

# Stress Management

A person's ability to experience workplace stress without it impacting on their performance or coworkers. It also includes the person's ability to keep personal stress out of the workplace. It requires that an employee seek help for stress issues in a timely manner.

VERBAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Uses a calm voice when under stress
- Does not impose discussion of personal stressors on coworkers, etc.

## From RARELY to SOMETIMES up to USUALLY

- Outbursts if highly stressed, but seeks ways to redress this behaviour
- Starts to vocalize stress, but regains control

## From NEVER to RARELY

- Angry, irritable or rude to employees, coworkers, etc.
- Unwilling to engage with coworkers, employees, etc.
- Imposes discussion of personal stressors on coworkers, etc.

PHYSICAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Completes assigned work to a high standard whether under stress or not
- Makes suitable decisions under stress
- Uses stress reduction techniques effectively
- Seeks appropriate supports before stress impacts on ability to work effectively

## From RARELY to SOMETIMES up to USUALLY

- Work performance may drop as stress increases
- Judgment may decrease as stress increases
- Attempts stress reduction techniques with limited success
- Seeks help once stress has become a problem

## From NEVER to RARELY

- Crying when under stress
- Inability to work, make decisions
- Avoidance of people or places
- Displays signs of excessive fatigue during work
- Complains of pain or stiffness without apparent cause
- Missing work or low performance due to external factors
- Does not attempt stress reduction techniques
- Refuses to seek help when unable to handle stress