

STRESS

@

WORKPLACE

Dr. ONG BENG KEAT
Consultant Psychiatrist
Psychological Medicine Clinic
LohGuanLye Specialists Centre, Penang



Outline

- Introduction:
 - What is stress?
- Sources of stress
- Stress and productivity
- Stress and mental health
- How to recognise mental disorders?
- Treatment
- Coping skills

What is stress?



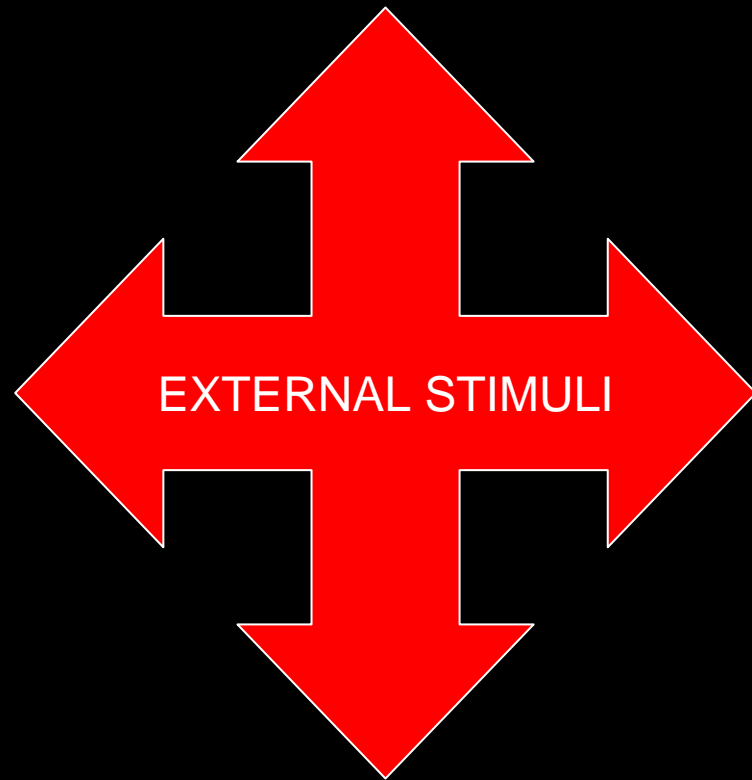
INTERNAL BODILY
RESPONSE



Automatic biological reaction to stimuli

What is stress?

Destructive force upon the individual



What is stress?



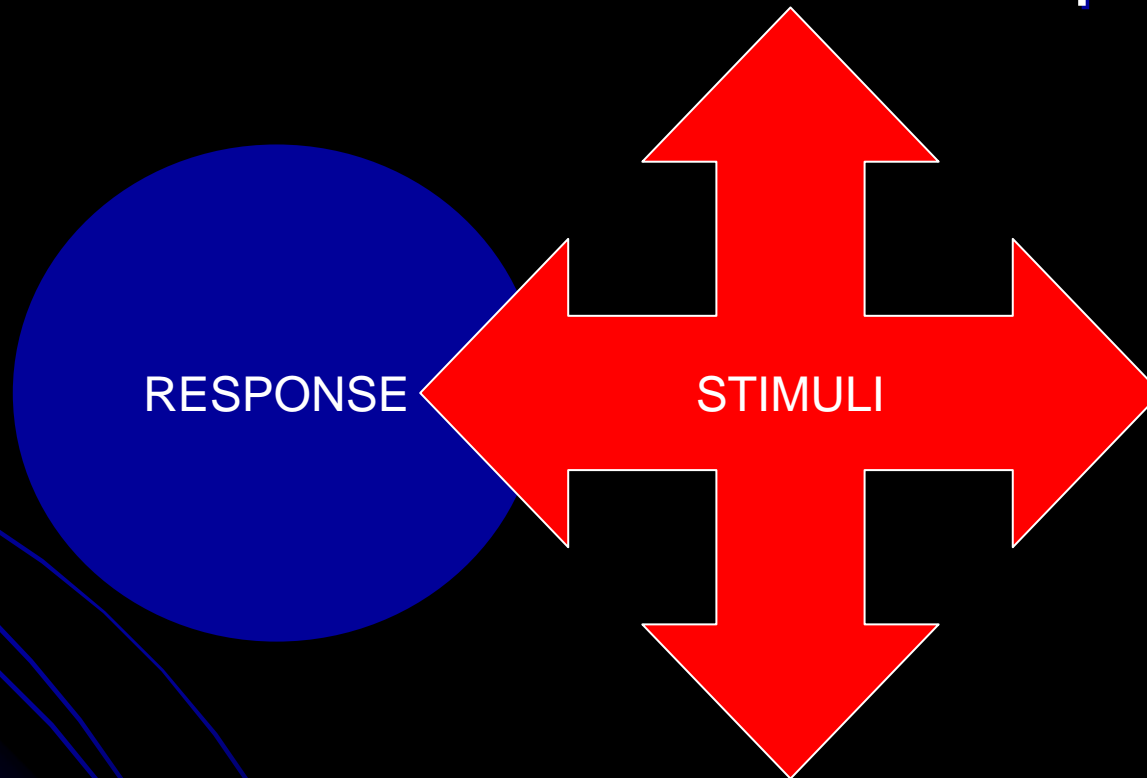
RESPONSE



STIMULI

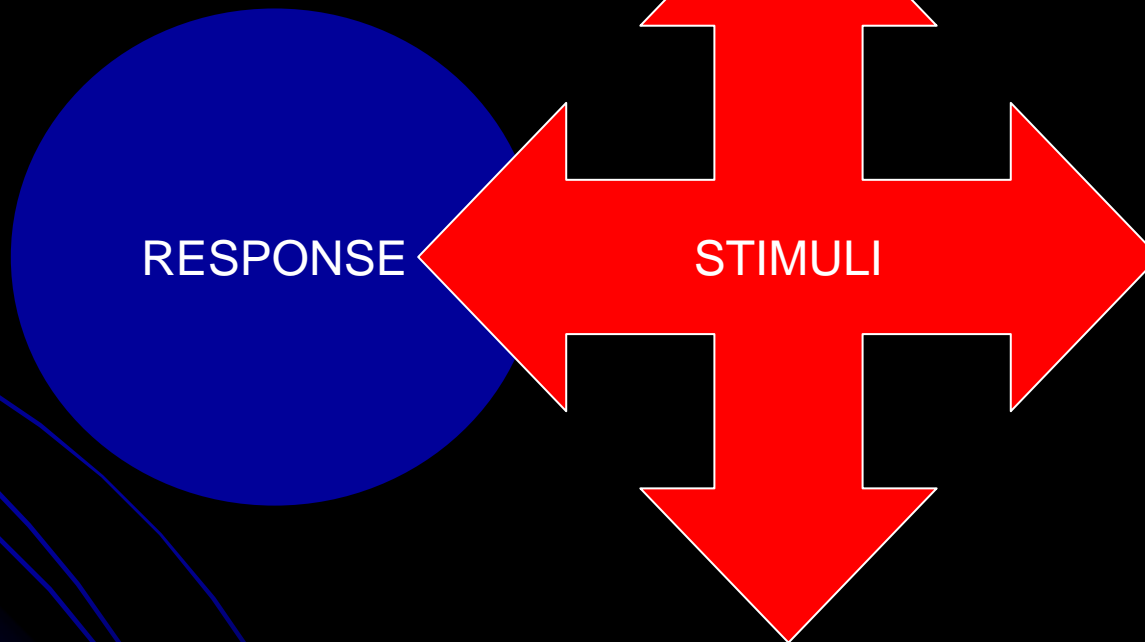
What is stress?

