

# TEN STEPS TOWARD MANAGING JOB STRESS

1. Identify your symptoms of job stress.
2. Identify the sources of your job stress.
  - a. Lack of control
  - b. Lack of information
  - c. When cause and effect don't make sense.
  - d. Conflict
  - e. Blocked career
  - f. Alienation at work
  - g. Overload
  - h. Underload or boredom
  - i. Environmental obstacles
  - j. Value conflict
3. Identify how you respond to your specific stressors:
  - a. Your feelings
  - b. Your thoughts
  - c. Your behaviors
4. Set goals to respond more effectively to your job stressors:
  - a. Change external stressors
  - b. Change your thoughts
  - c. Change physically by doing healthier activities
5. Motivate yourself – reward yourself when you meet specific goals
6. Change your thinking
  - a. The three thoughts that do you in:
    - I've got to do....
    - They're doing this to me and it's not fair.
    - I'm trapped here.
  - b. How to cope with these thoughts
    - Make a realistic appraisal of what exactly will happen if the task is not done on time, done flawless, or is totally pleasing to your boss.
    - There's no good that can come from blaming anybody for your job stress.
    - You are not trapped. You do have choices.

7. Deal with your boss: Ask these questions in a conference with him/her:
  - a. What is expected of me in my position?
  - b. Where is the company going and how do I fit into the plan in the near and long-time future?
  - c. How am I doing? Strengths? Things I need to improve?
  - d. What additional skills or education do I need to progress?
  - e. What happens if something goes wrong? What can I expect from you if a problem develops?
  - f. If I continue my current level of performance, what can I expect?
8. When in conflict, negotiate.
9. Pace and balance yourself.
10. Know when to quit.

### TO BE ASSERTIVE

1. Look at your rights, what you want, what you need, and your feelings about the situation.
2. Arrange a time and place to discuss your problems that is convenient for you and the other person.
3. Define the problem situation as specifically as possible.
4. Describe your feelings so that the other person has a better understanding of how important an issue is to you.
5. Express your request in one or two easy-to-understand sentences.
6. Reinforce the other person to give you what you want.
7. Develop assertive body language.
8. Learn how to listen to the other person.
9. Arrive at a workable compromise for all parties involved.
10. Avoid manipulation of others