

Recognizing & Handling the Underlying Causes of Stress at Workplace: An Approach through Soft Skills

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Abstract

Studies reveal that around millions of people across the world have become chronic to stress and are suffering from various psychological and physical problems. Some consequences of prolonged stress can even subdue life. Stress can emerge due to various reasons concerned with our everyday life. However, not all stresses are negative and hampering. Stress in a more constructive form can sometimes act as a positive source to trigger passion towards work, reduce dysfunctions, promote talent and abilities and ignite inspirations. Today countless professionals come across stress of various forms surfaced through diverse reasons. High amount of pressure to meet deadlines, work overload, less sleep, the urge to stay ahead of competition are the basic reasons to name a few. The fact that stress can coil both personal and professional life is not untrue. Rather, there is a growing concern for stress today in every aspect of life. The focus of the current study is on soft skills and its approach towards numerous work place problems and their solutions, mainly stress. However, the paper also deals and determines the root causes of its origin. It also emphasizes on the various techniques that determine to overcome stress mainly at workplace hence promoting wellbeing and emotional freedom.

Keywords: Stress, Management, Soft Skills, Workplace, Impact.

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Introduction

The word stress means pressure or tension and it is basically the response of body and mind towards some kind of change, visible or invisible the consequences of which are not easily muddled through. A famous site guiding management study states “stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial. Stress is the response of people to the unreasonable/excessive pressure or demands placed on them”¹.

Palmer and Cooper in the famous book *How to deal with Stress* explain “stress occurs when pressure exceeds your perceived ability to cope” (Palmer and Cooper, 2013, p. 7). In the book the authors furnish a clear understanding on the causes of stress and strategies to cope. At workplaces there are infinite circumstances that originate stress. For example, a boss might overload an employee with new projects or an employee might find difficult to deal with peer pressure. An employee might be stressed to meet the deadlines or might be stressed for being discriminated and so on. The situations can either stir or lower the level of confidence in the employees so as to threaten or boost the self belief so as to deal with the odds without taking any stress.

Gregson in her book *Stress Management* discusses the bodily changes that occur when situations cause stress. Gregson calls things that cause stress as stressors and describes “When a person experiences stress, the brain releases chemicals called epinephrine and cortisol. Epinephrine is sometimes called adrenalin. A stressor sends these chemicals r stress hormones, racing through the body. Stress hormones prepare the body to protect itself from danger. The hormones signal blood to move to the hearts and other organs” (Gregson, 2000, p.7).

Similarly, Richard Lazarus one of the popular researcher in the field of stress believes that “appraisal of the stimuli in relation to perceived personal resources to deal with them and the thoughts subsequently inspired create feelings that are the real culprits that generate stress” (Pargman, 2006, p.5). This view has been mentioned by Pargman in his book *Managing Performance Stress: Models and Methods*. Hence one must learn to control the responses urged by the stimuli that is whether flight or fight.

Seaward collects the view of different culture having opinions on stress. He writes “In Eastern philosophies, stress is considered to be an absence of inner peace. In Western culture, stress can be described as a loss of emotional control” (Seaward, 2017, p. 5). Seaward like many authors believe that not all stress are bad or negative. There are positive stress too which bring out the best of individuals.

Likewise, on negativity or positivity of stress, FitzMaurice states “the weak part of stress is always negative however which can be covered with positive thoughts and claim it is positive. The goal part of stress can be either positive or negative. You can cover a

¹ <https://www.managementstudyguide.com/employee-stress.htm>

goal that is negative with positive thoughts and claim it is positive when it is actually negative” (FitzMaurice, 2013, p. 89).

Studies reveal that of different surfaces of pressure, stress related to job and work performances at various professional levels are one among the top listed stress types. Stranks points out the reasons of stress at different workplaces. He writes “the organization, its policies and procedures, its culture and style of operation can be a cause of stress. Insufficient staff hence excessive overtime working, double up at tasks, poor coordination, insufficient training to perform well, rigid working procedures, no time to adjust to change and many more” (Stranks, 2005, p. 17).

“Effective stress management, on the other hand, helps you break the hold stress has on your life, so you can be happier, healthier, and more productive. The ultimate goal is a balanced life, with time for work, relationships, relaxation, and fun—and the resilience to hold up under pressure and meet challenges head on. But stress management is not one-size-fits-all. That’s why it’s important to experiment and find out what works best”¹.

This paper studies in details with the sources of stress and offers techniques to overcome them with special reference to workplace to derive the best from stress thus instilling positivity and passion and accomplishing success at workplace.

