

# Stress

## INTRODUCTION

Effective managers know the ways to help employees grow and enjoy the rewards of being productive. Clear-cut job definition and levels of authority, participative objective setting, assignments that call for stretch and the full use of the employee's abilities, preparation for additional responsibilities or advancement are a few of the techniques used by effective managers.

There is no question but that the individual employee can enjoy job satisfaction and the rewards of performing closer to his/her maximum potential by working for an effective manager. But whether or not we work for an effective manager, the responsibility for controlling our productivity remains with the individual employee.

There are many techniques available today that aid the employee to personally manage his/her job satisfaction and productivity: time management, interpersonal communications and speed reading are but a few. Other techniques have been developed that are based upon the employee being able to recognize and control the kinds of life and job events that can cause frustrations, tensions and anxiety that are not only detrimental to personal health but obstacles to personal productivity on the job.

Most of us are not consciously aware of the negative consequences of frustration, tension and anxiety. However, a direct link has been established between these factors and absenteeism, illness and accidents, poor interpersonal communications, poor decision-making, low motivation and low productivity. It is important to understand that stress in itself is not the culprit.

"Stress is the most important influence in a person's life." This statement was made by Dr. Hans Selye of Montreal's Institute of Experimental Medicine and Surgery, who pioneered the research on stress. Stress is life itself. The most normal and necessary events in our lives are all stressful. Contrary to popular opinion, stress is not something to be avoided.

Distress is caused because the person is simply adapting and responding inappropriately to the things going on about him/her. When the consequences of repeated improper responses are turned back into the body, a wide range of physical conditions result. Headaches, insomnia, upset stomachs, sinus attacks, heart trouble, diabetes and latent tuberculosis have been linked to excessive stress levels.

Employees who practice stress reduction programs report they are better able to maintain motivation by reducing tensions and anxieties and by consciously managing fatigue. Added benefits are increased energy and productivity plus improved interpersonal relationships.

## WHAT IS STRESS?

Dr. Hans Selye states that stress is the salt of life. We are stressed by love, a game of tennis or an exciting TV show. The body is under stress even when we are asleep. The heart continues to pump blood, the digestive process continues, the muscles move the chest in respiration. All of these responses obviously maintain life itself. Stress may be either harmful or beneficial depending on how well we adapt. Even the emotions of fear and anxiety can be beneficial if they are responses to

*real* threat of short duration. The energy that stress brings is healthy only when it is turned toward constructive, meaningful ends.

Everyone experiences stress in the form of tension and anxiety in certain situations. Most people accept this tension or anxiety as a routine part of life's experience. We have all learned to do things that will reduce our tensions or anxieties in immediate situations. Many people will smoke, drink, become angry, leave the situation, place the blame for something on another person or do other things that reduce their effectiveness on their jobs. Some people become very tense when another employee does not perform a job in the manner he/she was told. Mistakes by ourselves or other people can cause us to become tense and we may reduce this tension by becoming angry with someone else.

Our first task is to realize everyone has an optimal level of stress determined by his/her own tolerance. Each of us needs to know our own capacity. You have a personal stress point at which you operate best. If a person goes a little over their optimum level, he or she is irritable, unhappy and simply inefficient.

Going way over one's optimum level, one risks becoming ill or doing involuntary injury to himself or herself. A little below the optimum level of stress and people are not using enough courage or taking enough risks to realize their true potential and enjoying the satisfaction of seeing goals accomplished. Going way below the optimum level one simply vegetates.

There are three stages to the body's response to physical, psychological or social events in our lives:

1. Alarm reaction
2. Stage of resistance
3. Stage of exhaustion

The key to managing stress is found in the Stage of Resistance. Our supply of adaptive energy is limited. We can be consuming our personal supply level through both unconscious and conscious perception of events.

For example, someone may criticize you or threaten you unjustly and you choose to bottle up your anger and resentment over the situation for a long period of time. You are conscious of your anger. You are using your supply of adaptive energy to maintain these negative emotions. Or people may start a job where there is a great deal of noise. The first reaction would be in the alarm stage, where they may find themselves annoyed by the noise. After a period of time they are no longer *consciously* aware of the sound. All the same, they also are consuming their personal supply of adaptive energy in Stage "2". Each of us is born with a fixed and partly inherited supply of adaptive energy, which we constantly draw upon in the process of living. When it is exhausted, the individual dies. The goal, then, is to control stress and save adaptive energy.

## Illness, Accidents, Death

Divorced persons, in the year following the divorce, have an illness rate 12 times higher than married persons. Studies in psychosomatic medicine over the last ten years have shown that feelings of loss are related to disease. The loss of a job,

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a social disappointment or a change in home environment may all create excessive stress. In combination with other excessively stressful events, one is very likely to become ill.

