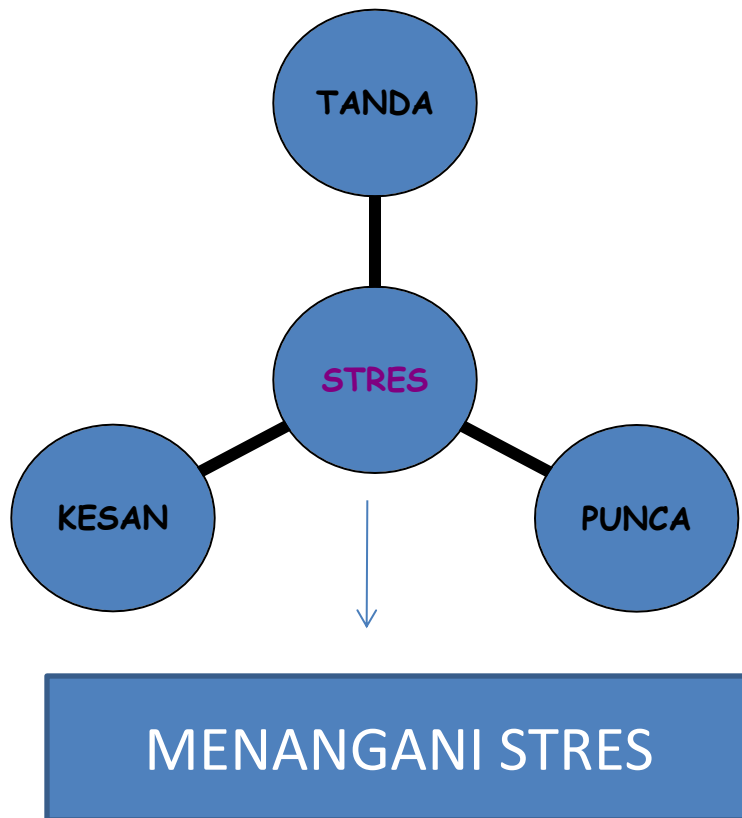


# WHAT YOU NEED TO KNOW ABOUT STRESS



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- Definition
- Sign of stress
- Stressor
- Effect of stress on health
- Factors determining level of stress
- **MANAGING STRESS**

# DEFINITIONS OF STRESS

- Stress arises when there is an imbalance between the demands (external and internal) placed on an individual and the response capabilities of that particular person



# WHAT IS STRESS?

- Pressured, tense - emotional dis-ease
- Demands are more than means and ability to cope - things are getting out of control
- Unable to respond adequately and efficiently
- Poor coping skills
- Perceive stressful events as threatening



# DEFINITIONS OF STRESS

- Interpret events as harmful, threatening, or challenging,
- Assess potential responses/consequences to deal with the events, of
- respond to those events: responses may include physiological, emotional, cognitive and behavioural changes



# HOW FREQUENT DO YOU FEEL THIS WAY?

- Are you often tense, uptight, and unable to relax?
- Do setbacks disturb you a lot?
- Do you overlook the small pleasures in life?
- Do you fret and worry a lot?
- Do you have many self-doubts and self-criticism?
- Does your anger flare up more than it used to do?
- Do you have trouble sleeping?
- Do you feel tired and experience pain?
- Are you under pressure and/or restless?

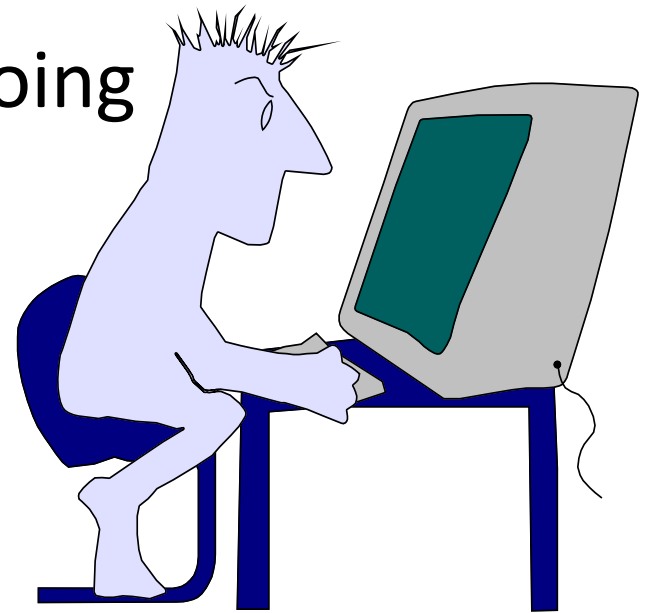


# CAN STRESS BE OK? WHICH TYPES OF STRESS IS OK?



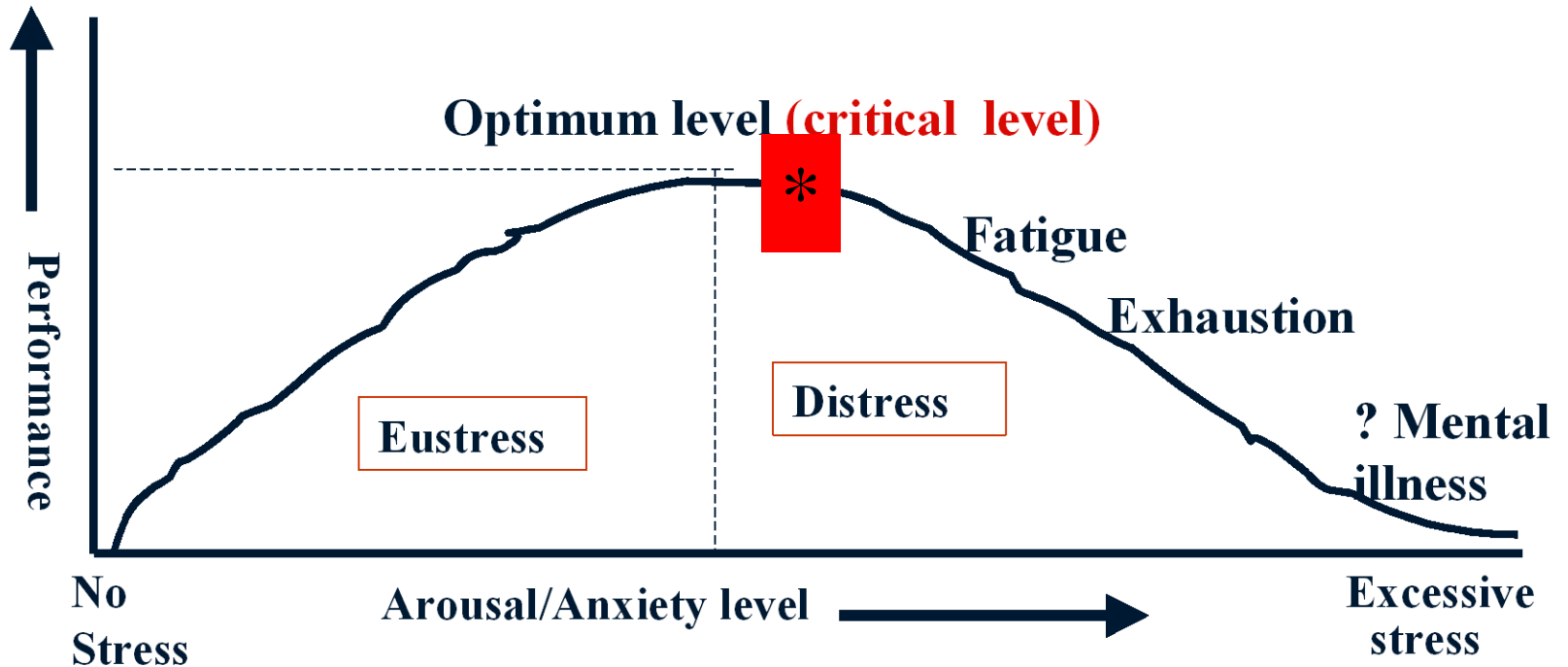
# EUSTRESS

- occurs when your level of stress is high enough to motivate you to move into action to get things accomplished.
- 'helpful stress' - keeps you going to achieve something