Stress at workplace

At workplace individuals come to work with a large group of people from diverse background. Workplaces run taking the advantage of the employees’ abilities and talent for which they are paid a considerate sum of money. When employees from diverse backgrounds, area, experience, culture assemble under one roof, it is obvious that there would be exchange of information and opinions. Not only this feelings and emotions play a pivotal role in displaying our interactions with others. Hence, exploring our emotions and how they affect our relationships with others is important so as to avoid any negative consequences that may arise later. But when there occurs an imbalance between what is expected and how situations should be and our inability to meet the expectation and hamper the situations then appears stress. James and Arroba describe that “avoiding stress means keeping this pressure balance at an optimum level. (...) we can enhance our chances of keeping the balance by developing an understanding of what we experience as sources of high pressure, to know and use our skills for dealing with challenging situations, and get appropriate support” (James and Arroba, 1999, p. 36). At present reports on stress among employees at workplace across the globe are increasing with an alarming rate and its cruel impact on managing business organizations and at workplace have unfolded strategies to cope with the same. Not ignoring the root cause of stress, professionals tend to be entirely gripped up by the stressors and the response to balance is negligible.

With a massive rise in informational technology and innovation of other communication technologies, the lifestyles of employees and organizations as a whole

¹ <https://www.helpguide.org/articles/stress/stress-management.htm>

have changed drastically. The introduction and the rapid growth of this onslaught in their lives have made workplace more dynamic, intriguing and complex yet inevitable. The present workplaces, reports suggests, are subjected to uncertainty and capricious. The conventional strategies to manage and lead are not any more efficacious. At present the scenario at workplaces is giving rise to complexities in doing business processing and dealings where although the market is interdependent but the channels remain to be obscure and passable. Employees are expected to work faster and achieve their targets at a very faster pace. Making efficient decisions swiftly and evolving with the changing workplace environment is the strategy business organizations survive. Today, workplaces expect multiple tasking and hyper oriented employees who believe in delivering fine quality of job performance. Managing cultural diversity and strong communication today are considered strong constituent of success. The factors have a direct impact on workplace and the employees. Pandey and Pestonjee explain “people are continuously striving to maintain their employability rather than securing their current employment. This puts tremendous stress on individuals and organizations, as organizations too need to work hard for attracting and retaining talented employees with them, whereas individuals would be working hard for sustainable career growth in their organizations” (Pandey and Pestonjee, 2013, p.68).

Continuous stress at workplace live the employees struggling with swings of energy and emotions which stir the balance and composure of both personal and professional lives. The body mechanisms are continuously found excited and running too high and give red signals to almost every part of body systems resulting in “anger, irritability, anxiety, depression, elevated blood pressure, dizziness, shortness of breath, chest pains and so on” (Davidson, 2001, p. 6). Davidson in his book *Stress management* had derived the symptoms from the book *The Stress Solution* by Miller and Smith.

Impact of stress on work

While it is good to say yes to responsibilities it sometimes get equally difficult to manage lots of work at one time. Difficulty to manage work is very often linked with the inception of stress which apart from health issues causes widespread concerns towards work and productivity. Studies on employee stress management at workplace worldwide reveal the following dreadful impact on work and profit.

Impact on Employee's Morals and Ethics

Today employees are expected to have ethics primarily at workplaces pursuant to their profession which keeps them focused, contiguous, and stable and encourage them to work in harmony with co-workers. On the other hand motivation too promotes sustainability and keeps intact employee morale. Stress can cause indefinite loss to moral and ethics hampering workplace culture. “The effects of stress on morale and workplace culture can be devastating. Employees can become unfocused, distant, distraught and even short fused. Teamwork may also breakdown. Stressed employees are unmotivated and will make it difficult to set employee motivation strategies in motion. Keep in mind that

motivation in the workplace is a powerful technique to build teamwork and sustain employee morale”¹.

Impact on Productivity

With stress controlling the work of an employee productivity level diminishes and ultimately vanishes. Stress does not permit employees to give the best of their performances hence declining the productivity level. Holzer discusses works of Scorza from the book in 1998 and informs that “in recent years workplace stress has increasingly become associated with job performance and productivity. Holzer narrates the study of National Institute for Occupational Safety and Health and defines stress to be harmful emotional and physical reactions that occur as a result of jobs that do not match the capabilities, resources or needs of workers hence perceived as stressful and resulting in decrease in productivity” (Holzer, 2004, p. 577).

