



TTI
SUCCESS
INSIGHTS®

Workplace Stress Assessment

John Sample
Manager
Sample Company
3-25-2015



Introduction

Any job can have stressful elements, even if you love what you do. Some stress at work is normal, however excessive stress can obstruct your productivity and impact your physical and emotional health. Your ability to deal with it can mean the difference between success and failure.

There are situations you can't control in your work environment, but that doesn't mean you're powerless—even when you're stuck in a problematic situation. Finding ways to manage stress isn't about making huge changes or rethinking career ambitions, but rather about focusing on the things that are within your control.

Stress at work can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Stress at work can lead to poor health and even injury.

The concept of stress at work is often confused with a challenge, but these concepts are not the same. Being challenged can energize us psychologically and physically, and it can motivate us to learn new skills and leads to mastery our jobs. When a challenge is met, we feel energized and satisfied. Thus, challenge is an important ingredient to be healthy and productive at work.

A healthy work environment is one where the pressures on employees are relevant to their abilities and resources, to the amount of control they have over their work, and the support they receive.

In the following pages, you will find several different sections to demonstrate your possible stress.

Stress Index Summary

This section starts with a summary page showing your stress in seven sections on a 100-point scale. To help you understand your level of stress, we have broken the stress into four levels; little stress, optimal stress, stress, extreme stress.

Stress Factors

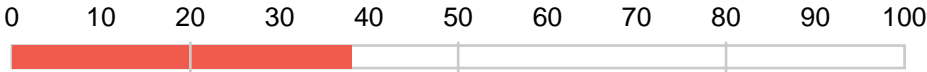
Next, we took the seven stress factors and dissected them based on subcategories. These factors are displayed in dials on the same 100-point scale. The top dial is the overall category, and the dials below are the breakdown of more specific stressors. **The sub dials do not add up to the top dial and are not an average.** Rather, they are based on how you responded to specific questions.

As you go through this section, please read through each sub category; including both the definition and the accompanying question.



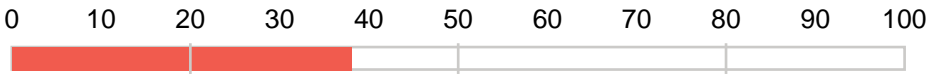
Stress Index Summary

Demands Index



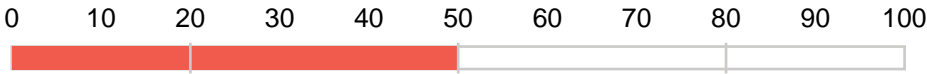
38

Effort/Reward Imbalance Index



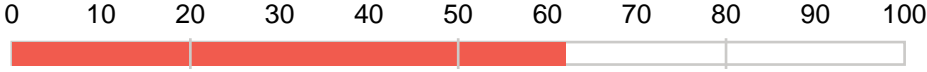
38

Control Index



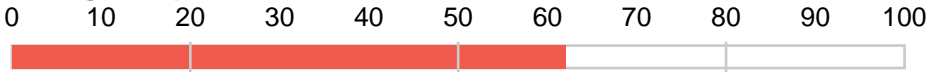
50

Organizational Change Index



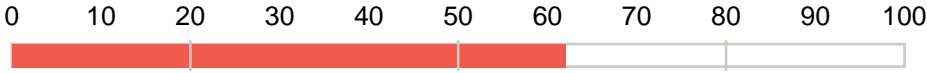
62

Manager/Supervisor Index



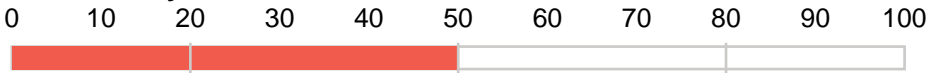
62

Social Support Index



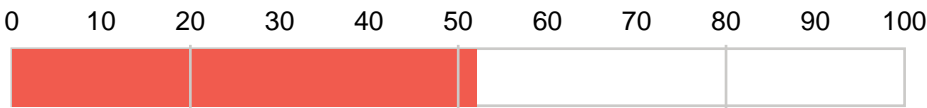
62

Job Security Index



50

Total



52

Index Summary Legend

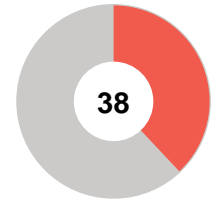
- 0-20 = Little Stress
- 21-50 = Optimal Stress
- 51-80 = Stress
- 81-100 = Extreme Stress