# Is Stress Always Bad ?

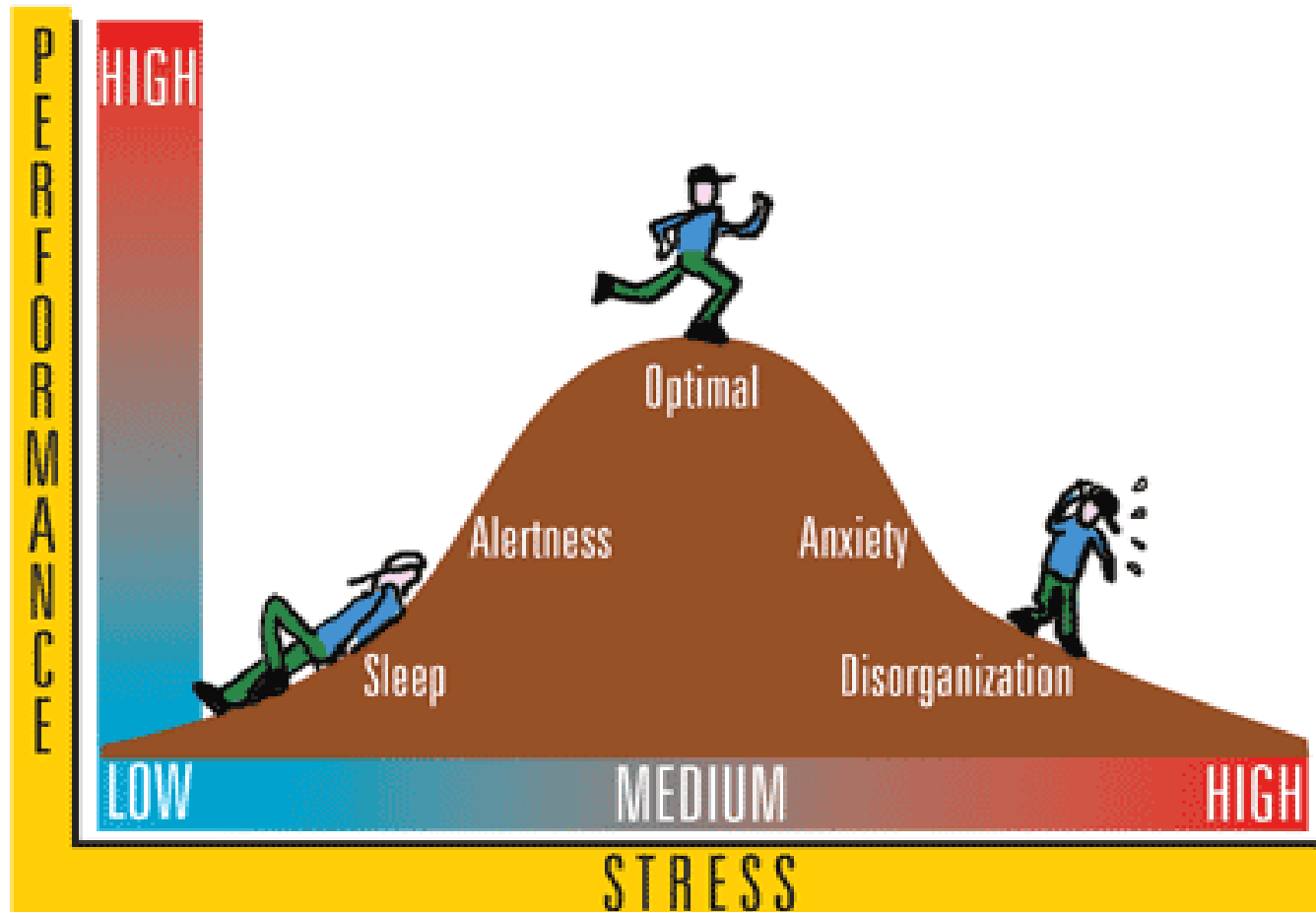


**Relationship between Stress and Performance**

# NOT ALL STRESS IS NEGATIVE –

Yerkes & Dodson

## Stress Performance Connection

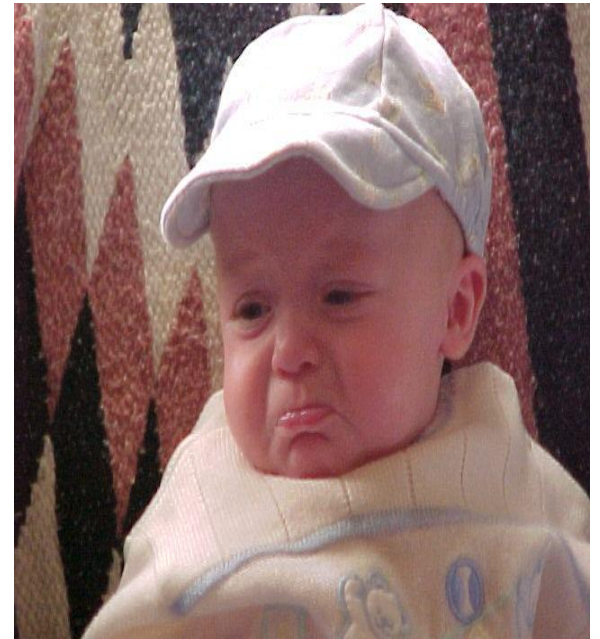


# HOW WOULD YOU KNOW THAT YOU'RE UNDER STRESS?

- Physical symptoms
  - Increased heart rate
  - Headache
  - Elevated blood pressure
  - Sweaty palms
  - Chest tightness
  - Trembling
  - Back/neck ache
  - Diarrhoea
  - Chronic exhaustion
  - Nervousness
- Behavioural symptoms
  - Aggressive driving
  - Increased smoking/alcohol/drug
  - Withdrawal from others
  - Angry outbursts
  - Fast speech
  - Decreased libido/sexual
  - Sleep/appetite disturbances
  - Clumsiness
  - Increased conflicts

# HOW WOULD YOU KNOW THAT YOU'RE UNDER STRESS?

- Emotional symptoms
  - Irritability/impatient
  - Lowered self-esteem
  - Helplessness
  - Suspiciousness
  - Depressed mood/tearfulness
  - Loneliness
  - Lack of interests
  - Nightmares
  - Critical – towards self and others



# HOW WOULD YOU KNOW THAT YOU'RE UNDER STRESS?

- Cognitive symptoms
  - Forgetfulness
  - Lack of concentration
  - Over-sensitivity
  - Difficulty in decision making
  - Mental confusion
  - Getting lost
  - Decrease in productivity
  - Anticipating the worst
  - Suicidal thoughts



# HOW WOULD YOU KNOW THAT YOU'RE UNDER STRESS?

- Work symptoms
  - Increased absenteeism
  - Decrease in job satisfaction
  - Increase in work accident
  - Interpersonal conflicts
  - Lower productivity
  - Less commitment
- Health symptoms
  - Asthma
  - Dizziness
  - Skin problems
  - Coronary heart disease
  - Aches and pains
  - Headaches
  - Peptic ulcer gastritis
  - One cold after another
  - Obesity
  - Hypertension

Stresor yang sama  
mungkin menyebabkan tahap stres  
yang berlainan pada individu yang berlainan!