Impact on Workplace Relations

When stress level is high, it puts a great deal of impact on communication and ultimately relationships. Stress often gives rise to negative actions which do not get accepted by other co workers. Communication failure by one employee produces a chain reaction which later gets transformed to anger, bitterness and conflicts. Difference in opinions get common and with the passage of time create chaos and distract employees from work. At workplaces there are rarely employees who are empathetic and who understand the situation their coworkers are going through. Very few employees tend to help manage a resolve a problem. O’Rourke and Collins understand that “at times, the conflict can be resolved by changing the situation, without ever bringing the conflicting parties together or raising the issue with either of them” (O’Rourke and Collins, 2008, p. 27). However, they both agree that “without question the number one contributor to conflict in the workplace today is work-related stress. (...) that is the effect stress has on our ability to communicate well. The stress-induced irritability or short fuse that is so pervasive in today’s workforce is a major contributor to workplace conflict” (p. 27).

Impact on the Ability to Lead and Team Work

At workplace a leader is generally a person on whom employees depend on for guidance and direction during tough times. It is difficult to earn the respect and trust of employees but once earned a leader becomes the most dependable employee at a workplace. However, stress and its impact on leadership can create hazardous consequences. Adams in his book *Mindful Leadership for Dummies* describe what stress does to leadership. He explains “stress can cause impaired judgment, a lack of foresight, detachment from reality, irresponsibility, and strong egoism. This impaired brain function can prevent leaders and decision-makers from making good decisions and cause them to neglect the interests and needs of the business and wider society in pursuit of personal egoistic benefit” (Adams, 2016, p.21). Also, team work is an essential factor at workplace. Much of the workplace goals are achieved through collaborative efforts of teams

¹ <http://www.employee-motivation-skills.com/stress-management-in-the-workplace.html>

comprising of bountiful of talent and abilities. Interestingly, under stress even the positivity of teamwork disappears. Team members are more likely to skip responsibilities, narrowing down vision and motivation to achieve goals. Hancock and Szalma discuss on the risk of stress on teamwork. They write “stress reduces teamwork behaviors due to a narrowing of focus, individuals may be more receptive to task inputs from other group members out of a greater desire to share or diffuse responsibility under critical performance conditions imposed under stress. Given this, teams under stress may be more likely to behave in team-related behaviors such as mutual performance monitoring and back-up behaviors that have been shown to increase team performance” (Hancock and Szalma, 2008, p. 194).

Studies reveal that while there is stress which creates negative and tremendous impact on the performance, productivity and working relationships at work place, there is a second type of stress quality which improves the productivity, performance and working relationships too. Commonly termed as good stress or functional stress, this stress pattern is considered good and positive for the overall development of an employee and organization as a whole. Good stress is known for its motivating power and is believed to enhance cognitive skills of an employee. German describes this agenda with different examples and finally comes to a point that stress can have optimistic consequences too. It directs and motivates an employee to work better. He writes “Stress can have the impact of mobilizing our energies to move us in a positive direction, to focus our efforts, to have a constructive outcome, to increase our level of caution to allow us to be more precise and to motivate us to perform at a peak level of performance” (German, 2016, p. 207). Hence, it is required to first recognize the quality of stress and an employee’s reaction to it.

While good stress can bring the best in an employee, bad stress can lead to a complete breakdown. Overall, living with high degree of stress can put an employee’s entire welfare at risk. Not only the health conditions weaken but also the efforts towards workplace however dedicated an employee might be starts deteriorating ultimately inflicting the emotional imbalance. Stress constricts ability to think with clarity, function with effectiveness, and do jobs with efficiency at the same time challenging our career goals. Relationships with others both in personal and professional life also begin to be at stake. At this expository state, questions arise if there can be any solution to management stress.

Soft skills and stress management

Research reveals the future of the workplace is confided on soft skills. Working in an organization and lacking soft skills not only stops the growth but also invalidates the very existence of an individual in an organization. Studies suggest soft skills can either make an individual shine and flourish in their career or end up in a gloomy and perishable future. So what are soft skills and how are they helpful in stress management. Soft skills are better understood when they are contrasted with hard skills. Hard skills are technical skills, easily quantified and are acquired during studying and academics. Examples can be mathematics, accounting, computer programming, typing, acquiring courses on different and relevant subjects and so on. Over all, hard skills or technical skills are

required to make an individual receive a call and sit for an interview. The act and the quality of communication during an interview which assists in qualifying the interview and earns an individual a position in an organization depends on the soft skills which the individual possesses. Soft skills do not simply restrict to communication and body language. Rather, its field is vast and it covers almost hundreds of other skill sets like handling emotions, leadership skills, critical thinking, creativity, patience, dealing with fairness and loyalty, positive outlook, managing, (time, conflicts, temper and emotions, people and so on) and many more. All these qualities are special attributes and personality traits which define the personality of an individual and can promise an individual a successful and secured career and future. These are soft skills which assist in maintaining relationships with others mainly at work places.

