



STRESS MANAGEMENT

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SUMMARY

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- INTRODUCTION
- DEMONSTRATION OF
TECHNIQUES SKILLS SCENARIOS
- PRACTICAL TRAINING EXERCISE
- INTERACTIVE EVALUATION

CONTEXT



We do this training in
a clinic

Stress management

Assessment of your
knowledge



Nursing and
administrative staff

Reduce your stress
Improve patient care

QUESTIONS

Have you ever experienced a stressful situation during your professional activity? YES / NO

Have you ever taken days off or been off work because of work stress? YES / NO

Can you provide a context that will put you under stress at work ?
1- Speak in public 2- work overload 3- meeting with your manager
4- Sudden presentation

INTRODUCTION



INTRODUCTORY VIDEO



WHO Definition

Work stress is defined by the WHO (World Health Organization) as a factor negative for productivity. According to the WHO, stress at work is the set of reactions that can have employees when faced with demands and pressures professionals who do not match their knowledge or skills, resulting in a discount because of their ability to cope with these situations. Stress can have effects negative for an employee's physical and moral health.

WORK STRESS

We talk about work stress when a person feels an imbalance between what he is asked to do in the professional context and the resources available to him to respond to it.

Stressful situations that set in over time always have a cost for the health of the individuals who experience them.

Good stress? Bad stress?

Good stress would allow employees to give the best of themselves, while bad stress would make them sick. There is however neither scientifically good nor bad stress but a phenomenon of adaptation of the body made necessary by the environment.

On the other hand, a distinction must be made between "acute stress" and "chronic stress" which have distinct effects on health.

Acute ?

The state of acute stress corresponds to the reactions of our organism when we face a specific threat or issue (public speaking, change of position, unexpected situation ...).

When the situation ends, the symptoms of stress stop soon after.

Chronic ?

The state of chronic stress is a response of our body to a situation of stress that sets in over time: every day at work, we thus have the impression that what we are asked in the professional context exceeds our capabilities. Chronic stress always has harmful effects on health.

The stressors

- Overwork
- Insufficiently defined objectives
- Difficult relationships with hierarchy or colleagues
- Responsibilities difficult to assume
- Poor working conditions (lack of autonomy)
- Verbal or physical assaults
- Bullying
- Isolation
- Monotony of tasks
- Technological change
- Lack of communication in the company
- The culture of open space

The results

- Demotivation
- Sadness
- Anxiety
- Self esteem
- Absenteeism
- Reduced productivity
- Burnout or boreout

Burnout

Burnout related to overwork. People undergoing burnout dedicate themselves to their jobs, a cause, a lifestyle, or even a relationship.

Symptoms :

- emotional exhaustion • depersonalization • reduction in personal achievement
- adjustment disorder • post-traumatic stress disorder • depressive state

Bore out

Is also a symptom of exhaustion but of boredom. The work becomes uninteresting, and the tasks repetitive.



Symptoms of stress

- Constant tiredness
- More risk of pain and illness
- Sleeping troubles
- Eating disorders
- Heart palpitations
- Addictions
- Permanent feeling of tension
- Irritability

Relaxation technique

- Breathing
- Automassage
- Distraction, focus
- Minute relaxation exercise
- Medical hypnosis
- Cardiac coherence: slow the heart rate to decrease the emotional impact: 5s inspiration 5 s expiration for a three minutes

DEMONSTRATION OF
TECHNIQUES
SKILLS
SCENARIOS



CONTEXT 1

A patient arrives in the emergency room for a very serious panic attack. The patient is in a relatively serious condition and it is impossible to calm him down. He becomes verbally and physically violent, insults you and tries to hit you in the face. You try to calm him down by talking to him at first since it is impossible to give him painkillers, he refuses.

What are you doing ? How do you react ?

Risks and reactions

- Mistakes so patient misdiagnosis
- Influence on the patient : more stress, increased heart rate...
- It is necessary to apply the relaxation exercises even over 3 minutes to ensure better patient care.
- Ask for help in managing an uncontrollable patient and respect the safety measures and processes

PRACTICAL TRAINING EXERCISE



CONTEXT 2

I finish work every evening at 8 p.m. instead of 5 p.m. -
Burnout? Bore Out?

I feel like I'm doing nothing at work - Burnout? Bore Out ?

I can no longer manage my workload - Burnout? Bore Out ?

INTERACTIVE EVALUATION



Kahoot!