Interaction between stimuli and responses:



What is stress?


STRESS= perceived MISMATCH between demands + coping



*“A pattern of **negative (physiological, psychological) responses** occurring in situations where people **perceive threats to their well being** which they may be **unable to meet**”*

Lazarus & Folkman (1984)

Sources of stress:

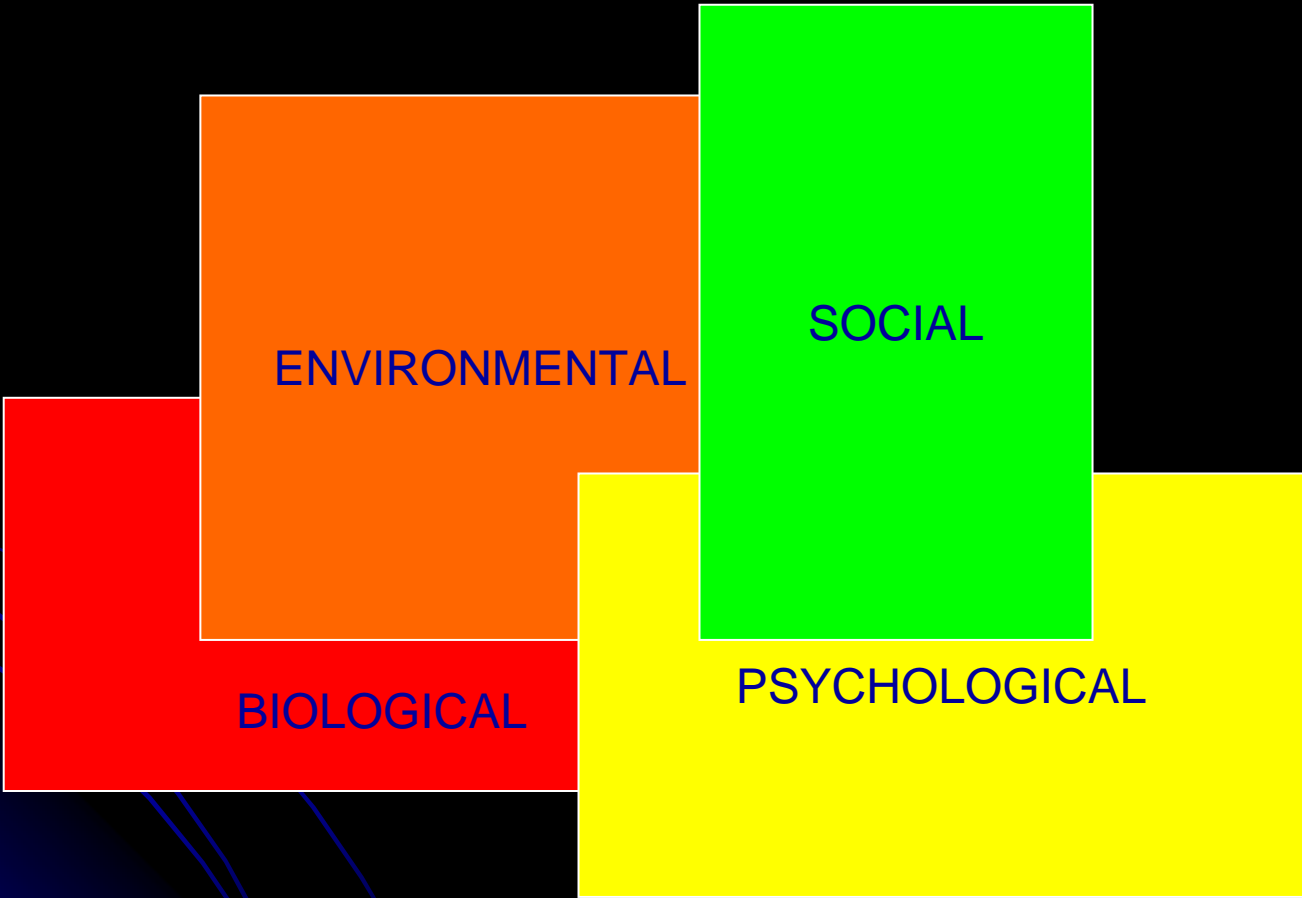
- **Biological sources**
 - **Social sources**
 - **Environmental sources**
 - **Psychological sources**
- 

Sources of stress:

- **Biological sources**
 - Fatigue, Disease, Injury
- **Social sources**
 - Work place, Interpersonal
- **Environmental sources**
 - Noises, Pollution, Accidents, Natural disasters
- **Psychological sources**
 - Personality, Locus of Control

Multiple causes of stress at work





BIOLOGICAL

ENVIRONMENTAL

SOCIAL

PSYCHOLOGICAL

HOW STRESSFUL ARE YOU?

CAN STRESS BE MEASURED?

CAN IT BE QUANTIFIED?





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HOW STRESSFUL ARE YOU?

A few ways to evaluate level of stress.

Each method has its advantages and disadvantages.

Different individuals may react differently to stress.

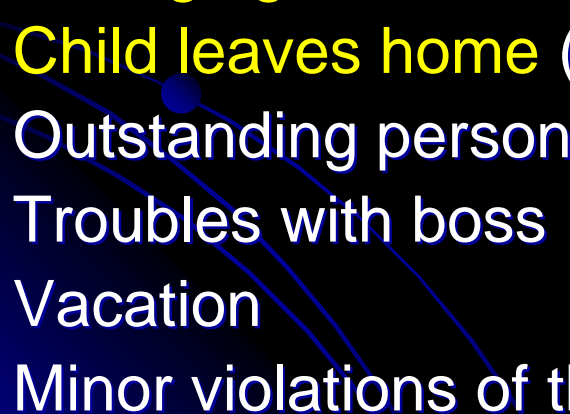
HOW STRESSFUL ARE YOU?

A few ways to evaluate level of stress:

- Eg: • Social Readjustment Rating Scale
- Hassles and Uplifts Scale

What is YOUR level of stress? (*social readjustment rating scale*)

<u>LIFE EVENTS</u>	<u>MEAN SCORE</u>
Death of spouse	100
Divorce	73
Marital separation	65
Detention (jail/institution)	63
Death of a close family member	63
Major injury or illness	53
Marriage	50
Fired from work	47
Retirement	45



Major change in health of family	44
Pregnancy	40
Gaining a new family member	39
Major change in financial state	38
Death of a close friend	37
Changing a different line of work	36
Child leaves home (marriage/college)	29
Outstanding personal achievement	28
Troubles with boss	23
Vacation	15
Minor violations of the law	11

