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ANALYSIS ON ANGER AND STRESS MANAGEMENT TO IMPLEMENT STRESS FREE WORK ENVIRONMENT IN ORGANIZATION FOR EFFECTIVE BUSINESS EXECUTION

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ABSTRACT

Feeling angry is part of being human. It is a natural response to being attacked, insulted, deceived or frustrated. Sometimes excessive anger can also be a symptom of mental health problems. Anger can be useful but it can also be frightening. When something makes you angry adrenalin cause your body to prepare for fight or flight, giving you energy and making you feel tense and stress. Stress is a fact of everyday life. When people reach out for help, they are often dealing with circumstances, situations and stressors in their lives that leave them feeling emotionally and physically overwhelmed. Many people feel that they have very little resource or skills to deal with the high levels of stress they are experiencing. Many people have trouble managing their anger. This is for anyone who wants to learn how to deal with anger and stress in constructive and healthy way. Hence this piece of research some nuances and canon with deep research to tackle with anger and stress and manage them.

KEYWORDS

stressors, anger management, stress management, organizational behaviour.

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INTRODUCTION

Stress – the mere word can cause anyone to cringe and feel on-edge. Stress is how the body reacts to any kind of demand, threat or change being experienced. It is usually associated with a feeling of being overwhelmed. It is important to note that stress is not a “one size fits all” concept. What stresses one person out may not faze the next person based on the way in which they perceive the stressor. This is why it is important to understand the causes and effects of stress, as well as how to identify your own stressors and ways to properly manage your stress.

OBJECTIVE OF THE STUDY

Our purpose for this study also stems from our research question, which is to have a clear understanding of the causes of anger and stress of human for effective anger and stress management implementation.

RESEARCH QUESTION

What are the causes of stress at the work place and management mechanisms applied by both the employees and the management for effective anger and stress management implementation?

RESEARCH PURPOSE

Our purpose for this study also stems from our research question, which is to have a clear understanding of the causes of anger and stress of human for effective anger and stress management implementation.

EVOLUTIONARY PSYCHOLOGY

Do you believe that you can “read” someone’s face? Can you tell if another person is displaying happiness or fear, anger or sadness? If you do believe you can interpret a face—do you think you learned to do this or that your ability is inborn? Charles Darwin believed that humans are biologically wired to interpret certain facial expressions—and that this ability evolved over time. Why would this happen? According to evolutionary researchers like Leda Cosmides and John Tooby, the development of facial recognition was adaptive. It enabled our ancestors to quickly interpret whether a person was a potential friend or foe. Such evolved abilities helped humans to solve problems, survive, and maximize their chances of reproduction. Psychologists like Jeff Cohn believe that the face is a rich source of information about human behavior.

Facial recognition is just one of a host of capabilities that evolutionary psychologists believe evolved. Other examples cited include visual capabilities such as analyzing color, language ability, and mating practices. Evolutionary psychologists view the brain as a computer, with neural circuits, designed by natural selection that helped to solve the problems faced by our ancestors. Researchers do recognize environmental influences, as well as biochemical and behavioral differences, between individuals. But they are more interested in learning about the common, universal neural circuits that are typical of our species, what type of information is processed by the circuits, and what the circuits were designed to accomplish.

PSYCHOLOGICAL PERSPECTIVE

Central to the study of psychology is the question, “What makes people behave the way they do?” There are many possible ways of approaching this question, and no single one is complete. For example, severe depression can be caused by an inherited chemical imbalance, learned maladaptive thought patterns, or by experiencing tragedy or extreme stress. Similarly, the field of psychology is made up of differing perspectives, each addressing a different influence on behavior. Each perspective contributes a valuable piece to the “whole” of understanding human behavior. These perspectives are:

- **Biological:** the biological underpinnings of behavior, including genetics and evolution
- **Cognitive:** mental processes and abilities such as perception, memory, thinking, and language
- **Psychodynamic:** the role of unconscious processes in behavior, personality, and interpersonal relationships
- **Behavioral:** learning, previous experience, and overt behavior

- **Humanistic:** the uniqueness of human beings: human values and subjective experience
- **Sociocultural:** the social and cultural contexts of behavior

POSITIVE PSYCHOLOGY

What causes some people to be happy, have an optimistic attitude about life, and find joy in their work? Can psychology contribute to a better understanding of what makes life worth living? Questions like these are now being raised by psychologists from a number of different research backgrounds. The common connection among the researchers is an interest in a new field of study—positive psychology. Perhaps, you’re wondering—“Why has it taken psychologists this long to become interested in positive psychology?”

Dr. Martin E. P. Seligman, former President of the American Psychological Association and a leader in the development of positive psychology, notes that prior to World War II psychologists looked at factors that helped people lead productive and fulfilling lives. Researchers studied effective parenting strategies, marital happiness, and the lives of intellectually gifted individuals. But from the mid-1940s through the late 1990s psychological research changed course. The focus was more on the treatment of mental illness and the reduction in human suffering.

