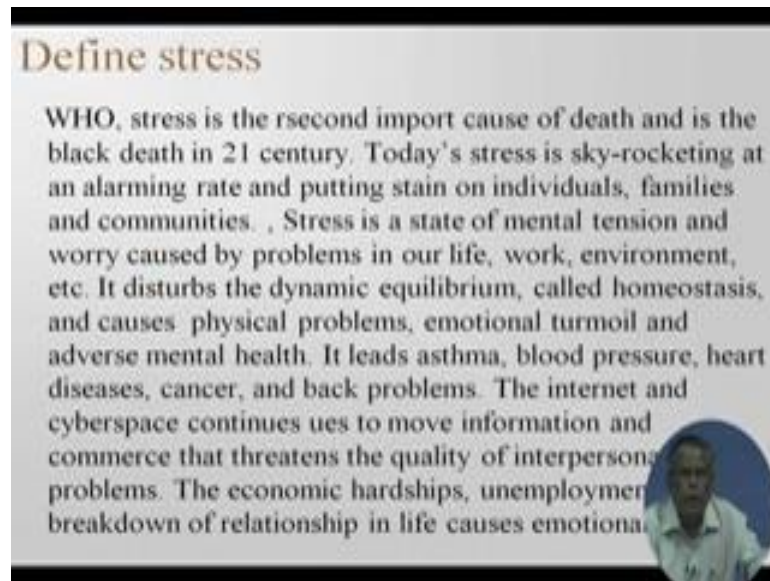
So, friends today will be talking about Stress. And in this topic we have we will discuss about four themes. First we will define Stress, second we will analyze the causes of stress.

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Third will be deliberate on the Consequences of stress and lastly we will mention about the Management of stress.

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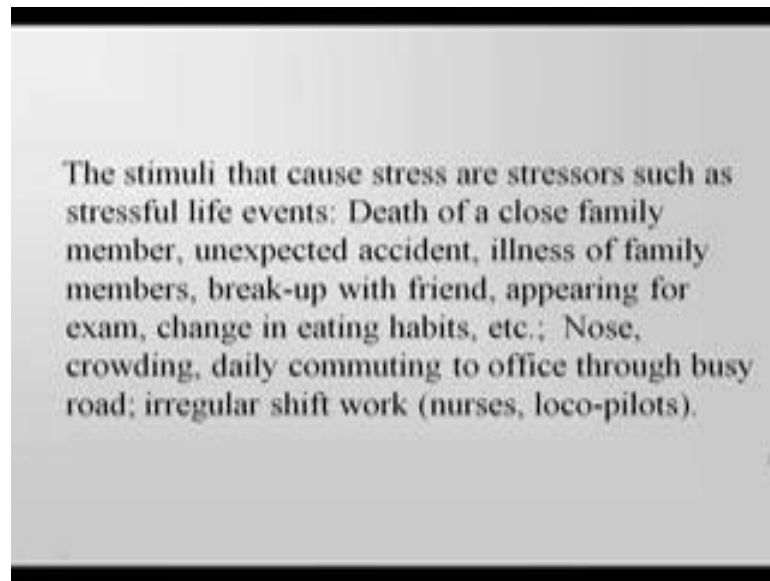


Define stress

WHO, stress is the second important cause of death and is the black death in 21 century. Today's stress is sky-rocketing at an alarming rate and putting strain on individuals, families and communities. Stress is a state of mental tension and worry caused by problems in our life, work, environment, etc. It disturbs the dynamic equilibrium, called homeostasis, and causes physical problems, emotional turmoil and adverse mental health. It leads to asthma, blood pressure, heart diseases, cancer, and back problems. The internet and cyberspace continue to move information and commerce that threatens the quality of interpersonal problems. The economic hardships, unemployment and breakdown of relationships in life cause emotional

And, as for the "World Health Organization", report stress is the second important cause of death and it is also called the Black Death in 21st century. Today's stress is sky-rocketing at an alarming rate and putting strain on individuals, families and communities. Stress is a state of mental tension or worry caused by problems in our life, work, environment, etcetera. And it disturbs the dynamic equilibrium, called homeostasis, and it causes physical problems, emotional turmoil and adverse mental health. It leads to asthma, blood pressure, heart disease, cancer, and back problems. The internet and cyberspace continue to move information and commerce that threatens the quality of interpersonal problems. The economic hardships, unemployment and breakdown of relationships in life cause emotional turmoil.

