

Mananging emotions in the workplace

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ABSTRACT

Emotions that can be in the form of stress are certainly in the work environment. This article discusses the basics and stress management that may occur in the workplace. Stress is an emotion that the context of this reflective study will show through a process-oriented approach to stress reduction and factors that influence internally and externally based on previous empirical research reviews. This study will convey the understanding of stress, its causes, and thoughts on how to live side by side with stress. In the end, emotions are necessary we are with them. In general, stress is related to external and internal factors. External factors include the physical environment, work, relationships with other people, and all the situations, challenges, difficulties, and expectations. Internal factors determine our body's ability to respond to external stressors. Internal factors that affect our ability to deal with stress include our health, emotional well-being, and our ability to control through relaxation techniques or other strategies.

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1. Introduction

Stress is a form of emotion that is a reality naturally and empirically that must be experienced by all human individuals. In psychological studies, stress is a form of feeling depressed and a reflection of mental tension. Low-stress symptoms may be desirable, beneficial, and even considered normal and healthy. There is stress which can then have a positive impact, which can improve performance facilitation. Positive stress is for motivation, adaptation, and reaction to the surrounding environment. But on the other hand, high-stress symptoms can cause biological, psychological, and social problems and even contribute danger to someone.

Stress can come from external factors originating in the surroundings or cause by the individual's internal perceptions. Stress is an individual's response to changes in a threatening situation or situation. It can show as a personal reaction to an external event/request writing an internal state of mind as worrying about a test. The interesting fact is that stress tends to increase when a person copes with an unpleasant situation he is facing. For most people, stress is a negative concept.

However, stress can spur us to achieve our best. For example, athletes often break world records under the weight and pressure of the Olympics. Moderate amounts of stress help motivate us to write papers or prepare for exams. In this case, stress is a positive thing. Therefore, a certain amount of stress is desirable for people, but too much stress is also detrimental. Human life in the current era guarantees that all humans will experience stress. Stress is just a by-product of life.

Stress is an unwanted reaction by someone to intense pressure or other types of demands. Many pieces of literature indicate the causes of stress, such as the work environment, management support, workload, etc. Stress is the changes in one's life or threatening situations. We may face several events that will cause stress. Then not everyone responds to stressors because of differences in perception (differences in the meaning given to situations/events by an individual). What may be stressful for one person may not be

stressful for another. For decades, it has been about the dangers of stress in the workplace. In addition to decreased work performance, work stress can also cause mental health diseases such as depression and cardiovascular-related such as high blood pressure (Song et al., 2017).

2. Research Method

This research is qualitative research with a literature study approach. The data that will describe as secondary data comes from various media or sources. The data will select for the theme of the study. Data analysis will carry out by elaborating ideas in the secondary data texts. The results of the analysis will be written into sub-headings arranged according to systematic and methodological interests.

3. Results And Discussions

Stress has become an increasing concern for workers. Generally, we can conclude that the sources of stress at work are: 1). Demand - workload, work patterns, and work environment 2). Control - do workers have their way of doing their job 3). Support – encouragement, sponsorship, resources provided by the organization, supervisors, or colleagues 4). Relationships — positively promote work to avoid conflict and unacceptable behavior 5). Roles – does the organization ensure that workers are not conflicted and understand their roles 6). Change – how organizational change is managed and communicated within the organization. Having recognized that poorly managed stressors can be associated with poor worker well-being, lower productivity, and increased absenteeism from work, management standards can define the characteristics of an organizational culture in which the main stressors are isolated to manage and control the stress that occurs in workers.

Stress can increase emotions, reduce the ability to think rationally, and interfere with decision-making. Being aware of how stress affects a person and how systems respond to stress and learning to recognize the symptoms can be very helpful in controlling stress. Stress in life encourages us to adjust or change some aspects of our behavior. When we fail to make these adjustments or changes, we often find ourselves experiencing some side effects or unpleasant signs and symptoms.

These signs and symptoms are all indications of unhealthy stress levels. Stress can show from 2 opposite sides. First, stress benefits us. Why? Stress makes us stronger by trying to find solutions to the causes of the problems and stress we are facing. Stress also provides many lessons for our bodies to adapt to the problems they face. Second, stress can also be harmful, as repeated exposure to our body's stress response has been shown to cause long-lasting physical and psychological health problems, such as anxiety and depression. Stress remains part of the evolutionary drive because of its utility in survival.