Seligman suggests that major funding agencies, such as the National Institute of Mental Health, were more likely to support psychological research on psychological disorders, than research on the development of positive mental health. Although much progress has been made in the understanding and treatment of mental illness, positive psychology is now exploring the flip side of the coin—what are the important variables contributing to happiness, and how can people make their lives better?

THE BIOLOGY UNDERLYING BEHAVIOR

NEURAL FUNCTIONING

The central nervous system (CNS) consists of the brain and spinal column. The brain is made of neurons—cells of the nervous system. The CNS makes it possible for us to sense, perceive, interpret, and respond. It also controls our moods, feelings, thoughts, and decisions. It could be argued that the CNS determines who we are. If you have had a grandparent with Alzheimer’s disease or a friend with depression, you may be aware of how brain functioning can affect personality. Understanding the CNS and how it works has made possible huge advances in drug therapy for people with schizophrenia, mood disorders like depression, and anxiety disorders like panic disorder.

SENSORY MOTOR NEURAL CIRCUIT

Opening a jar of pickles involves some very complicated motor and sensory coordination. The neural signals that initiate the motor event start in the motor area of the front lobes, the strip of tissue adjacent to the somatosensory area of the parietal lobe. The signals travel down through the spinal cord and reach the muscles in your arm and hand, triggering muscular contraction and appropriate movements. At the same time, the sensory information you are receiving from your hands and arms is traveling up the spinal cord toward the somatosensory area.

You use this information to adjust your motor control as you turn the lid on the jar. The neural coordination needed to perform this simple act is far more complicated than it seems and involves other brain areas in addition to the two shown in the animation. When you realize that you can be listening to music, planning your day, and scanning the horizon at the same time you are opening that jar, you begin to understand how powerful the human brain actually is.

PARTS OF THE BRAIN

What exactly is the brain? The human brain weighs around three pounds and is made of approximately a billion neurons (cells of the nervous system). There are approximately a quadrillion synapses (connections) among those neurons.

What does the brain do? The brain forms the most important part of the central nervous system. It regulates our basic survival functions such as breathing and heart rate, hunger, and thirst; it controls our voluntary muscle movement, and when we sleep and wake. The brain is also responsible for our most characteristically human activities, such as learning, reasoning, and communicating.

Some of the most perplexing questions being asked by neuropsychologists include:

- How does the brain integrate information from across different regions?
- How does the brain create a seamless perception of reality (consciousness)?
- What kinds of brain functions are located specifically in one place? Which are distributed over larger areas?
- How do brain chemicals shape and determine personality?

WHAT IS ANGER?

Feeling angry is part of being human. It is a natural response to being attacked, insulted, deceived or frustrated. Sometimes, excessive anger can also be a symptom of some mental health problems. Anger can be useful, but it can also be frightening. When something makes you angry, adrenaline causes your body to prepare for ‘fight or flight’, giving you energy and making you feel tense. Releasing this energy and tension is good for you, but it can be difficult to do so in ways that are constructive. In most situations, fighting back or running away (‘fight or flight’) isn’t helpful and anger can often lead to responses that make things worse rather than better. Being angry isn’t a problem in itself. It’s how you deal with it.

WHEN IS ANGER A PROBLEM?

Anger becomes a problem when it harms you or people around you. This can depend on whether you express your anger, and how you express it. Often if you feel angry, it’s about something that is happening to you at the time. This is usually something that is over quickly, for example, sounding your horn if another driver causes you to break suddenly. Something happens that makes you angry, you express your anger and then move on. When you don’t express your anger, or express it at inappropriate times or in unsafe ways, this is when it can damage your health and your relationships. This is especially so, if something has made you angry in the past and you didn’t express your anger at the time – because you felt you couldn’t or didn’t want to – then that anger can get ‘bottled up’ or ‘suppressed’. This can have negative consequences in the longer term – you may find that when something happens to annoy or upset you in the future, you feel extremely angry and respond more aggressively than is appropriate to the new situation.

Trying to suppress your anger may also lead to other types of behavior, such as responding in a ‘passive aggressive’ way e.g. being sarcastic or unhelpful, or refusing to speak to someone. Or you may find that you are getting angry too quickly or too often, sometimes over quite small things. You may feel you are unable to let go of your anger. If you can’t express your anger in a safe or constructive way, this can be bad for your emotional, mental and physical health. It might lead to:

- depression or anxiety
- sleep problems
- alcohol or drug addictions
- eating disorders
- compulsive behavior e.g. excessive cleaning, overworking
- Self-harm.

It might also affect you’re:

- digestion – contributing to the development of heartburn, ulcers,
- colitis, gastritis or irritable bowel syndrome
- heart and circulatory system
- blood pressure – driving it too high.

STRESS: WHAT IS IT?