Kerana manusia mempunyai

**persepsi berbeza**

**kemahiran berbeza**

**PUNCA- PUNCA STRESS**



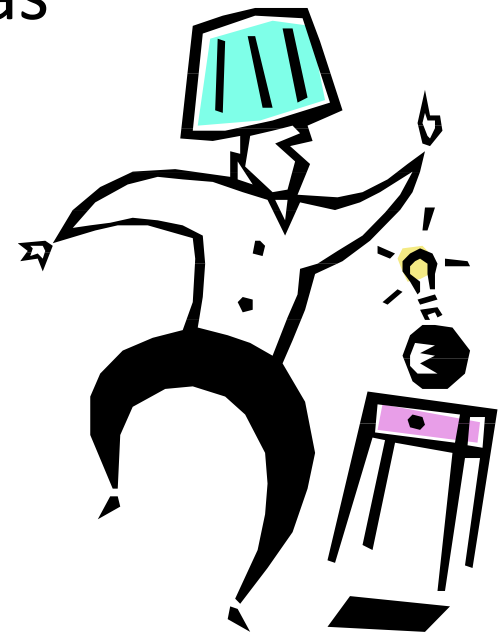
# WHAT ARE THE POSSIBLE STRESSORS?

- Death of loved ones
- Divorce
- Personal injury and illness
- Marriage
- Trouble with boss
- Sex difficulties
- Fired at work
- Financial
- Trouble with family, parents, home environment
- Exams
- Work adjustments
- Deadlines
- Etc. etc.

# STAGES OF STRESS

# ALARM STAGE

As you begin to experience a stressful event or perceive something to be stressful psychological changes occur in your body. This experience or perception disrupts your body's normal balance and immediately your body begins to respond to the stressor(s) as effectively as possible.



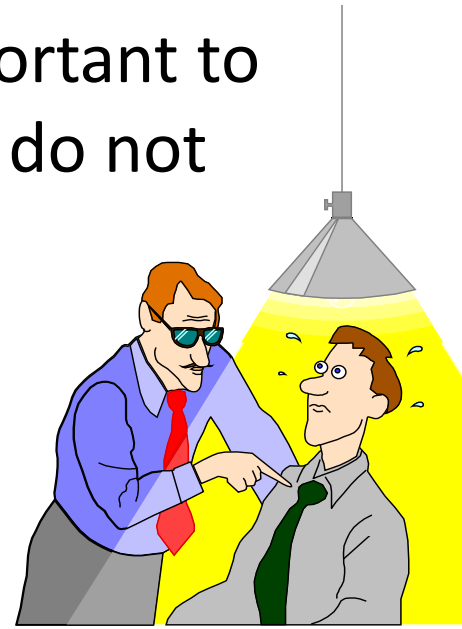
# CHANGES IN YOU

- Cardiac - increased heart rate
- Respiratory - increased respiration
- Skin - decreased temperature
- Hormonal - increased stimulation of adrenal glands which produce an adrenal rush.

# RESISTANCE STAGE

The body's reaction to **continued stress** during which most of the physiological responses return to normal levels but the body uses up great stores of energy

Your friends, family or co-workers may notice changes in you before you do, so it is important to examine their feedback to make sure you do not reach overload.



# CHANGES IN YOU

- Behavior indicators include: lack of enthusiasm for family, school, work or life in general, withdrawal, change in eating habits, insomnia, hypersomnia, anger, fatigue.
- Cognitive Indicators include: poor problem solving, confusion, nightmares, hyper-vigilance.

# RESISTANCE STAGE

## MORE EXAMPLES

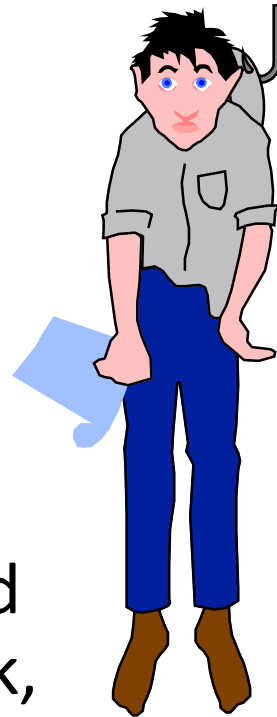
Emotional indicators include:

- tearfulness
- fear
- anxiety
- panic
- guilt
- agitation
- depression
- overwhelmed.

# EXHAUSTION STAGE

During this stage the stressor is not being managed effectively and the body and mind are not able to repair the damage.

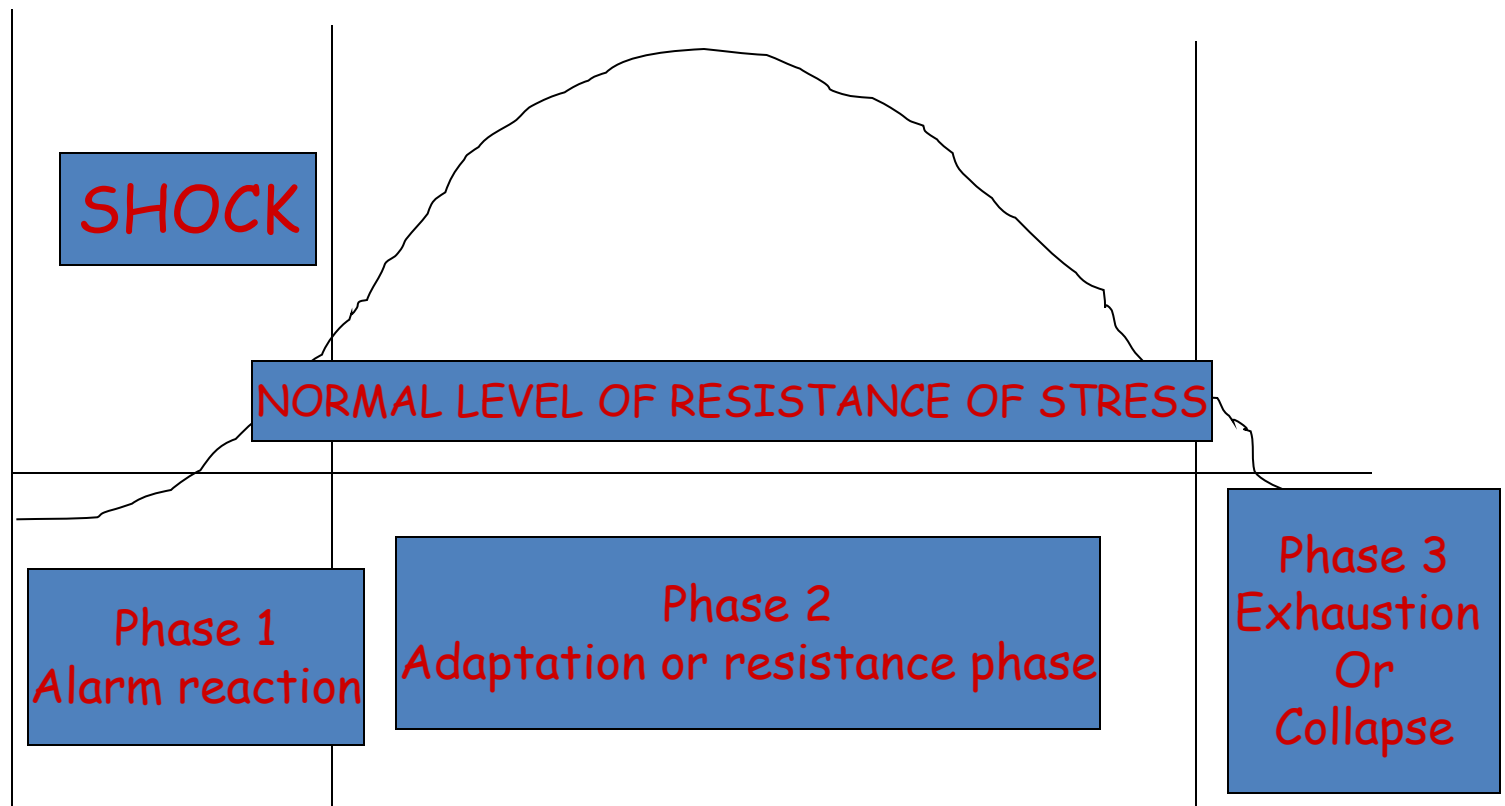
- The body's reaction to **long-term, continuous stress** and is marked by actual breakdown in internal organs or weakening of the infection-fighting immune system
- During this time you may develop a variety of psychosomatic symptoms such as cold, flu, cold sore, sore throat, aching muscles, allergy attack, or stomach problems





# WHY IS STRESS SUCH A PROBLEM?

- Hans Selye (1974) – noticed 'syndrome of being sick' – the body's way of defending itself against attack
- Came up with Selye's General Adaptation Syndrome



# EXAMPLES

Digestive disorders, social withdrawal, chronic headaches, tension, insomnia, loss of temper.