When used stress raises our awareness and improves physical performance (Van Duyne, 2003). The pressure, demands, and daily routines at work contribute to stress. There are many things associated with stress in the workplace that pose many risks. Workload, social pressure, and company are some of the causes of stress in the workplace. For example, long working hours, overload, pressure, complicated assignments, shorter rest periods, monotonous work, and inadequate facilities are also causes of stress.

Conflicting roles and unclear jobs can also be to blame. The possibility of job development is a barrier against it. Meanwhile, stress occurs when there is no training, no job security, and no promotion. There are two more sources of stress: the working relationship and the culture. Managers who are not supportive, demanding, or critical can cause stress. Meanwhile, a positive team, work, and social environment reduce the stress levels of staff members. Wrong organizational environments such as, "presenteeism" and unpaid work can also cause stress. While involving people in the decision-making process, sharing updates, and helping good facilities reduce stress. Organizational change is also a major cause. It includes inadequate consulting, relocations, mergers, "downsizing" restructuring, redundancy and individual contracts, etc.

The first will be done by changing threatening stress into challenging anxiety. The demands associated with positive anxiety can trigger a person's response to be motivating and more productive toward anxiety. Conversely, stress-induced anxiety, if ignored, can lower the prospects for a well-motivated response. When challenges are experienced, people usually believe that they can overcome them (Epel and McEwen, 1998 Donovan, 1994). For them, there is a belief that even though there are emotional or psychological demands due to increased anxiety, individuals are expected to pass through these demands well.

Conversely, when the threat of anxiety is felt, the individual feels less able to control or influence situational conditions. Dysfunctional or non-responsive behavior is possible. This "threat/challenge" interpretation of the relationship between stress and anxiety is rational, useful, and practically exploitable by management. Anxiety can be used in decision-making because its presence affects the way managers evaluate and classify problems, understand and manage change and interact with others (Weick and Sutcliffe, 2007 in Donovan, 1994). To offset the negative response to anxiety, managers must be able to "stay focused" or "stay calm." Managers should instead seek to turn anxiety into a manageable catalyst by increasing creativity, conscience, resourcefulness, and motivation. Anxiety, if managed properly, has the potential to offer an increase in positive energy, and into challenging stress.

One of the most recommended methods for relieving stress at work is to adjust the conditions at work according to the physical or psychological capabilities of the worker. Workers are allowed to participate in designing their work situations which can increase the effect on the job. Technology, job content, and work organization are shaped in such a way that workers are not subjected to mental or physical stress. Restrictions on work or excessive control of individuals also need to be avoided. Diversity in work, social interaction, and cooperation in work is very important to develop.

Another condition for reducing stress at work is changing the workload. Some companies may find it difficult to change workloads because the workload is very large. But we can adjust with good time management. Improving communication between workers is a seemingly simple but highly effective technique to help reduce stress levels. In addition, we can try to make workers feel like an important part of the organization, by involving workers in making simple decisions. To have all the workers mingle together is very motivating and helps to avoid stress in the workplace. When staff members understand each other and share feedback, there is less stress. Lastly, changing the physical conditions at work can also help minimize stress levels.

There is nothing more relaxing than spending quality time with other people who make us feel safe and understood. Face-to-face interactions trigger a series of hormones that counteract the body's defensive "fight-or-flight" response. This is a natural stress reliever (as a bonus, it also helps prevent depression and anxiety). So make sure to stay connected regularly and in person with family and friends. Of course, it is not always realistic to have close friends to lean on when we are feeling overwhelmed by stress, but by building and maintaining a network of friends, we can increase our resilience from stressors in life.

4. Conclusion

This simple study explains how to manage stress through a process-oriented approach to stress reduction. Besides that, it also discusses stress management related to theories and findings of facts based on empirical evidence that has been carried out by researchers. In general, stress is related to external and internal factors. External factors include the physical environment, work, relationships with other people, and all the situations, challenges, difficulties, and expectations. Internal factors determine our body's ability to respond to external stressors. Internal factors that affect our ability to deal with stress include our health, emotional well-being, and our ability to control through relaxation techniques or other strategies.

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