Although we all talk about stress, it often isn't clear what stress is really about. Many people consider stress to be something that happens to them, an event such as an injury or a job loss. Others think that stress is what happens to our body, mind, and behavior in response to an event (E.g. heart pounding, anxiety, or nail biting). While stress does involve events and our response to them, these are not the most important factors. Our thoughts about the situations in which we find ourselves are the critical factor. When something happens to us, we automatically evaluate the situation mentally. We decide if it is threatening to us, how we need to deal with the situation, and what skills we can use. If we decide that the demands of the situation outweigh the skills we have, then we label the situation as "stressful" and react with the classic "stress response." If we decide that our coping skills outweigh the demands of the situation, then we don't see it as "stressful." Stress can come from any situation or thought that makes you feel frustrated, angry, or anxious. Everyone sees situations differently and has different coping skills. For this reason, no two people will respond exactly the same way to a given situation. Additionally, not all situations that are labeled "stressful" are negative. The birth of a child, being promoted at work or moving to a new home may not be perceived as threatening. However, we may feel that situations are "stressful" because we don't feel fully prepared to deal with them. Stress is a normal part of life. In small quantities, stress is good; it can motivate you and help you become more productive. However, too much stress, or a strong response to stress can be harmful. How we perceive a stress provoking event and how we react to it determines its impact on our health. We may be motivated and invigorated by the events in our lives, or we may see some as "stressful" and respond in a manner that may have a negative effect on our physical, mental, and social well-being. If we always respond in a negative way, our health and happiness may suffer. By understanding ourselves and our reaction to stress-provoking situations, we can learn to handle stress more effectively. In the most accurate meaning, stress management is not about learning how to avoid or escape the pressures and turbulence of modern living; it is about learning to appreciate how the body reacts to these pressures, and about learning how to develop skills which enhance the body's adjustment. To learn stress management is to learn about the mind-body connection and to the degree to which we can control our health in a positive sense.

SOURCES OF STRESS

We can experience stress from four basic sources:

The Environment – the environment can bombard you with intense and competing demands to adjust. Examples of environmental stressors include weather, noise, crowding, pollution, traffic, unsafe and substandard housing, and crime.

Social Stressors – we can experience multiple stressors arising from the demands of the different social roles we occupy, such as parent, spouse, caregiver, and employee. Some examples of social stressors include deadlines, financial problems, job interviews, presentations, disagreements, demands for your time and attention, loss of a loved one, divorce, and co-parenting.

Physiological – Situations and circumstances affecting our body can be experienced as physiological stressors. Examples of physiological stressors include rapid growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances.

Thoughts – Your brain interprets and perceives situations as stressful, difficult, painful, or pleasant. Some situations in life are stress provoking, but it is our thoughts that determine whether they are a problem for us.

TYPES OF STRESSORS

Situations that are considered stress provoking are known as stressors. Stress is not always a bad thing. Stress is simply the body's response to changes that create taxing demands. Many professionals suggest that there is a difference between what we perceive as positive stress, and distress, which refers to negative stress. In daily life, we often use the term "stress" to describe negative situations. This leads many people to believe that all stress is bad for you, which is not true.

POSITIVE STRESS

It has the following characteristics:

- Motivates, focuses energy
- Is short-term
- Is perceived as within our coping abilities
- Feels exciting
- Improves performance

In contrast,

NEGATIVE STRESS

It has the following characteristics:

- Causes anxiety or concern
- Can be short or long-term
- Is perceived as outside of our coping abilities
- Feels unpleasant
- Decreases performance
- Can lead to mental and physical problems

It is somewhat hard to categorize stressors into objective lists of those that cause positive stress and those that cause negative stress, because different people will have different perceptions and reactions to particular situations. However, by generalizing, we can compile a list of stressors that are typically experienced as negative or positive to most people, most of the time.

Examples of negative personal stressors can include

- The death of a partner
- Filing for divorce
- Losing contact with loved ones
- The death of a family member
- Hospitalization (oneself or a family member)
- Injury or illness (oneself or a family member)
- Being abused or neglected
- Separation from a spouse or committed relationship partner
- Conflict in interpersonal relationships
- Bankruptcy/money problems
- Unemployment
- Sleep problems
- Children's problems at school
- Legal problems
- Inadequate or substandard housing
- Excessive job demands
- Job insecurity
- Conflicts with team mates and supervisors
- Lack of training necessary to do a job
- Making presentations in front of colleagues or clients

- Unproductive and time-consuming meetings
- Commuting and travel schedules
- **Examples of positive personal stressors might include:**
- Receiving a promotion at work
- Starting a new job
- Marriage or commitment ceremony
- Buying a home
- Having a child
- Moving
- Taking or planning a vacation
- Holiday seasons
- Retiring
- Taking educational classes or learning a new hobby

COGNITIVE ASPECTS OF STRESS AND ANXIETY

Anxiety is a feeling that we commonly experience when faced with stressful life events. Anxiety can be one of the most distressing emotions that people feel. It is sometimes called “fear or nervousness”. Common reactions to anxiety include:

Physical Symptoms

- 1) Sweaty palms
- 2) Muscle tension
- 3) Racing heart
- 4) Flushed cheeks
- 5) Light headedness

Behaviors

- 1) Avoiding situations where experiencing anxiety might occur
- 2) Leaving situations when feelings of anxiety begins to occur
- 3) Trying to do things perfectly or trying to control events to prevent danger

