

# WAYNE STATE UNIVERSITY

# Stress Management in the Workplace

#### National Association of County Collectors, Treasurers & Finance Officers





Provided by WSU – Executive & Professional Development

# Agenda

- Learning Objectives
- Icebreaker Activity
- Lesson One: Stress Overview
- Lesson Two: Stress Management
- Closing



# Learning Objectives

- At the end of today's session, you will be able to:
  - Recognize workplace stressors.
  - Employ strategies to manage workplace stress.
  - Reduce workplace stress for all employees.



# **Icebreaker Activity**

- Individual and Small Group Activity
  - Directions:
    - First, individually answer the questions below:
      - How do you feel when you are overwhelmed or stressed?
      - How do you typically cope with stress?
    - Second, when all small group members have answered the questions, introduce yourselves to each other (if needed). Then, share your responses to the questions with each other and find commonalities and/or differences.
    - Be prepared to share at least one commonality or difference you discussed with the large group.

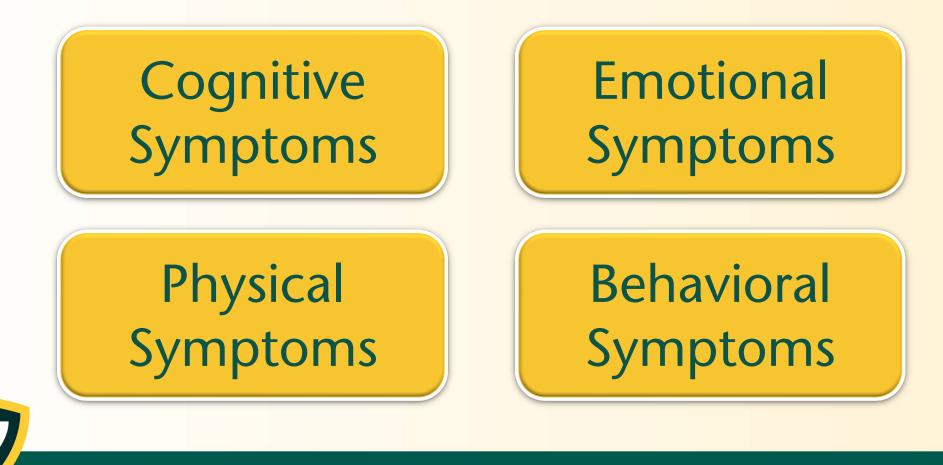
#### Lesson One: Stress Overview Definition & Workplace Stressors





#### Lesson One: Stress Overview Symptoms of Stress

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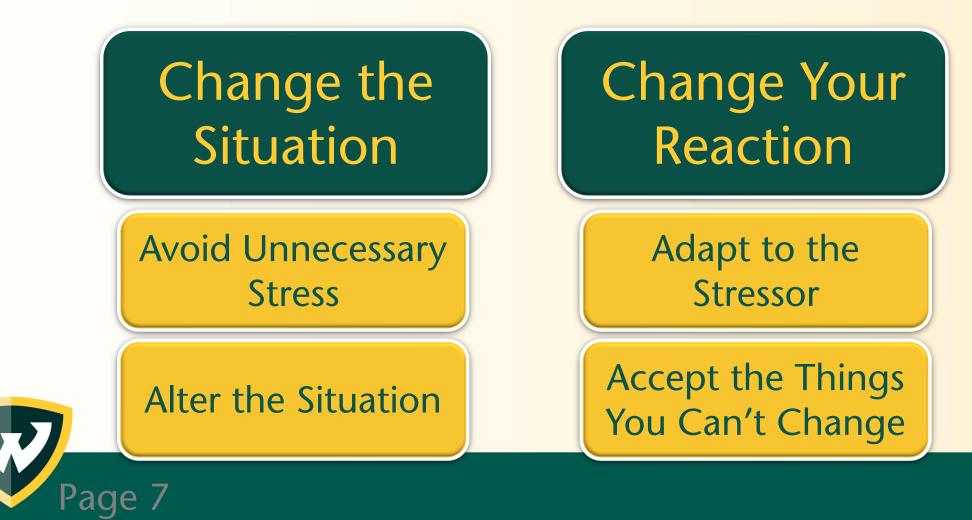


# Lesson One: Stress Overview Symptoms of Stress

- Small Group Activity
  - Directions: With your small group, consider the general symptoms listed on page 5 and answer the following questions. Write your responses in the chart on page 6.
    - What would symptoms or signs of stress look like in an employee at your workplace?
    - What would symptoms or signs of stress look like on a workplace team?

Be prepared to share your results with the large group.

### Lesson Two: Stress Management The Four As: Avoid, Alter, Adapt, and Accept



#### Lesson Two: Stress Management Applying the Four As: Avoid, Alter, Adapt, and Accept

- Small Group Activity
  - Directions: Read the scenarios on pages 8-9 and discuss responses to the questions with your small group.
  - Be prepared to share your thoughts from your discussion with the large group.



#### Lesson Two: Stress Management Applying the Four As - Small Group Activity Debrief

#### **Scenario One**

You are a supervisor of Pat's team. You notice that Pat has been very quiet lately – something you think is out of the norm. There are some organizational changes coming up and Pat will have to learn some new tasks to complete their job as mandated. You also are aware that Pat's mother recently moved in with Pat and she is not in the best health, but Pat doesn't like to talk about things going on at home. You are concerned that Pat is not as jovial as usual and seems to be under a lot of stress.

**Change the Situation** Avoid Unnecessary Stress Alter the Situation Change Pat's Reaction Adapt to the Stressor Accept the Things Pat Can't Change

#### Lesson Two: Stress Management Applying the Four As - Small Group Activity Debrief

#### Scenario Two

Shelly is one of your star employees. She is always asking for new challenges. You recently asked her to help train a new employee and you thought it would be a great fit, but they don't seem to get along too well. They started talking about current events one day and found out they have different beliefs. Shelly has come to you to tell you that she has started feeling physically ill before having a meeting with the new employee – her heart starts beating fast and she feels light-headed. You really need Shelly to get this employee up to speed before the busy season.

**Change the Situation** Avoid Unnecessary Stress Alter the Situation Change Shelly's Reaction Adapt to the Stressor Accept the Things Shelly Can't Change

#### Lesson Two: Stress Management General Stress Management Strategies



#### Lesson Two: Stress Management Fast-acting Stress Management Exercises





### Closing Large Group Discussion

What tactic or new information did you learn today that you will be able to use back in the workplace? *It can be for yourself, an employee, or your team.* 



### Closing Learning Objectives Review

- At the end of today's session, you will be able to:
  - Recognize workplace stressors.
  - Employ strategies to manage workplace stress.
  - Reduce workplace stress for all employees.



# Thank you! Executive & Professional Development (313) 577-4449 www.ExecEd.wayne.edu

