

## Chapter 7 Stress and Safety

- What is Stress?
  - Stress is the reaction of the human organism to a threatening situation.
  - Corporations view stress as the employee's problem ( life style, psychological, personality)
  - Unions view as results of excessive demands
  - Most likely due to both

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## Sources of Workplace Stress

- Task complexity ( to hard or to easy)
- Control ( participatory better)
- Feeling of responsibility (home and work)
- Job security
- Work load demands
- Lack of psychological support
- Environmental safety

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## Stress can cost Money

- Stress may lead to
  - decreased productivity
  - higher absenteeism
  - job turnover
  - poor morale
  - greater numbers of stress-related illnesses

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## Human Reactions to Workplace Stress

- Subjective/emotional
  - anxiety, aggression, guilt
- Behavioral
  - prone to accidents, trembling
- Cognitive
  - lack of concentration, can't make decisions
- Physiological
  - heart rate, blood pressure
- Organizational
  - absenteeism and poor productivity

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## Selye's Stages of Human Stress

- Alarm
  - pallor, sweating, increased hear rate
- Resistance
  - body adapts to stress
- Exhaustion
  - body's failure to be able to adapt any more to the stress than it already has

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## What can we do?

- Do away with all stress
- Avoid stressful situations
- Learn to adapt to being sick
- Learn to adapt to workplace stress

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## Shift Work

- Body has its own rhythm
- Change in shift is a stress on the body
- rotating shifts is the most stressfull

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## Stress Reduction Recommendations

- Provide mental health benefits
- Realize there is a problem
- employee communications programs
- Training on how to cope with stress
- Clear, current job descriptions
- Open lines of communication
- Exercise and other stress reduction classes

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## Stress Reduction Recommendations

- Recognize employee contributions
- Publish work rules
- Child care programs
- Flexible work hours
- Be fair (same perks on same level)
- Train workers for their job (technology)
- Support Groups
- Breaks during the day
- Elder care programs

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## Stress Reduction Recommendations

- Do not crowd workspaces
- Personal items in work spaces
- Appropriate humor in workplace
- Match workload and pace to training
- Try to match shifts to people
- Promote teamwork
- Involve employees in decisions
- Kill the rumor mill, let them know what's happening

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