Moods

- 1) Nervous
- 2) Irritable
- 3) Anxious
- 4) Panicky

Thoughts

- 1) Overestimation of danger
- 2) Underestimation of your ability to cope
- 3) Underestimation of help available
- 4) Worries and catastrophic thoughts

Stressors can contribute to our feelings of anxiety. Examples of stressors that contribute to feelings of anxiety might include trauma (being abused, being in an accident, war); illness or death, things we are taught (“snakes will bite you”); things we observe (an article in the newspaper about a plane crash); and experiences that seem too much to handle (giving a speech, job promotion or termination, having a baby). The thoughts that accompany anxiety involve the perception that we are in danger or that we are threatened or vulnerable in some way. A threat of danger can be physical, mental, or social. A physical threat occurs when you believe that you will be physically hurt (e.g., a snake bite, a heart attack, being hit). A social threat occurs when you believe you will be rejected, humiliated, embarrassed, or put down. A mental threat occurs when something makes you worry that you are going crazy or losing your mind. The perception of the threats varies from person to person. Some people, because of their life experiences, may feel threatened very easily and will often feel anxious. Other people may feel a greater sense of safety or security. Certain life experiences such as growing up in a chaotic home with volatile surroundings may lead a person to conclude that the world and other people are dangerous. The perception of danger and sense of vulnerability may have helped a person survive as a child. Being able to recognize danger and its early warning signs are critical to one’s emotional and physical survival. Some may have developed a very fine ability to spot and respond to dangerous situations. As an adult, it may become important to evaluate whether or not its possible that one is over-responding to danger and threat. Perhaps the people in their adult life are not as threatening as the people in their childhood. One might consider whether or not their resources and abilities to cope as an adult open new and creative ways of responding to threat and anxiety.

RESULTS AND DISCUSSIONS

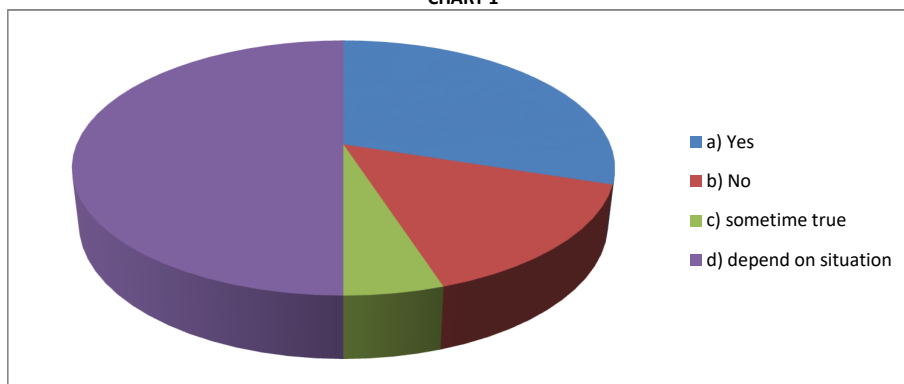
Q1: Is anger one of the natural mind conditions?

- a) Yes b) No c) sometime true d) depend on situation

TABLE 1

a) Yes	b) No	c) sometime true	d) depend on situation
30	15	5	50

CHART 1



This is the first analysis I have done with ask question is anger is natural mind condition with giving options yes, no, sometime true and depend on situation. After the analysis I got information 30% tick to yes, 15% to No, only 5% to sometime and rest of the 50% agree with depend on situation option. Hence here is only the consideration between two.i.e. yes anger is natural condition of mind but more than of it condition depend on situation and reasons of anger to judge it weather its valid or invalid anger condition as shown in chart.

Q2: According to you what is major cause of anger?

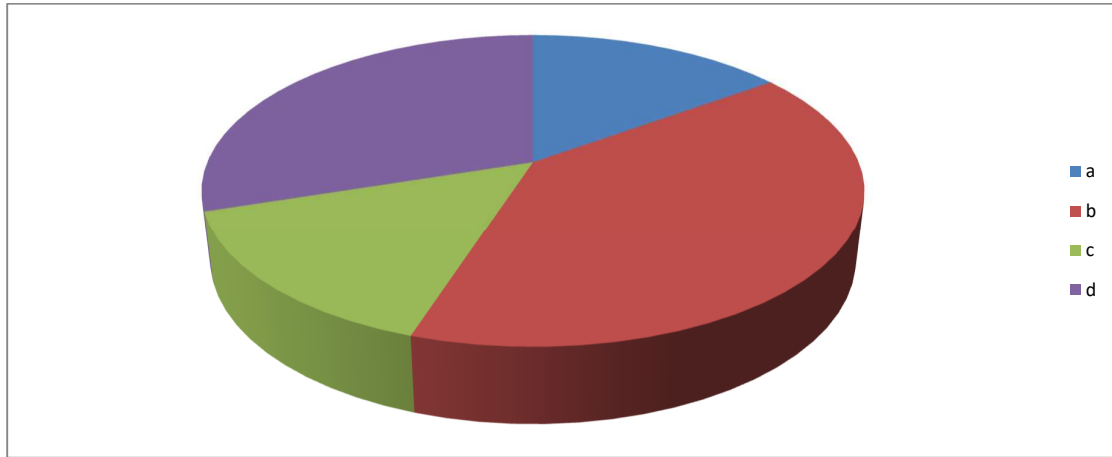
- a) Insult by other b) unsuccessful life c) Misbehave of other with you d) unmanaged family life

