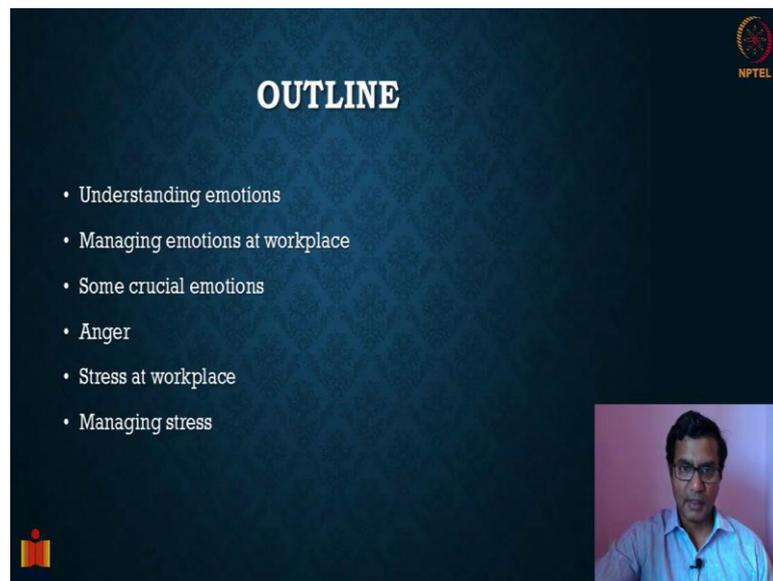


Organizational Behaviour
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Lecture - 25
Emotions at Workplace

Warm welcome to this lecture series on Organizational Behaviour, we are on the chapter on Emotions at Workplace. This is going to be our last lecture in this chapter.



OUTLINE

- Understanding emotions
- Managing emotions at workplace
- Some crucial emotions
- Anger
- Stress at workplace
- Managing stress

The slide features a dark blue background with the word 'OUTLINE' in white capital letters. A list of six bullet points is displayed on the left. In the bottom right corner, there is a small video inset showing a man with glasses and a light blue shirt. The NPTEL logo is visible in the top right corner, and a small orange icon is in the bottom left corner.

I will quickly summarize what happened in our previous lectures.



The slide displays a 4x5 grid of 20 cartoon faces, each with a different expression and color, representing various emotions. The emotions are labeled as follows:

ANGRY	WORRY	BORED	CONFUSED	GUILTY
DISGUST	FRUSTRATED	HAPPY	SAD	JEALOUS
MEAN	RAGE	CONTENT	SCARED	SHY
SORRY	SURPRISE	SUSPICIOUS	TIRED	ANXIOUS

The grid is set against a dark background. In the bottom right corner, there is a small video inset showing the same man as in the previous slide. The NPTEL logo is in the top right corner, and a small orange icon is in the bottom left corner.

We looked at the importance of emotions in our life.

EMOTIONS

- Emotions are our first language
- Emotions are universal
- Role of culture on emotional expression
- Emotions most of the times have an object
- Emotions are contagious



We also looked at some of the characteristics of characteristics of emotions. One particular issue we discussed was emotions are contagious; which means we can easily acquire the certain emotion from people around us.



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[http://www.norwich.net/~randyg/ton.html](http://www.norwich.net/~randyg/toon.html)

GLASBERGEN

"You always complain that I don't know how to show my emotions, so I made these signs."



Especially in workplace, it becomes very important to manage emotions; because, it's not just you who are getting effected, but also others acquire those emotions.

SELF-CONSCIOUS VS SOCIAL EMOTIONS

- Self-conscious emotions: feelings that stem from within. E.g. shame, guilt, embarrassment and pride.
- Social emotions: feelings based on information external to themselves. E.g. pity, envy, jealousy etc.



We also looked at different types of emotions, which are broadly classified into self conscious and social emotions.

MOOD

- An unfocused, relatively mild feeling that exists as background to our daily experience.
- Positive emotions and job performance.
- Mood congruence: tendency to recall positive things when in a good mood and vice versa.



We also looked at this concept called mood. So, compared to emotions moods are very generalized in nature. Emotions are very specific and temporary mood might remain for some time.



MANAGING EMOTIONS AT WORK PLACE

- Work-family spillover effect
- Emotional labor: the psychological effort involved in holding back one's true emotions.
- Emotional dissonance: inconsistencies between felt emotions and expressed emotions.
- Emotional attachment at work place.



We also looked at some of the specific aspects of emotion which may influence workplace behaviour. So, we looked at spillover effect, how emotions in one sphere of life, which is family can influence our emotions or performance in other sphere of life like work. It can be other way around also; it can be either positive or negative. Positive means something happening in one sphere, positively influences our emotions and behaviour in other sphere.

