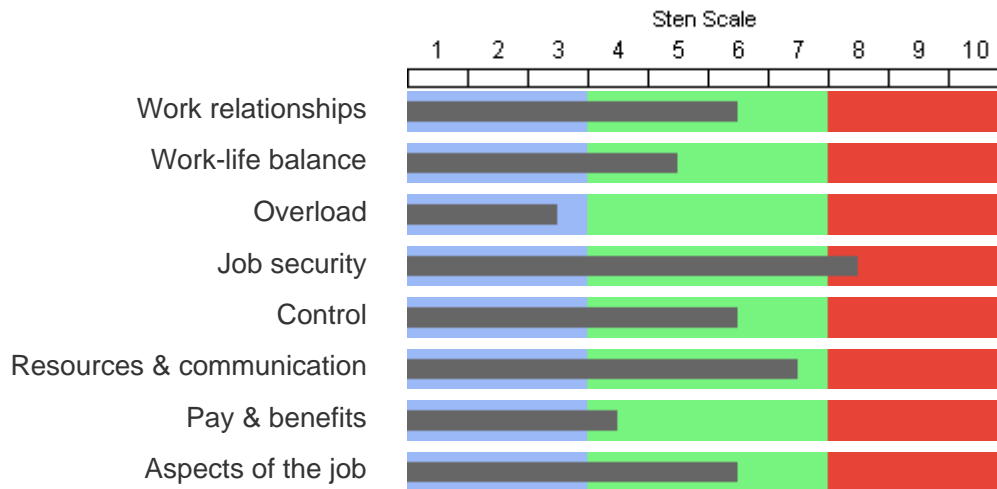




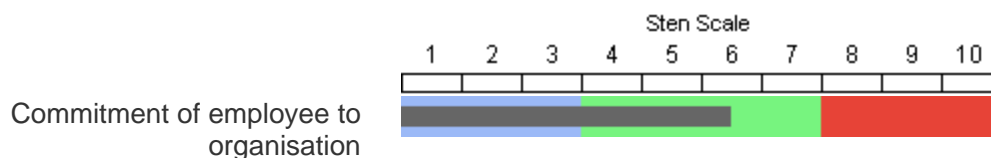
Introduction

Workplace stress is a normal physiological response to difficult events. These can be relationship conflicts, problems with excessive workload, excessively demanding work objectives, and so on. Even positive events can be stressful. In most cases when we say that we are stressed what we often mean is that we feel under pressure. Being stressed and being under pressure are different experiences. A certain amount of pressure is good for us. It stimulates us and enhances our performance. If we are under too little pressure, we tend to become bored, lethargic and perform below our potential. We suffer what is known as 'rust out'. However, too much pressure is undesirable. We all have an optimum level of pressure where we perform at our best and this varies from person to person. But no matter who we are, when pressure exceeds our ability to cope that is when we enter the 'stress zone'. In order to deal with any work-related stress problems that we encounter we must understand whether we are in the stress zone and to identify what is causing us to feel stressed. This ASSET report will outline how stressed you are. It will compare you to a cross section of the UK General Population for stress related ill-health. It will also provide information about what your key work place stressors are likely to be.

Perceptions of your job



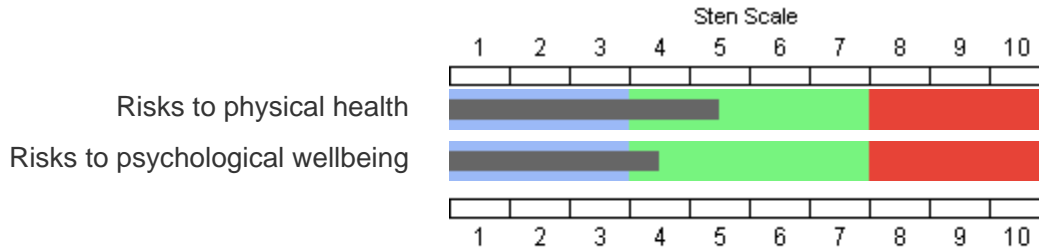
Attitudes towards your organisation



Perceived commitment of organisation to employee

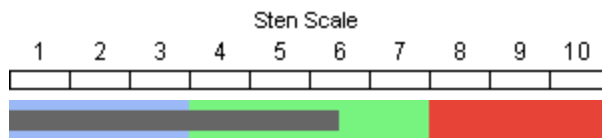


Your health



Scale drilldown: Work relationships

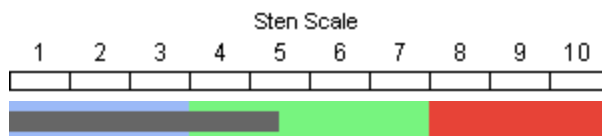
Many jobs demand regular contact with other people at work. Poor or unsupportive relationships with colleagues and/or supervisors can be a potential source of pressure. In addition, pressure can occur if individuals feel isolated or unfairly treated. This subscale measures the impact of work relationships as a source of pressure.



