

# MS(HR) 552- Effects of Organizational Stress and Coping Strategies

## Lecture 27



# Recap from last lecture

In the last lecture, we discussed:

- Organizational Stress
- Causes of Organizational Stress

# Topics to be covered today:

- Diagnosis Stress and its causes
- Alleviating stress and coping with stress

# Diagnosing stress and its causes

## 1. Charting stressors

- Identifying organizational and personal stressors operating in a particular situation.
- Data can be collected through questionnaires and interviews about environmental and personal stressors
- It is necessary to measure stress consequences

## 2. Health profiling

- This method is aimed at identifying stress symptoms so that corrective action can be taken.
- It starts with a questionnaire asking people for their medical history, personal habits, current health and vital signs such as blood pressure, cholesterol levels, etc.
- Then the data is used by the computer to calculate the individual's health profile.
- Some organizations have extensive in-house health and stress management programs.

# Alleviating stressors and coping with stress

## 1. Role clarification

- Help employees better understand the demands of their work roles
- The people relevant to defining a particular role are identified
- The role holder discusses his/her perceived job duties and responsibilities and other participants are encouraged to comment and to agree or disagree.
- When everyone has reached a consensus, the role holder is responsible for writing a description of the activities that are now seen as constituting the role.

## 2. Supportive relationships

- Establishing trusting and genuinely positive relationships among employees, including bosses, subordinates and peers.

### 3. Stress inoculation training

- Preparation ( What am I going to do about these stressors)
- Confrontation ( I must relax and stay in control)
- Coping (I must focus on the present set of stressors)
- Self -reinforcement (I handle it well)

### 4. Health facilities

- Elaborate exercise facilities
- Cardiovascular fitness programs
- Before starting such programs employees go through an exercise tolerance test and take approval of the company doctor
- Some organizations like McDonalds provide biofeedback facilities in which managers take relaxation breaks using biofeedback devices to monitor respiration and heart rate.

# Summary

In today's lecture, we discussed:

- Diagnosis Stress and its causes
- Alleviating stress and coping with stress



Thank you

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