So, one important implication of this spillover effect is, we can change negative emotions in one sphere by getting energy from the other sphere. For example, if your personal life you are undergoing some negative emotions or negative experiences, which makes you feel depressed or sad. You can perform well in your workplace and that and that sense of achievement can help you overcome or handle, negative emotions in your personal sphere.

We also looked at emotional labor, we looked at two levels of exhibiting emotional labor acting and pursuing them in a real sense. So, it acting can be surface acting or deep acting, the third kind is naturally showing the emotions. So, we looked at the positives and negatives of each one of these ways of showing emotional labor. We also looked at the emotional dissonance, which is similar to cognitive dissonance and how it influences individuals.

SOME CRUCIAL EMOTIONS

- Shame: arises due to feeling of inadequacy, and perception of harmful or disreputable behaviour.
- Humiliation: feel of reduced to a lower position in our own or other's eyes. Feeling of disgrace and attack on self-respect.
- Guilt: feeling bad for violating some standards.
- Resentment: mild form of hate.



We also looked at some of the negative emotions, which can occur in workplace which looks more or less similar in nature.

ANGER



We also looked at a very important emotion which is anger.



**HOLDING ON TO ANGER IS LIKE
GRASPING A HOT COAL WITH THE
INTENT OF THROWING IT AT
SOMEONE ELSE; YOU ARE THE ONE
WHO GETS BURNED. - BUDDHA**

**SPEAK WHEN YOU ARE ANGRY - AND
YOU'LL MAKE THE BEST SPEECH
YOU'LL EVER REGRET. -
DR.LAURENCE J. PETER**



And we looked at the negatives of being aggressive.



**THE WORLD NEEDS ANGER. THE
WORLD OFTEN CONTINUES TO
ALLOW EVIL BECAUSE IT ISN'T
ANGRY ENOUGH. ~BEDE JARRETT**

**A MAN IS ABOUT AS BIG AS THE
THINGS THAT MAKE HIM ANGRY -
CHURCHILL**



And also the importance of using aggression as the energy, to create something constructive.

AGGRESSION CAN BE PASSIVE



We also looked at assertive the difference between assertiveness and aggression, we looked at passive aggression.

PATTERNS OF AGGRESSION

- Threat-based aggression: self-defense and aggression that grows out of fear.
- Irritable aggression: response to pain or irritation.
- Frustration-based aggression: when my goal oriented behaviour is blocked.
- Instrumental aggression: using aggression to get something.



And what are the different forms aggression or why aggression can happen?



We looked at assertiveness as an alternative to aggression.



We defined what is assertiveness.



WHAT MAKES US NON-ASSERTIVE?

- Fear
 - Of Rejection
 - Of being taken for granted
 - Of being vulnerable
 - Of being humiliated
 - Of embarrassment
- Insecurity



And what stops people from being assertive. One important reason why people are not assertive is instead of assertive people, assertive being assertive people use aggression as a way to resolve their issues. One major reason is lack of sense of security. So, if someone is not very confident or someone fears, that they may you know, they may be ridiculed, they may not be assertive, they in sum, they show aggressiveness.



STRESS IN WORKPLACE

- Stress as an occupational hazard
- Indirect evidences
- Work and life style changes
- Physiological responses to stressful situations



So, this is where we stopped, we want to look at another important emotion related reaction in workplace which is stress. Stress research on stress workplace stress has gained a lot of momentum during 1960s, 70s and 80s. Especially many research from bio the impact the biological impact of stress in workplace has been studied, in organizational behaviour research.

One important reason for why there is a lot of focus on workplace stress is that workplace stress can be seen as an occupational hazard; occupational hazard means things in your workplace which can lead to damage to you physically, is not it?

Like for example, if you are working in heavy industry accidents can create physical damage. Similarly, you know the design of the assembly line, if there are any issues that can cause harm to the individual. Or you know the work involves too much of physical labor, it can lead to physical hazard.

So, hazard means negative effect; negative effect due to work. So, typically occupational hazard was seen as physical in nature. For example, if someone is working in a manufacturing company he or she gets injured by some accident, for which the person is not responsible or if he or she gets a fracture in his hand or leg. You can get compensation for that, is not it?

Because, it happened in workplace because, it is not your mistake organizations are entitled to compensate you, legally and also morally. Morally means, you know because it happened in workplace they are morally responsible. Legally responsible because legal rights or constitution or labor laws, insist that if an employee is injured in workplace you need to pay compensation organization need to pay compensation.

This is for physical hazard. What about psychological hazard? Damage can happen psychologically also, is not it? One important psychological hazard or cause for a psychological hazard is workplace stress. For example, if somebody gets a heart attack because, of high work pressure or because of the negative environment; environment in the sense, people around them are very aggressive, the boss is very aggressive very high work pressure long hours of work. So, all those reasons can lead to heart attacks or other physiological symptoms.