# STRESS IS JUST A WORD...

The following example illustrates this point. Ali, a 36-year-old management executive, was referred to me for treatment. A portion of our initial conversation is reproduced below:

**Ali:** I've been under a great deal of stress lately.

**Dr.O:** Can you tell me what you mean by "being under stress?"

**Ali :** Well, I've recently been transferred to a new department and my boss is very strict. I've got many new responsibilities and not enough time to learn how to handle them all.

**Dr.O:** Is there anything else going on that makes you say you are under stress?

**Ali :** Yes. I'm not sleeping very well and I've become overly preoccupied with my performance at work. I felt confident and secure in my old position, but now I don't have any self-confidence at all. I'm worried that if I don't increase my productivity, I'm going to get fired.

**Dr.O:** Anything else?

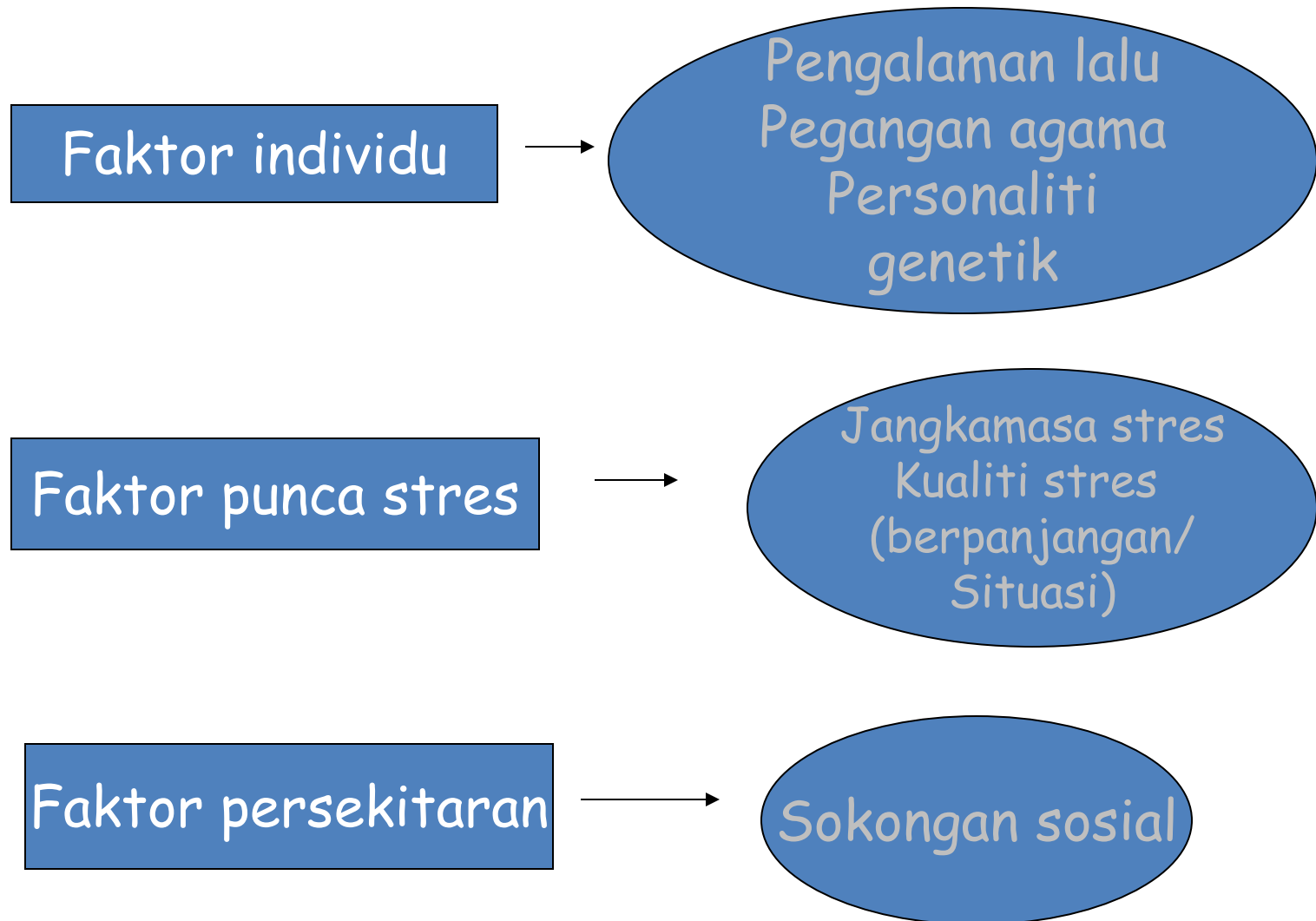
**Ali :** No, that's it. Oh, yes, there's one more thing. I've been so concerned about work lately that my sex drive has diminished, and my wife is beginning to pressure me.