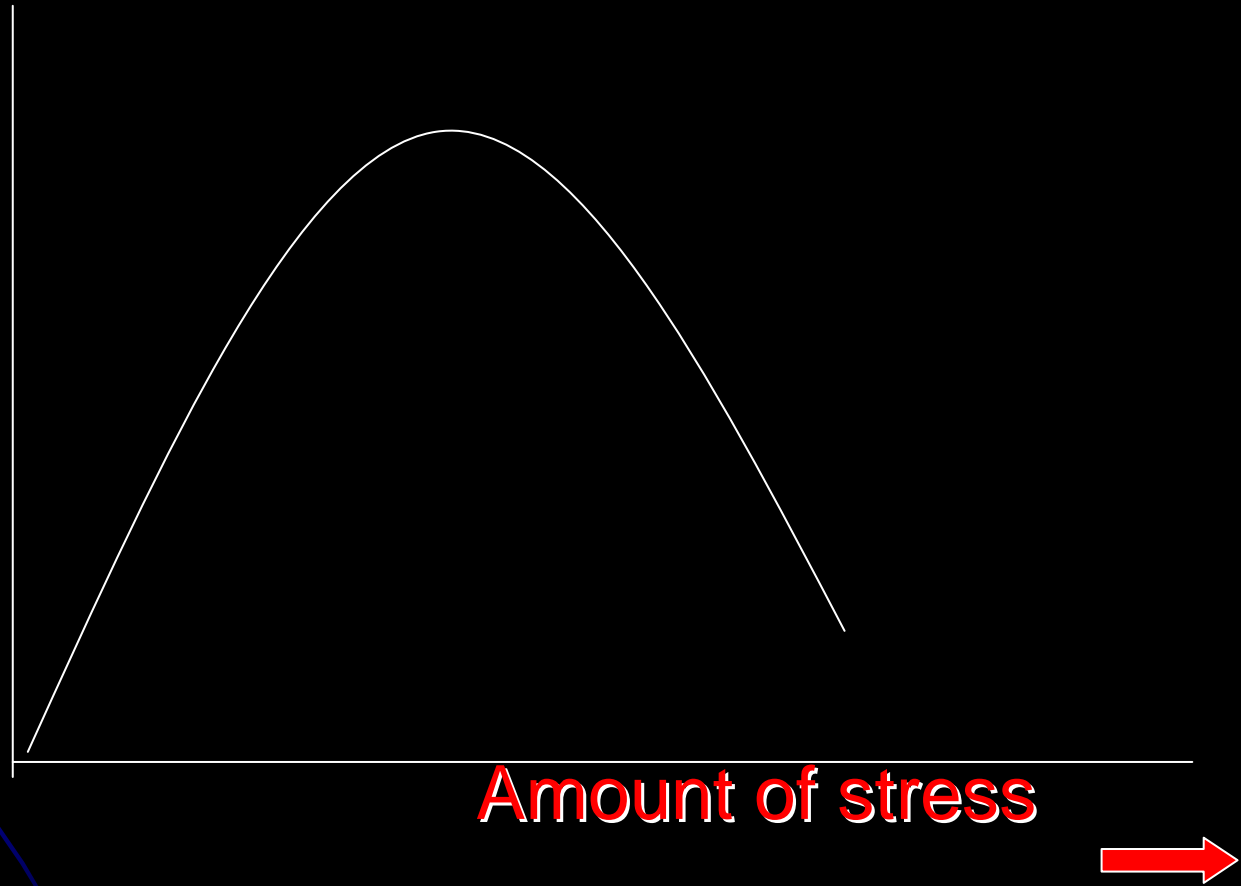
Stress and Productivity

- At work, stress causes:
 - Absenteeism
 - Reduced efficiency
 - Industrial accidents
 - Health related problems- chronic illnesses
 - Mental disorders