So, if that happens because of you know psychological reasons, is it the responsibility of organization or the organization does it is it entitled to pay, compensation for the employee? This the question mark is not it? In other words, if the organization responsible for the effect of the negative effect of stress on employees health ok.

So, one important argument people use is the person or the employee can decide to manage the stress. Stress is not necessarily something which is very tangible in nature. So, stress is perceived now you perceive for example, some people may find that very not everybody gets heart attack in work place. The work environment might be same, if there are 10 subordinates under a boss not all ten subordinates feel or you know get negative effects. Because, of the way the boss manages them or the way the work pressure affects them.

So, in that sense employees are responsible you know, they should know how to manage their own stress. Because, it is very subjective in nature, but again you cannot you know deny the fact that stress has a negative impact it's not that everybody will not get heart attack ok.

So, it's not that everybody will get heart attack different people will have different negative reaction, one person may get heart attack, one person may get into you know depend drug dependency they may drink more alcoholism might happen. Some person may get other physiological disorders like ulcer or you know back pain.

So, it's not like you know every person will react to stress in the same way, but there is a negative impact of stress. And if the stress is because of the way the work is structured the way managers manage a subordinates, then organizations are responsible is not it?

So, stress is in fact considered to be an occupational hazard. And organizations are responsible to reduce work place stress or occupation or organizations are responsible to help employees manage the stress effectively. So, how can we help people or employees manage their stress effectively? Probably you know train them to manage their time or help or train managers to use better ways of managing their subordinates instead of like, shouting at them or you know throwing things at people.

So, you can also sensitize managers to adopt better ways of managing, their subordinates. And also other ways in terms of structuring the work in the way that people are not burdened by lot of work. Or scheduling work in a way that deadlines are not very frequent or deadlines are not you know very short ok.

So, like I said there are lot of indirect evidences, which show that stress especially workplace stress has a very severe impact negative impact on health of the employees.

Even if you know the workplace is not necessarily stressful in terms of work pressure, the other ways in which work can lead to negative effect on employees. Or the way work creates certain changes in our life that can also lead to negative effect.

Now, you have very simple example you know in fact, there recently there was lot of talk or you know discussion about the negative effect of sitting in a place for very long time. So, for example, nowadays most of the work in urban context are white collar jobs. And most of its white-collar job; white collar job means, jobs which does not require physical activity and many of these white collar jobs involves sitting in one place for very long hours.

So, people you know when they come to office they sit in a chair for 6 to 8 hours in between may be one, once in a while they walk for tea or you know for lunch or you know meeting. Their subordinates or boss otherwise people sit in the chair for very long hours in their desk, you know they work from their desk. So, long hours of sitting in the same place can have very serious negative impact. In fact, they say it is more injurious than certain behaviours like smoking ok.

So, things like obesity negative impacts can range from obesity; obesity means, over weight heart attacks, diabetes, you know many such problems can arise physiological problems can arise, when you do not move around ok. And if the job requires sitting there for long hours, it can lead to negative impact. Another important life style change which has happened.

Because, of change in the way people work is like I said sitting for long hours too being awake for long hours are reduced sleep cycle. What I mean is, people go to bed very late, they may sleep for 8 hours or 7 hours, but they go to bed very late in the night may be 12'o clock or 1, 1 in the early morning or 2 and get up late. So, which is again can be very damaging for our bodies.

For example, you know there is something called circadian rhythm everybody has a cycle, which is synchronized to the solar cycle also. You know normally we get sleep by 9 O clock or 10 O clock. And normally you know the rhythm follow if you follow the rhythm we will you will wake up at 6 O clock. So, if you disturb this rhythm for very long hours or very disturbance rhythm for many days, it can have a negative impact.

Especially it can have impact on immune system, you know sleep deprivation or change in the sleep cycle, can affect your immune system.

Similarly, many of these works IT jobs which involve working with or partnering with people from other countries. So, they wake up in the night shifts, you know they wake up in the night sleep in the morning.

So, again you know you are pushing or changing the sleep rhythm to a very different cycle of sleep and wake. So, that can lead to health effects; serious health effects if you are doing it from many years together ok. So, these are some of the you know impact negative impact of work related behaviour on body or physiological well-being.

It can also have psychological wellbeing for example, people what happens now especially, young people who are working in IT jobs. Even if there are 5-day work week, those 5 day of work is like highly stressful long work hours. And weekends people party you know they for them those only those are the only two days which they have. So, they do everything possible they stretch themselves too much.