TABLE 2

a) Insult by other	b) unsuccessful life	c) Misbehave of other with you	d) unmanaged family life
15	40	15	30

In this analysis I tried to know the answer for the question what are the major causes of anger and to support responder I have given some causes in option like insult by other, unsuccessful life, misbehave of others with you and unmanaged family life. Where in result I got values for each option as 15%, 40%, 15% and 30% respectively. Hence with the reference of analyzed data its became clear of course insult by others and misbehave of others with are the causes but not genuine and generic cause and here is tradeoff between this two causes. But two major causes of anger with priority on the basis of result percentage are unsuccessful life and unmanaged family life and must need to direct and control properly to avoid anger.

CHART 2



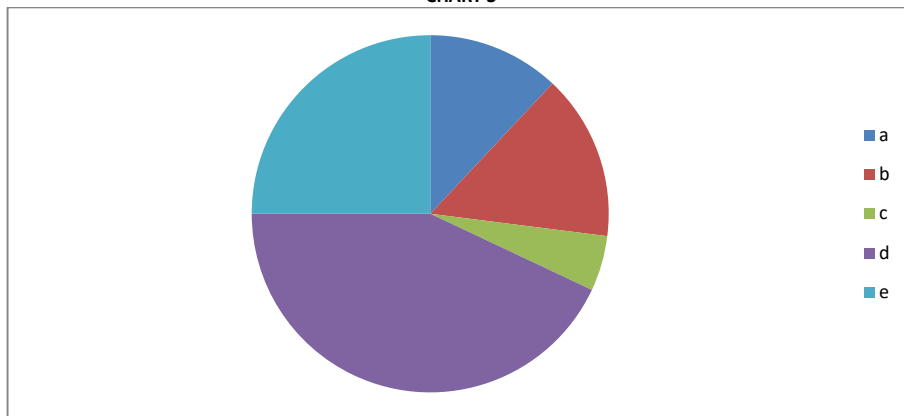
Q3: People doing anger because they think

- a) Its symbol of superiority b) its generate their impression c) They want to rule & control others d) When others opinion not matched with the other e) they care and love you.

TABLE 3

a	b	c	d	e
12	15	5	43	25

CHART 3



This is the third important analysis done by me to internal feeling state of people and to know their psychology why the react with anger with others. In this analysis I available option to collect data and generate information as its symbol of superiority, its generate their impression, they want to rule and control others, when opinions are not matched between two and they care and love you, and in result of analysis we received answer 12%, 15%, 5%, 43% and 25% respectively. From this analysis I got clear picture 43% when opinions are not match and with 25% they care and love you. Where one is negative anger or bad anger but second one is positive anger or good anger.

Q4. Is there relation between anger and stress?

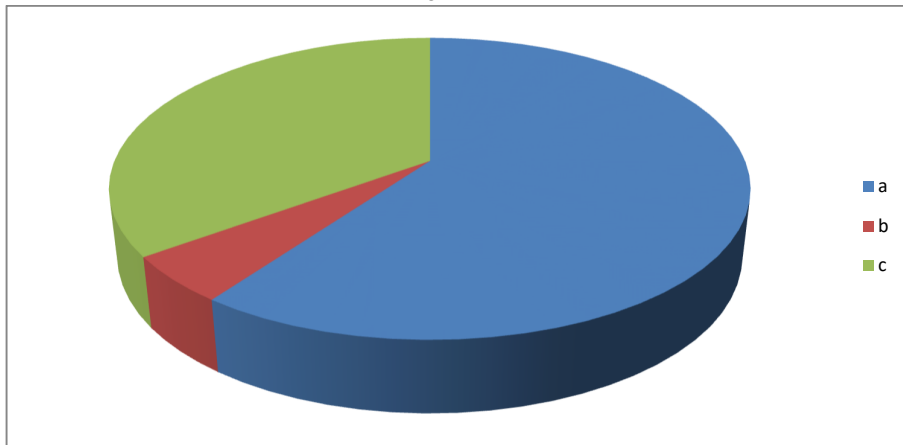
- a) yes b) no c) tradeoff

TABLE 4

a	b	c
60	5	35

This is the really most important analysis done by me. I asked question "is there relation between anger and stress" and I had provided options are Yes, No and Tradeoff where majority agree with Yes, there is strong relation between anger and stress and 60% result in this favor, where as second highest result is tradeoff.i.e. balance between anger and stress means "sometime stress is cause of anger and sometime anger is cause of stress" with 35% result in its favor and only 5% answered to No.

CHART 4



Q5. What is stress? Is anger cause of it?