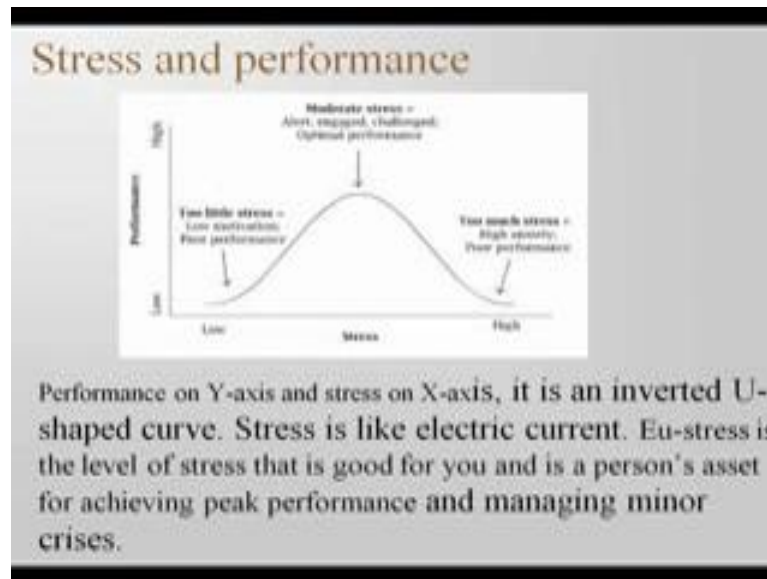
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And, in this context it needs to be stressed, that the like economic problems, family problems, whatever, we have mentioned that leads to stress are called the stressors. That means, in other words, The stimuli that cause stress are stressors such as stressful life events: like Death of close relatives or family members, unexpected illness, illness of family members, breakup with friend, appearing for exam, change in eating habits, similarly Noise, crowding, increasing temperature, daily commuting to office through busy road and irregular shift work causes the stress and these are the stressors.

For example, take the example of the loco-pilot, he enters the loco-cabin after signing in and in one day he starts his shift, first shift by 6 AM. And as for the rule or the norm the he will drive or he will go continue his work up to 8 hours. And his shift will end at 2 PM and again after 8 hours he will be called for duty so, that means, if his shift ends at 2 PM then again he will be called for duty at 10 PM in the night, so if this sort of irregular shift occurs then it leads to the distortion of biological clock and it also causes physical stress.

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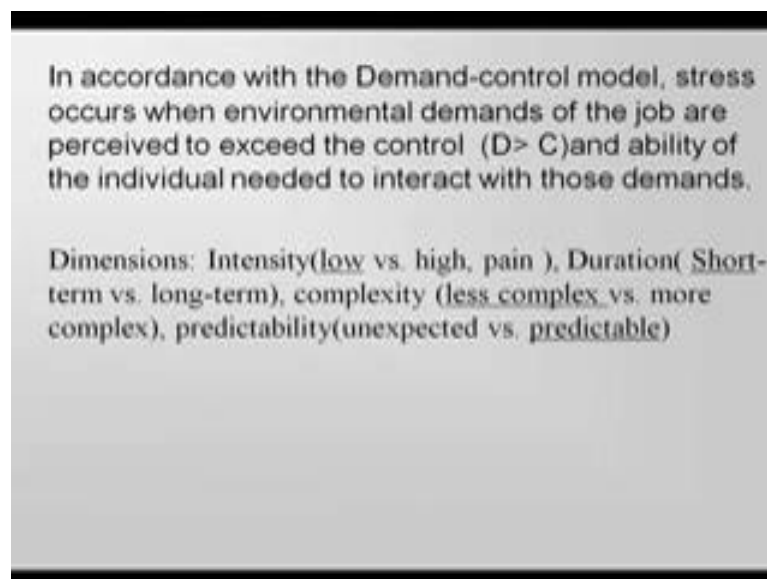


And therefore, stress is such a thing that it causes or buddy to tear and wear, and let us now examine, the relationship between stress and performance. Does stress increase or decrease performance, as for the graph you can see you take the stress in the X-axis and performance in Y-axis and you will see inverted U-shaped curve. That means, when the stress is low, there is low motivation, in action lethargy leading to poor performance and as the stress will go on increasing for there is a moderate level of stress it makes us alert energized, challenged, and that is the stage where the performance increases and you will link the peak of the curve to the Y-axis and that is the stage of moderate arrow the all associated with optimum performance. Say further, the stress increases as it is in the X-axis and therefore, there will be frustration, anxiety, and the and finally, it may lead to a stage called emotional exertion, depersonalization, negative attitude towards the organization and it will be reflected in poor performance which is called the stage of burn out.

