ACHIEVING BUSINESS SYMBIOSIS USING STRESS MANAGEMENT TECHNIQUES

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Abstract

Corporate stress leads to change in physiological, psychological and behavioral change of employees. It has several negative impacts to the employee occupational functions at the workplace, increasing the level of rigidity and inflexibility concerned to job performance and creates a room for ignorance or to disrespect the roles, policies and regulations of the organization. Businesses have to be prepared to help their employees/workers cope with stress and to realize that recovery from stress is a critical element. There are certain stress management techniques which can be utilized by an organization which can help the employees to overcome stress and boost the company's productivity as well.Stress management technique ensures that the employees will always be equipped to handle stress when situation arise. Employees are assets to an organization and play a key role, so they should be out of stress to give a high performance atmosphere. Stress management technique should overcome the stressors and organization should try to minimize and cope up with the stress factors by implementing various techniques to minimize stress. This aid employees give their best performance and remain self-motivated which in turn will increase business productivity, profitability and its growth.

In this paper, we focus on various sources of stress and the

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techniques to cope with stress. We will discuss the stress management techniques which are employed by various business houses to empower employees with better environment and achieve business symbiosis through stress management techniques.

1. Introduction

Stress is a feeling that occurs when people are struggling to meet the demands. These demands can be related to work, family, relationships and other situations, but anything that give a challenge or threat to a person's well-being can cause stress. Whenever in life a challenge comes, part of our response is physical. The body prepares to face these challenges and protect us either to stay and fight or to run away as soon as possible. Stress is caused by both internal & external factors. Internal factors include- It is an individual capacity to handle and fight with external stress causing factors like fitness, emotional balance, rest hours, nutritional value, and sleeping hours. External Factors includes- Job, relationships, family, threats, and obstacles, present and future expectations

In context of an organization there are various causes of stress, which may result in bad health of employee degrading his/her performance and overall degrading the business profits. Figure 1 discusses the major components of stress at work.

Figure 1. *Causes of Stress at Work-Place*
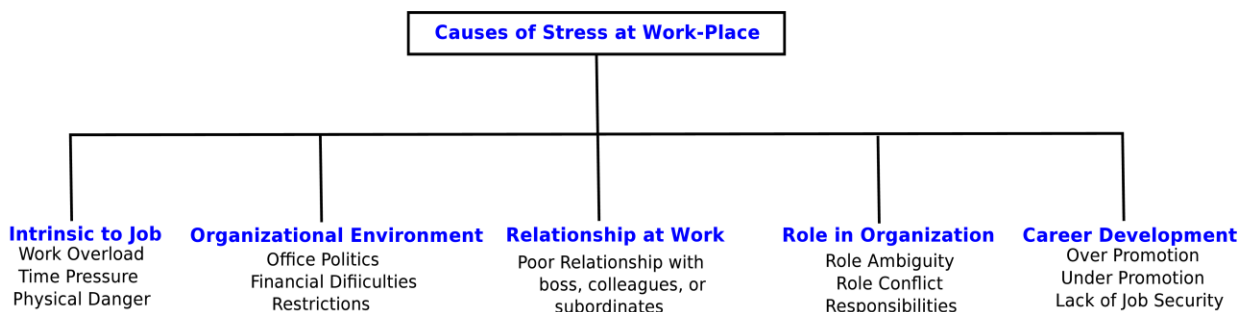
Stress is thought to be one of the principle factors influencing employee's execution and responsibility adversely. Business related pressure is thought to be the result of an irregularity between work-place requests and individual abilities. As of late, there is a risky increment in instances of work related pressure related issues among workers, which have prompted declining enthusiasm for their employments, less duty and developing anxiety among the best administrators. Some pressure is fundamental and advances self-awareness however inordinate pressure or a wrong method for adapting to pressure achieves negative outcomes subsequently burnout. Stress costs business a great deal of cash, this entirety incorporates wiped out pays, missed due dates and poor execution. Work pressure and other psychosocial factors are perceived worldwide as a noteworthy test to worker's wellbeing and the strength of associations. Work pressure has been demonstrated to antagonistically affect on individual's mental and physical wellbeing, and in addition organizations" adequacy. Laborers who are focused will probably be undesirable, ineffectively inspired, less gainful and less sheltered to work with at work. Associations whose laborers are pushed are additionally more averse to be effective in an aggressive market. Associations have embraced different techniques to check worry in the workforce. Regular procedures used to mitigate pressure incorporate exercise, social assets, shirking, perusing, interests, development, and contemplation. These methodologies utilized by representatives, influence their point of view toward the circumstance, consequently adjusting the impression of stress. Stress lessens to how much an individual is mentally appended to a utilizing association through feeling, for example, dedication, warmth, worth, belongingness, joy et cetera. This investigation looks to build up the impact of pressure administration techniques on employees" duty in Family Bank. In particular, the examination will try to set up the impact of mental help, work update, preparing and improvement and representative welfare programs on employees" responsibility.

