

Keeping Your Cool in Stressful Situations

Sometimes it's difficult to keep from getting angry at seemingly unreasonable customers or during stressful situations. How do you keep from losing your temper? Getting to know what stresses you out and how you react can help you manage stress on the job in a positive way. Everyone gets stressed out. The best way to handle anger or stress is to recognize the signs and concentrate on managing them.

How Do You React to Anger or Stress?

- clench your jaw
- raise your voice
- want to hurt someone
- refuse to speak
- want to get away
- become verbally or physically abusive
- sweat or turn red
- get sarcastic
- keep it inside
- let it loose and blow up at people
- focus on the behavior, not the person



Recognize your stress signs and learn to manage them.

Communication

Much of stress management on the job relies on listening and communication. Think about how you interact with others.

Do you:

- speak in a monotone?
- speak too fast or too slow?
- put a "smile" in your voice?
- use negative body language: clenched jaw, pursed lips, slumping posture, lack of eye contact?
- ask good questions?
- give your full attention to the communication?
- demonstrate your attention by giving verbal responses, nodding your head, etc.?
- restate important points to reassure yourself and the other person you got it right?