So, therefore, what we have learned from this curve is that when stress is low or the arrows all is low, performance is low, when stress is moderate and the performance is high and when stress is high, the performance is low. So, therefore, all stress will not lead to deterioration in performance and the stress and for stress is essential, is good for us and is persons are said for achieving peak performance and managing minor crisis that

is called the Eu-stress. So, Eu-stress is associated with high performance, where low and high stress are associated with deteriorated or low performance. So, Stress is like electric current and Eu-stress, is the level of stress that is good for us and is a persons are said for achieving the performance and managing the crisis hence, therefore, Stress is not all is bad and there is a good news that with moderate level of stress or performance will increase whereas, a high level of stress will deteriorate our performance.

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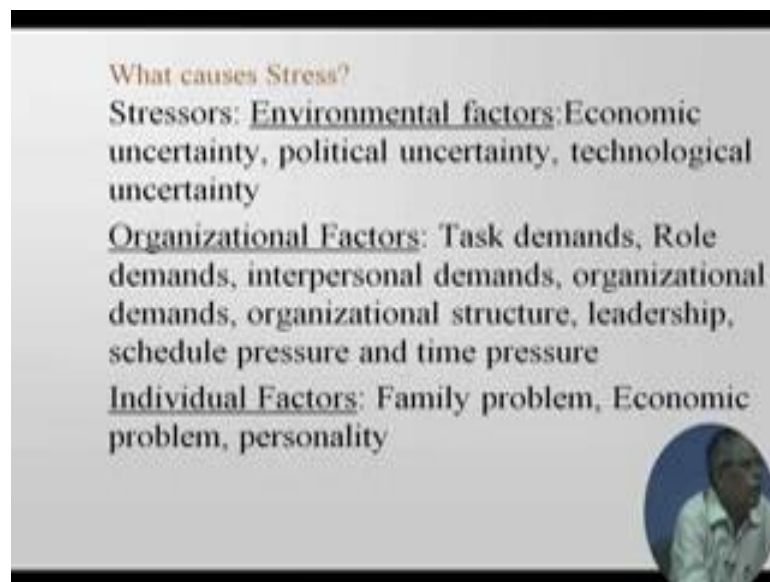
And, There is a, another theory which is called the Demand-control model of stress and stress occurs in the individual, when the environmental demands of the job are perceive, are perceived to exceed the control and the ability of the individual led to interact with these those demands that means, we have certain abilities, certain skills and the say for example, our job is demanding more skill and more abilities to perform at that time when our ability will not cope-up to meet the environmental demands will experience stress and therefore, stress occurs when there is a difference between demand and control.

Is my ability, is my skill, is my knowledge, adequate enough to meet the environmental demands if it is yes then there is no stress, if it is no then there is stress. And stress is also the dimensions of intensity, duration, complexity and predictability say for example, take

the example of pain that we get in the body if the pain is of low intensity and it is for a shorter duration and it is of less complex and its predictable that it occurs in certain part of the body then such type of stress is less damaging to the individual. Contrarily if the pain is very high duration is long and it is occurs in different parts of the body not localized to a particular part and it is unpredictable then it leads to more stress.

So, therefore, the experience of high stress and low stress depends on the intensity, duration, complexity, and predictability of the stressful stimuli.

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And next the question comes having said these next the question comes. What causes Stress? And the stimuli that cause Stress as you discussed are called the stressors: There can be Individual Factors, there can be Organizational Factors and then can be Environmental Factors say for example, in an Environmental Factors: we have Economic uncertainty, we do not have employment, political uncertainty, as it is in Britain now or U K. Technological uncertainty: means everyday technology is changing and you have to cope up with it all these Environmental Factors will cause the stress. It was a stressed by the Hensley. In 1946, who is also called the father of stress research and different environmental and physical stimuli like extreme temperature causes stress? Organizational Factors: like task demands, the role demands, inter personal demands,

organizational demands, organizational structure, leadership, schedule pressure and time pressure also causes stress few examples, are here say for example, the organization where you work the structure is very authoritative type and you do not have any freedom to make the decision in your job it may lead to frustration similarly the leadership is autocratic, he does not make a democratic decisions.