Stress Factor - Demand

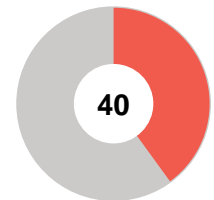
Demand Index

While today's employees need challenging tasks to maintain their engagement and motivation and developing new skills, it is important that demands do not exceed their ability to cope. Workplace stress tends to build as demands and responsibilities increase. Stress can be directly tied to poorly designed jobs, excessive workloads and talents and skills not matching the work. The goal is to have a balance between demands and time.



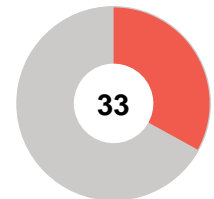
Time Management is the analysis of how working hours are spent and the prioritization of tasks in order to maximize personal efficiency in the workplace.

- Who could you talk to about your workload in order to avoid sacrificing quality?
- How might the scheduling of work be more effectively distributed to avoid missing deadlines?



Competency Job Match reveals how a person's talents fit within a current role.

- Who can you talk to about your perception of the unrealistic goals set for you?
- Who could you talk to about the type of tasks you can do to better utilize your talents and skills?

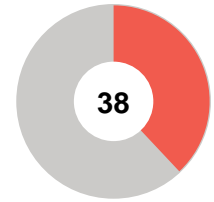




Stress Factor - Effort/Reward Imbalance

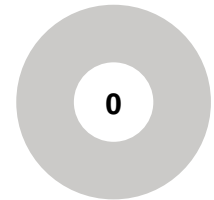
Effort/Reward Imbalance Index

Having purpose or job satisfaction is an important factor in any job. High effort without satisfying one's need for rewards can lead to workplace stress. Rewards come in many forms: recognition, helping others, gaining knowledge, personal growth, principles or compensation. High effort in the workplace is essential but must be matched by the reward that the individual desires. Workplace stress arises when the employee feels a significant disconnect between their needs and how they are rewarded.



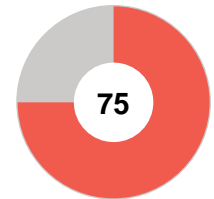
Workplace Meaningfulness is the quality of having great value, purpose or significance in the workplace.

- It seems you have very little stress in this area; however, are there things you would like to discuss that could make your work more meaningful?



Workplace Recognition and Reward is a return on an employee's effort and dedication at work.

- Who can you talk to in the organization about your need for recognition?
- What could you do to make sure the right people recognize what you do?

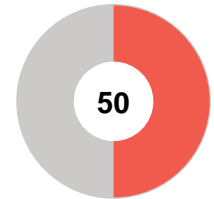




Stress Factor - Control

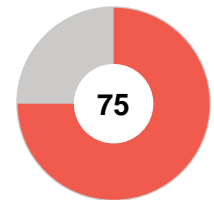
Control Index

A feeling of powerlessness is a universal cause of job stress. You alter or avoid the situation because you feel nothing can be done. Common sources of stress at work include complaints of too much responsibility with too little authority, being involved, not being heard and no one understanding what you really do. Workplace stress increases as one's degree of control decreases. The goal is to have a balance between responsibilities and personal control.



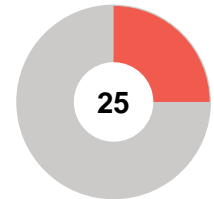
Workplace Involvement is creating an environment in which people have an impact on decisions and actions that affect their jobs.

- What might you do to be more informed about work-related issues?
- What might you do to ensure your ideas and suggestions are heard?



Workplace Empowerment is giving employees a degree of autonomy and responsibility for decision-making regarding their specific organizational tasks.

- What type of authority is required for you to complete your responsibilities?
- What could you do to better prioritize your work to maximize your potential?

