

A blurred, grayscale background image of a modern building with large windows and a flat roof. A solid blue vertical bar is on the left side of the image.

Stress Management: Putting Work on Hold to Relax

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Learning Objectives

- Identify the symptoms of stress in the workplace
- Label common workplace stressors
- Employ stress-reducing strategies



Defining Stress

- The non-specific response of the body to any demand for change.
- Physical, mental, or emotional strain or tension” or “a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize.
- A physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation
- A state resulting from a stress; especially : one of bodily or mental tension resulting from factors that tend to alter an existent equilibrium
job-related stress





Positive Stress

- Stress can have positive effects
 - “Eustress”
- Can be highly rated
- Can aid the individual



Symptoms of Stress

Common Signs and Symptoms				
Frequent headaches, jaw clenching or pain	Frequent colds, infections, herpes sores	Diminished sexual desire or performance	Feeling overloaded or overwhelmed	Lies or excuses to cover up poor work
Gritting, grinding teeth	Rashes, itching, hives, "goose bumps"	Excess anxiety, worry, guilt, nervousness	Frequent crying spells or suicidal thoughts	Rapid or mumbled speech
Stuttering or stammering	Unexplained or frequent "allergy" attacks	Increased anger, frustration, hostility	Feelings of loneliness or worthlessness	Excessive defensiveness or suspiciousness
Tremors, trembling of lips, hands	Heartburn, stomach pain, nausea	Depression, frequent or wild mood swings	Little interest in appearance, punctuality	Problems in communication, sharing
Neck ache, back pain, muscle spasms	Excess belching, flatulence	Increased or decreased appetite	Nervous habits, fidgeting, foot tapping	Social withdrawal and isolation
Light headedness, faintness, dizziness	Constipation, diarrhea, loss of control	Insomnia, nightmares, disturbing dreams	Increased frustration, irritability, edginess	Constant tiredness, weakness, fatigue
Ringing, buzzing or "popping" sounds	Difficulty breathing, frequent sighing	Difficulty concentrating, racing thoughts	Overreaction to petty annoyances	Frequent use of over-the-counter drugs
Frequent blushing, sweating	Sudden attacks of life threatening panic	Trouble learning new information	Increased number of minor accidents	Weight gain or loss without diet
Cold or sweaty hands, feet	Chest pain, palpitations, rapid pulse	Forgetfulness, disorganization, confusion	Obsessive or compulsive behavior	Increased smoking, alcohol or drug use
Dry mouth, problems swallowing	Frequent urination	Difficulty in making decisions	Reduced work efficiency or productivity	Excessive gambling or impulse buying



Some Common Workplace Stress Sources

- Low salaries.
- Excessive workloads.
- Few opportunities for growth or advancement.
- Unengaging or unchallenging work.
- Lack of social support.
- Not having enough control over job-related decisions.
- Conflicting demands or unclear performance expectations.



Work Stress Statistics

58% of Americans say work is a significant source of stress. (APA, 2017)



1 in 5 Americans say tech is a major source of stress



43% of Americans identify as "constant checkers" (APA, 2017)

Main sources of work stress (ComPsych, 2016)



4x

Workers experiencing a recent organizational change are 4x more likely to report experiencing physical health symptoms at work (APA, 2017)



Millennials

experience more depression and anxiety at work than any other generation (BDA, 2013, MMPI, 2017)



\$300 billion / year

Occupational stress costs U.S. employers an estimated \$300B annually through absenteeism, illness, productivity. (APA, 2017)

Companies in the FTSE 100 that prioritize employee engagement and well-being outperform the rest of the FTSE 100 by 10% (Workwell FTSE 100, 2014)