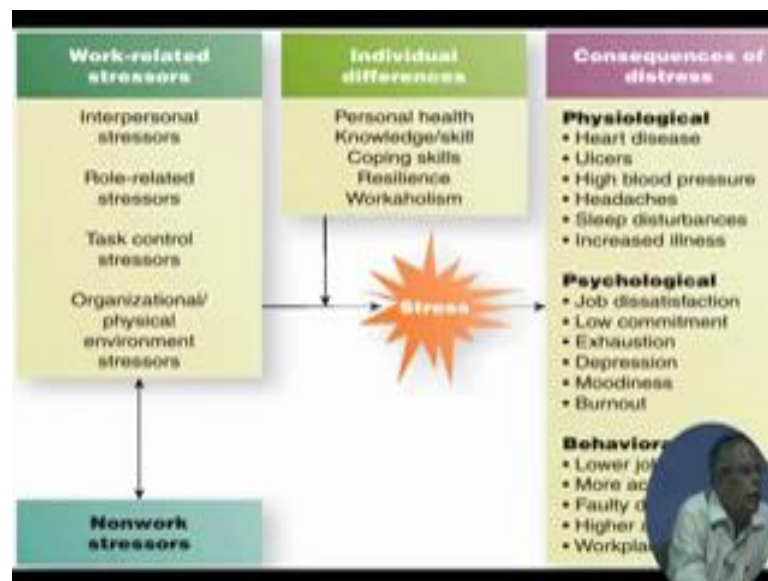
So, you feel that I being a person in the organizations, my participation in decision making, is not bothered about similarly you have you have a job and you have to relate with other persons in the organizations, but you have a conflict with the other persons and in the job, you cannot do the job, if you do not take the help of the other persons as in case of assembly line job.

The output of one department becomes input for another department and in such type of job if the departments are not pulling well with one another; that means, whatever is produced by the production unit because of the interpersonal conflict with the quality control unit the products are likely to be rejected and this will also because of the inter problem with the personality class or the inter personal problem of one department with the others and here it will lead to the stress among the employees in that particular unit those who are producing.

But despite of their good quality product because of their personal rivalry the quality control department may not pass the products and that and the quality control department may reject the products on that will create similarly, role demands, you are given a job and at the same time you have to do the job of a you have to take care of your children, you have to take care of your family members, you have to entertain the guests and you have to interact with the politicians, you know to successfully execute your jobs even, if you are employee in the organization these roles are around you if you do not if you fail to successfully execute any of the roles that will also lead to stress. Similarly, low role distance if we you are a police officers working in the office and under you constables are working and you return from the office to the family then the same role is carried out from the office to the family, you will experience, you will also treat your children and another like constables which will be perceived on favorably by the children and the housewife.

So, therefore, all these organizational factors also leads to stress and also you have the job, the dead line and time target is decided, but the job is so much that will within the scheduled time it will not be completed. So, the time pressure will generate the stress time and schedule pressure will generate the stress similarly individual factors like family problems, economic problems, personality, they will also cause the stress.

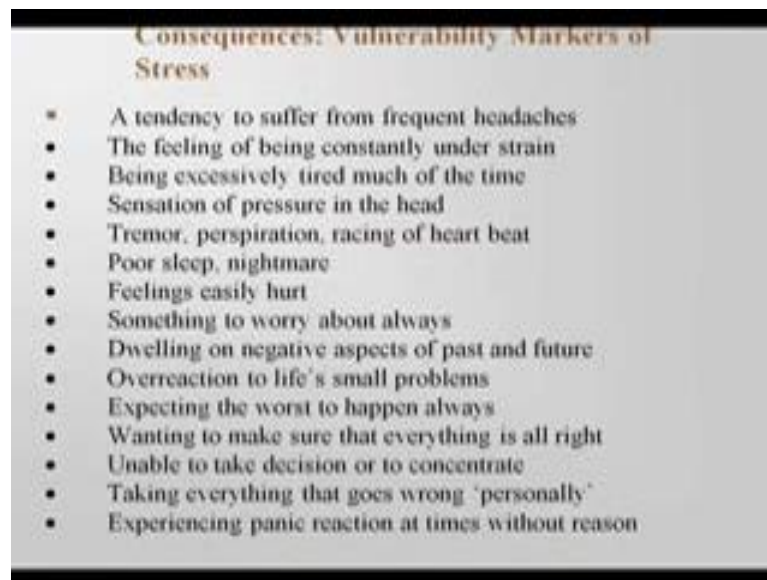
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And here, you can find some of the consequences of stress there can be physiological consequences, psychological consequences and behavioral consequences and in the context of the organization you will be finding that if you are suffering from extreme stress or continuous exposure to stress leads to burn out and if you are experiencing the continuous stress or high stress it will lead to the heart disease, it will lead to ulcers, high blood pressures, headache, sleep disturbances, increased illness and these are the physiological systems will be disturbed the. Psychological consequences, in the organization context will be job dissatisfaction, low commitment, you will feel emotional exhausted he will also feel depressed, the mood and sometimes you will be happy, sometimes you will be down and also mood disturbances you will experience younger, you will so violence, you will be aggressive, or you can experience burn out and the behavioral consequences of stress will be lower job performance, more accident, faulty decisions, higher absenteeism and work place aggression.