Dr. Robert Ader, professor of psychiatry and psychology at the University of Rochester School of Medicine, has studied how factors such as a feeling of helplessness affected diseases ranging from diabetes to cancer. Dr. Ader stated a feeling of helplessness would be one of the psychological factors which would precipitate disease. He explained that conditions are optimal when there is (1) a biological predisposition, (2) a stress that is *perceived* as a stress and (3) an inability to cope with the stress. Not only do inappropriate stress reactions lead to illness, but they lead to minor and major accidents—even fatalities. Twenty-eight percent of male drivers involved in fatal accidents have been shown to have had a violent argument in the 6-hour period before the accident. A person's chances of having an accident increases or decreases with the amount of emotional stress. While physical circumstances beyond our control account for a percentage of accidents and illnesses that befall us, the figure is much smaller than many of us realize. Perhaps 85% of accidents and illnesses begin from *within* because we fail to interpret and adjust *successfully* to ordinary events in our lives.

## FATIGUE

The first sign that we have exceeded our optimum stress level is the feeling of fatigue. Fatigue can simply be thought of as our body or mind saying, "That's enough of this activity. . . I've had it."

Fatigue may have curious roots. At the Michael Reese Hospital in Chicago, three staff physicians once studied a group of middle-aged executives. These people had started out in their jobs with zest and enthusiasm, but wound up being thoroughly exhausted. What were the main complaints voiced to the doctors? They were: Conflict with business associates, boredom with their jobs, fear of failure. Overwork was never mentioned. In these cases, the doctors concluded that fatigue was a frame of mind.

Dr. Theodore G. Klumpp, writing as a member of the AMA Commission on Chronic illness, has said, "There is no correlation between how hard a person works and the degree of his fatigue. Tiredness—whether physical or mental—is nature's way of warning that the limits of endurance have been reached; yet, in fact, *a person has plenty of energy for everything he really wants to do.*"

## Modern Methods for Controlling Stress

There are many techniques for achieving greater relaxation. Physical exercise, Meditation, Behavior Modification, Biofeedback, Transactional Analysis. An article in *Business Week*, August 23, 1976, details the techniques, time, benefits, pitfalls and cost of all of the above methods plus a few others. The article concludes, "In all these areas of psychological self-help and group training, the only safe maxim appears to be: Find out if it really works before you try it or lay your money on the line."

## Physical Exercise

In addition to Dr. Klumpp's work in the area of fatigue as quoted earlier, he is also medical consultant to the President's Council of Physical Fitness and Sports. "It can be yoga, jogging, cycling, or swimming. The point is to do it consistently. The mind and body interrelated and pressured people forget that plain physical exercise helps the state of mind."

Sometimes life becomes almost too much to handle. We all slip occasionally; we perceive a situation in a certain way, and stress that develops is far beyond our optimum level. We reach the point when so many small concerns have accumulated that we can no longer deal with any single one. When that happens, one thing to do is deal with them all at once in physical exercise.

## Relaxation Response

Dr. Herbert Benson's book, *The Relaxation Response*, brings scientific documentation to the reduction of stress by simply practicing the following technique:

### 1. A Quiet Environment

One should choose a quiet, calm environment with as few distractions as possible. Sound, even background noise, may prevent the elicitation of the response. Choose a convenient, suitable place—for example, at an office desk in a quiet room.

### 2. A Mental Device

The person employs the constant stimulus of a single-syllable sound or word. The syllable is repeated silently or in a low, gentle tone. The purpose of the repetition is to free oneself from logical, externally oriented thought by focusing solely on the stimulus. Many different words and sounds have been used in traditional practice. Because of its simplicity and neutrality, the use of the syllable "one" is suggested.

### 3. A Passive Attitude

The purpose of the response is to help one rest and relax, and this requires a completely passive attitude. One should not scrutinize his/her performance or try to force the response, because this may well prevent the response from occurring. When distracting thoughts enter the mind, they should simply be disregarded.

### 4. A Comfortable Position

The person should sit in a comfortable chair in as restful a position as possible. The purpose is to reduce muscular effort to a minimum. The head may be supported; the arms should be balanced or supported as well. The shoes may be removed and the feet propped up several inches, if desired. Loosen all tight-fitting clothing.

## Eliciting the Relaxation Response

Using these four basic elements, one can evoke the response by following the simple, mental, non-cultic procedure that subjects have used in the laboratory:

- In a quiet environment, sit in a comfortable position.
- Close your eyes.
- Deeply relax all your muscles beginning at your feet and progressing up to your face—feet, calves, thighs, lower torso, chest, shoulders, neck, head. Allow them to remain deeply relaxed.
- Breathe through your nose. Become aware of your breathing. As you breathe out, say the word "one" silently to yourself. Thus: breathe in . . . breathe out, with "one". . . In . . . out, with "one". . .
- Continue this practice for 10-20 minutes. You may open your eyes to check the time, but do not use an alarm. When you finish, sit quietly for several minutes, at first with your eyes closed and later with your eyes open.