You perceive your work relationships to be a source of pressure to a similar extent as most other people. Your score on this factor shows that your working relationships are relatively strong, but that there may be some scope for managing your relationships to ensure that they do not become a source of pressure during difficult times. Usually it is best to deal with any issues head on, so if there are any relationships that are causing you problems it would be a good idea to try to work the difficulties out with the person concerned.

Scale drilldown: Work-life balance

The demands of work have the potential to spill over and affect personal and home life and so put a strain on relationships outside work. This subscale measures the extent to which difficulty in maintaining a satisfactory work-life balance is a source of pressure.

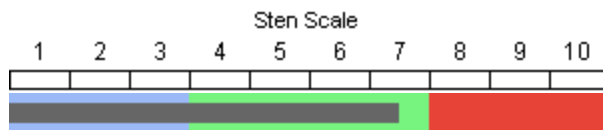


You see your work-life balance as similar to most other people and therefore as being reasonably healthy. However, there may be some issues in your work-life balance that could become an issue in the future in certain circumstances. You may wish to review your work demands and/or your choices about hours of work or bringing work home. Although it may not be a major issue at the moment, poor work-life balance can quickly become a problem if left unchecked.

You feel as much in control of your work and the way that you do it as most other people. Although your scores show that you do not see a lack of control over how you perform your job as a problem, they do suggest that this could become a source of pressure for you in the future in certain circumstances. Any solutions you can find to head-off potential problems relating to a lack of control would be worth considering. These might include discussing control issues and how you could increase your feelings of control with your manager.

Scale drilldown: Resources & communication

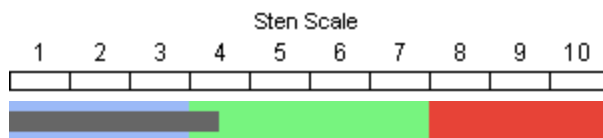
To perform a job effectively, individuals need to feel that they have appropriate training, equipment and resources. They also need to feel that they are adequately informed and that they are valued. This subscale measures the extent to which these factors are a source of workplace pressure.



You perceive resources and communication as a source of workplace pressure to a similar extent as most other people. Your results suggest that, at present, you find communication channels in your workplace positive and effective and that generally you have the necessary resources required to do your job. However, in certain circumstances, there is potential for either communication or resources to become an issue for you. It may be useful to think about heading off any potential problems by thinking about what information you need to improve your own productivity and where this information should come from. You could also start to think about any areas in which a lack of resources would have serious consequences for you and your work in future. This will enable you to plan more effectively and influence your manager accordingly.

Scale drilldown: Pay & benefits

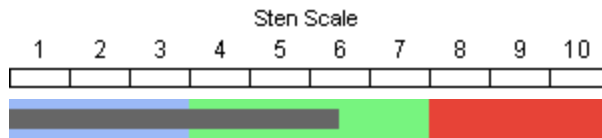
The financial rewards associated with a job are important in terms of lifestyle. They are also often perceived to be an indication of an individual's self worth and value to the organisation. This scale measures the extent to which pay and benefits are a potential source of pressure.



You perceive pay and benefits to be a source of workplace pressure to a similar extent as most other people do. Your results indicate, however, that in the future in certain circumstances, this could become an issue. Therefore, it may be beneficial to think about (and perhaps also talk to your manager or to someone in the HR department) the issue and maybe make some enquiries about what plans the organisation has for you in this respect. You could also think about how you will raise the subject at your next pay or performance review.

Scale drilldown: Aspects of the job

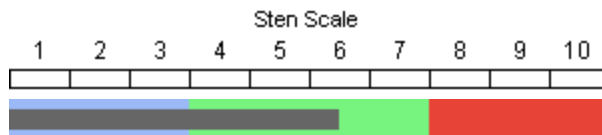
This subscale measures potential sources of stress that relate to the fundamental nature of the job itself. Factors such as the physical working conditions, type of tasks and the amount of satisfaction derived from the job.