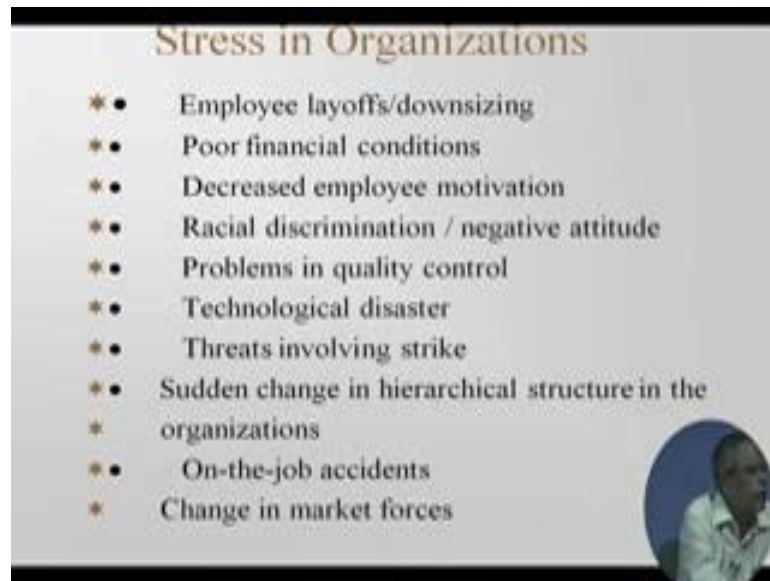
So, because of the stress, because of the stress you will not report to work and reminds in absent. And because of the stress many executives do not concentrate on verity assets of the issue and makes faulty decisions because of the stress in reporting, filing or in production certain units high errors will be there and more likely, you will be commuting accidents in the organization if you are suffering in stress because your mental, physical and emotion system is disturbed and you cannot concentrate on the job and give your best. So, therefore, there are many behavioral markers or the consequences of the stress.

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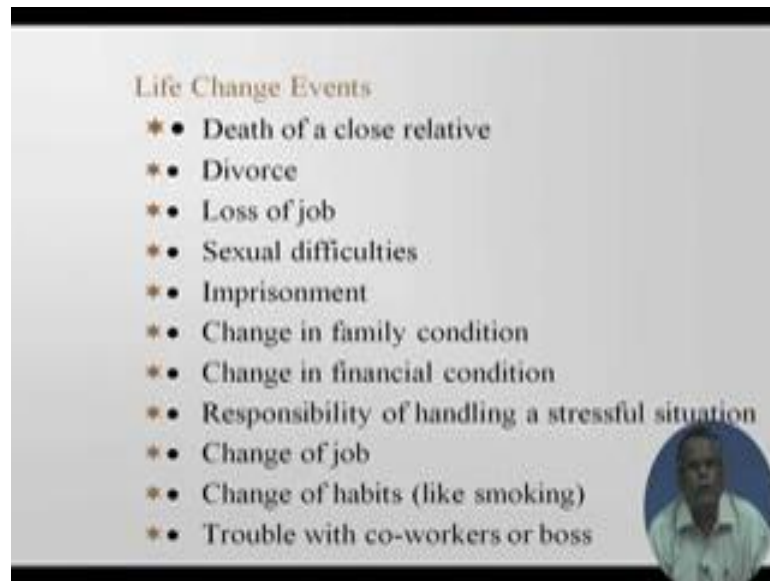
Having, said these this consequences you can find some Vulnerability Markers and the Vulnerability Markers will say you that you have in the it will also indicate that you are subjected to stress and experiencing stress and the outcome for it are is that frequently you are experiencing headache, feeling being constantly under strain, being excessively tired too much of the time, sensation of pressure in the head raising of heart beat, feeling easily hurt something to worry about always dwelling on negative aspects of past and future over reactions to lives small problems expecting the worst to happen one thing to make sure that everything is alright or you are a perfectionist, unable to take decisions or concentrate taking everything personally that goes wrong and often experiencing any creations. And if, such are the stress reactions at the Individual level, at the Organizational level.