So, that also has a lot of negative impact on their bodies, and also on their mind. So, the point I am trying to make is we have organizations are also responsible for that because, your causing certain kind of harm to your employees. Stress has both psychological effect as well as physiological effect, even though stress is or what causes stress can be psychological but, the impact on body can be very real ok.



DEFINITIONS

- Stress is a non-specific response of the body to situations.
- Physiological abnormality at the structural or bio-chemical level caused by overloading experiences
- An adaptive response to an external situation that results in physical, psychological and or behavioural deviations.



So, what is stress? Stress is a non-specific response of the body to situation, which means there is a set of reactions body undergoes, when it feels there is something is threatening to its survival ok. In fact, this is like our you know our biological reaction stress is nothing, but a biological reaction to a perceived threat or a real threat or a perceived threat. Real threat means something which is there perceive threat means you think there is something which may harm you.

So, this is like our stone age kind of a reaction. So, let us say the prehistoric human beings, they lived in forest is not it. So, for them everything around them can harm them. For example, suddenly a wild animal can attack them, or if we are crossing a river they can fall and get injured or it can be an illness which can you know kill them. So, there are or if they pick up a plant and eat it can be harmful and that can kill them. So, most things around them was harmful for a pre historic human being.

So, for them any situation can be perceived as a threat full situation is not it? So, for them if there is a threat there are only two options available. So, they have to be very alert to what is happening around them. When something is perceived to be threatful or when there is something which is really threatful, there are two options available either you fight it or you avoid it is not it?

This is what happens in the biological reaction of stress. So, stresses are non-specific response of the body to situation which is considered to be threat. The threat can be real or perceived that is why, in modern world many of the threats where perceived. Let us say you know your boss says or your teacher says, I want to meet you in my office in a very stern voice. You will think something is going to go wrong, he is going to shout at me, he is going to give me more work or may be something I have done wrong and he is going to you know fire me ok.

So, many of the things are perceived imagine and suddenly your body undergoes a certain kind of physiological reaction. So, this is a physiological reaction is stress is called stress reaction. So, when we perceive something or some experience has over loading which means you cannot take it. So, that leads to some physiological abnormality.

So, there is a normal you know physiological reaction, which means when you are in normal state. There is something called homeostasis you are in a normal state physical

state, when there is a threat suddenly your body changes because, there are some biochemical changes, your hormonal changes, your you know certain internal biochemical secretion happen, that leads to some physiological abnormality.

For example, when you are in a normal condition you breathe normally. If there is a threat we tend to breath more shallow manner and breath more ok. So, our breathing cycle reduces. Let us say normally, if you breathe 60 times in a minute, you breathe 80 to 90 times a minute. Similarly, your heart attack heart rate increases when you are stressed. When you feel something has stressful you sweat more, all those changes happen. Why because, there are some biochemical changes with happen, which happen inside because you perceive something to be stressful or threatening ok.

So, why this happens? This is an adaptive response; because like I said prehistoric human beings, there are real stresses they are real threats which happened around them. So, only when the body these biochemical changes happened, they can either run fast and avoid that threat or they can you know fight that threat ok.

So, it a normal reaction for a real threat which usually happen in prehistoric times. But, now most of the things which we think as stressful can be relooked and reinterpreted; you know, you can see there is an opportunity also sometimes threats ok. So, stress is an adaptive response to an external situation, that results in physical psychological and behavioural deviation.

Physical changes like I said sweating heart beat increase, your breathing rate increase so, these are physical changes. Psychological changes can be you become nervous know you your ability to make right decisions comes down, you know you feel jittery; jittery means, shaky behavioural deviations can be some people bite their nails.

You know some people fudge; fudge means, like let us say if they have pen, I have seen in the examination students, when they do not know the answer to the question they will keep clicking their pens ok. So, these are some of the reactions which can happen because of stress situations ok.

GENERAL ADAPTATION SYNDROME

- Alarm reaction
 - Adrenaline discharge, increased heart rate etc
- Stage of resistance
 - Increase in resistance
- Stage of exhaustion
 - Collapse and drop in energy levels

The slide features a dark blue background with white text. In the top right corner, there is a small circular logo with the text 'NPTEL' below it. In the bottom left corner, there is a small icon of an open book. In the bottom right corner, there is a video inset showing a man with glasses and a light blue shirt speaking.

There is so, this entire set of reactions biological reactions are called as general adaptation syndrome ok. So, this is actually a you know to the chain of reactions which happen, biologically to any person when they encounter stress. So, the first reaction is alarm reaction. You perceive something to be stressful or there is a real threat, or you perceive something as a threat.

The first reaction is alarm, you know you people get tend to get alert, you know you get alert. When you get alert the pupil size increases the eye pupil size increases why because, again it is like a required thing for prehistoric human beings. So, they want more information you know, when the pupil increases more light enters you can see more things and your heart rate increases.

