

STRESS MANAGEMENT: A PRACTICAL APPROACH

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation. Featured are:

INTRODUCTION: A brief description of the program and the subject that it addresses.

PROGRAM OUTLINE: Summarizes the program content. If the program outline is discussed before the video is presented, the entire program will be more meaningful and successful.

PREPARING FOR AND CONDUCTING THE PRESENTATION: These sections will help you set up the training environment, help you relate the program to site-specific incidents, and provide program objectives for focusing your presentation.

REVIEW QUESTIONS AND ANSWERS: Questions may be copied and given to participants to document how well they understood the information that was presented. Answers to the review questions are provided separately.

ATTENDANCE RECORD: Document the date of your presentation as well as identify the program participants. The attendance record may be copied as needed.

INTRODUCTION

Stress can occur when things don't happen the way we would like for them to happen. It's our own reactions to disappointment that can cause us to feel stressed. While today's technology helps us get the job done, it also brings us new types of stressful situations. Fortunately, all of us have the power to control and effectively manage the stress in our lives.

This program shows viewers how to manage stress by exercising internal control, maintaining a positive outlook, managing their time and choosing healthy lifestyles.

PROGRAM OUTLINE

THE NATURE OF STRESS

- Stressful situations come in all shapes and sizes. They include death of a friend or family member, failing marriage and loss of financial status.
- Positive experiences such as a job promotion can also be stressful; stress affects everyone differently.
- Physical reactions to stressful situations range from mild discomfort to serious illnesses.
- Heartburn, development of ulcers, shortness of breath and high blood pressure can all be symptoms of stress.
- Constant stress can damage the immune system and leave us vulnerable to all types of disease.

CAUSES OF STRESS

- Stress can result from our insecurity in the ability to do our work; we feel that whatever we do is not enough, even if we are doing an excellent job.
- Some job-related causes of stress include unrealistic schedules, lack of planning and reluctance to be assertive with co-workers.
- We sometimes stress ourselves out by worrying about things that will never happen, such as shut downs and layoffs.

- Stress can result when we resist delegating work assignments because we are afraid the work won't be done correctly.

COPING WITH STRESS

- Such habits as overeating, smoking, drinking alcohol and using drugs may numb stressful feelings, but they don't solve the problem.
- All of us have the power to effectively control and manage the stress in our lives.
- We can exercise internal control when we choose what to think, act and feel when something disappointing happens.
- We must first acknowledge the disappointment and take a deep breath.
- Switching gears and deciding what to do about the situation will give you a sense of control and help get rid of the stressful feelings.
- Sometimes a change of pace, such as leaving the paperwork to check your voice mail, will help alleviate stress.

PREVENTING STRESSFUL SITUATIONS

- Maintain a blame-free attitude by accepting responsibility for your actions without blaming yourself for everything that happens.
- Let go of resentment. Holding a grudge is a type of stress we can all do without.
- Discuss schedules with others when you receive or assign work; when we talk things out, it's easier to set realistic goals.
- Organize your workspace. Eliminate clutter and keep needed items within reach to relieve the stress of searching for things that have been misplaced.
- Take time for good nutrition. A balanced diet can keep us at peak energy levels and help fend off stressful feelings.
- Exercise such as walking, swimming, working out and cycling are excellent stress management tools.
- Rest and relaxation are important to stress resistance.
- Pursuing hobbies and taking time to get away from everyday life are vital to a stress-free existence.

SUMMARY

- Accepting frustration and setbacks is a large part of everyone's life.
- Manage the effects of stress by the following:
 - ① **exercising internal control;**
 - ② **maintaining a positive outlook;**
 - ③ **managing your time;**
 - ④ **relying on good nutrition, exercise, rest and relaxation.**
- Spend time with people who enjoy having a good laugh. Laughter is a good tool that actually protects you against the negative effects of stress.

PREPARE FOR THE SAFETY MEETING OR TRAINING SESSION

Review each section of this Leader' s Guide as well as the videotape. Here are a few suggestions for using the program:

Make everyone aware of the importance the company places on health and safety and how each person must be an active member of the safety team.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

Copy the review questions included in this Leader' s Guide and ask each participant to complete them.

Make an attendance record and have each participant sign the form. Maintain the attendance record and each participant' s test paper as written documentation of the training performed.

Here are some suggestions for preparing your videotape equipment and the room or area you use:

Check the room or area for quietness, adequate ventilation and temperature, lighting and unobstructed access.

Check the seating arrangement and the audiovisual equipment to ensure that all participants will be able to see and hear the videotape program.

Place or secure extension cords to prevent them from becoming a tripping hazard.

CONDUCTING THE PRESENTATION

Begin the meeting by welcoming the participants. Introduce yourself and give each person the opportunity to become acquainted if there are new people joining the training session.

Explain that the primary purpose of the program is to help the viewer understand how to manage stressful situations effectively.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

After watching the videotape program, the viewer will be able to explain the following:

- The nature and causes of stress;
- How to manage stressful situations effectively;
- Attitudes and actions that can prevent stressful situations.

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REVIEW QUESTIONS

Name _____ Date _____

The following questions are provided to determine how well you understand the information present-ed in this program.

1. Positive experiences such as a job promotion can actually cause stress.
 - a. true
 - b. false

2. List two physical reactions that can be symptoms of stress.

3. When we choose what to think, act and feel when something disappointing happens, we have exercised _____.
 - a. insecurity
 - b. external control
 - c. internal control
 - d. overconfidence

4. To deal with stress effectively, we must first _____ our disappointment.
 - a. reject
 - b. acknowledge
 - c. ignore
 - d. hide

5. Because some people don't have the power to manage stress in their lives, they must accept lifelong suffering due to stress-related illnesses.
 - a. true
 - b. false

6. When you receive or assign work, schedules should be discussed so you and your co-workers can _____.
 - a. make lunch plans
 - b. plan your vacations
 - c. set realistic goals
 - d. all of the above

7. While it may numb stressful feelings, laughter is not a good tool for preventing the negative effects of stress.
 - a. true
 - b. false

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ANSWERS TO THE REVIEW QUESTIONS

1. a
2. heartburn, ulcers, shortness of breath, high blood pressure, heart disease
3. c
4. b
5. b
6. c
7. b