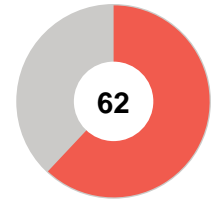




Stress Factor - Organizational Change

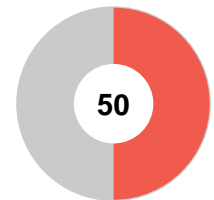
Organization Change Index

Organizational change affects people differently. While some people welcome it, others will become apprehensive and stressed at the mere mention of change. Organizational change can be defined as any change in people, structure, technology or procedures. Organizational change can vary in degree and direction; produce uncertainty and can initiate both stress and opportunities.



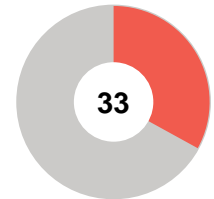
Organizational Communication is the mode used to convey organizational change such as policies, procedures and other activities.

- How could the organization better communicate to everyone the upcoming changes?
- How could the organization more effectively communicate change?



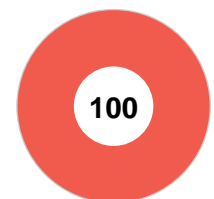
Organizational Evolution is a process of progressive change or development in an organization.

- How are the changes in the organization affecting your work?
- Who could you talk to about why specific changes are occurring within the organization?



Organizational Vision is an aspirational description of what an organization would like to achieve or accomplish.

- Who could you talk to about changes that need to occur within the organization?
- What questions could you ask to better understand the direction of the organization?

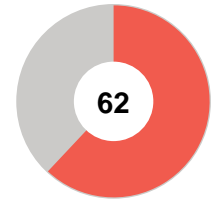




Stress Factor - Manager/Supervisor

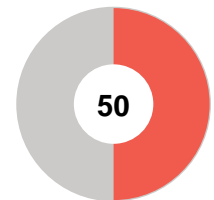
Manager/Supervisor Index

Common reasons given for stress at work can include lack of support from your managers or supervisor. Most working people don't realize that stress is a vital part of their job. Without some job stress, you wouldn't be very productive. That's why, when your boss places reasonable demands on you (like giving you a deadline you both agree on), it can actually help you get the job done more efficiently. However, your boss can do things that go beyond normal pressure or challenges. This causes stress.



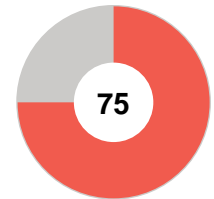
Management Awareness is the ability to recognize and understand the interpersonal needs of people.

- What makes you feel your supervisor does not appreciate your work?
- What could you change to meet or exceed your supervisors' expectations?



Management Style is an overall process to handle situations and/or people used by a supervisor.

- What are the different events or actions between you and your supervisor that cause a positive or negative reaction?
- What could you do to lessen the impact of negative interactions during your work day?

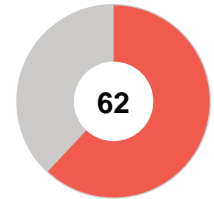




Stress Factor - Social Support

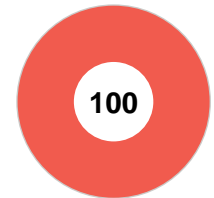
Social Support Index

A lack of support from colleagues and managers can lead to workplace stress. A supportive environment is one where managers provide clear and consistent information and co-workers stand ready to assist when needed. An environment that promotes positive working relationships and addresses unacceptable behavior promotes productivity and employee engagement.



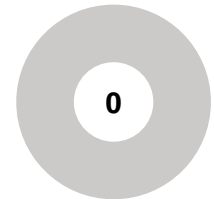
Avoidance is a conscious or unconscious act, to bypass people or events that could cause conflicts.

- How could you repair relationships with co-workers you avoid?
- What is it about company functions that you dislike?



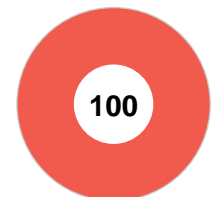
Cooperation is the process of working together to achieve the desired result.