In this paper we aim to discuss the causes and effects of stress, in context of its synergy with business. Also, we will focus on various stress management techniques which may help an individual and finally the business to overcome the effects of stress. Further in section 2, we will review previous work related to stress and impact of stress management in business context. In section 3 we will describe different stress management techniques which may prove to be beneficial for a business. Finally section 4 will conclude the paper with the findings.

2. Related Work

This section providea a review of the research carried out in the field of organization stress and its management.

2.1 Stress

- India is waking up to the fact that a lot of human potential is being drained away because of stress and burnout [2].

- High level of stress results in high level of individual dissatisfaction , illness, absenteeism and turnover , low levels of productivity and as a consequence difficulty in providing high quality service to customer [1, 3].

- In [4], authors indicated that stress chemicals that stay in the body can obstruct the digestive and immune system and also deplete human energy.

- Authors in [5] Managers & supervisor of PSUs and private sector: Private sectors scored higher on role conflict, role erosion, resource inadequacy and role isolation. Supervisors in PSUs scored higher on role ambiguity.

- Research demonstrated that high levels of occupational stress, if left unchecked and unmanaged; it will undermine the quality, productivity and creativity of employees 'work, and employees' well being [6].

- It is generally believed that some stress is okay (sometimes referred to as "challenge" or "positive" stress) but when stress occurs in amounts that individuals cannot cope with, both mental and physical changes may occur [7].

- It is generally accepted that untreated workplace stress is associated with increased levels of employee absenteeism and turnover, decreased levels of productivity, as well as lost workdays due to disability or sick leave [8].

- Cost of stress aroused from work environment that resulted in substantial costs to work organizations and to individual employees in the whole world [9].

2.2 Stress Management

- A wide range of studies have found that modifiable health risks (i.e., stress) can beimproved through workplace sponsored preventative medicine and health promotion programs [10].

- Personality differences, gender differences, age, and social support all seem to be important factors in determining how well individuals cope with workplace stress [11].

- Organizational strategies are more effective in reducing long term stress and risk of illness; however, it is just as important that individuals have personal coping strategies at their disposal for when stress inevitably occurs [12].

- Authors in [13] points out that while individual level stress management interventions may be of value in helping workers cope with unavoidable pressures, they deal with only part of the problem, and need to act as a supplement to organizational change programs that deal with the root causes of stress in unhealthy work environments

- Whatever the reason, the issue of workplace stress can no longer be ignored, and it is necessary for changes to be made where unhealthy work environments exist [13].

3. Techniques for Managing Organization Stress

Stress management can be done by focusing on what needs to be done and what can be done to avoid stress. What here we are talking about how to deal with it at the very moment when a person is under stress at workplace. When an individual enters in organization he is already in stress due to yesterday's work or family burden. So, when a person starts new day at work, these things add extra pressure. So here are some ways of how to manage stress in the moment.

i. **Talk to yourself –** It is very important to talk to your inner self when a person is under stress. There is both positive and negative voices at the same time, but it's important to hear to your positive voice, so as to get hold of the situation. Make yourself understand that these situations have already aroused before and how you have managed it, so it's not at all a problem to manage them again. Make yourself cool down and keep 'I CAN DO IT' attitude and this can only be done by talking and listening to your own inner self.

ii. **Solicit for a friendly ear –** Every person has someone on whom they can trust and rely on. Talk to that person, discuss your problems, you will feel relieved and may be that person can show the right path to move on, which you can't see due to stress.