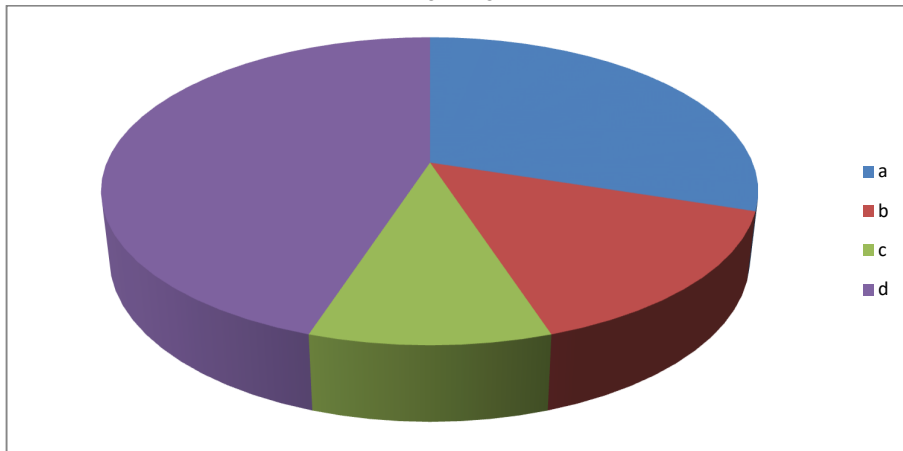
- a) Anger is not compulsory cause
- b) Due to heavy workload pressure
- c) Due to difficulties to understand and learn something new
- d) When hide some problems, secrets, faults etc from close one

TABLE 5

a	b	c	d
30	15	10	45

- a) In this analysis we tried to identify the reasons of stress with giving emphasis on anger is major cause. Though it is very difficult know the correct reason because several kinds of stressors possible to generate stress condition like to manage money, life, others or whole world things. In this analysis I available four options as Anger is not compulsory cause Due to heavy workload pressure, Due to difficulties to understand and learn something new, and When hide some problems, secrets, faults etc from close one and I received after analysis in result 30%, 15%, 10% and 45%. I realized after this analysis maximum stress only generate apart from all stressors is When hide some problems, secrets, faults etc. from close one.

CHART 5



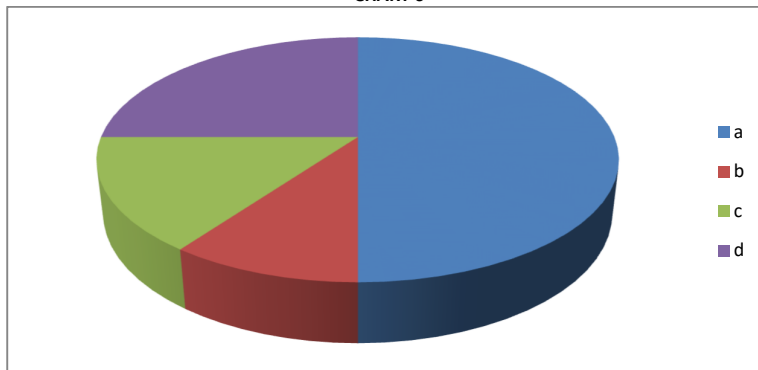
Q6. With controlling anger can manage stress?

- a) Yes b) No c) sometime d) depend on context/situation

TABLE 6

a	b	c	D
50	10	15	25

CHART 6



This is one of the important question to ask which I have covered in this analysis.i.e. with controlling anger can manage stress? And provided responders options are Yes, No, Sometime and depend on context. In this result analysis respond I got result which is completely opposite from my expectation. 10% respond to No, 15% respond to Sometime and 50% respond to Yes with only 25% respond to depend on context/situation, which I was think maximum response to provided option d)

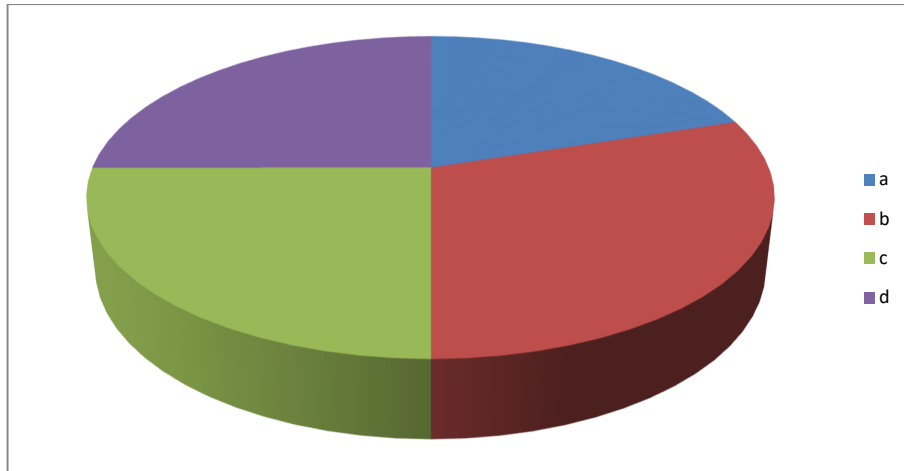
Q7. What relation leads to between anger and stress?