- It seems you have very little stress in this area; however, are there things you would like to discuss that would promote cooperation?



Frustration is the feeling of being upset or annoyed, due to an inability to change or achieve the desired outcome.

- What are the conflicts that cause you frustration at work?
- Who can you talk to about disengaged co-workers?

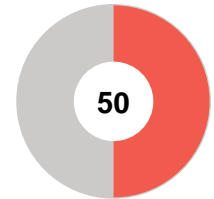




Stress Factor - Job Security

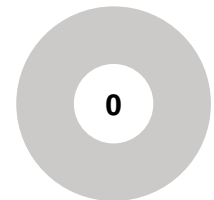
Job Security Index

People worry about many aspects of their jobs, but most of the fear comes from job security. Job insecurity comes from the fear of job loss and the associated unemployment implications. Stress can also originate from a lack of advancement or being promoted too slowly. People also can have a concern with being promoted too quickly to be successful in the job.



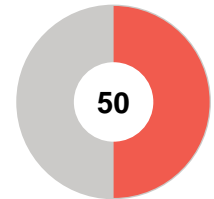
Opportunity is a set of circumstances that makes it possible for advancement or success.

- It seems you have very little stress in this area; however, are there things you would like to discuss that could lead to more opportunity?



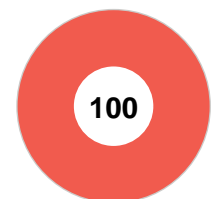
Job Stability is the level of concern a person has regarding their job.

- What is it about your job that causes you to have thoughts of being laid off?
- Who could you talk to about the fluctuations of your job responsibilities?



Workplace Trust is the degree of candor versus the need someone has to be guarded.

- What specific issues are causing you to be concerned in the workplace?
- What has caused you to be guarded with your comments concerning workplace issues?





Introduction Symptoms and Effects

Stress Symptoms

This section is critical to understanding overall stress and how it could affect you. This section looks at physical, emotional, cognitive and behavioral symptoms of stress. Each individual handles stress differently. Stress can be affected by outside-the-job factors that can increase the likelihood of negative affects. Someone could have a high level of stress and function normally, and another person could have a low to moderate level of stress and be close to burnout.

As you go through this section, use the bullets to identify possible areas you need to address.

Stress Effects Summary

The graphics in the section show the degree of balance between stress effects (coral bar) and positive effects (blue bar). While the stress effects scores parallel the stress index scores, they are not identical. To get an accurate view of how activities can cause stress or create a positive effect we apply a different scoring model to the same set of questions.

This section can give you a perspective to the degree of potential stress a person might have. Are there positive things happening that could be balancing the stress of the day? Remember some level of stress is necessary in most jobs. The lack of stress could be a potential discussion area in an organization as well. It's difficult to understand what ideal level of stress looks like; however having a dialogue about this is a key to success.

Stress Effects Analysis

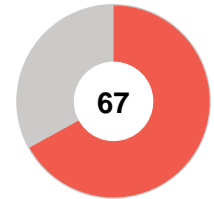
The Stress Effects Radar graphic offers a quick visual overview of the stress effects and positive effects.



Stress Symptoms

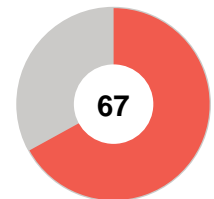
Stress Symptoms Index

Stress is a normal part of life. Stress can be the body's reaction to change that requires an adjustment or response. Many events that happen to you and around you put stress on your body. The body reacts to changes with physical, mental and emotional responses. The human body is designed to experience stress and react to it. Stress can be positive, keeping you alert and engaged. Stress becomes negative when a person faces continuous challenges without relief or relaxation between challenges. As stress-related tension builds, the results can be any of the following symptoms.



