

Learning Objectives

- 1. Define the difference between stress and a challenge.
- 2. Identify warning signs of unmanaged job stress.
- 3. List some of the causes of job stress.
- 4. Discuss practical suggestions to reduce your employees' stress levels at work.





Stress vs. Challenge

Stress

- Drains
- Exhausts resources
- May cause poor health
- Can lead to injury

Challenge

- Energizes
- Motivates
- Relaxes
- Satisfies







Warning Signs of Unmanaged Job Stress

Symptoms

- Headaches
- Sleep disturbances
- Difficulty concentrating
- Irritable
- Stomach problems
- Feeling anxious
- Fatigue
- Feeling depressed

Behaviors

- Decreased productivity
- Changes in appearance
- Decreased participation in meetings
- Low morale
- Increased absenteeism
- Arriving to work late
- Requesting to leave early
- Taking extended breaks



Causes of Job Stress

Employee Characteristics

- A Need to control
- A lack or perceived lack of competence
- People pleaser
- Perfectionist
- Career concerns

Job Characteristics

- Excessive workloads
- Few opportunities for growth
- Management styles
- Unrealistic job expectations
- Lack of social support
- Lack of control around job-related decisions
- Environmental conditions



Decreasing Job Stress





Improve communication

Collaborate with your employees

Develop a culture that values the individual employee

Decreasing Job Stress

Improve communication

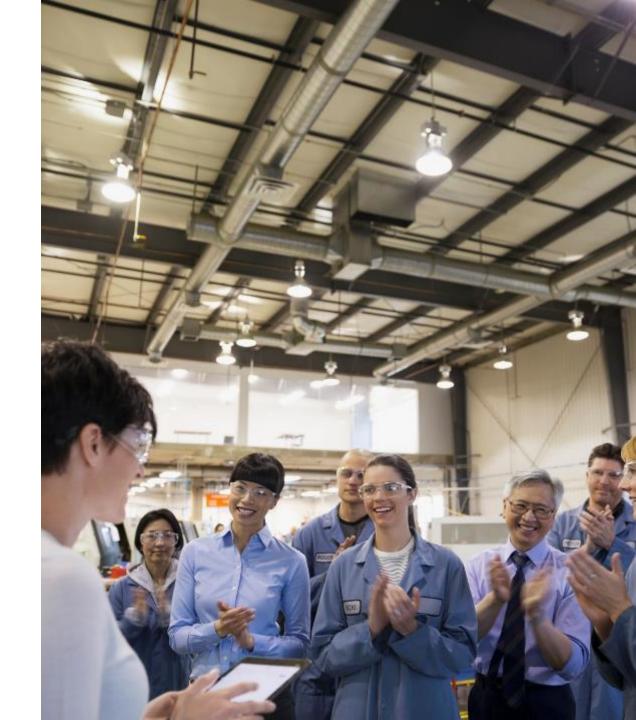
- Be approachable
- Share information to reduce job uncertainty
- Clearly define roles and responsibilities



Decreasing Job Stress

Collaborate with your employees

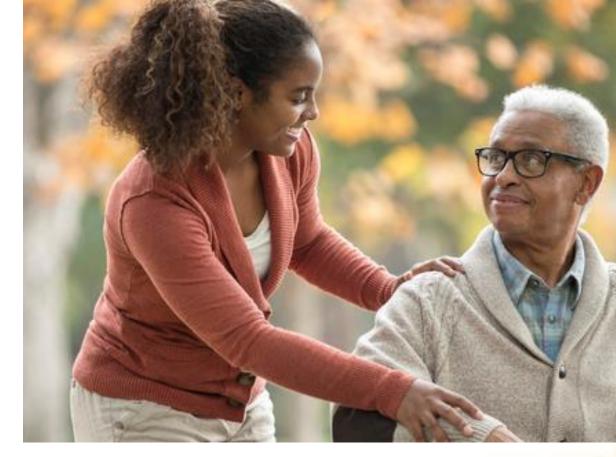
- Offer decisionmaking power
- Provide career development opportunities
- Workload =
 worker's
 capabilities and
 resources



Decreasing Job Stress

Develop a culture that values the individual employee

- Don't tolerate bullying/harassment
- Acknowledge worklife balance issues
- Model and encourage wellbeing practices





How Your Employee Assistance Program Can Help

Employee benefits

- Consultation with a licensed professional
- Website access
 - Work-life resources

Workplace Support

- <u>Define</u> problem behaviors
- Coach managers
- <u>Develop</u> action plans for employees
- Follow up with HR/managers/supervisors and employees (as appropriate)



Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!



CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.





References and Resources



American Psychological Association, (2019). *Coping with stress at work*. Retrieved May 13, 2019 from https://www.apa.org/helpcenter/work-stress

Buckingham, M. & Coffman, C, (1999). First, break all the rules: What the world's greatest managers do differently. New York: Simon & Schuster.

Centers for Disease Control and Prevention (CDC) (2014). In *The National Institute for Occupational Safety and Health (NIOSH)*. Stress at work. Retrieved May 14, 2019 from https://www.cdc.gov/niosh/docs/99-101/#What%20Workers%20Say%20About%20Stress%20on%20the%20Job

Cleveland Clinic (2015). Stress. Retrieved May 13, 2019 from https://my.clevelandclinic.org/health/articles/11874-stress

Fernandez, R. (2016). In *Harvard Business Review*. Help your team manage stress, anxiety, and burnout. Retrieved May 13, 2019 from https://hbr.org/2016/01/help-your-team-manage-stress-anxiety-and-burnout

Editors at Kununu (2019). In *Ladders*. Unique ways top companies help their employees manage stress. Retrieved June 4, 2019 from https://www.theladders.com/career-advice/unique-ways-top-companies-help-their-employees-manage-stress

MagellanAscend.com (2019). Managing job stress. Retrieved May 13, 2019 from https://www.magellanascend.com

Mayo Clinic, (2011). *Exercise: 7 benefits of regular physical activity.* Retrieved April 5, 2012 from http://www.mayoclinic.com/health/exercise/HQ01676

Segal, J., Smith, M., Robinson, L., & Segal, R. (2018). Stress in the workplace: Managing job and work stress. In *Help Guide*. Retrieved May 20, 2019, from https://www.helpguide.org/articles/stress/stress-in-the-workplace.htm

U.S. Department of Health and Human Services (US DHH), Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health (n.d.). Stress at work. Retrieved May 13, 2019 from http://www.cdc.gov/niosh/docs/99-101/pdfs/99-101.pdf.

Wilkie, D. (2018). In SHRM. What managers can do to ease workplace stress. Retrieved May 20, 2019 from https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/how-managers-can-help-stressed-workers-.aspx