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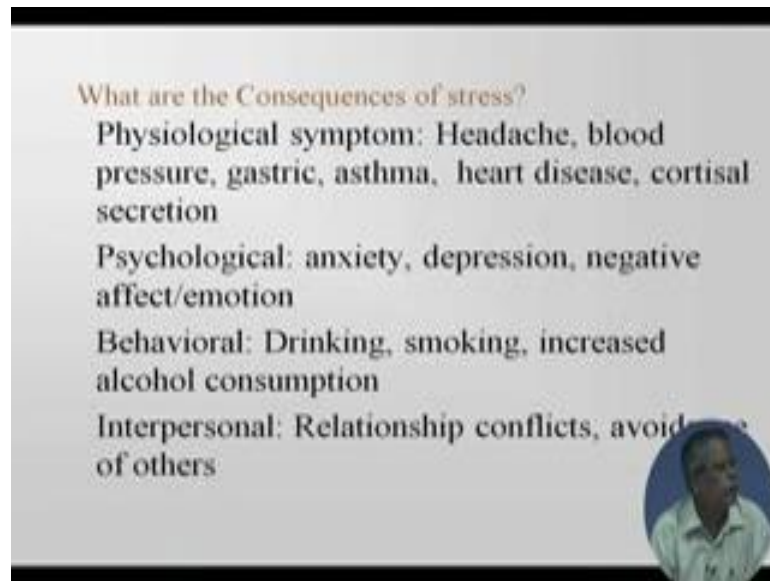
If, stress occurs then what happens employees the employees leave the organization and once the employee there will be four financial conditions and out of extreme stress the motivation or the internal inspiration will decrease there will negative attitudes towards the organization, towards the higher of in the systems and towards the policies of the organization and if the stress is there more likely, you will not concentrate problems in quality of the product will come. Stress in the organization will also lead will happen when there are sudden technological disasters. Something bursts or like gas leak in Bhopal disasters, and there will be threats and as well as there will be on the job accidents and the change in the market forces this will lead to the stress in the organization. Similarly, in the some of the things that happens to the individual personally that also leads to stress.

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These are called the life events stressful Life Events such as Death of a close relative, Divorce, Loss of job, Sexuality diff difficulties, Imprisonment, Change in family conditions, Change in financial conditions, Responsibility of handling a stressful situation, Change of job, Change of habits like: smoking and drinking, Trouble with co-workers or boss. These are the change in Life Events that also that also causes that also are the consequences of stress and like Death of close relatives will cause stress because of stress, there will be Sexual difficulties, there will be Change in habits or Trouble with co-workers and boss.

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What are the Consequences of stress?

Physiological symptom: Headache, blood pressure, gastric, asthma, heart disease, cortisol secretion

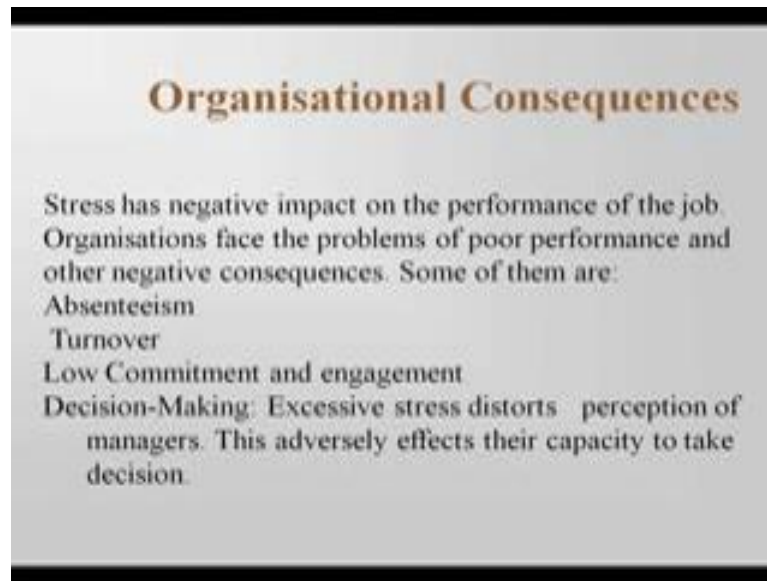
Psychological: anxiety, depression, negative affect/emotion

Behavioral: Drinking, smoking, increased alcohol consumption

Interpersonal: Relationship conflicts, avoidance of others

So, you can think of the consequences of this in three clear cut terms. One is the Physiological symptoms: which include headache, blood pressure, gastric, asthma, heart disease and cortisol secretion. Psychological: markers of stress will be anxiety, depression, negative effect and emotions Behavioral: marker will be drinking, smoking; increased alcohol consumption relational consequensal consequences will be relational conflicts, avoidance of others and so on.

