

1. Record Nr.	UNINA9910154778703321
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Titolo	How to manage stress // Mike Clayton
Pubbl/distr/stampa	Harlow, England : , : Pearson, , 2015
ISBN	1-292-08405-7
Edizione	[1st ed.]
Descrizione fisica	1 online resource (216 pages)
Collana	Brilliant
Disciplina	155.9042
Soggetti	Stress (Psychology) Stress management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Cover -- Title Page -- Copyright -- Contents -- About the author -- Acknowledgements -- Introduction -- Chapter 1 What stress is and is not -- Signs of stress -- Physiology of stress -- Type A and Type B -- Stress or strain? -- Long-term strain -- Stressors in your life -- The secret of managing stress: control -- Chapter 2 Control your physical response to stress -- Good posture -- Good rest -- Good humour -- Good energy -- Good fuel -- A word or two about drugs - the legal ones -- Healthy ageing -- Chapter 3 Control your environment -- Process -- Social connections -- Get organised -- Your space -- Your sensory environment: smells, noise, light and colour -- Action -- Chapter 4 Control your time -- The OATS Principle -- Outcomes -- Activities -- Time -- Schedule -- Procrastination -- Say NO -- Dealing with overwhelm -- Celebration -- Chapter 5 Control your attitudes -- The iceberg model -- Dangerous attitudes and limiting beliefs -- Know what you want -- From myths to mastery -- Asserting yourself -- Chapter 6 Control your mental response to stress -- Focus -- Optimism -- Determination, flexibility and persistence -- Gratitude -- Self-talk -- Breaking the cycle -- Chapter 7 Manage stress at work -- Signs and portents -- Your responsibility as a manager -- How much stress do you cause? -- How to not impose stress -- Supporting team members with stress -- Turning around a stressed work environment -- Protecting yourself from stress at work -- Chapter 8 Manage stress caused by change -- How change happens in the world -- How you are programmed to respond to change -- How to cope with the stress of

change -- More than survival -- Chapter 9 Manage stress caused by conflict -- How to recognise escalating conflict -- Five approaches to dealing with conflict -- Seven-step process for resolving conflict -- Mediation and arbitration.

Chapter 10 Help others to manage their stress -- Listening -- Helping someone to regain control -- Blame and reason -- Expert help -- Relax: last words on stress -- Relax -- Appendix 1 101 ways to reduce your stress -- Appendix 2 Learn more -- Index.

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## Sommario/riassunto

Ready to take back control? We all have stress in our lives. It could be a deadline at work, a major change such as a house move, or a relationship breakdown. Whatever it is, it can leave you feeling out of control. How to Manage Stress helps you work out what it is that makes you stressed and shows you how you can tackle it. Whether you crumble under pressure, get angry, or simply bury your head in the sand, this book provides effective techniques to help you take the edge off and even channel your stress in a positive way. · Know how to create a calm and stress-free environment · Make better use of your time - never again get overwhelmed · Identify stress in yourself and others - and know what to do about it 'Engaging, practical and packed with simple to achieve exercises that really do help you combat stress.' Matthew Cole, Clinical Director, York Stress & Trauma Centre.

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