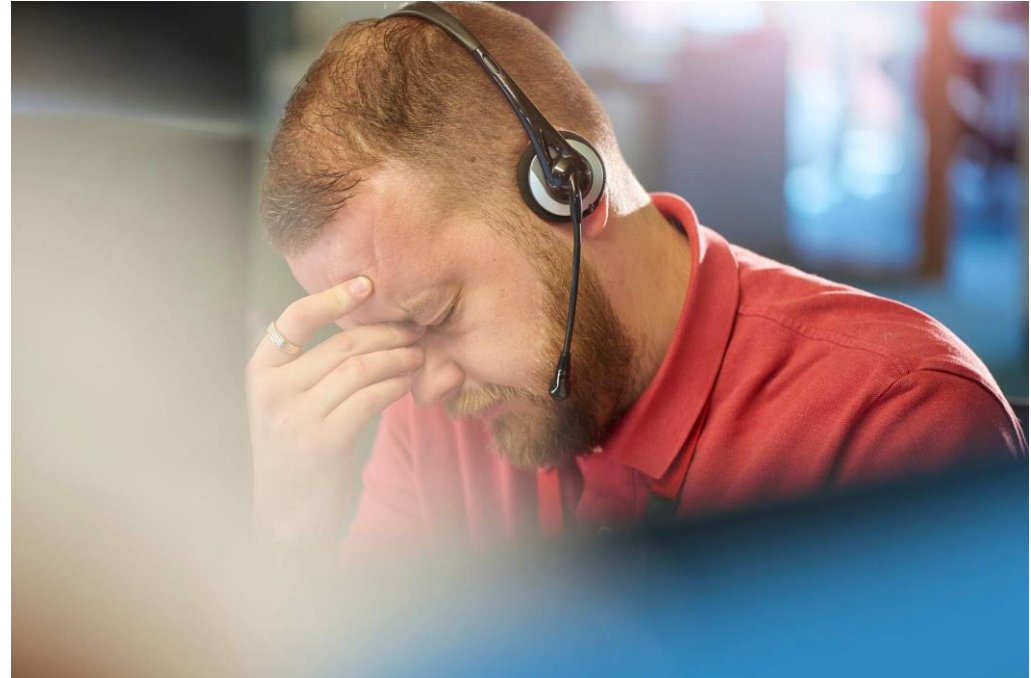
meditationatwork.com

Perception



Difficult Customers

- Reframe a hassle as a challenge
- Truly take an interest
- Be kind no matter what
- Avoid value judgements
- Don't take it personally



General Work-Related Problems

- Bad working conditions
- Feeling undervalued by staff, co-workers, or supervisors
- Job insecurity and the threat of unemployment
- Poor job match
- Insufficient pay
- Lack of autonomy
- Excessive workload
- Lack of resources and staff shortage