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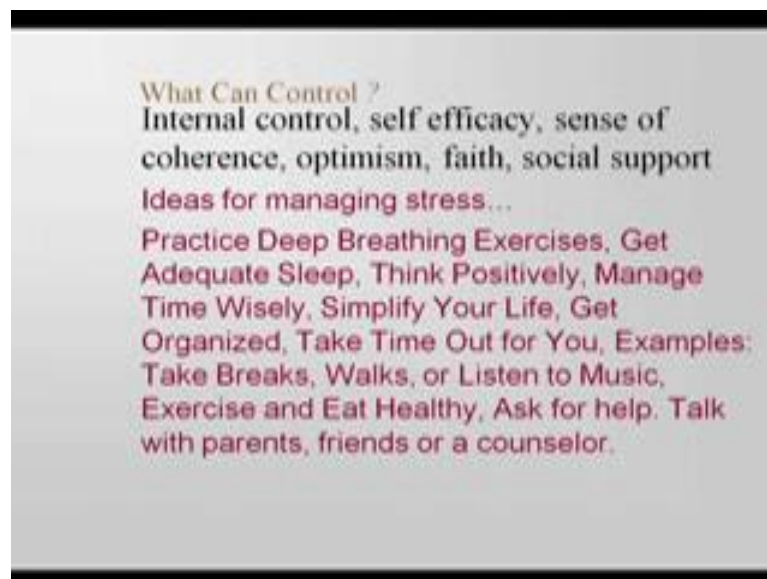
Organisational Consequences

Stress has negative impact on the performance of the job. Organisations face the problems of poor performance and other negative consequences. Some of them are:

- Absenteeism
- Turnover
- Low Commitment and engagement
- Decision-Making: Excessive stress distorts perception of managers. This adversely effects their capacity to take decision.

And stress will also in the Organizational level will lead to absenteeism, turn over, low commitment, low engagement and exstress, excessive stress also distort the perceptional managers this adversely effects the capacity to take decisions.

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What Can Control ?
Internal control, self efficacy, sense of coherence, optimism, faith, social support

Ideas for managing stress...

Practice Deep Breathing Exercises, Get Adequate Sleep, Think Positively, Manage Time Wisely, Simplify Your Life, Get Organized, Take Time Out for You, Examples: Take Breaks, Walks, or Listen to Music, Exercise and Eat Healthy, Ask for help. Talk with parents, friends or a counselor.

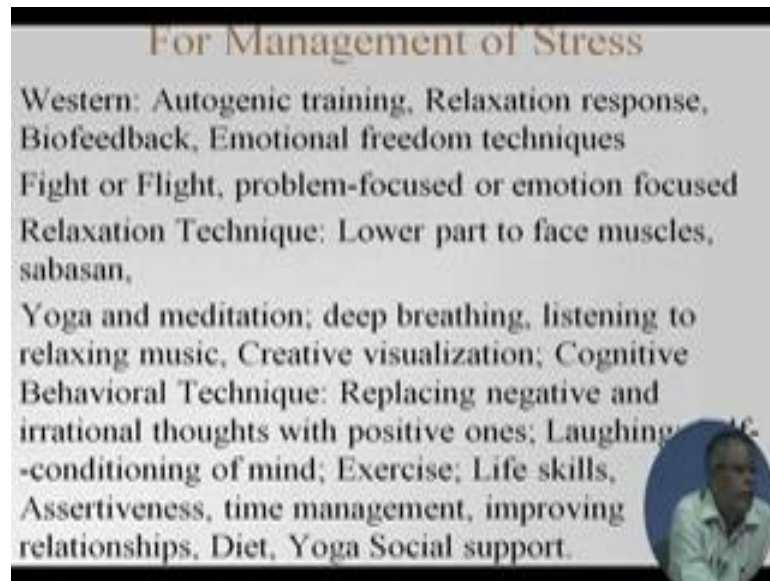
Having said these there are certain abilities on the part of the individual or certain

personal resources on the part of the individual which will help in to control the stress. The persons those who you think that they can fight against the situation and they make themselves responsible for the consequences what happens in a job or in life they are the people those who are called internally controlled these people are less acceptable to stress compared to the people those who feel that whatever happening is life is controlled by some external forces like faith, chance and guard.

Similarly, if you have the ability in yourself that I can manage the situation, I can survive in difficulties and that is called the stage of self efficacy similarly, a faith, a positive thinking that I can do it or the optimizing will also reduce stress and at the same time if you get the social support and it will also reduces the stress the social support when we say it depends on four things how large is my social network, how many people I interact with and how many people are close to me and depending upon the larger, the social network less acceptable you will be too stress and also social support include the support in kind or support in cash these are called the tangible support in tying of stress.

If you can receive the tangible support from the community or you receive the informational support to deal with daily difficulty these are all the situation or you receive the sympathy, empathy and care from close relative the emotional support then you can able to manage the stress and there are very simple Ideas to manage stress such as like Practice Deep Breathing Exercises, get Adequate Sleep, Think Positively, Manage Time Wisely, Simplify Your Life, Get Organized, Take Time Out For You, Examples: Take Breaks, Walks or Listen to Music, Exercise, Eat Healthy, Ask for Help, or Talk with parents, friends or counselors these are the simple ways to manage the stress.