Likewise soft skills also include special abilities like stress management which is an act to manage stress effectively resulting in a positive consequence. Francis in his book *Soft skills and Professional Communication* describes “stress management is a precious soft skill that includes among others self-awareness, personal accountability, creating work ethics, risk taking, following your intuition, getting noticed, and being assertive” (Francis, 2012, p.5).

Hence, stress management as an imperative soft skill embodies other skills set like being aware of self or recognizing one’s own strengths and weaknesses. This skill set of self awareness makes an individual realize the strength he/she has to combat stress caused by various factors especially at workplace. Sometimes, this skill set overrules one’s accountability or one’s liability to carry out goals in an organization. However, an individual with personal accountability would always understand the parallel requirement of carrying out goals and combating stress. Also at the same time stress management does not loosen the ethics and values of the individual. While stress management as a crucial soft skill set encourages an individual to take risk and follow one’s intuition, it also does not suppress an individual to be neither passive nor volatile. Stress management techniques in simple words are soft skill sets that encourage an individual to battle stress and prepare them to manage themselves.

Stress management techniques

Although situations are not always in control of employees at workplaces, however there are techniques which can be applied to reduce and manage stress. It is important to note that stress management is not associated with self management only; rather workplace management approaches also play a key role on reducing or managing stress. However, approaches towards stress management that concentrate to change individuals rather than sources which cause stress will result in minimal effectiveness and temporary. Hence, stress management should target mainly on the causes of stress so as to permanently control stress and enjoy benefits. Following are few techniques of stress management especially meant for the employees so that they can give their best to the organizations they work for, altering the situations which cause stress and enjoy peace and harmony.

Identifying Stressors

The first step towards stress management is to look out for sources which cause stress. Identifying stressors can be evaluated by checking reports of productivity levels, changes in behavior, emotional withdrawn, rates of remaining absent to mention a few. Next one may start with analyzing the reasons behind the drastic changes. Reasons can be work and non-work causes and environments that interface professionalism. Further, planning for survey which includes a number of methodologies like sampling, data collection, and questionnaires can be implied. The results and findings can determine the stressors at work place. Once the results are out one can begin to work on the most stubborn stressor first and likewise continue to work on not so stubborn elements and so on.

However, out of numerous stress factors in organization, Beehr considers role ambiguity and role conflict to be most crucial aspects in fostering organizational stressors. He writes “role ambiguity and role conflict were among the first social psychological stressors to be studied in the workplace” (Beehr, 2014, p.55). According to the theory of roles in an organization each employee is designated with a position and a set of task or responsibilities to carry out. Role ambiguity in this regard is a situation when an individual is unclear regarding his/her position or the responsibilities one needs to carry in that position. In such a situation employees are not certain as to which behaviors suit their position. Also, they feel insecure as to what behavior they might engage themselves into which may or may not be appropriate. Overall, employees are in a role which they are ambiguous of. Sims in his book *Managing Organizational Behavior* asserts the “aspect about the job itself that may be stress-producing is something called role ambiguity. This refers to a lack of clear expectations about your job or role in the organization. The uncertainty associated with not knowing either what to do or how to accomplish it can be stressful” (Sims, 2002, p.116).

On the other hand role conflict which is often used in a close reference with role ambiguity defines a situation when there is a conflict between two job roles to be executed by one employee abiding by one role prevents or restricts the performance of another equally important. Chance and Chance claim “the most prevalent conflicts relate to the inability to meet multiple role demands and the lack of time to meet the demands of any one role. Additional reasons for role conflict include discrepancies between an individual’s needs and organizational needs. This is closely related to value conflicts, when the organization’s demands are in opposition to one’s personal values” (Chance and Chance, 2002, p. 72).