# STRESS IS JUST A WORD...

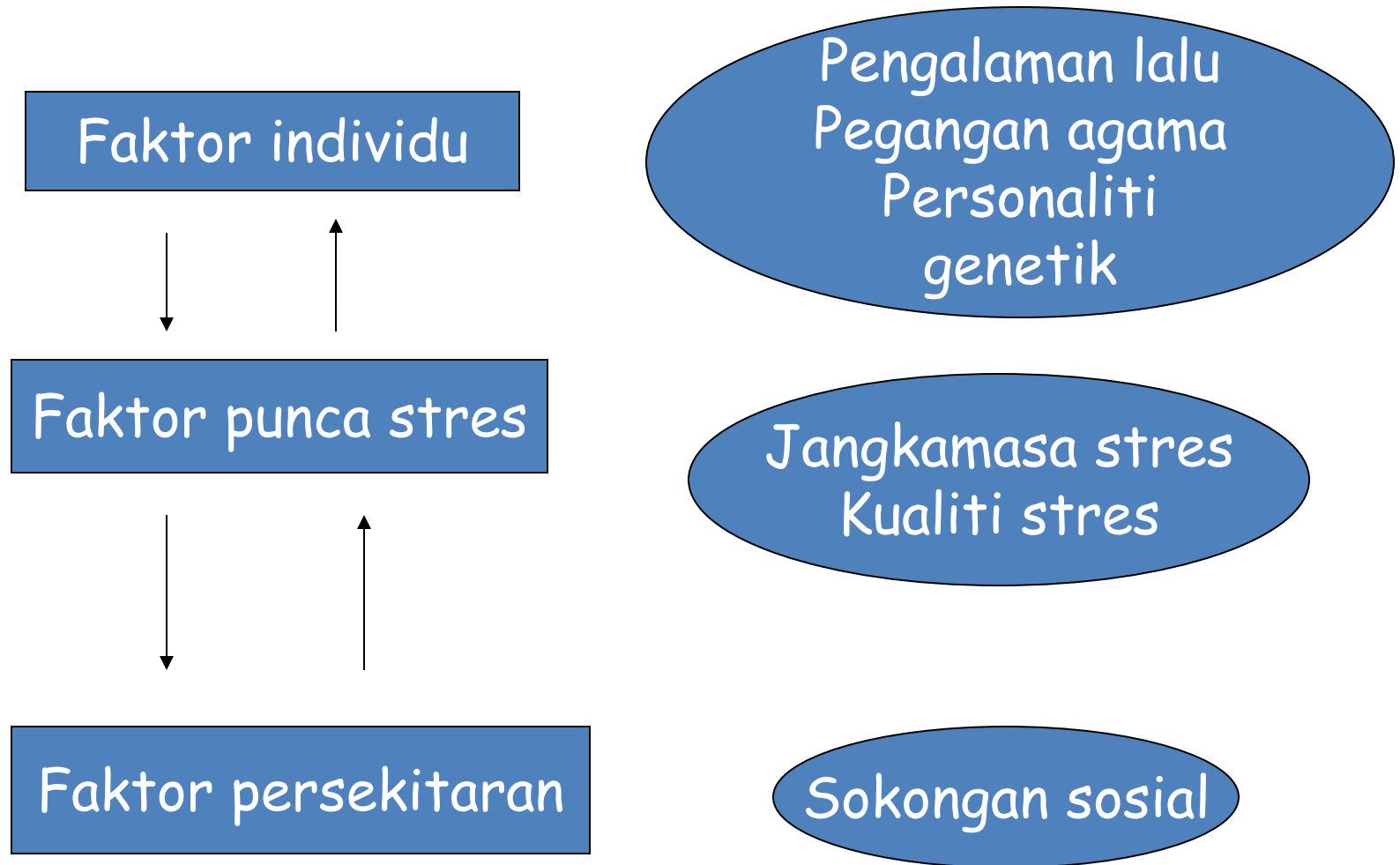
- From this brief exchange, you can see how Ali contributed to his own lack of success by failing to recognize that **stress is just a word**. In truth, he had seven specific problems that were troubling him: 1) a relationship conflict with his new boss; 2) adjusting to new job responsibilities; 3) poor sleep; 4) loss of self-confidence; 5) fear of being fired; 6) reduced sexual desire; 7) increasing pressure from his wife. Instead of treating him with medication, relaxation exercises, or other stress management techniques, my first goal was to help Ali forget about dealing with "stress" per se and focus instead upon the specific problems he was facing. Once he did this, we were able to examine and solve each of these problems successfully.

**KENALPASTI PUNCA STRES ANDA!!!!**

## Faktor yang mempengaruhi tahap stres:

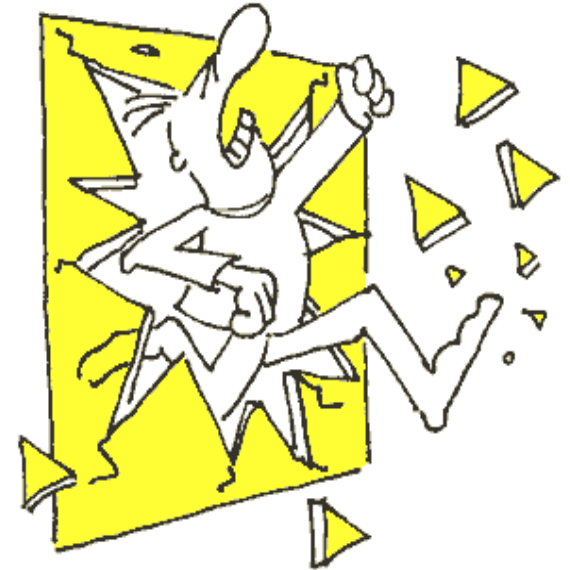


Faktor saling berinteraksi bagi menentukan persepsi & kemahiran pengendalian masalah



# WHAT ARE THE POSSIBLE STRESSORS?

- External - noise, poor lighting, unpleasant relationship, too many 'rules', overcrowding
- Internal - poor diet, little exercise, physical strain on body, taking things too seriously, rushing or being unable to adjust to the pace of others, anger
- Cognitive - unreasonable expectations, faulty thinking, scary fantasies, negative self concept
  - Frustration, threat, conflict



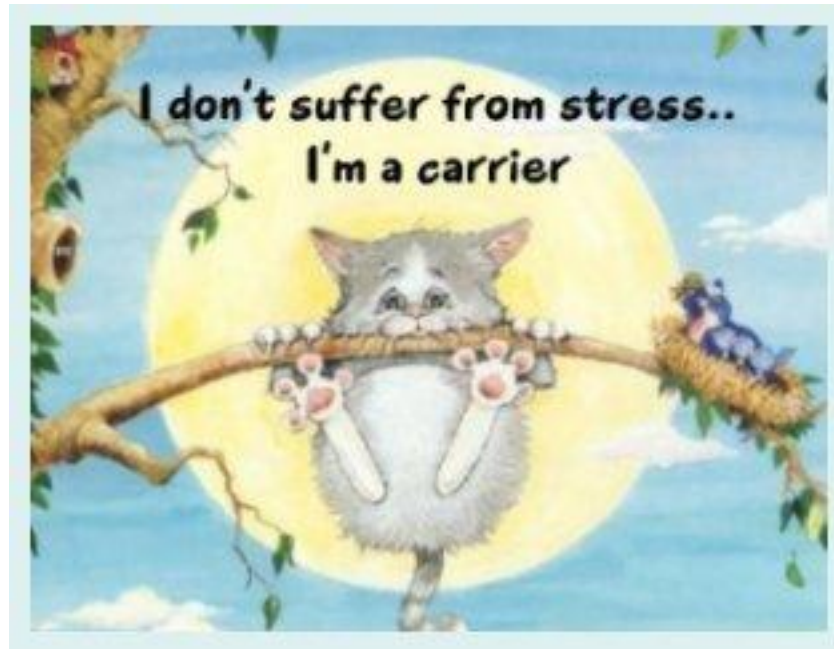
I'M STRESSED  
AND I WANT TO  
BREAK SOMETHING

**TABLE 1.2**  
*A Day in the Lives of Joe and Roscoe*

<b>Stressor</b>	<b>Joe (Chronic Stress Pattern)</b>	<b>Roscoe (Healthy Stress Pattern)</b>
<i>Oversleeps—awakes at 7:30 instead of 6:30</i>	<p>Action: Gulps coffee, skips breakfast, cuts himself shaving, tears button off shirt getting dressed</p> <p>Thoughts: I can't be late again! The boss will be furious! I just know this is going to ruin my whole day.</p> <p>Result: Leaves home anxious, worried, and hungry</p>	<p>Action: Phones office to let them know he will be late; eats a good breakfast</p> <p>Thoughts: No problem. I must have needed the extra sleep.</p> <p>Result: Leaves home calm and relaxed</p>
<i>Stuck behind slow driver</i>	<p>Action: Flashes lights, honks, grits teeth, curses, bangs on dashboard with fist; finally passes on blind curve and nearly collides with oncoming car.</p> <p>Thoughts: What an idiot! Slow drivers should be put in jail! No consideration of others!</p>	<p>Action: Uses time to do relaxation exercises and to listen to his favorite radio station</p> <p>Thoughts: Here's a gift of time—how can I use it?</p>
<i>Staff meeting</i>	<p>Action: Sits in back, ignores speakers, and surreptitiously tries to work on monthly report</p> <p>Thoughts: What a waste of time. Who cares what's going on in all those other departments? I have more than I can handle keeping up with my own work.</p> <p>Results: Misses important input relating to his department; is later reprimanded by superior</p>	<p>Action: Listens carefully and participates actively</p> <p>Thoughts: It's really good to hear my coworkers' points of view. I can do my work a lot more effectively if I understand the big picture of what we're all trying to do.</p> <p>Results: His supervisor compliments him on his suggestions.</p>
<i>Noon—behind on deskwork</i>	<p>Action: Skips lunch; has coffee at desk; spills coffee over important papers</p> <p>Thoughts: That's the last straw! Now I'll have to have this whole report typed over. I'll have to stay and work late.</p>	<p>Action: Eats light lunch and goes for short walk in park</p> <p>Thoughts: I'll be in better shape for a good afternoon with a little exercise and some time out of the office.</p>
<i>Evening</i>	<p>Action: Arrives home 9 P.M., family resentful; ends up sleeping on couch; does not fall asleep until long into the morning</p> <p>Thoughts: What a life! If only I could run away and start over! It's just not worth it. I'll never amount to anything.</p> <p>Results: Wakes up late again, feeling awful; decides to call in sick</p>	<p>Action: Arrives home at usual time; quiet evening with family; to bed by 11 P.M., falls asleep easily</p> <p>Thoughts: A good day! I felt really effective at work, and it was nice reading to the kids tonight.</p> <p>Results: Wakes up early, feeling good</p>