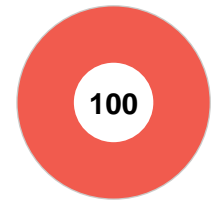
Physical stress symptoms possibly including:

- Low energy
- Aches and pains
- Frequent illness



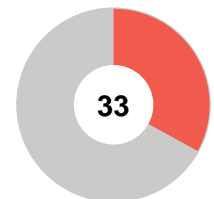
Emotional stress symptoms possibly including:

- Irritability
- Feeling overwhelmed
- Moodiness



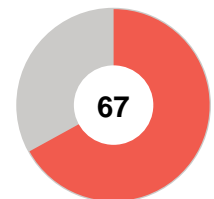
Cognitive stress symptoms possibly including:

- Inability to concentrate
- Memory problems
- Poor judgement



Behavioral stress symptoms possibly including:

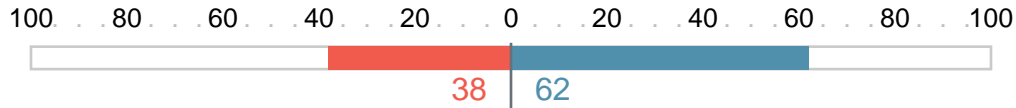
- Eating or sleeping issues
- Procrastination
- Nervous habits





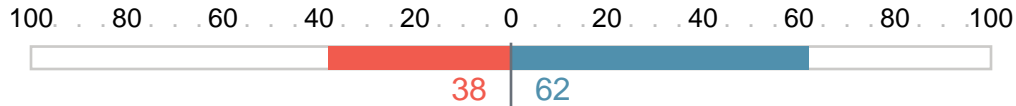
Stress Effects Summary

Demands Index



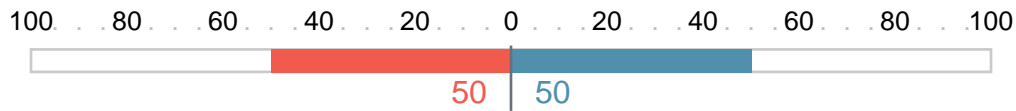
24

Effort/Reward Imbalance Index



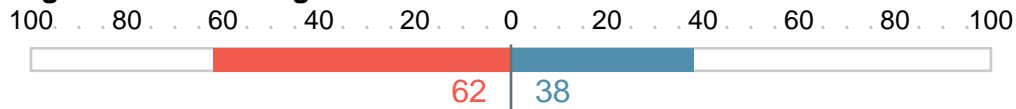
24

Control Index



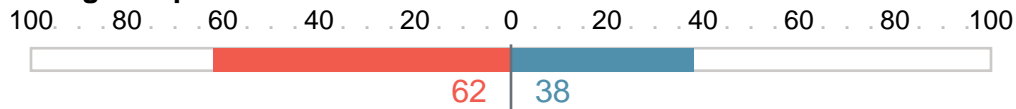
0

Organizational Change Index



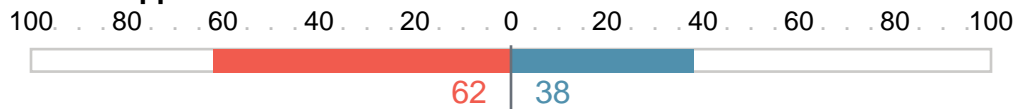
24

Manager/Supervisor Index



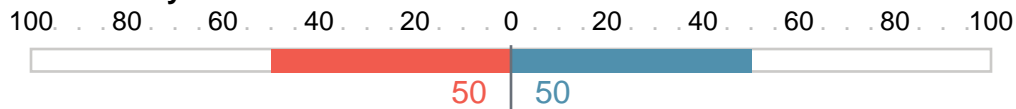
24

Social Support Index



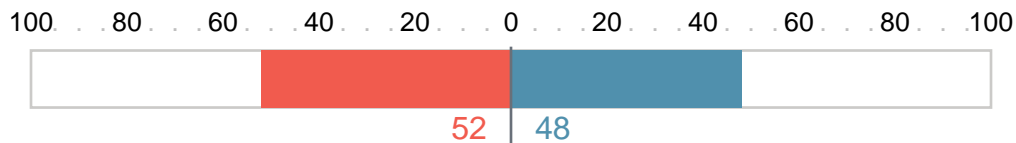
24

Job Security Index



0

Total



4

Stress Effects

Positive Effects



Stress Effects Analysis