Personal Problems

- Source of stress
 - Don't bring the weather inside

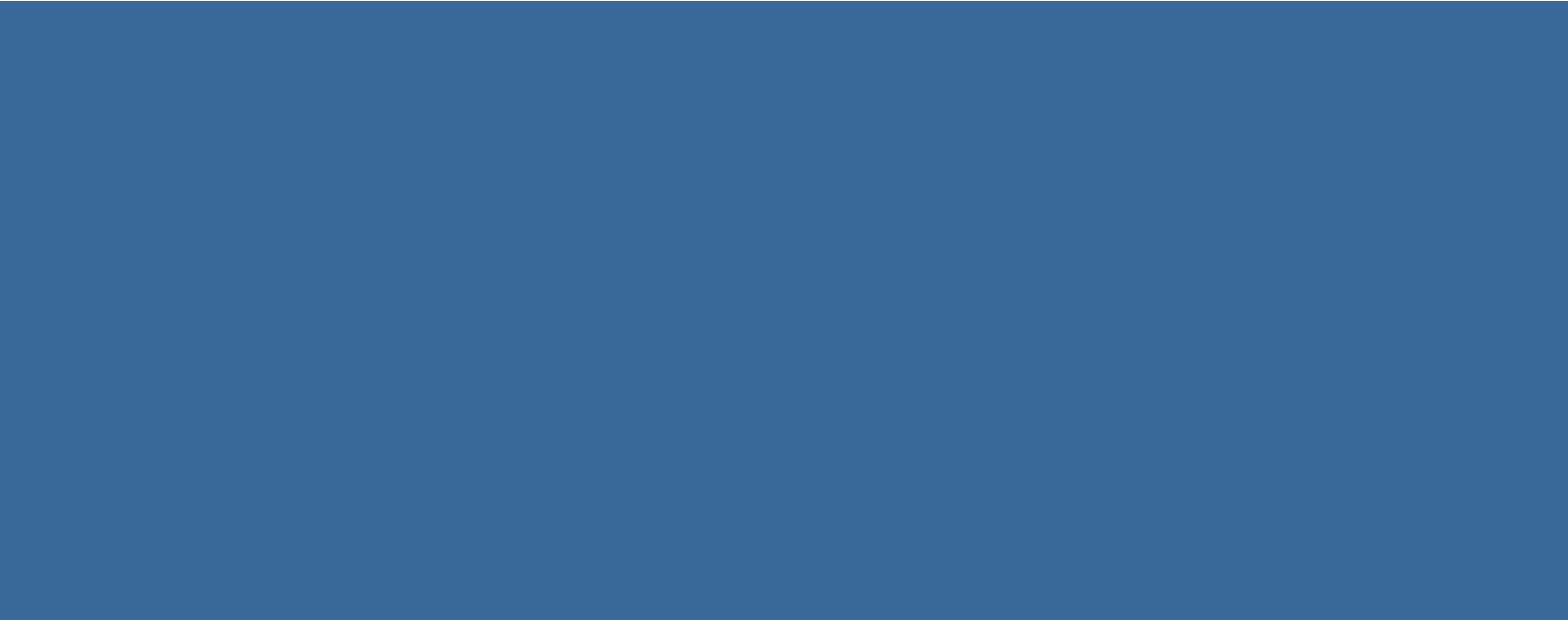


Health Issues

- Increase in the release of cortisol
 - Aids in the control
 - Mood
 - Motivation
 - Fear
 - Prolonged/Increased exposure can create
 - Mental illness
 - Decreased resilience



Reducing Stress





Who is Affected by Your Stress

Case Study - Marisa



The Big Picture

- Personal Pressure = Work Pressure
- Impact on productivity and efficiency
- More likely to be absent from work
- More likely to quit

Four Domains to Reduce Stress

- Physical
- Emotional
- Cognitive
- Behavioral



Physical



Progressive Muscle Relaxation Practice

1. If you can, loosen clothing, take off your shoes, and get comfortable.
2. Take a few minutes to breathe in and out in, taking slow, deep breaths.
3. When you're ready, shift your attention to your right foot. Take a moment to focus on the way it feels.
4. Slowly tense the muscles in your right foot, squeezing as tightly as you can. Hold for a count of 10.
5. Relax your foot. Focus on the tension flowing away and how your foot feels as it becomes limp and loose.
6. Stay in this relaxed state for a moment, breathing deeply and slowly.
7. Shift your attention to your left foot. Follow the same sequence of muscle tension and release.
8. Move slowly up through your body, contracting and relaxing the different muscle groups



Mindful Breathing Meditation

Research Stop, Breathe, & Think



Emotional

- Common ways to increase mood
 - Massage
 - Coffee or Tea
 - Serotonin
 - Omega-3 fatty acids
 - Pep-talk
 - Music



Anger

As with most things in life,
anger in moderation is
okay.



Anger Management



Anger Management (cont)



Cognitive

The one thing in life most people have control of is their thoughts.



Cognitive (cont)



Behavioral



Behavioral (cont)



Summary

- Stress is a response to a perceived threat
- Determine the source, then find a way to solve the problem



Reading/Listening List

- Eat Sleep Work Repeat
 - Bruce Daisley
- How to Decrease Burnout and Increase Joy
 - Bruce Daisley
- Mindful Pause
 - Cami Smalley



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