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If you look for the management of stress there are two prominent themes that can able to handle stress. One is the Western thing: which mentioned about Autogenic training, Relaxation response, Biofeedback, Emotional freedom techniques and in such type of situations either you go for Fight with a stressful events or you leave the stressful event that is called the Fight or Flight response and it handling the problem either you modulate your emotion to deal with the situation or you deal with the problem directly in order to reduce the stress and one which is called the problem-focused coping where you take active steps to regulate the problem in such a way or to modulate the problem in such a way so that it will reduce the Stress or else you change yourself in order to deal with the Stress.

In contrast to this there are many popular techniques in eastern literature and these are evidence based techniques to reduce stress say for example, relax some techniques from the lower part of body you move to the face muscles for 10 seconds you say that a particular body part is relaxed likewise, you go from the lower part of the body from the leg and foot to the face and the head for every part you take 10 seconds again you return by saying and throw out of suggestion that the part is relaxed close your eyes sleep in a close your eyes. Put a carpet sleep in a sleep like posture you put yourself there and then relax every part of your body from the lower part to the face and head for every part you

take 10 seconds again, in the reverse way while you relax go from the upper part to the lower part take 15 seconds for every part to relax and this Relaxation Technique is also associated with Stress management similarly Shabashan in Jogi practices or Jognidra were active voice you hear the active voice and accordingly you will also condition your mind to deal with the stress.

Similarly, deep breathing, you inhale deeply keep it for sometime then leave this is done for the oxygenation of the mind and different parts of the body this will increase concentration. And similarly, listening to relaxing music going for jog and meditations these are laughing, joining a laughing clon or telling something to self condition your mind itself just for today I will be honest, just for today I will be sincere in my duty, just for today I will tolerate others, just for today I will not be aggressive this is a self conditioning type of things which will write some statements and repeat the same statement for yourself every day before joining your duty.

So, some of your odd behavior will go that is more likely to cause stress odd Behavior will go out from your Behavioral repertoire similarly, exercises standing for your own right time management, improving relationship, managing the proper diet and jog and social support will help you to Manage Stress the worst and techniques like creative visualization, cognitive Behavioral techniques, iatrogenic trainings, relaxes and response Biofeedback, Emotional freedom from techniques, these are least known the eastern cont rage.

So, where our social adaptation is there social acceptance is there such type of technique we can adapt and we can reduce the stress and even in one of our study we have shown that is practice of jog and meditation reduces the burn out of employees and some of the organization they are also making it compulsory that during the office hours the employees can practice jog and meditation. So, as to reduce their stress and it is becoming more popular in western cont rage similarly, aerobic exercises by standing in a position jogging in that particular place or walking. So, these are simple tips which will help you to manage your stress let us now know our level of stress.

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Cohen, S., Kamarck, T., and Mermelstein, R. (1983). A global measure of perceived stress. *Journal of Health and Social Behavior*, 24, 386-396. Perceived stress Scale

Instructions: The questions in this scale ask you about your feelings and thoughts during the last month. In each case, you will be asked to indicate by circling how often you felt or thought a certain way.

01. Name _____ 02. Age _____ 03. Gender (Circle): M F

Responses: 0 = Never, 1 = Almost Never, 2 = Sometimes, 3 = Fairly Often, 4 = Very Often

1. In the last month, how often have you felt that you were unable to control the important things in your life? 0 1 2 3 4

2. In the last month, how often have you felt confident about your ability to handle your personal problems? 0 1 2 3 4

3. In the last month, how often have you felt that things were going your way? 0 1 2 3 4

4. In the last month, how often have you felt difficulties were piling up so high that you could not overcome them? 0 1 2 3 4

Total (Sheet scale, items 2 and 3 are reverse keyed) = (score of item 1) + (4 - score of item 2) + (4 - score of item 3) + (score of item 4). If it is more than 12, you are stressed.

Here I have given a questioner you can try it out and see how far for how stressful are you and accordingly you think of a technique which will be suitable for you and practice yourself and if you do it for yourself you can control your stress and you will take care of your own destiny and get rid of the stress and can be a perspective employee or a perspective person in the community because stress, deters, our performance in every sphere of life let us control it and therefore, somewhere I have said that Stress is a Stress is just like a, ember or a fire you can you can you can remove it or if you want to spread it can spread you and burn you also.

So, the choice is yours and I think with your own evolving your own techniques you can control your stress rather than going for medication and other techniques they are reach tradition and scientific evidences are available and evidence based management of stress will help you a lot. I will also attach some of the documents how you can manage stress in the prospective of western as well as eastern.

Thank you.