Economic & Social losses

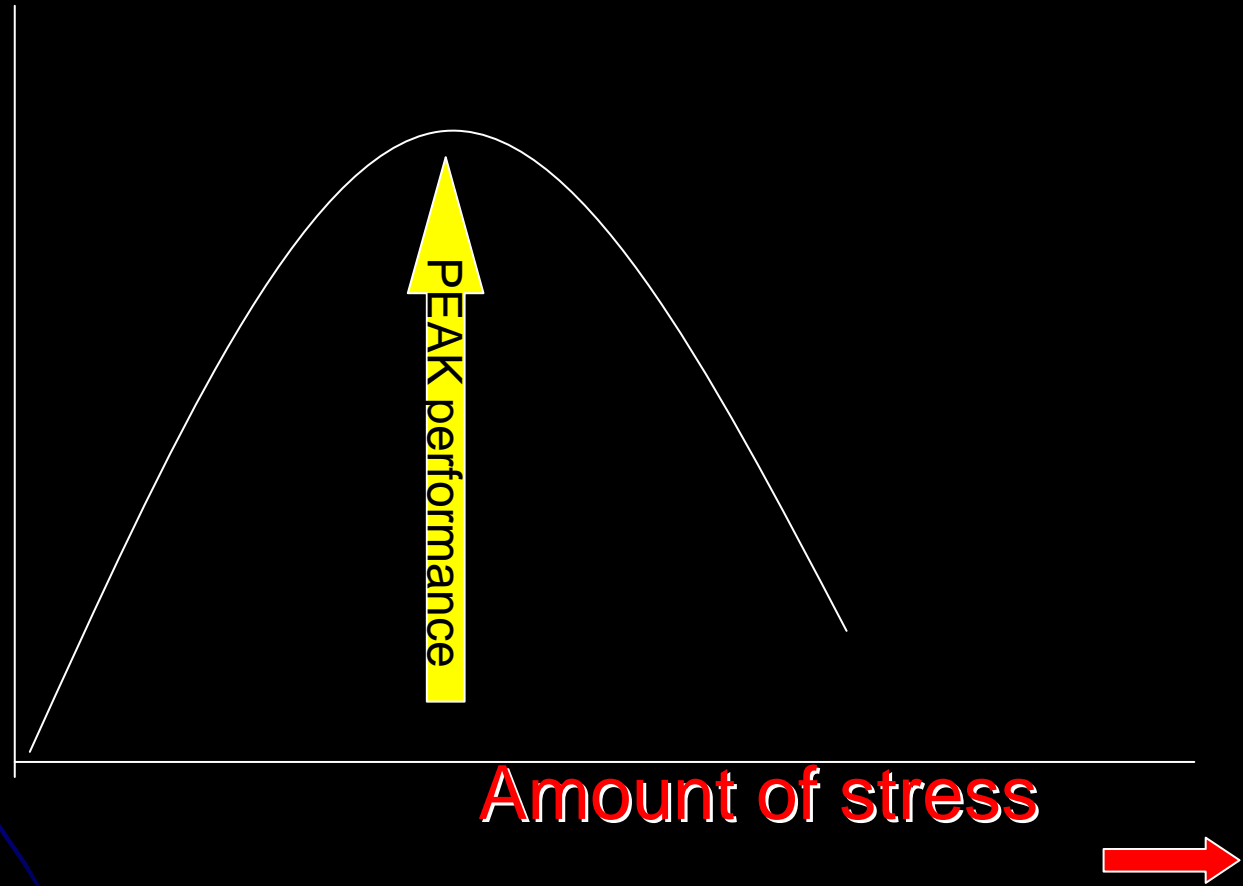
Stress & Performance

↑
Performance

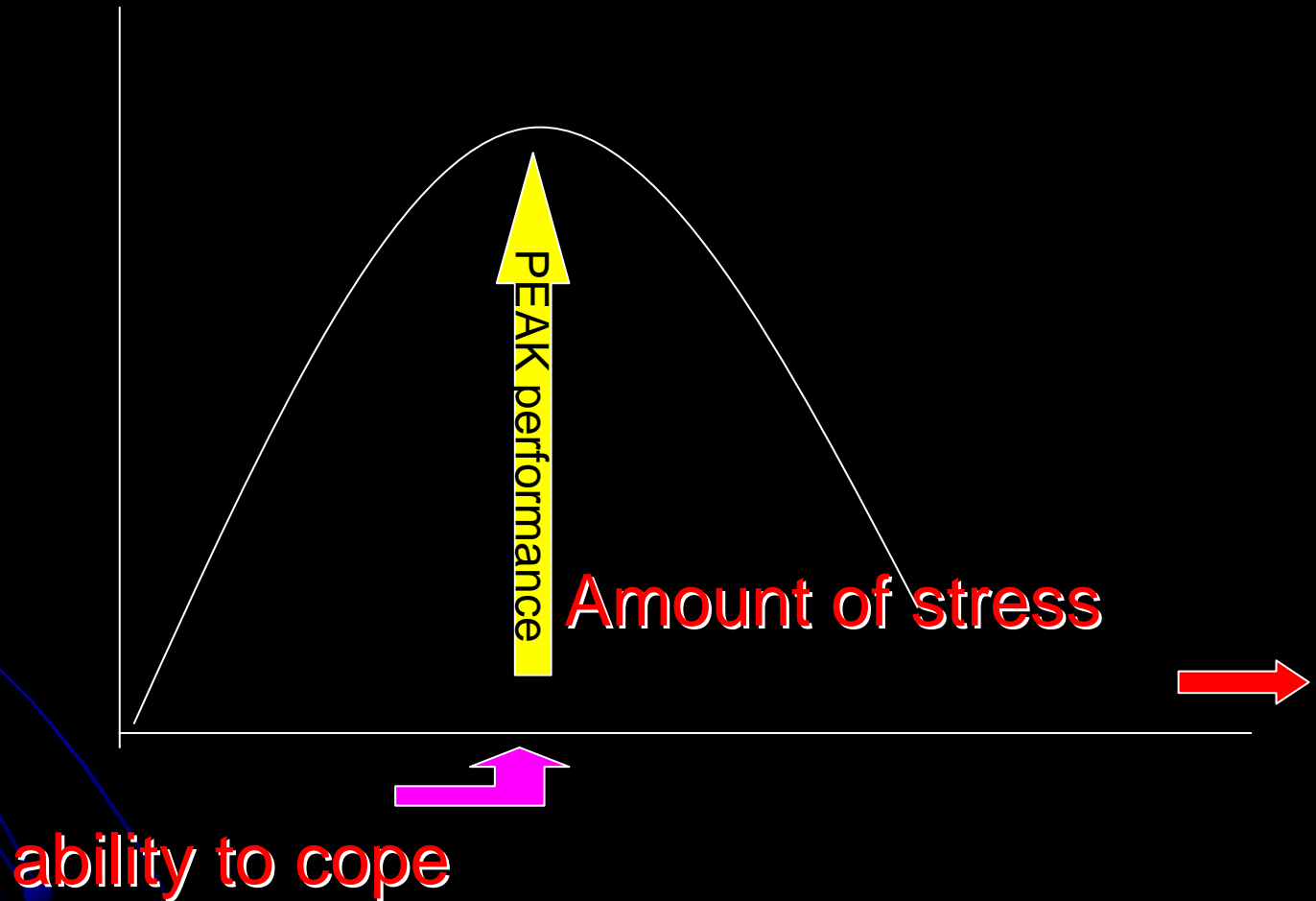


Stress & Performance

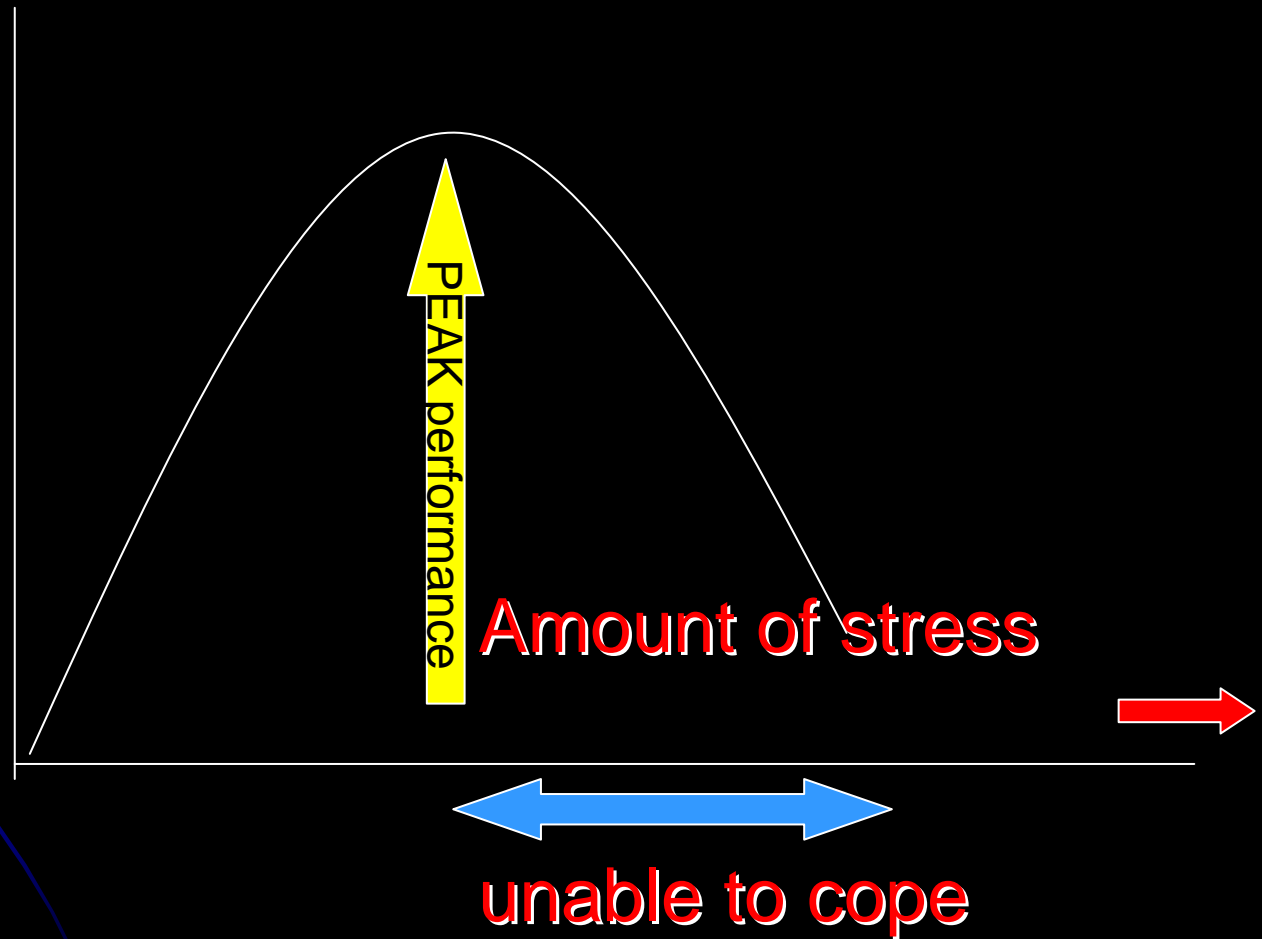
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Performance