The technique of stress management and soft skills involvement in identifying stressors at work place can work wonders to make life less disordered. Hence, employees must develop the ability to identify stressors at work places in order to have a complete grip over success and the kind of work place relationships. Once the stressors are identified and the impact of the stressors in life is understood, learning to handle it automatically becomes a primacy. Rigler, Rutherford and Quinn suggest “Understanding your own responsibility to control stress, and how to go about identifying stressors, should create a sense of control that will be an essential tool for new professionals learning stress management techniques” (Rigler, Rutherford and Quinn, 2016, p.97-98). Employees must

develop soft skills to be more accountable to react to stress and develop stress relief techniques.

Practicing Time Management Skills

Studies reveal there are two sets of people. One set are always in a hurry. They do not like to waste time but however hard they try and however fast they act they can't do much. On the other hand there is another set of people who finish their tasks and roles within the given span of time, although there is no sign of stress or disorder. However, both the sets of people are sincere and hard working people. So how is it that only the latter set is a winner and the former one a loser. It all depends on time management skills. Thomas describes the impact of time management as she claims "time management will not only reduce stress, it will also increase productivity, give you a feeling of accomplishment at the end of the day when you see you have finished all your work" (Tracy, 2014, p.45). Improving time management skills can lessen down stress to a large extent. Planning an agenda, prioritizing work, organizing, scheduling and moving forward creates a balanced schedule and maximizes opportunities to finish more work in less amount of time without stressing. This provides more time for hobbies and recreation. Over committing and taking all the responsibilities on self adds to stress. Hence, employees are suggested to delegate jobs and being assertive or saying no easily to avoid over burdening of self. Good time management reduces stress level and increases more time to be creative and innovative at work.

Bamber studies that "developing effective time management skills in the work setting has a number of benefits not only for the individual employee but also for the organization. These include greater efficiency and effectiveness at work, higher productivity, enhanced job satisfaction, reduced stress, increased leisure time and more room for forward planning" (Bamber, 2013, p. 89). The technique of time management skills is itself a soft skill set which involves the theory of balance in order to bring control in one's life, mainly at work place. Managers may also make the most effective use of time management so as to focus both on personal and professional goals without causing stress or chaos.

Restructuring Cognitive Skills

Implementing emotional based approaches to overcome criticisms or negativity which trigger stress can also be understood as a technique to stress management. Many times at workplaces, comments and criticisms touch the raw nerve and further encourage to make employees upset and disappointed and at times stress. Cognitive restructuring reframes and restructures moods and imbibes positivity into mind by the breathing technique and/or short meditation. This process helps count only the positive points in a situation and weakening the negative points. Otis rightly describes cognitive restructuring as "a method that can be used to change negative emotions, along with the physical and behavioral consequences. It involves recognizing the inaccurate negative thoughts that give rise to negative emotions and submitting more positive coping thoughts" (Otis, 2007, p.40).

In cognitive restructuring we teach ourselves not to trust our thoughts and reframe the thoughts by altering them and the consequences. The process of cognitive reframing includes writing down what thoughts we had in my mind relating to an incident, its context and the array of emotions which are connected with the thoughts. After that, we take a close consideration to our thoughts and judge if we were really true with our thoughts. After much examination of our thoughts we reset and restate our survey and finally get a clear picture on our frame of mind. “Cognitive restructuring is not an easy skill to learn. It is difficult to identify and put into words what your thoughts actually are. It is hard to recognize what thought errors you are making. Most people have trouble figuring out a way to restate their thoughts in a manner that does not contain additional thinking errors”¹.

This technique is effortful and may take lot of time to learn but when one gets a complete practice with it they develop an ability to overcome negative thoughts that make them more stressful and move ahead with a stress free mind.

Inculcating the four ‘A’s of Stress Management

Stress management offers the four options to overcome situations at workplace. “When handling such predictable stressors, you can either change the situation or change your reaction. When deciding which option to choose in any given scenario, it’s helpful to think of the four A’s: avoid, alter, adapt, or accept”². Employees can opt to avoid stressors, alter situations which cause stress, adapt to stress situations and change expectations towards them or else accept situations without attempting to change and take more stress. The four strategies to stress management are the most powerful techniques an individual must experiment in order to get relief from stress. The section below discusses on the options one can tend to choose according to situations.