Your heart rate increases because you need more blood flow to your limbs hands and legs. So, that instead of blood flowing through your stomach and brain, more blood flows to your legs and hands. Why because you need to fight or you need to run.

So, all these things are called alarm reaction, it is adrenaline discharge. Why it happens? Because, adrenaline there is a newer chemical called adrenaline ok. If you would have studied biology, you would have studied about autonomic nervous systems. So, autonomic nervous system triggers some of these biochemical reactions. So, one important thing happens is adrenaline has a biochemical agent, which gets releases its kind of a hormone which releases. And that leads to a chain reaction which leads to

increased heartbeat, dilated pupils, sweat rate increasing all those stuff. So, that is the initial reaction.

So, this initial reaction like I said for prehistoric human beings, it's either run which is you know flight running away from the threat or fight, encountering the threat and fighting it. So, we if it happens in after sometimes you are away from the threat either, you kill that animal which attacked you or you get killed or you run away from it ok. So, everything is over.

But if this stress continues. But what happens now in modern days? There is nothing like a real threat, you keep on thinking about for very long is not it? So, this stress continues, continues for days, continues for you know months, hours together. So, if you keep you know getting into the state where this alertness continues our body tends to resist this you know change.

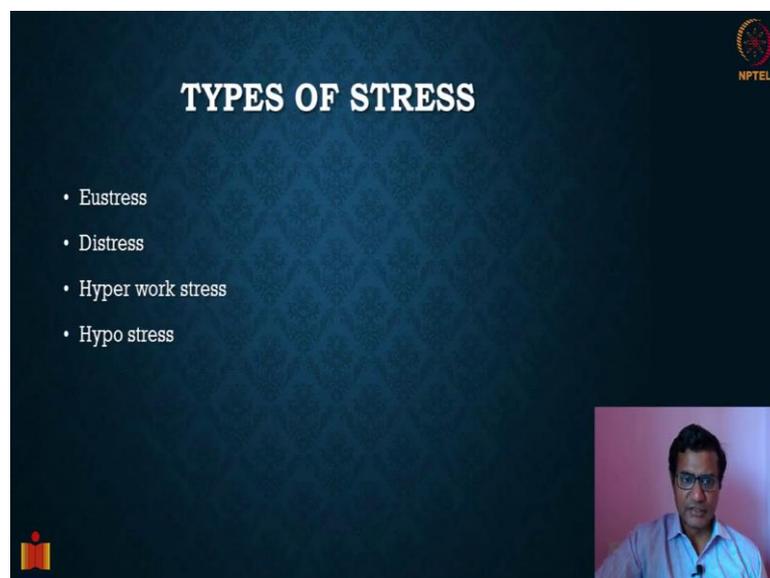
So, usually in this alert state first level you are like rubber band, you know normal state you are stretching it. If you stretch a rubber band, it will resist that stress resist that you know stretch, it will try to come back to its original position. So, this is the second stage. The first stage in a stress is your adrenaline reaction happens, adrenaline discharge happens, you are on a highly alert state more blood to your hands and legs. So, you are on an alert stage. So, it's like stretching a rubber band.

But, you cannot stretch it for very long is not it? The rubber band tries to come back to its normal position. So, that is the second stage, your body tries to cool off, tends to you know settle back. So, that is the second stage. Third stage is let us say if you are like keeping the rubber band for too long in a stretch position, for many days. What will happen? It will not go back to its original state.

And its elasticity is lost you know it will become weak rubber band will become weak. So, that is what happens in the third state? If you keep staying in the same stressed state for very long alert state for very long our body tends to collapse ok. That is what happens in the third stage ok. So, if you want to you know avoid, if you want you cannot avoid stress you know threats happen. So, what you can do is, may be in the first stage itself you can resolve that.

Sometimes even before the first level you can you know when there is something stressful, you can stay calm and ask yourself why this thing is stressing me. If my boss shouts at me why am I getting stressed or why am I getting feared of this incidence or this manager or this person, you can ask questions to yourself and try to resolve it. So, that is not even entering into the first level.

Second thing you can do is you have entered into the first level you get stressed, but you can ask yourself. Why should I stay here for very long? Why should I be alert for very long? Things like you know deep breathing techniques or you know sitting quietly and you know not focusing on the stress situation. So, those things also make you feel relaxed. So, the you will not get into second stage or third stage ok.