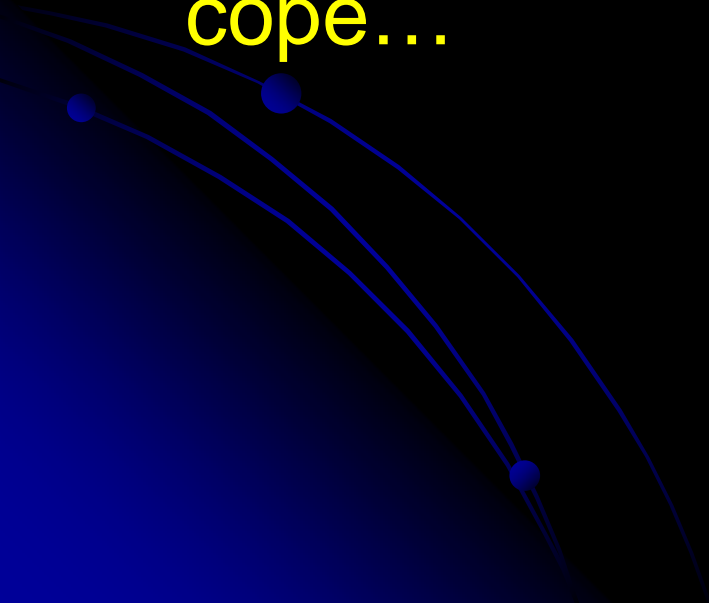
Stress & Performance



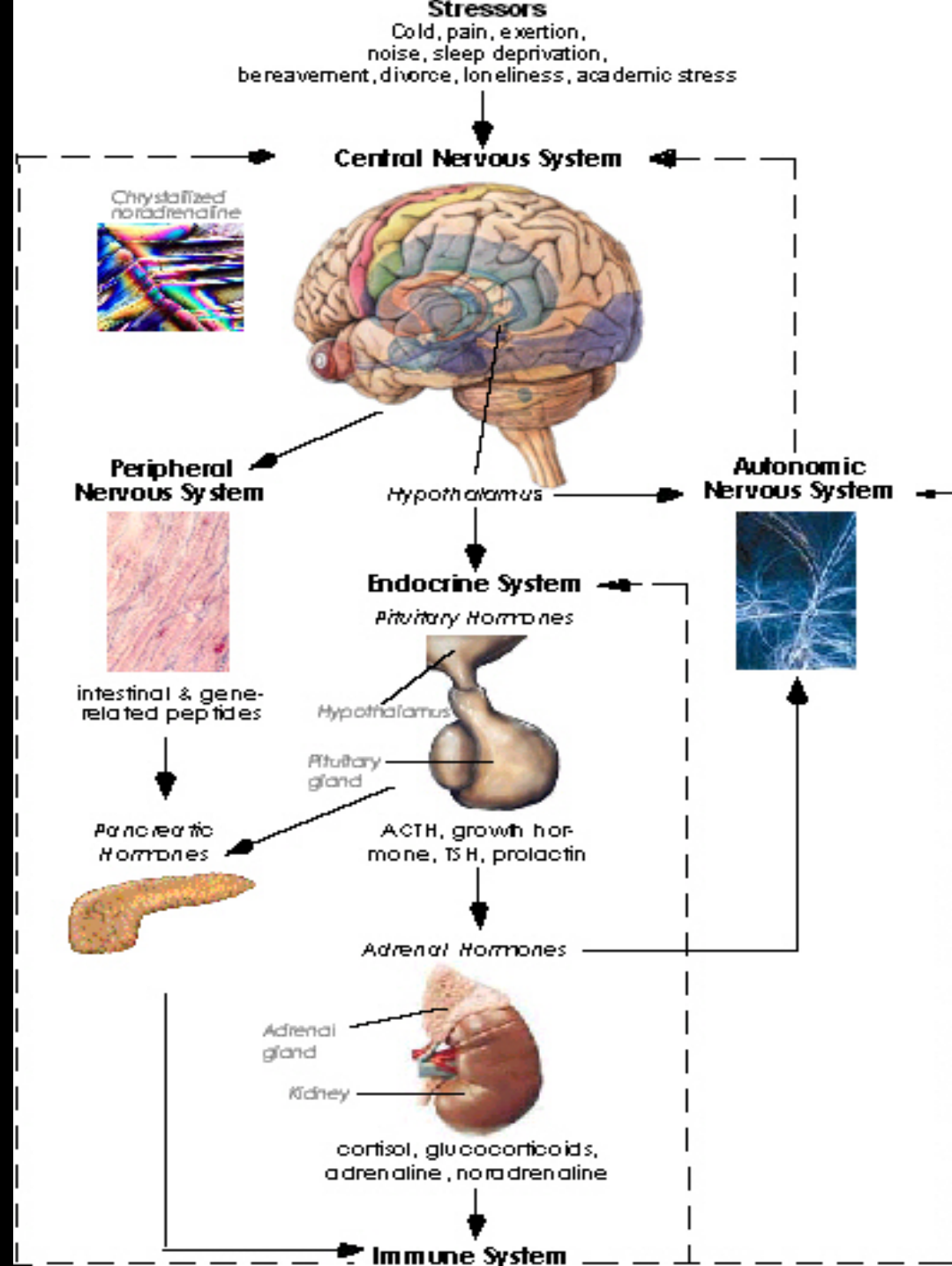
Stress & Performance



- “Do your best to achieve best (peak) performance.”
- But **not over-do** beyond your ability to cope...