# PROLONGED STRESS....



# WHY IS STRESS SUCH A PROBLEM?



- Stress is part of life – there will always be difficulties
- Prolonged or severe stress may predispose people to illness and disease
  - \$\$\$\$\$\$\$\$\$\$\$\$\$
  - Indirect effects of stress resulting from behavioural changes in order to cope with it
  - Direct effects – heightened stress response result in physiological and biochemical changes – detrimental effects – develop organic illness – major cause of death in the 20<sup>th</sup> century – coronary heart disease
  - Psychiatric disorder

# HOW TO DE-STRESS THEN?

- Finding the causes and get in touch with yourself
  - Have you felt stress recently?
  - How do you know that you are stressed? Physical signs, feelings and thinking?
  - What types of situation make you feel stressed?
  - What problems have you had in your life recently?
  - What sort of things help alleviate your stress?
  - What makes your feelings of stress worse?
  - How are your feelings about your life is going?
  - Do you have any hopes or plans or changing your current situation?
  - What goals do you have for the future?
  - Have there been any setbacks or disappointments in the past few years... any losses?

# HOW TO DE-STRESS THEN?

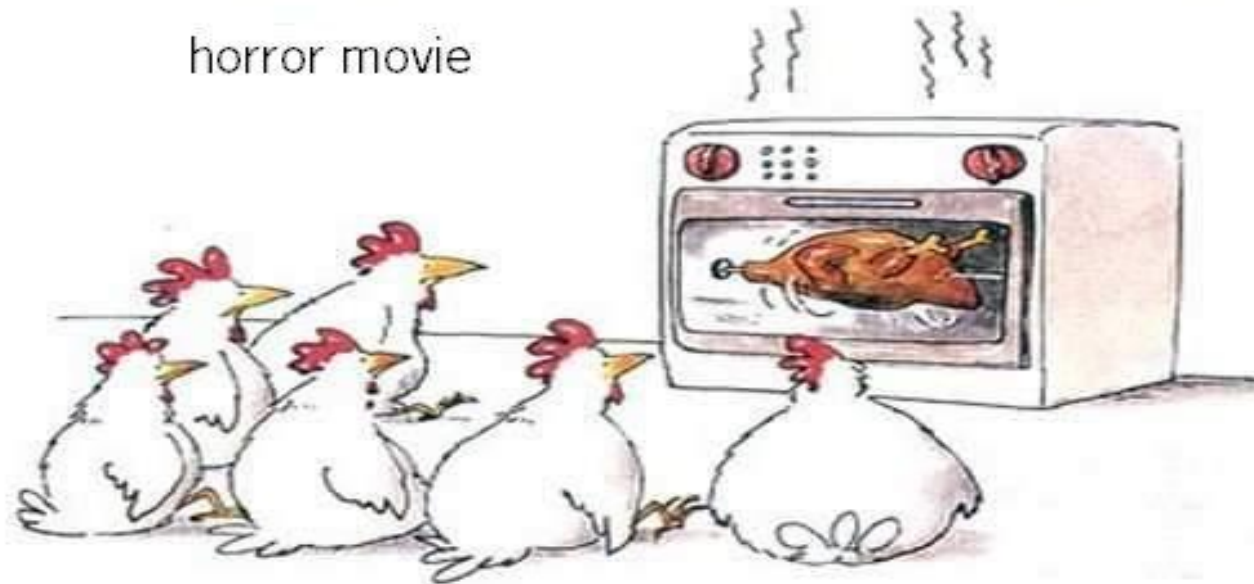
- Remember about your perception about stressful event - learn to rate your stress level
  - look for opportunities rather obstacles - what can you do for yourself that is within your control?
  - be aware of internal pressure/demand
- A tense, competitive, ambitious, irritable type A
- Hating to be late
  - Hating to wait
  - Losing your temper easily when pressured
  - Irritated easily by others' mistakes
  - Speaking in a loud, critical voice
  - Being competitive
  - Rushing to do something quickly
  - Always on the go - feeling guilty if not working

# HOW TO DE-STRESS THEN?

- Most stress management techniques involve these:
  - Recognising the problems (becoming aware of stress and identify what is the actual problem)
    - Make a list of situations that cause stress
    - Ask yourself why this is so, is there underlying reason?
  - Helping yourself
    - Learning and using techniques for thought challenging, self-care and self-control, learn to relax, time management, assertiveness training (communication skills), changing negative attitudes that may be increasing your perception of stress, problem solving skills, anger management, exercise

# WHAT IS YOUR EXPERIENCE OF STRESS?

- PROGRESSIVE MUSCULAR RELAXATION
- DEEP BREATHING
- VISUALISATION TECHNIQUE



# HOW TO DE-STRESS THEN?

- Relaxation therapy
  - Has been a major component in managing stress
  - Underlying premise – stress results in physiological changes – flight and fight (muscular tension, increased blood pressure and heart rate)
  - Overtime, people become accustomed to this hyped-up state
  - The tension can result in pain in the form of headaches, neck and back aches and fatigue
  - Managing stress means being able to break this cycle by learning to recognise the tension and to reduce it

# HOW TO DE-STRESS THEN?

- Tenseness exacerbates stress response and that learning to relax helps reduce both physical response and the experience of stress - learn to calm your self down
- Teaches a response incompatible with tension and anxiety
- Reduce muscular tension and pain
- Can make you feel alert and less tired through the day
- Be in control of yourself and situation to reduce feelings of helplessness
- Think in a more rational and act in a more sensible way
- prayers