- a) Anger leads to stress b) stress leads to anger c) Depression leads to both anger and stress d)Low confidence, low motivation fear leads to anger and stress

TABLE 7

a	b	c	D
20	30	25	25

CHART 7



This is one of the directional analysis done by me i.e. what relation leads to between anger and stress? And available options are for this response and analysis anger leads to stress, stress leads to anger, depression leads to both stress and anger & Low confidence, low motivation fear leads to anger and stress and in respond I got 20%, 30%, 25% and 25% respectively and this result exactly matched. i.e. tradeoff between c & d 25%, where as 30% to b which is also considerable.

Q8. How can control and manage anger?

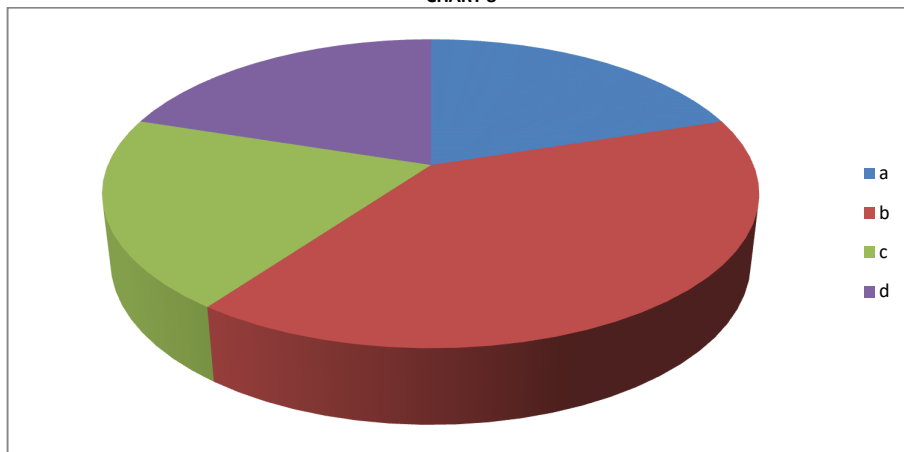
- a) Counseling b) self confidence and control c) Yoga and self help books d) family gathering and trips

TABLE 8

a	b	c	d
20	40	20	20

This analysis I have done to take opinions of others about anger and stress as well as for anger and stress management. In this analysis I had generated all the options with my genuine observation and literature review as counseling, self confidence and controls, yoga and self help books and family gathering and trips. For options a, c and d I received same response i.e. 20%, 20% and 20% respectively means all are very useful for anger and stress control and manage, but most effective for anger and stress management is option b i.e. self confidence and control techniques with 40% response.

CHART 8



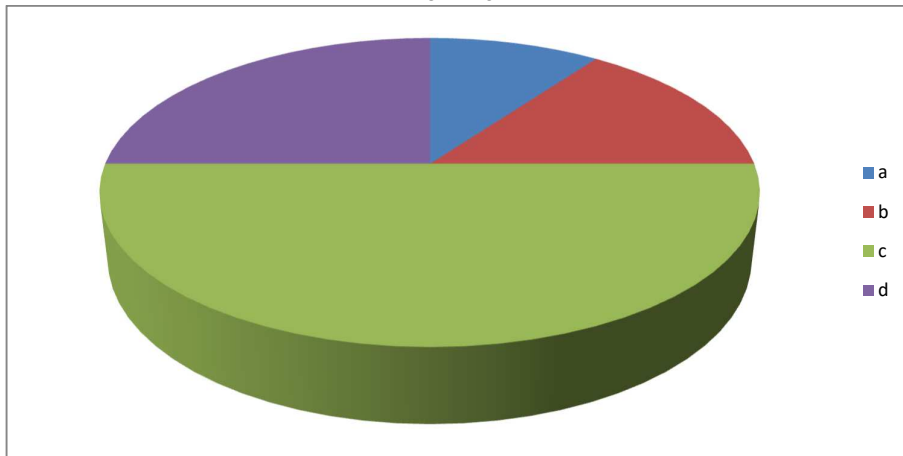
Q9. Any Suggestion for effective anger management from below

- a) Trust on each other and doubt clearance
- b) Faith, love, care and respect for each other
- c) Problem facing and solving with daring and confidence
- d) Use excellent books/ workbook on anger management

TABLE 9

a	b	c	d
10	15	50	25

CHART 9



a) This is my second last question in questionnaires to analysis and knows techniques of anger management for its implementation and I available four option are for this regard Trust on each other and doubt clearance, Faith, love, care and respect for each other, Problem facing and solving with daring and confidence and Use excellent books/ workbook on anger management. After this fact finding I obtained result as 10% respond to a, 15% respond to b and 25% respond to d, but most effective anger management technique found in respond is b with 50%.i.e. Problem facing and solving with daring and confidence.

