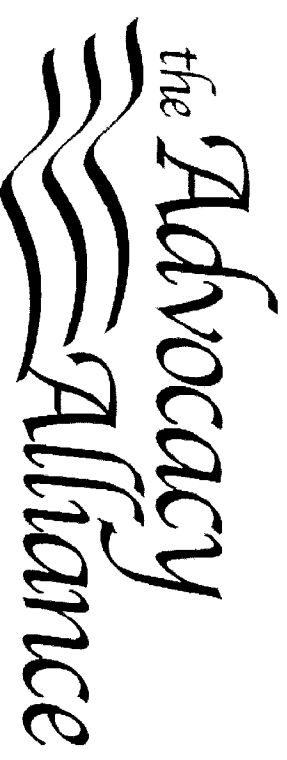


Stress Management



Health Care Quality Units

Disclaimer

- The information presented to you today is intended to increase your understanding of stress management.
- The information is not intended to replace medical advice.
- If you are in need of medical advice, please contact your healthcare provider.

Objectives

Participants will:

- Gain knowledge about stress and the stress response.
- Gain knowledge about types of stressors.
- Gain knowledge about the symptoms and effects of stress.
- Learn tips to reduce stress.

What is Stress?

What is Stress? (Continued)

If you were to ask a dozen people to define stress, to explain what causes stress for them, or how stress affects them, you would most likely get different answers from each of these twelve individuals.

What is Stress? (Continued)

- There is no universal definition of stress.
- What is stressful for one person may be pleasurable, or have little effect, on another.
- We all react to stress differently.

What is Stress? (Continued)

- Most doctor's visits are for stress related ailments and complaints.
- OSHA declared stress a hazard of the workplace.

Types of Stress

- Positive Stress – Eustress
- Negative Stress – Distress

Positive Stress

- Results from exhilarating experiences
- Winning and achieving
- Motivation and awareness
- Sense of alertness

Acute Distress

- Most common form of stress
- A reaction to an immediate threat
- Short-term
- Commonly known as the “flight or fight” response

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Chronic Distress

- May be result of many acute stress situations
- Can be result of a life condition
- May have a harmful effect on mental, physical and spiritual health

Types of Stressors

- External
- Internal

External Stressors

- External stressors are events and situations that happen to you.
- While you may have control over some of these stressors, and how much you let them effect you, there are times when you cannot control them.

Examples of External Stressors

- Physical Environment
- Social Interaction
- Organizational
- Daily Hassles
- Major Life Events

External Stressors

Physical Environment

- Noise
- Bright Lights
- Heat
- Confined Spaces

Social Interaction

- Rudeness
- Bossiness
- Aggressiveness
by others
- Bullying

External Stressors (Continued)

Organizational

- Rules
- Regulations
- Deadlines

Daily Hassles

- Commuting
- Misplaced keys
- Mechanical breakdowns

External Stressors (Continued)

Major Life Events

- Birth
- Death
- Lost job
- Promotion
- Marital status change

Source: The American Psychological Association, 2007. Adapted from "The Impact of Life Events on Mental Health," *Journal of Abnormal Psychology*, 116(1), 1-10.

Internal Stressors

Not all stress stems from things that happen to us. Some of the stress response can be self-induced or self-generated.

Internal stressors are our own feelings and thoughts that can cause stress.

Internal Stressors (Continued)

- Lifestyle choices
- Attitude
- Negative mind traps
- Personality traits

Internal Stressors (Continued)

Lifestyle choices

- Diet/Exercise
- Lack of sleep
- Overloaded schedule

Personality traits

- Perfectionists
- Workaholics

Internal Stressors (Continued)

Negative Mind-traps

- Unrealistic expectations
- Taking things personally
- “All or nothing” thinking
- Fears or uncertainty
- Rigid thinking
- Personal fulfillment

Internal Stressors (Continued)

Attitude

- Pessimistic thinking
- Self criticism
- Over analyzing
- Negative view of the world

Stress Response System

- Fight or Flight Reaction
- The hypothalamus, a tiny region at the base of your brain, sets off an alarm system in your body.
- Through a combination of nerve and hormone signals, this system prompts your adrenal glands, situated atop your kidneys, to release a surge of hormones — the most abundant being Adrenaline and Cortisol.

Stress Response System (Continued)

- Adrenaline increases your heart rate, elevates your blood pressure and boosts energy supplies.
- Cortisol, the primary stress hormone, increases sugars, or glucose, in the bloodstream, enhances the brain's use of glucose and increases the availability of substances that repair tissues.

Stress Response System

(Continued)

- Cortisol also curbs functions that would be nonessential or detrimental in a fight-or-flight situation. It alters immune system responses and suppresses the digestive system, the reproductive system and growth processes.
- The complex alarm system also communicates with regions of the brain that control mood, motivation and fear.

Stress Response System

(Continued)

- The stress-response system is self-regulating.
- It decreases hormone levels and enables your body to return to normal once a crisis has passed.
- As levels of the hormones in your bloodstream decline, your heart rate and blood pressure return to normal, and other systems resume their regular activities.

Symptoms & Effects of Stress

Symptoms & Effects of Stress (Continued)

- Physical
- Psychological
- Behavioral
- Emotional

Physical Symptoms

- Sleep pattern changes
- Fatigue
- Digestion changes
- Loss of sexual drive
- Headaches
- Aches and pains/muscle tension
- Grinding teeth
- Hives or skin rashes

Physical Symptoms (Continued)

- Dizziness
- Fainting
- Sweating and trembling
- Tingling hands and feet
- Breathlessness
- Chest pain/palpitations
- Missed heartbeats

Psychological Symptoms

- Lack of concentration
- Memory lapses
- Difficulty in making decisions
- Confusion
- Disorientation
- Panic attacks

Behavioral Symptoms

- Appetite changes
- Eating disorders
- Increased intake of alcohol and other drugs
- Increased smoking

Behavioral Symptoms (Continued)

- Restlessness
- Fidgeting
- Nail biting
- Hypochondria
- Deterioration of personal hygiene and appearance

Emotional Symptoms

- Bouts of depression
- Tearfulness
- Withdrawal
- Impatience
- Fits of rage

Work-Related Stress

Why do we work?

- Income
- Mental and physical exercise
- Social contact
- Feeling of self worth and competence

Work-Related Stress (Continued)

- Drive for success
- Changing work patterns
- Work conditions
- Overwork
- Underwork

Work-Related Stress (Continued)

- Uncertainty
- Conflict
- Responsibility
- Relationships at work
- Change at work

Tips to Reduce Stress

- "There cannot be a stressful crisis next week. My schedule is already full."
– Henry Kissinger

Tips For Reducing Stress (Continued)

- Shed the “superman/superwoman” urge
- Take one thing at a time
- Don’t look too far ahead
- Tap into your spirituality
- Deep breathing/Progressive Muscular Relaxation
- Meditation/Yoga
- Visualization

Tips For Reducing Stress (Continued) (Hobbies)

- Healthy lifestyle/exercise
- Share your feelings and communicate
- Be flexible
- Go easy with criticism
- Learn Relaxation Techniques

Congratulations!

You are now ready to take the post-test.

Once you have submitted the post-test and evaluation, you can print your certificate.

Just make sure all information is entered correctly so you can receive your certificate.