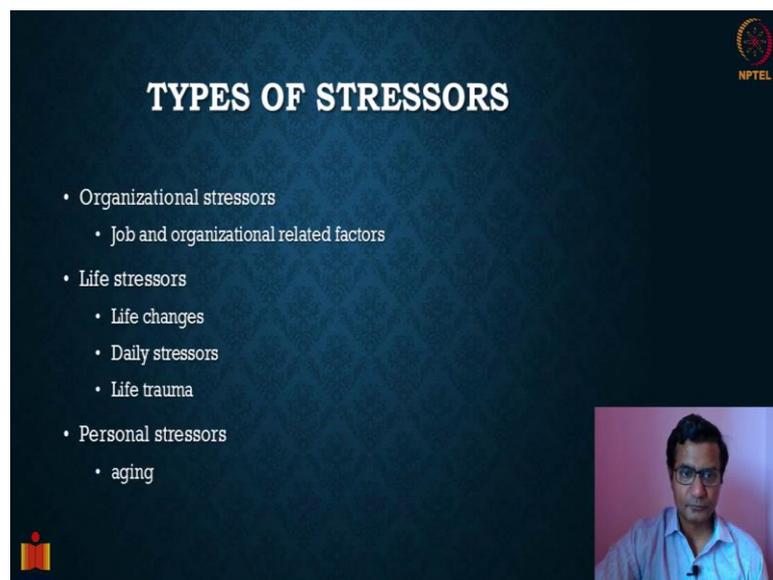
So, stress it's not necessarily because of a threat situation stress can be of many different stress can happen, because of many reasons stress can be of different types also. Eustress means stress which happens because of positive incidences. For example, you know you get a promotion, suddenly something you did not expect, but something very positive has happened, you know suddenly somebody says you want some billions of dollars in a lottery ticket ok.

So, you feel very elated, you cannot handle that news. So, that is called eustress, positive stress, distress. Distress means, stress because of negative threat or you know somebody has your close friend or family member has met with an accident or we have fallen ill or there is a job loss. So, all those things are distress.

Hyper work stress is too much of pressure in work. So, that can lead to stress you cannot handle so, many things of the same time that is hyper work stress. Hypo stress means the work the work is so, boring you know there is no challenge in your work. In fact, highly challenging work is better than no challenge in work, no there is nothing interesting to do in work. So, that can also lead to stress.

In fact, there are experiments to show that when people are put in a room where, there are no stimuli, no light, no sound, no you know you cannot touch anything. So, that can lead to heavy high levels of stress also ok, compared to you know the other way around is also true. Very heavy music or very bright light, it can also cause stress among people hypo stimulation.

Similarly, low stimulation no stimulation that can also lead to stress, which is true in work place also. Very high stress work pressure can lead to stress very low work pressure can also lead to stress ok.



The slide features a dark blue background with the title 'TYPES OF STRESSORS' in white, bold, uppercase letters at the top center. Below the title, there is a bulleted list of stressor types. In the top right corner, there is a small circular logo with 'NPTEL' written below it. In the bottom left corner, there is a small icon of an open book. In the bottom right corner, there is a small video inset showing a man with glasses and a light blue shirt speaking.

TYPES OF STRESSORS

- Organizational stressors
 - Job and organizational related factors
- Life stressors
 - Life changes
 - Daily stressors
 - Life trauma
- Personal stressors
 - aging

So, like I said stress can be caused by many factors, at organization job and organization related factors. For example, the job is very demanding, job requires multi-tasking. And as a person you are not you do not like multitasking; multitasking means, doing many things at the same time.

So, that can lead to stress. Organization related stress can be change initiatives. Suddenly there is a change in the organization and there is lot of uncertainty or you know your organization wants you to learn new skills or there is a job cut which is happening.

Attrition which is happening or you know people are fired, you know all those things can lead to stress.

The second kind of stress can be life stress is something happens in your life. For example, life changes someone has to become a parent or somebody has lost their spouse or you know close relatives. So, those are changes in the life or you move to a new city, you move to a new country. So, all those things can cause stress.

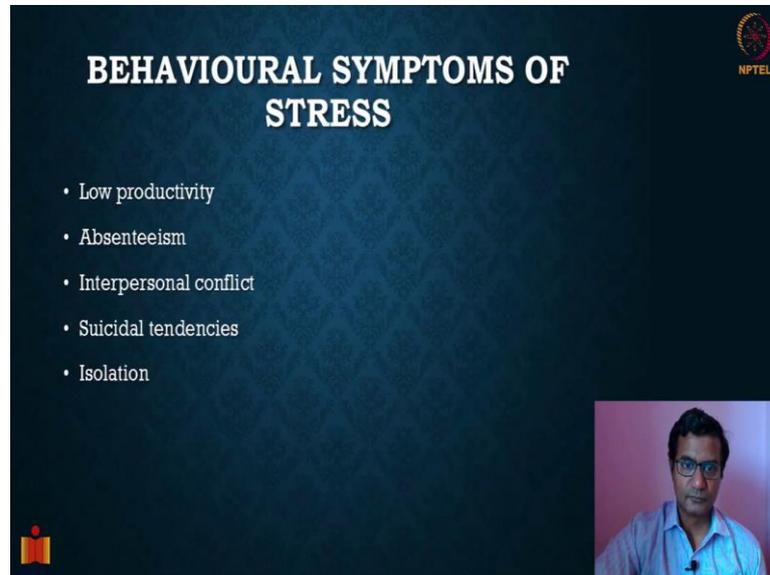
Daily stresses travelling to work, commuting to work you do not have time to manage things, lack of sleep all those things are daily stress. Life trauma can be somethings like very severe which has happened in your life, which can make you feel hopeless ok. Like I said losing someone very close to you or meeting an accident or there is a disaster which is which happened around you, earthquake and tsunami things like that.