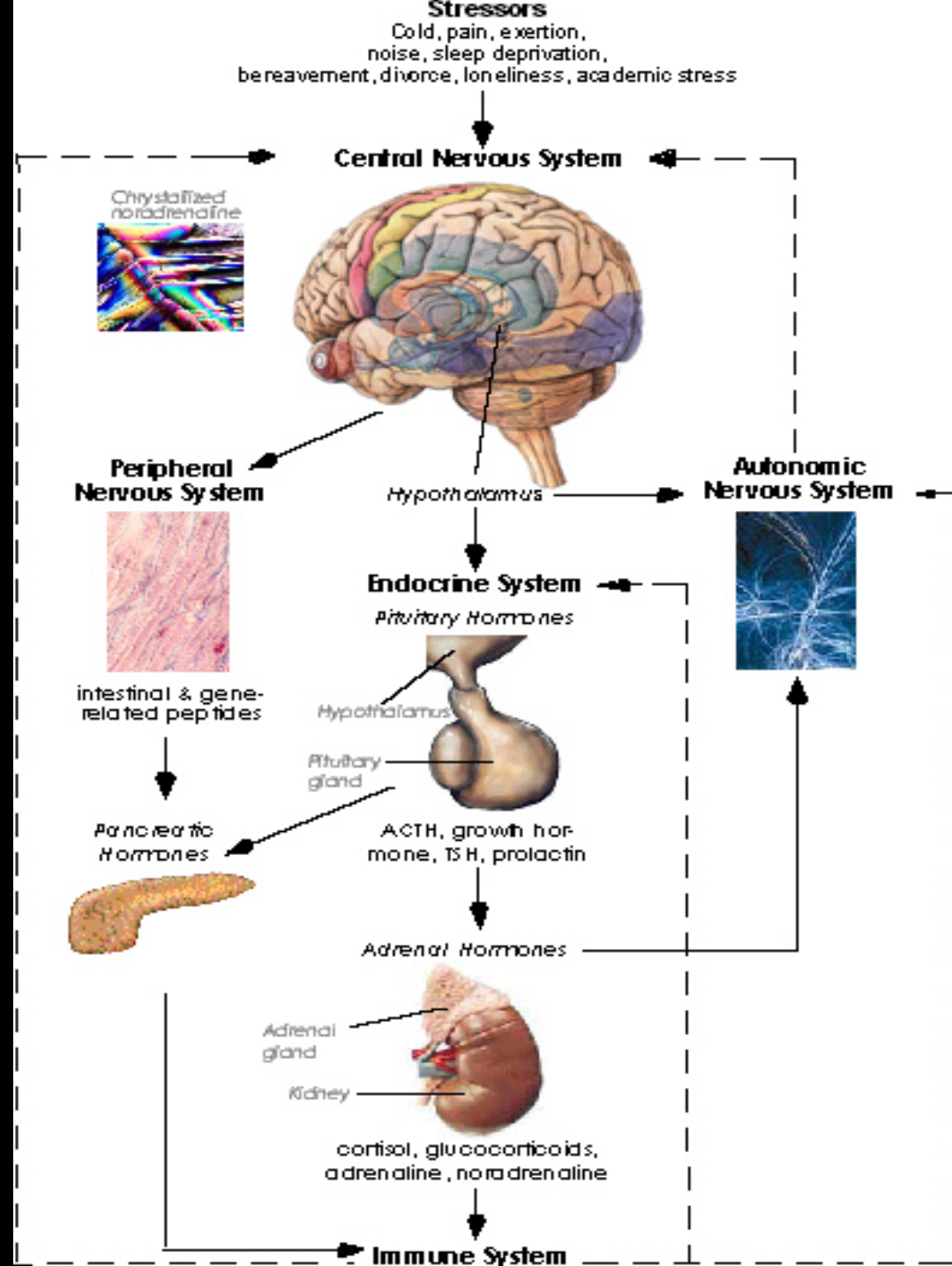


Stress and Health



Physical health

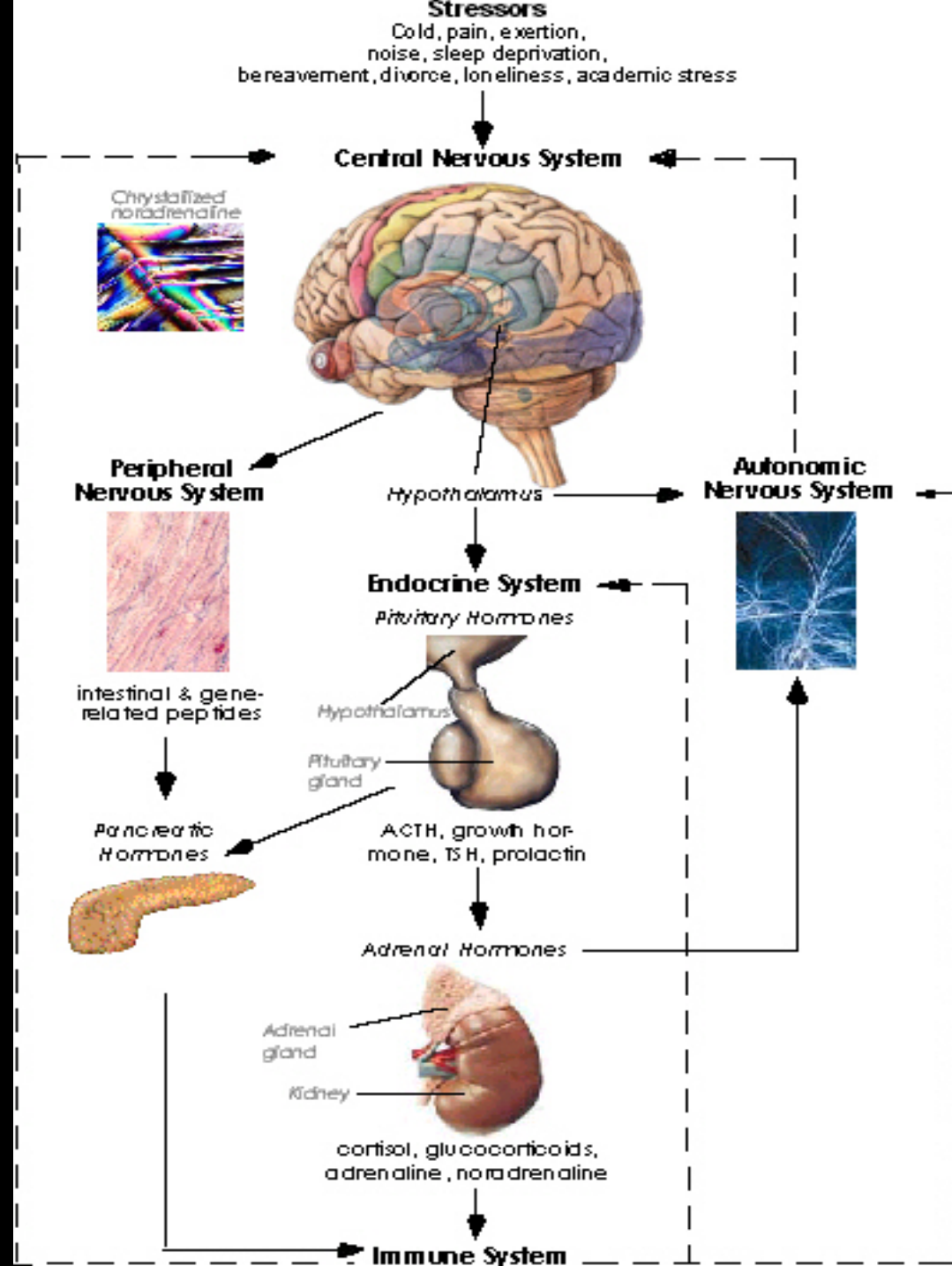
Mental health

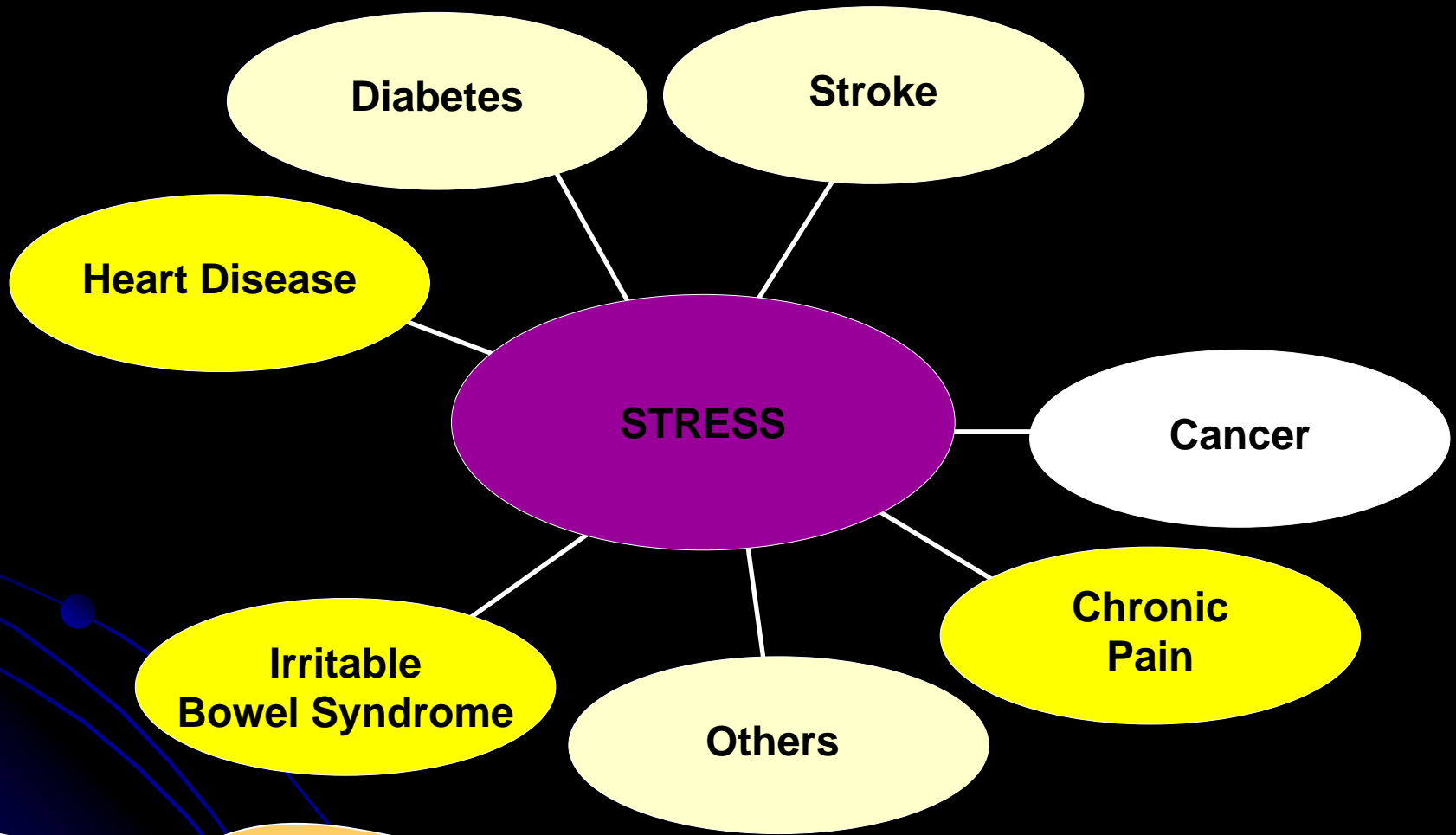


Physical health



Mental health

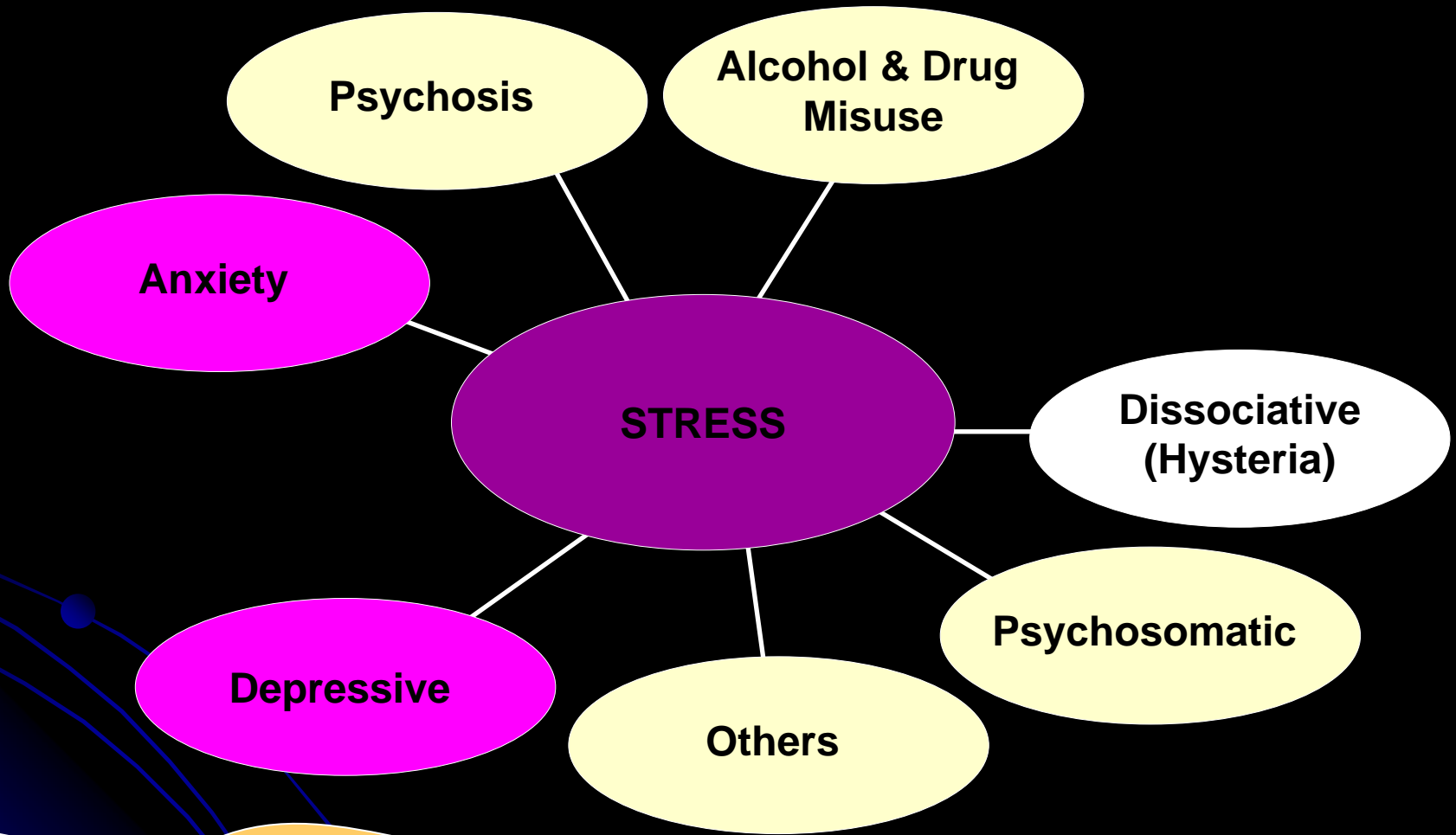




STRESS AND MEDICAL ILLNESSES




STRESS AND MENTAL DISORDERS

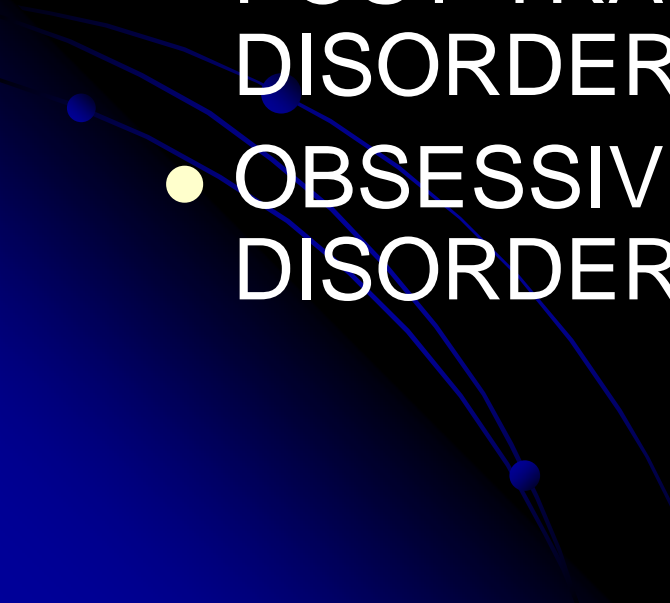


STRESS AND MENTAL DISORDERS

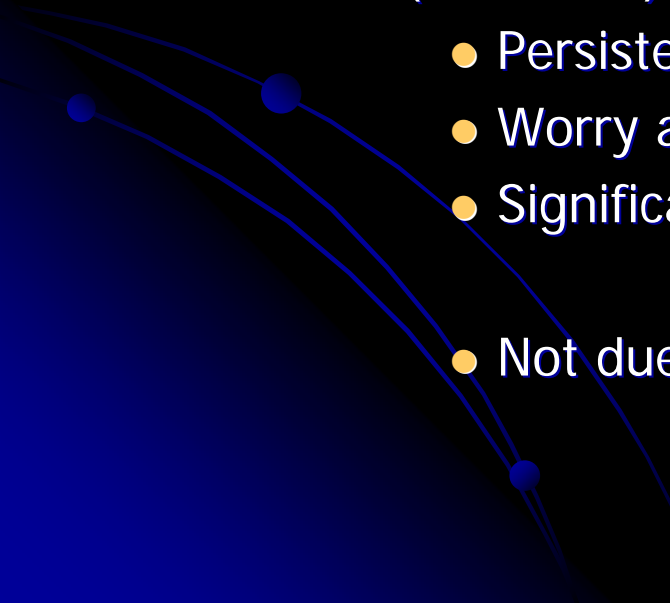
ANXIETY DISORDERS

- A group of mental disorders
 - Subjective and Physiologic manifestations of fear.
 - The source of 'fear/ danger' is usually not recognised.
- 


5 major disorders under DSM-IV:

- PANIC DISORDER
 - PHOBIAS
 - GENERALISED ANXIETY DISORDER
 - POST-TRAUMATIC STRESS DISORDER
 - OBSESSIVE-COMPULSIVE DISORDER
- 

PANIC DISORDER

- Recurrent
 - Unexpected
 - **Panic attacks**
 - At least 1 of the attacks is followed by 1 month (or more) of 1 (or more) of:
