



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

Stress
Definition

Workplace
Stressors



Lesson One: Stress Overview

Symptoms of Stress

Cognitive
Symptoms

Emotional
Symptoms

Physical
Symptoms

Behavioral
Symptoms



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

Change the
Situation

Avoid Unnecessary
Stress

Alter the Situation

Change Your
Reaction

Adapt to the
Stressor

Accept the Things
You Can't Change



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

Exercise

Manage Your
Time

Connect with
Others

Make Time for
Fun & Relaxation

Maintain a
Healthy Lifestyle



Lesson Two: Stress Management

Fast-acting Stress Management Exercises

4-7-8 Breathing
Exercise

Breath Counting

Progressive
Muscle
Relaxation (PMR)

Guided Imagery



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!
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