So, those things can also lead to stress which are called life stress, trauma; which are called trauma. Third is personal stresses; there may not be anything happening around you or organization also its like very stable. But, even then personally something happening to you can be stressful.

For example, aging you know things which we could have done easily at a certain age. Now, it becomes difficult; like physical problems, you know arthritis, obesity, diabetes all those things which happened because, when we age heart related problems which can also lead to high levels of stress.



Like I said having children i.e. becoming first time parents, can be also be very stressful. Especially you know there is something called new parental blues, which means when young parents, when they have the first child they get very very stressed ok.

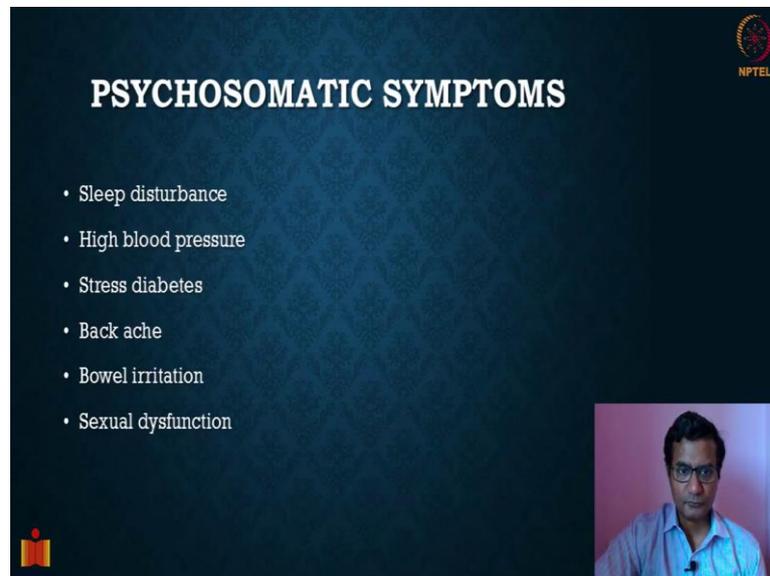


The negative effects of stress, low productivity why organization should ensure their employees are less stressed? I am not saying no stress there should be optimal level of stress, but employee should be able to manage the stress. So, why they should do it? Why it is important for organizations? Because, it can lead to low productivity employees, who are highly stressed for very long time they will their productivity levels will come down.

They will be absenteeism they will fall ill frequently. So, they will be absent for many days. They will get irritated soon you know, they will fight with others, people who are highly stressed they will get irritable and they will fight with others. At extreme situations they will; they may have suicidal tendencies, they will feel they want to die and things like that.

In fact, there is something called as burn out, when you are stressed for very long period of time, they will get into burn out; burn out means, you will feel there is no meaning in living you know you are like completely tired and exhausted, highly stressed sorry highly depressed. In fact, depression can also happen when people stay in the alert stage for very long periods of time.

They may also feel isolated; isolated means, they feel hopeless meaning they feel life is meaningless and things like that. So, all those things can have a negative impact on their work performance and work performance and work culture, which may affect the organization.



The slide features a dark blue background with the title 'PSYCHOSOMATIC SYMPTOMS' in white, bold, uppercase letters at the top center. Below the title is a bulleted list of symptoms: Sleep disturbance, High blood pressure, Stress diabetes, Back ache, Bowel irritation, and Sexual dysfunction. In the top right corner, there is a small circular logo with the text 'NPTEL' below it. In the bottom left corner, there is a small icon of an open book. In the bottom right corner, there is a small video inset showing a man with glasses and a light blue shirt speaking.

- Sleep disturbance
- High blood pressure
- Stress diabetes
- Back ache
- Bowel irritation
- Sexual dysfunction

Some of the physical things which can happen to employees can be sleep disturbance. If you are stressed first thing which gets affected is sleep, they will not get sleep, their blood pressure may go up. In fact, the stress is one of the major causes for diabetes. And very common reaction is back ache, you know people especially IT employees, one because of their life style, they have been sitting in the same place for very long hours posture related problems. And also lot of work load.