 - Persistent concern of having another attack
 - Worry about the implications of the attack
 - Significant change in behavior related to the attack
 - Not due to a substance/ general medical condition
- 

FEATURES OF A PANIC ATTACK!

- Palpitations
 - Chest pain/ discomfort
 - Shortness of breath/ smothering
 - Choking sensation
 - Nausea, abdominal distress
 - Sweating
 - Trembling
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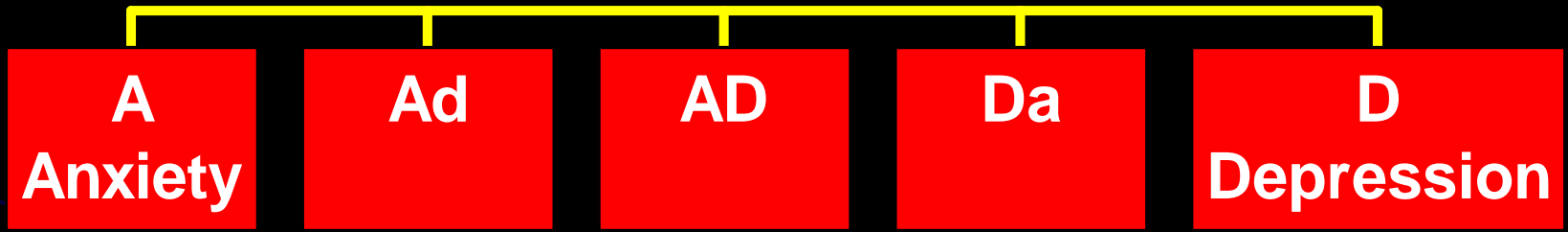
- Dizzy, unsteady, faint
- Derealisation, depersonalisation
- Fear of losing control/
'going crazy'
- Fear of 'dying'

- Pupillary dilatation
- Diarrhoea
- Urinary urgency etc...

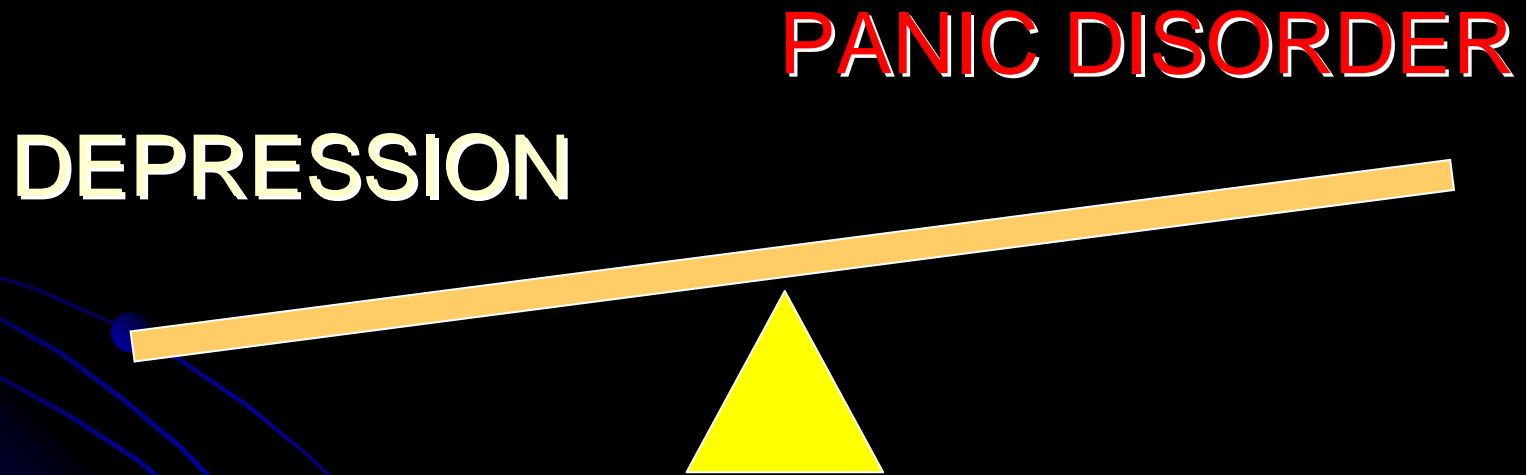
Generalised Anxiety Disorder (GAD)

- The anxiety and worry are associated with 3 of these 6 symptoms:
 - Restless, 'keyed-up', on-the-edge
 - Easily tired
 - Difficult to concentrate, 'mind goes blank'
 - Irritable
 - Muscle tension
 - Sleep disturbance

The depression/anxiety continuum



Strong association:



What type of help is needed?

1) Correct assessment.

2) Diagnosis.

3) Plan of management:

1) Medication is very important in most cases.

2) Methods to cope with depression and stress.

For mild cases,
(psycho)therapy may be
sufficient.

For moderate to severe
cases, medication is
important to reduce the
symptoms and duration of
illness.



Treatment:

Pharmacotherapy	Psychotherapy
Antidepressants: Venlafaxine SSRIs	Cognitive-behavioral therapy (CBT)
Benzodiazepines: Lorazepam Alpraxolam Diazepam	
Beta-blockers: Propranolol	

The “LIVING SKILLS”

Whether it is in the work-place or other social environment, certain ‘**mastery**’ in **living skills are essential:**

- 1) communication skill
- 2) assertive technique
- 3) problem-solving skill
- 4) time-management
- 5) improving self-esteem

THANK YOU