Aspects of the job are seen as contributing to your workplace pressure to a similar extent to most other people. At the moment, you do not report significant issues associated with the tasks that you do at work. You feel that, in general, your work conditions are appropriate and that there is sufficient variety in your job to keep you occupied and interested. Your results, however, suggest that problems could develop in this area in the future in certain circumstances. It may be worth thinking about whether you can head-off any issues relating to problems with the working environment (health hazards, threats to safety, etc) so that they do not become problematic for you in the future. This scale provides an overall measure of your job satisfaction. Even though you tend to find your job as satisfying as most other people do, it might be worth thinking of aspects of the job that are sources of satisfaction and dissatisfaction for you, so that you can maximise the former and minimise the latter.

Scale drilldown: Commitment of employee to organisation

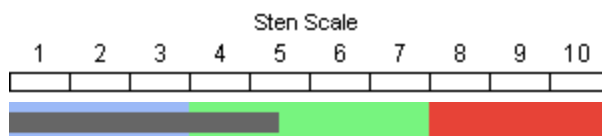
The relationship between employer and employee involves mutual obligation. Employers expect their employees to do their best and be loyal and committed to the organisation. This scale measures the extent to which employees feel committed to the organisation.



Compared with most other people, you are similarly committed to your employer. This indicates that you are as likely as most to put yourself out for the organisation and to be prepared to take on extra work and responsibility. While your own commitment is not a particular source of pressure for you at the moment, it's worth thinking about factors that could affect it in the future. By thinking about these issues and discussing them with others, you will be better prepared to deal with any threat to your organisational commitment.

Scale drilldown: Perceived commitment of organisation to employee

The relationship between employer and employee involves mutual obligations. Employees expect to be trusted and feel it is worth going the extra mile for the organisation. This scale measures the extent to which employees feel that the organisation is committed to them.



General advice

Stress is part of the human condition. We cannot rid ourselves of pressure completely and we wouldn't want to. We need a certain amount of pressure for motivation and to achieve our peak performance. However, when too much pressure turns to stress our performance will become impaired. This section of the report provides some general advice about how to control our stress levels.

Adopting a healthy lifestyle:

- Take some form of exercise. Activities that keep us mentally and physically busy not only improve our health and wellbeing, but also provide a means of 'switching off' from the pressures of the day. They make us more stress resilient and improve job (and life) satisfaction.
- Healthy eating. Most diets are ineffective. Healthy eating and the avoidance of foods high in sugar, salt, saturated fats and additives helps build the body's natural immunity to stress related ill-health.
- Caffeine is a mild stimulant and has the effect of reducing appetite. Too much of it can also cause irritability, nervousness and mild insomnia.

Make time for relaxation:

- We can often think that relaxation as a specific technique has to be learned and practiced. Many 'relaxation techniques' do require training. However, general relaxation can cover a broad range of activity and can include reading, listening to music, painting, even taking a hot bath! In short, anything that means taking time out of our busy lives will help us to relax.

Our time is precious:

- Trying to do the unachievable is likely to put us under too much pressure. It means we do not have time for exercise, or for relaxation. We may need to be more assertive with others and with ourselves in saying 'no' to the really unachievable.

Break up the day with 'breathers':

- Taking a stress break can help to relieve stress when we are feeling under pressure. This can be a walk at lunch time or even a brief period of quiet reflection. We will feel refreshed and more able to cope.

Question the need to hurry:

- People who hurry a lot tend to be more stressed. But is this really necessary? Some things take time. Many of the really beautiful things in life take time to create (e.g. the Sistine Chapel).

Adaptive coping strategies:

- Adaptive coping strategies are those that deal with the problem or the stressful situation. Often, we use coping strategies that are not effective. These can range from problem avoidance through to increased alcohol consumption. These may make us feel better, but the stressor doesn't always just go away. Facing the problem and dealing with it in a proactive way will usually minimise the stress.

If you would like to discuss your profile with someone, please contact your company's HR representative, or your company's occupational health representative. This report is confidential and contains information specific to an individual. It is intended as feedback to the individual who completed the ASSET questionnaire who is the "owner" of this report. The contents of this document do not constitute any form of commitment or recommendation on the part of RCL and speak as at the date of its preparation.

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