iii. **Project an impression of calmness around others:** If someone talks rudely to others so there is a possibility he will also get the answer in the same tone and manner, which will create

tension between the two persons and also negatively affect the work environment. So if the issue has to be resolved, work it up and stay calm at the very moment of stress.

iv.   **Think about the time when the period of stress will be over.**

3.1Organizational Stress Management Techniques:

a. Job Role Clarity:

i.   Ensure that workloads are in line with workers' capabilities and resources.

ii.   Design jobs to provide meaning, stimulation and opportunities for workers to use their skills.

iii.   Clearly define workers' roles and responsibilities.

iv.   Give workers opportunities to participate in decisions and actions affecting their jobs.

v.   Improve communications to help reduce uncertainty about career development and future employment prospects.

vi.   Provide opportunities for social interaction among workers.

b. Wellness Programs:

It improves overall employee health and cut back on stress and sick-day losses. It may involve bringing in a nutritionist to speak with staff, sponsoring a cooking class or subsidized gym memberships. Organizing a company sports team can also give employees something fun to do together after work that can build friendly teamwork and competition.

c. Family-friendly Policies:

It can be incorporated by welcoming families into employee events. By maintaining a family-friendly attitude, employees get an opportunity to engage their family members in the other half of their lives which is spent at the workplace and around those people. Employees who have a comfortable home life are also likely to feel more satisfied with their jobs and maintain healthy relationships at work

d. EAPs (Employee Assistance Programs):

EAPs are typically offered by the HR department as part of the employer's health insurance plan to assess and address personal issues that affect employee performance and productivity. Issues can range from substance abuse to family problems, and EAPs often include counseling benefits.

EAPs for substance abuse can reduce workers' compensation claims, employer healthcare costs, and absenteeism.

e. Job Sharing:

This allows at least two people trained to perform each job, enabling each employee to have time off without losing productivity.

f. Work Environment:

Reducing environmental stress may include refiguring the workplace to include natural lighting, improving air flow, providing quiet rooms for massage or yoga sessions and reducing noise levels. When noise levels are reduced through the use of well-designed ceilings and furniture or sound masking machines, employee focus is estimated to increase by 48 percent.

g. Honest Evaluation:

Companies evaluate the scope of stress in the workplace by looking at absenteeism, illness and turnover rates and performance problems. From there, employee surveys and/or committees can help determine specific stressors and if they are concentrated in one specific department or are company-wide. It is also important to ask employees what strategies may provide remedies.

h. Health Risk Assessment (HRA):

The HRA is an online or print questionnaire provided to employees that helps identify risks for diseases and contributing lifestyle factors, such as stress levels. The HRA enables workers to learn about their individual risks and can be an effective motivator towards making healthy lifestyle changes to reduce those risks.

3.2 Strict Action Plans to Avoid/Recover Stress

We have discussed a number of methods using which an organization or business can implement various stress management techniques to achieve high-performance among their employees. Further, we are summarizing some or actions needs to be taken as an employer and as an employee to overcome stress.

3.2.1 Action plan for employer

i.   Provide support to employees to achieve their targets.

ii.   Encourage personal/organizational communication with employees.

iii.   Strengthen interpersonal relationships at work by developing reward systems.

iv.   Include stress as a business indicator and monitor it regularly.

v.   Integrate health and wellness initiatives into an employee's work schedule.

vi.   Include programmes to target root cause of stress.

vii.   Invest time and money to understand what an employee wants.

3.2.2 Action plan for employee

i.   Make a to-do list everyday and prioritize jobs in discussion with managers.

ii.   Get support from managers, peers, mentors when in need.

iii.   Connect with inner self and learn to mitigate stress at an individual level

iv.   Approach a counselor to become aware of one's own strengths and weaknesses.

v.   Find a fun way to release stress – sports, hobbies, etc.

4. Conclusion

Stress is a natural phenomenon, directly linked with nature of work. It is important to maintain a correct balance between good stress and bad stress. Business has to be prepared to help their employees/workers cope with stress and to realize that recovery from stress is a critical element. Stress management has become a most important and valuable technique to boost the employee more and also the company's productivity as well. It does not mean employees won't ever deal with stress but rather will be much better equipped to handle stress when situation arise. Organization's should understand the causes of stress and implement the proper stress management techniques on regular time basis, so that employees give their best performance and remain self-motivated which in turn will increase business productivity, profitability and its betterment.

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