Avoid

The strategy to avoid can cut down a huge amount of stress. However, the fact that every stressor can and must be avoided is also true. Following the simple parameters in work place environment one can avoid unnecessary stress at work place. The most difficult part one generally faces at work place is to say ‘no’. The ability to say no is one of the most essential and special attribute one must learn to practice in workplace. Let’s understand the situation with an example. John is a very sincere and hard working employee. His boss is really happy with his performance. John has a special quality of doing a lot of tasks single handedly. He is always ready to accept more and more works. However, this habit gradually made him loose patience and he started staying stressing himself a lot but still could not be assertive regarding his emotional and psychological well being. He was afraid to say ‘no’ as he believed this would hamper his relations with his boss and also his working spirit and performance would be questioned. Hence, his inability to say ‘no’ continued and put him in severe stress. Arnold in his book *Imind: The Art of Change and Self Therapy* suggests “Know your abilities and limits and stick

¹ https://www.gulfbend.org/poc/view_doc.php?type=doc&id=15670&cn=117

² <https://www.helpguide.org/articles/stress/stress-management.htm>

to them. Whether in your personal or professional life, refuse to accept added responsibilities when you are already near to or at your limit. Taking on more than you can handle is a certain recipe for stress and for failure” (Arnold, 2011, p. 50).

It is important here to note that the strategy to avoid is the first step to apply that is before any stressful situation arises. Likewise, one can opt to avoid stressful conversations by simply moving out from that place and staying away from people who give stress.

Alter

This strategy to alter or change comes in the second option when stressful situations cannot be avoided. One must have very strong skill set to decipher how the situation can be changed or modified so that it does not create problem in the future. Let us understand the case of Jessica. Jessica was always bullied by her co workers because she belonged to a different culture and her views and opinions, also her lifestyle did not match with the other employees at work place. She started remaining in constant worry and the fact that she can neither leave her job nor can protest against everyone kept her in stress so much that she could no more concentrate on work. Once praised she started receiving discouragements from her superiors. She could not explain them the trauma she is facing. One fine day Jessica mailed the higher executives regarding harassment and work place bullying and EEOC. Since then neither her co workers nor her superiors took casually her principles. On this note Carbo specifically writes in order to create a healthy workplace. He is of the view that “An employer who is truly dedicated to preventing, detecting, remedying and eliminating bullying and harassment can look to develop an organizational culture that is built around respect and civility for all members of the organization” (Carbo, 2017, p.123).

Accept

Stress management technique number three includes acceptance or accepting situations or things that can neither be avoided nor altered. Many times employees take stress on situations that is not in their control. Situations like what people think and behave can also generate stress. However, these things are not in anyone’s hand. The best possibility one can opt is to accept and focus on things one can tend to change or react like choosing self reaction towards different situations or people. Zeus lost his job because of recession. His service towards the company for seven years did not save him from cost cutting. He was helpless and stressful. Although this situation was not in his hand. He then started focusing on things which he can do. He took a little time and accepted the fact that he did and gave his best during his tenure at his job. He then started applying for the available jobs in market. Hence, one must never lose patience and always remain self motivated. As Arnold observes “When facing difficult, stressful challenges, try to look at them as opportunities for personal growth” (Arnold, 2011, p.53).

Adapt

The last technique of stress management is adaptation to any kind of change around. This skill is the most powerful technique which results in coping with stress. At

workplaces, this technique does not only help handling stress but is also considered as the finest attribute to keep stress off. Seaward signifies adaptation as a number one skill. He is of the opinion that adaption does not merely help cope stress but also provides space and opportunities to bounce back from stress and with much positivity. He writes “Given the rapid rate of change in the world today, combined with the typical changes one goes through in a lifetime, the ability to adapt is essential. Those who incorporate a strategy to adapt positively not only will be healthier but also in the long run will be much happier” (Seaward, 2011, p. 21). Hence, adaptation is all about a simple and minor change in attitude and lifestyle that not only keeps an individual stress free on long runs but also polishes other skills within an individual. At workplace, adaptation fosters better and stronger relationships and maintains harmony with coworkers.

Conclusion

Stressors put us in situations that not only affect our physical state but also our mental well being gets at risk. The constant changes in work environment and the urge to stay parallel with the changes can be stressful. This paper studied the reasons and causes of stress at workplace and also studied in brief the impact of stress on health and work related atmosphere. The paper also studied coping techniques of stress as an approach through soft skills to create peace and harmony at work. However it is important to understand that there is a fine line of difference between bad stress and good stress. Good stress or bad stress, if properly channeled, situations that create stress can help achieve the employees a great deal without any strains and pressure. Situations which create stress can be changed into a powerful positive and constructive energy which harnesses towards being more productive and action oriented. Since, situations cannot be avoided, it solely depends on employees who could either get paralyzed or feel energized. This paper can be helpful who would want to learn how to cope with stress in a proactive manner.

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