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Class: TY BSc

Subject : Psychology of Human Behaviour at Work

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Chapter: Unit 2 Chp 4

Chapter Name: Organizational Change and Stress Management

Today's Agenda

1.0 EFFECTS/ CONSEQUENCES OF STRESS

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1.3 BEHAVIOURAL EFFECTS

2.0 RELATIONSHIP BETWEEN STRESS AND PERFORMANCE

3.0 INDIVIDUAL APPROACH TO STRESS MANAGEMENT

4.0 ORGANIZATIONAL APPROACH TO STRESS MANAGEMENT

1.0 EFFECTS/CONSEQUENCES OF STRESS

Stress affects one's body, mind and behaviour.

The effects of stress can be divided as follows:

1. PHYSIOLOGICAL EFFECTS

2. PSYCHOLOGICAL EFFECTS

3. BEHAVIOURAL EFFECTS

1.1 PHYSIOLOGICAL EFFECTS

Job stress has harmful effects on the employer's health. Some of the physiological symptoms of stress are :-

- A. Upper respiratory illnesses
- B. Poor functioning of the immune system
- C. Heart diseases
- D. Hypertension
- E. High cholesterol in the blood
- F. Ulcers
- G. Arthritis
- H. Frequent cold, fever, etc

- People having such problems are frequently absent which disrupts work in the organisation.

1.2 PSYCHOLOGICAL EFFECTS

The mind and body are closely connected. Some of the psychological effects of stress are:-

- A. Job dissatisfaction
- B. Anxiety
- C. Tension
- D. Boredom
- E. Depression
- F. Irritability
- G. Laziness
- H. Lowered emotional well-being
- I. Frequent mood changes
- J. Loss of self esteem
- K. Inability to concentrate
- L. Inability to make decisions etc

1.2 PSYCHOLOGICAL EFFECTS

The psychological effects are more likely to happen in jobs where:-

- A. The employees work ***lacks clarity***. His duties, authorities and responsibilities are not clearly defined.
- B. The employee has very ***little autonomy/control*** over his job.
- C. There is ***little job variety***. The employee has to do the same routine and monotonous work.
- D. There is ***lack of feedback*** about job performance.
- E. The employee ***does not develop a sense of identity*** with his work and feels his work is not significant.

1.3 BEHAVIOURAL EFFECTS

Some of the behavioural effects of stress are as follows:

- A. Reduced productivity
- B. Absenteeism
- C. Employee turnover
- D. Changes in eating habits
- E. Sleeping disorders
- F. Excessive drinking
- G. Drug addiction
- H. Excessive smoking
- I. Poor interpersonal relations
- J. Stammering

2.0

RELATIONSHIP BETWEEN STRESS AND PERFORMANCE

Relationship between stress and performance is commonly described with the inverted U curve.

- Absence of stress = absence of job challenges = boredom = poor or low job performance
- Low to moderate levels of stress = moderate levels of job challenges = motivation = improvement in job performance.
- High level of stress = unrealistic demands = tension and anxiety = poor/counterproductive performance

3.0 INDIVIDUAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an employee may adopt to reduce/cope with stress are:-

1. Better time management

- Many people experience stress because they manage their time poorly.
- Efficient time management can help an employee focus his attention and efforts on goals and reduce distraction.
- Following are some well known management principles that can help in reduction of stress:-
 - A) prepare a daily list of activities to be completed.
 - B) Prioritise activities in terms of importance and urgency.
 - C) Schedule activities based on their prioritising.
 - D) Doing demanding activities when one is most productive and alert.
 - E) Avoid digital media distraction.

3.0 INDIVIDUAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an employee may adopt to reduce/cope with stress are:-

2. Physical exercise

- Exercise lowers the heart rate, increases lung capacity, improves health, builds greater energy.
- It increases the confidence of a person and mentally relaxes a person.
- Eg. Aerobics, swimming, jogging, cycling.

3. Relaxation training

- Examples of relaxation techniques are meditation, hypnosis, deep breathing etc.
- They help to reduce tension, experience peace, reduce stress and bring about positive changes.

3.0 INDIVIDUAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an employee may adopt to reduce/cope with stress are:-

4. Expanding social support networks

- The social support system of an individual usually comprises of friends, family and close co-workers.
- They help by serving as an outlet for his tension and frustration, the individual feels he is not alone and can get help in dealing with problems.
- A support system also offers a different and more objective perspective to a stressful situation than a person is facing provided the relationships are free and open to be helpful.

3.0 INDIVIDUAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an employee may adopt to reduce/cope with stress are:-

5. Taking a break

- Taking a break when a person feels drained out can help to reduce mental strain.

6. Speaking to superior

- Others can help only when they know you need help.

7. Detaching when away

- Detaching oneself mentally when physically away from work helps in the recovery process.

4.0 ORGANIZATIONAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an organization may adopt to reduce employee stress are:-

1. Proper selection and Placement

- Organizations should strive to place the right man on the right job by matching abilities and skills of the employee with the requirement of the job.
- The stress levels vary according to jobs. So, selecting employees who have a threshold of stress based on the job requirements will help them with their performance.

2. Training

- Training increases confidence and self-efficacy and thus can help in reducing stress and lead to better performance.

4.0 ORGANIZATIONAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an organization may adopt to reduce employee stress are:-

3. Goal setting

- Goals which are specific, challenging and provide feedback not only reduce stress but also motivates employees to work harder.
- Well defined goals gives clarity and purpose and thus see stressors as challenges rather than hindrances.
- They reduce uncertainty and frustration leading to lower levels of stress.

4. Effective communication

- Open communication can help in reducing stress caused by employee perceptions, role ambiguity and miscommunication.

4.0 ORGANIZATIONAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an organization may adopt to reduce employee stress are:-

5. Greater control over work

- Giving employees more responsibility, autonomy will make their work more meaningful.

6. Reduction of role conflict and role Ambiguity

- Clear description of their duties gives them clarity in terms of work, thus reduces confusion and stress.

7. Greater employee participation

- Increasing employee participation in the decision making process makes them feel empowered, involved and committed.

4.0 ORGANIZATIONAL APPROACHES TO STRESS MANAGEMENT

Some strategies that an organization may adopt to reduce employee stress are:-

8. Sabbaticals

- Breaks helps them to come back to work refreshed, more creative and energetic.
- When employees are sent on paid sabbaticals they feel rewarded and valued.

9. Wellness programs

- Workshops that help employees develop a healthier lifestyle contribute to the overall improvement of the employee's physical and mental health.
- Eg of workshops are quite smoking, health workshops, fitness workshops,etc.

FUNCTION/WORK OF A MANAGER



To highlight something important



To ask a question



When giving a reference to extra/additional reading



Question to be solved (in class)



Important definition



To quote someone