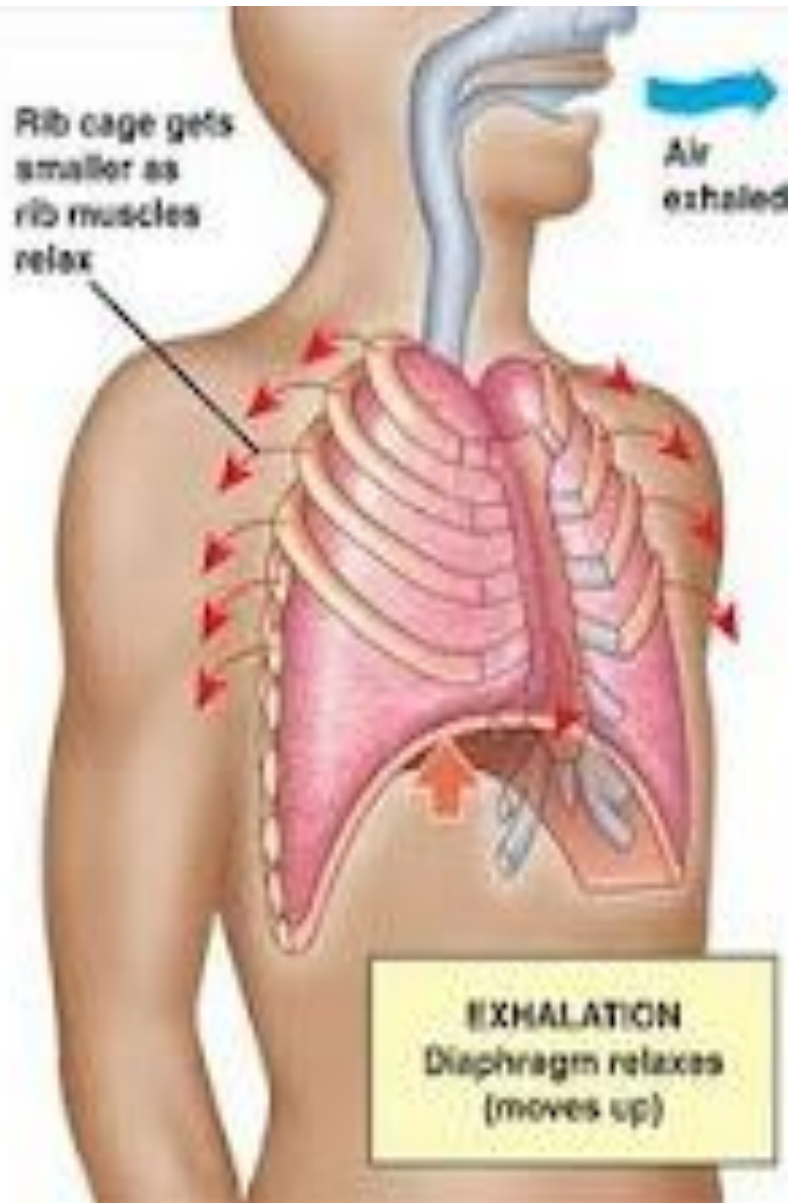
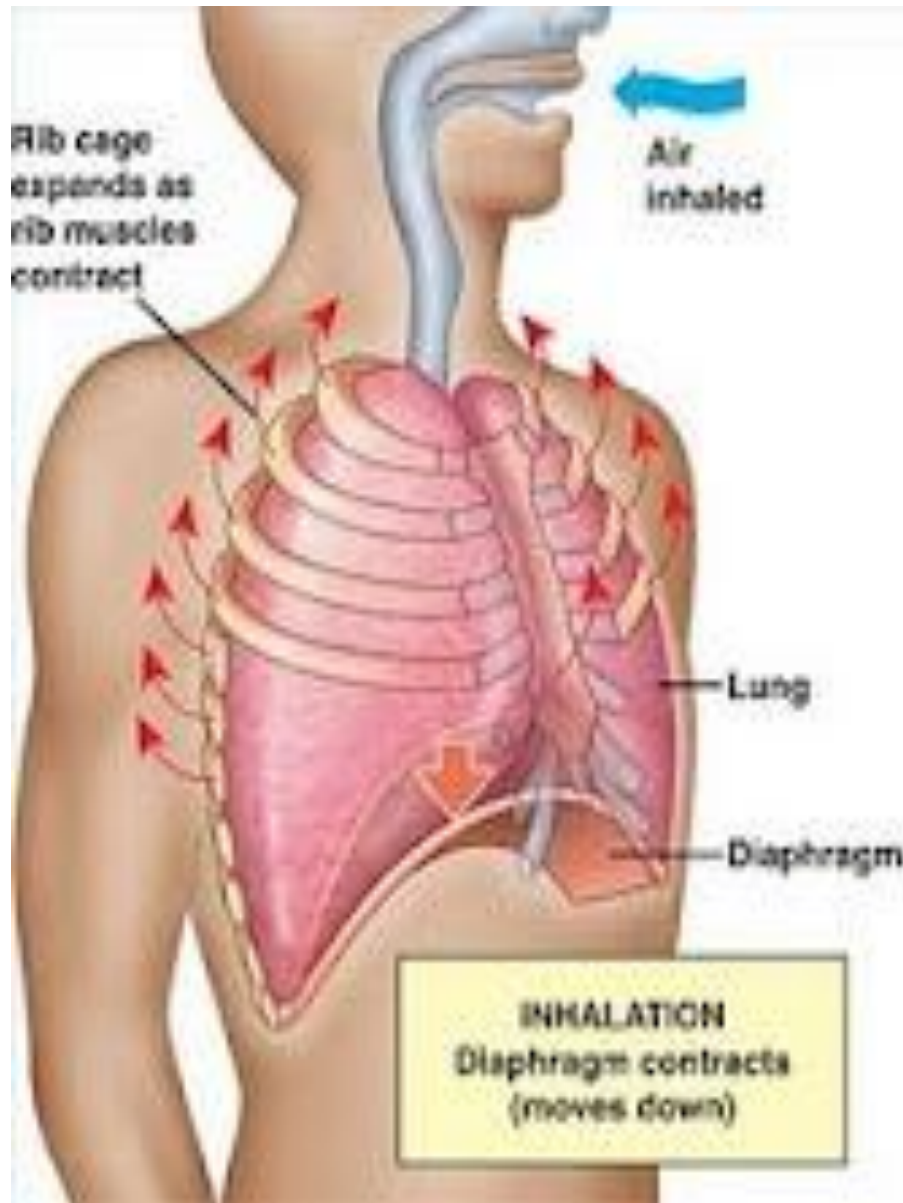


**BERAPA KALI ANDA BERNAFAS  
DALAM 1 MINIT?**

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2012

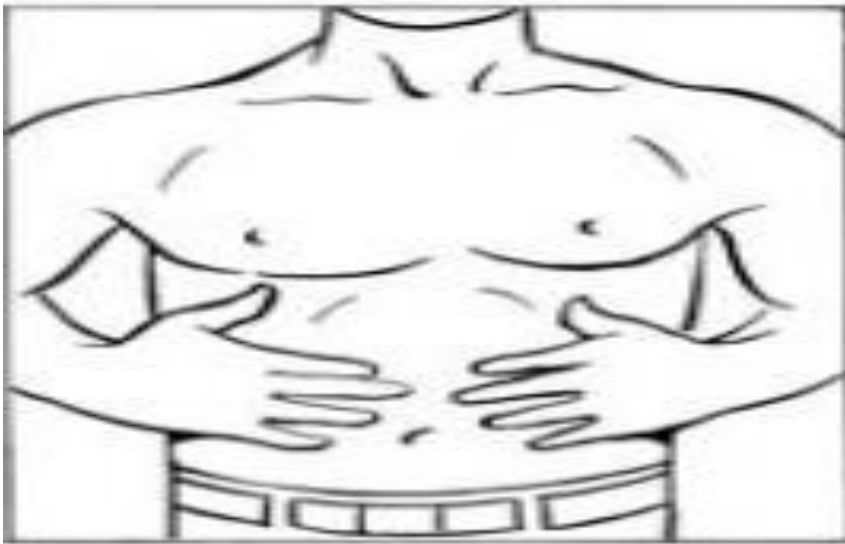
# ADAKAH PERNAFASAN SAYA NORMAL?