So, all those things can lead to back ache, you know I have seen lot of IT employees getting this back ache, which is very common for these kind of employees. Bowel irritation, bowel irritation means stomach related problems. Sexual dysfunction you know people, their sexual life becomes affected ok.



"It's not the load
that breaks you
down, it's the
way you carry it."

- LENA HORNE



MANAGING STRESS

- Self awareness
- Mindfulness
- Lifestyle changes
- Exercise and meditation



So, how to manage stress? Very simple way to manage stress is being self-aware, you know like I said many of these stresses are psychological in nature. We perceive them through be we perceive them to be threatful. So, if you ask yourself why am I getting stressed, most of the times that question itself will reduce the stress. So, you will should also be aware what things stress you. So, try to understand how to manage those things effectively. For example, time management you are poor in managing time that that is why stress happens.

So, you try to learn how to manage time effectively. Similarly, been nonassertive your boss shouts at you always. So, you should understand how to manage your boss. So, that will reduce stress. So, understanding what are the threats by been self-aware will help

you reduce those things and become more controlled over those things. So, awareness itself gives you more control that reduces stress.

Second is mindfulness; mindfulness means, when something is stressing you ask yourself how can I change it, you know why am I getting stressed, breath ok. This is what is stressing me, I need to control myself otherwise I need to you know resolve it internally otherwise, it will take control of me. So, being mindful in terms of breathing normally instead of you know breathing short breaths, you try to breath normally, try to you know change the physical reaction. In fact, there is something called bio feedback mechanism.

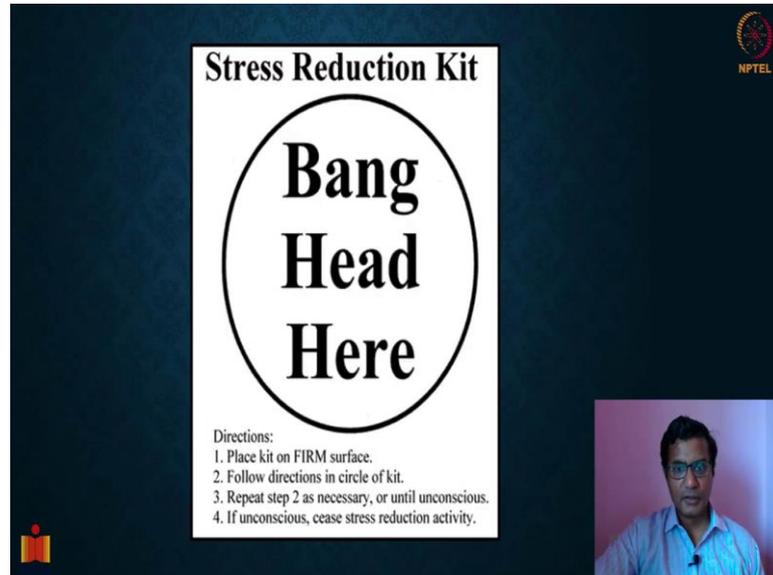
Bio feedback mechanism means, this is like a cycle you know you see something stressful your body also gets stressed and that leads for certain reaction again that reinforces your body. So, its becomes a chain reaction so, when you have to cut this chain reaction. What you have to do is you have to behave in a way that externally, it controls your physical reactions, which means under stressful conditions your heart rate will increase that is normal.

But, how to slow down your heart rate or bring it to normal, one by breathing normally. You know all these breathing techniques which really help to calm down your heart rate. So, if your heart rate calms down your adrenaline reaction changes, you know your adrenaline secretion comes down.

So, again you become calm once you become calm you will be able to manage the situation in a better way ok. So, that is true, life style changes instead of sitting in the same place was long hours in your workplace try to stand and work; you know the in fact now, there are chairs there are works tables which can be increased the heights. So, that you can stand and work. Standing and working having a time routine whether, you eat in a certain time and sleep go to sleep.

In fact, exercise and meditation are very effective. In fact, exercise can reduce the negative effect of stress. Because, all this adrenaline and which as lot of effects on your you know other chemical reactions, in your body like you know cortisol which can lead to heart attack and things like that.

So, if you exercise you can reduce the negative effect of the adrenaline high levels of adrenaline for long hours. And also exercises can be a way to cope with stress in a positive way, instead of you know going for getting into bad habits like alcoholism, smoking, exercise will it's a positive way of exerting that negative energy releasing that negative energy.



This is the end of this chapter, I hope you got some personal learning also from this chapter. Will meet in the next lecture till then take care.