Learning Objectives

1. Define the difference between stress and a challenge.
2. Identify warning signs of unmanaged job stress.
3. List some of the causes of job stress.
4. Discuss practical suggestions to reduce your employees’ stress levels at work.
Stress vs. Challenge

**Stress**
- Drains
- Exhausts resources
- May cause poor health
- Can lead to injury

**Challenge**
- Energizes
- Motivates
- Relaxes
- Satisfies
Warning Signs of Unmanaged Job Stress

**Symptoms**
- Headaches
- Sleep disturbances
- Difficulty concentrating
- Irritable
- Stomach problems
- Feeling anxious
- Fatigue
- Feeling depressed

**Behaviors**
- Decreased productivity
- Changes in appearance
- Decreased participation in meetings
- Low morale
- Increased absenteeism
- Arriving to work late
- Requesting to leave early
- Taking extended breaks
Causes of Job Stress

Employee Characteristics
• A Need to control
• A lack or perceived lack of competence
• People pleaser
• Perfectionist
• Career concerns

Job Characteristics
• Excessive workloads
• Few opportunities for growth
• Management styles
• Unrealistic job expectations
• Lack of social support
• Lack of control around job-related decisions
• Environmental conditions
Decreasing Job Stress

Improve communication

Collaborate with your employees

Develop a culture that values the individual employee
Decreasing Job Stress

**Improve communication**

- Be approachable
- Share information to reduce job uncertainty
- Clearly define roles and responsibilities
Decreasing Job Stress

Collaborate with your employees

• Offer decision-making power
• Provide career development opportunities
• Workload = worker’s capabilities and resources
Decreasing Job Stress

Develop a culture that values the individual employee

• Don’t tolerate bullying/harassment

• Acknowledge work-life balance issues

• Model and encourage well-being practices
How Your Employee Assistance Program Can Help

**Employee benefits**

- Consultation with a licensed professional
- Website access
  - Work-life resources

**Workplace Support**

- **Define** problem behaviors
- **Coach** managers
- **Develop** action plans for employees
- **Follow up** with HR/managers/supervisors and employees (as appropriate)
Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

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References and Resources