10 – 14 kali 1 minit





BREATHING OUT (EXHALING) WITH THE DIAPHRAGM

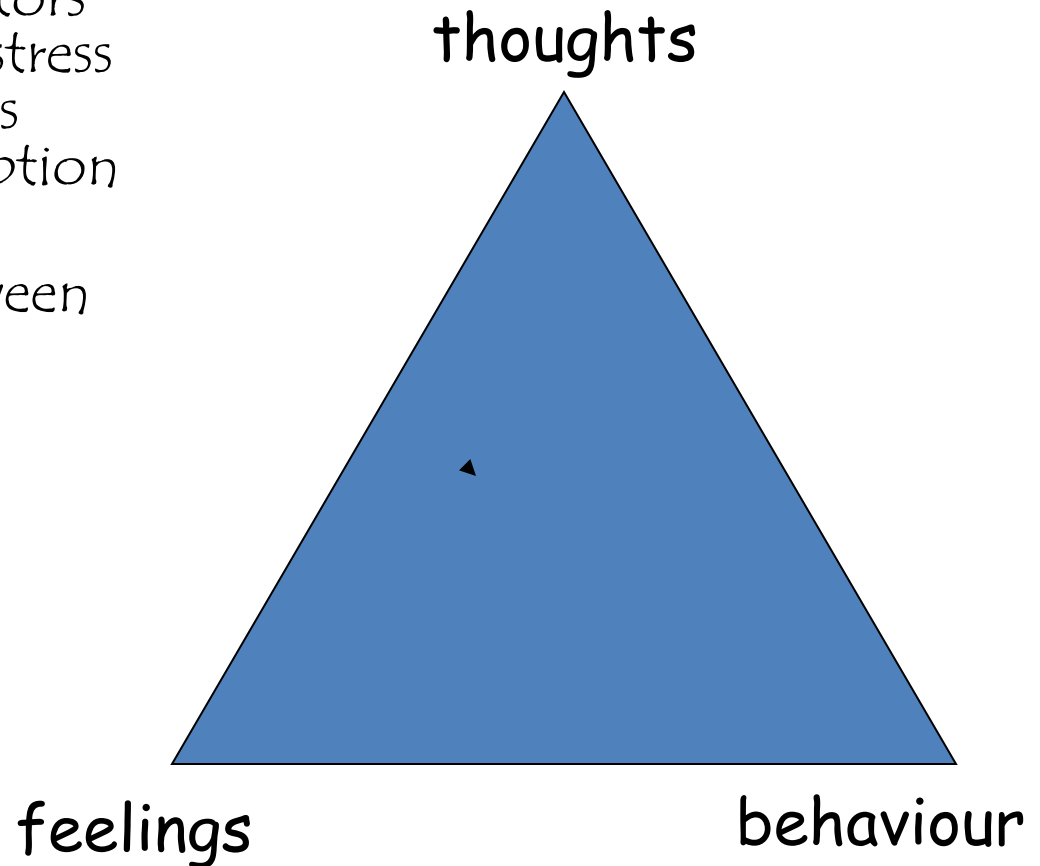


BREATHING IN (INHALING) WITH THE DIAPHRAGM



# CHALLENGE THE NEGATIVE THOUGHTS

- One of the major factors determining human stress reaction is individual's perception and perception about situation
- The relationship between thought, feelings and behaviour
  - Irrational
  - Rigid
  - Inaccurate
  - Illogical
  - Catastrophising
  - Self-defeating



# COMMON ERRORS IN THINKING

- Black and white (all-or-none) – “If I don’t finish all the exercises, I am a failure” – perfectionistic standards
- Ultimatums – “I **should** be able to do it. She **must** do it correctly. She **never** helped me”
- Overgeneralisation – “All doctors are bad”
- Discounting the positive – “nothing went right today”
- Catastrophising – “I am late, it’s going to be the end of my life”
- Jumping to conclusions – “she said she is not hungry, therefore she surely wouldn’t want to come with me for lunch”
- Mind reading – “He is looking at me, he must be thinking something bad about me”
- Personalising – “everyone at work went out for lunch today, they must have deliberately excluded me”

# CHALLENGE THE NEGATIVE THOUGHTS

- Am I assuming every situation is the same?
- Am I confusing a thought with a fact?
- Am I thinking in black and white terms?
- Are the sources of my information reliable?
- Am I overlooking my strengths?
- Am I worrying about questions that have no answers?
- What do I want? What are my goals and is thinking helping me to get what I want?
- What actions can I take to start to solve the problem?
- Am I focussing on irrelevant factors?
- What are the advantages and disadvantages of thinking this way?

# WHAT ELSE CAN YOU DO?

- Try to have positive, practical and realistic thoughts
- Set achievable goals – consider processes rather than solely outcome
- Stop worrying about things beyond your control and not likely to be changed – job you missed, exam results
- When you start to feel down, get up and do something!
- Balanced life-style – Regular exercise, nutritious diet, recreational time
- Learn to love yourself – remember your past achievements
- Learn to express yourself
- Live in the present – learn from the past





# WHAT ELSE CAN YOU DO?

- Time-management - prioritisation, overcoming procrastination
- Problem solving skills -deal with problems systematically
- Communication or assertiveness - learn to express yourself
- Lack of these skills can lead to burn-out, stress, anxiety and eventually illness



# Aerobic Exercise



# LOOK FOR SUPPORT



- Share and talk to someone:
  - Family members
  - Friends
  - Role-models
  - Religion
  - Spiritual
  - Learn to give something of yourself to someone else – your time, love and care

# I'M IN CONTROL - DISTRESS RELIEF STRATEGIES

Feeling good about yourselves can be an effective buffer against stress. Eliminate unnecessary worries.

Most worries are either passed on to us by another or conjured up in our imagination.

## GET PHYSICAL

1. Relax neck and shoulders
2. Take a stretch
3. Get a massage
4. Exercise

## GET MENTAL

5. Count to 10
6. Control your thoughts
7. Fantasize
8. Congratulate yourself
9. Ignore the problem if appropriate, after evaluation
10. Perform self maintenance
11. Talk to a counselor

## GET SPIRITUAL

12. Meditate
13. Pray
14. Remember your purpose

## USE YOUR BODY AND MIND TOGETHER

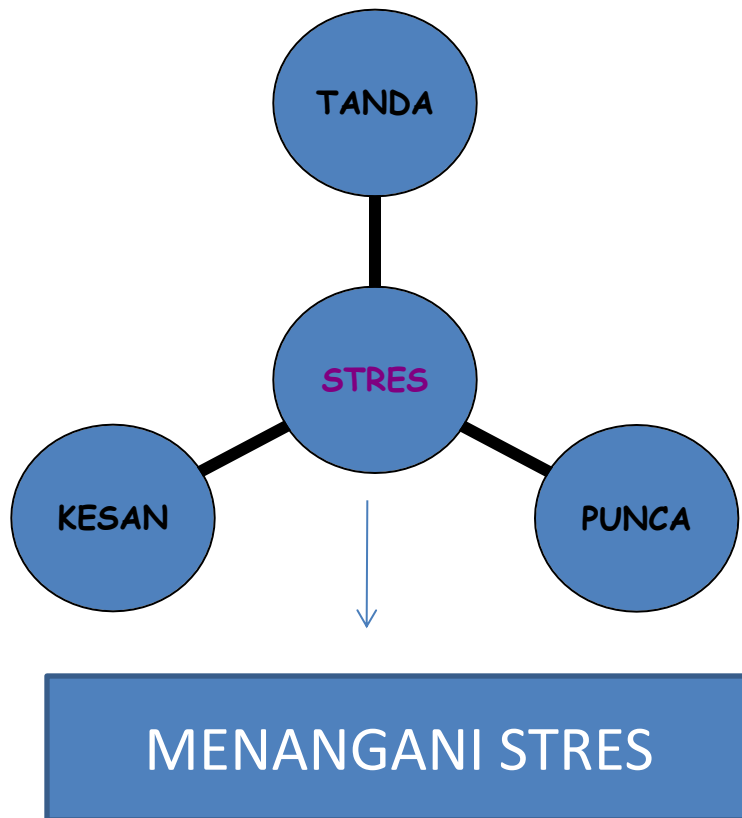
15. Take a break
16. Get hug therapy
17. Try progressive relaxation
18. Try yoga
19. Try aroma therapy
20. Laugh

## DEVELOP NEW SKILLS

21. Prioritize daily tasks
22. Learn something
23. Practice a hobby

# STRESS AND YOU??????????





- Definition
- Sign of stress
- Stressor
- Effect of stress on health
- Factors determine level of stress
- **MANAGING STRESS**

Thank you for listening.  
Have a nice day!