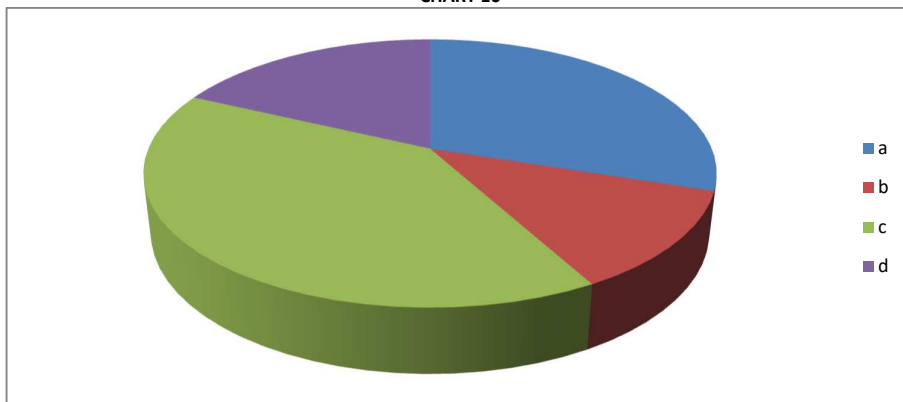
Q10. Any suggestion for effective stress management from below

- a) Avoid all stressors and try to keep happy
- b) Get help and engage yourself in good things
- c) Share causes of stress with expert to find out solution
- d) Use excellent books/ workbook on stress management

TABLE 10

a	b	c	d
30	12	40	18

CHART 10



This is my last analysis to know what best option for stress management implementation is. To carried out this analysis I used to four options are as Avoid all stressors and try to keep happy, Get help and engage yourself in good things, Share causes of stress with expert to find out solution and Use excellent books/ workbook on stress management. We found in result people respond to 30% to a, 12% to b, 40% to c and 18% to d. hence from this analysis its became very clear for effective stress management implementation first choice is, Share causes of stress with expert to find out solution with 40% respond and second priority to, Avoid all stressors and try to keep happy with 30%.

CONCLUSIONS

CONCLUSION 1: CAUSES OF ANGER AND STRESS

We wanted to see the main causes of stress in human. So we found several reasons why employees feel stressed at the workplace, the reasons mainly were inability to manage time, work overload and noise as the main stressors at the workplace. But it is necessary to say that noise is subjective only to our study as we did our case study on a manufacturing company and the conclusion that noise is the main causes of stress in the workplace might not be valid beyond an industry that is of manufacturing. Work overload is also another main stressor because it puts the employee under pressure to perform too many tasks under limited time. As Human is big part of a manufacturing company we were able to conclude that in a manufacturing multinational company where the physical environment can be chaotic and noisy, this situation can be the cause of stress. The conclusion that can be reached from the theories in relation to our purpose is that the workplace causes of stress are work overload, poor working conditions such as overcrowded working conditions and noise. From our analysis we are also able to conclude that the environmental factors of stress are not salient in a multinational manufacturing company such as Human where the employees were focused on the internal factors of stress rather than the external. Stress factors are not always stable, consistent and similar to a group of occupations. It varies from environment to environment, work to work or situation to situation,

CONCLUSION 2: STEPS TOWARDS ANGER AND STRESS MANAGEMENT

We also add to our findings regarding the employees stress coping styles and steps that employees at Human seek out to their close relatives, friends and families for support and consultation. Sharing of feelings and emotions contribute to relieve stress also provide them to enjoy from their professional life and personal life. Being able to share feelings with peers and families gives different perspective about the proper way to tackle a problem besides having a sense of companionship leads to comfortable workplace. Employees mostly use these tactics during the periods in which they feel stress. However stress reduction depends on how the employees manage their time effectively and also how the managers make the workplace stress free. We also conclude that stress is highly self-controllable and those employees have the ability to control their feelings and manage their stress and for the rest they can refer to the facilities that they are provided by the

management. Lastly we would like to conclude that sharing values concerning ambition level is vital in order to experience a reduced stress level. In some instances the employees stress level will be affected if they do not know anything about their fellows or close colleagues who works in a team. It makes them to be afraid if their ambition level doesn't match. Therefore it is vital to as much as possible to get to know each other's better and share values and ambition level; this will thus affect the stress level and can help in stress reduction.

CONCLUSION 3: MANAGEMENT OF ANGER AND STRESS

Lastly, we add to this conclusion our findings regarding the stress management of people we see that Human has provided a safe workplace for the employees. It obtained an international award because of having a safe workplace. Human has provided medical health center for the treatment of employees stress. Employees have freedom to meet the therapist and psychologist as a reason of improving their self-esteem and assertiveness. Human has also made free time activities and various sport facilities for the employees. We think that it is an effective way to support its employees in reducing their stress level.

We have also found out from the employees opinion who contributed to this study that stress at the workplace is manageable but a combination of both family and work stressors are highly negative. What we found from the employees open-ended questions is that sometimes stress at a certain extent affects positively to their work performance. It makes the employees to focus on time management and provide them to render their on job and off job activities adequately. Employee's stress can be managed by proper time management, seeking help from Human Resource Management. Emotion focused strategies like leisure activities, companionship and exercise can also be used to relieve stress. Management of a company also plays an important role in evaluating and managing the stress level of employees at the workplace and should use different methods to minimize the stress such as conducting training courses to assist the employee's skills, providing better working environment and making sure that the employees get proper guidance and consultation when it's needed.

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