

# Stress at Work

Tips to reduce and manage job and workplace stress

## Tip #4

Even if you're in a job where the environment has grown increasingly stressful, you can retain a large measure of self-control and self-confidence by understanding and practicing emotional intelligence. Emotional intelligence is the ability to manage and use your emotions in positive and constructive ways. Emotional intelligence matters just as much as intellectual ability, when it comes to satisfaction and success at work. Emotional intelligence is about communicating with others in ways that draw people to you, overcome differences, and defuse tension.

### Emotional intelligence in the workplace has four major components:

- **Self-awareness-** The ability to recognize your emotions and their impact while using gut feelings to guide your decisions.
- **Self-management-** The ability to control your emotions, behavior, and adapt to changing circumstances.
- **Social awareness-** The ability to sense, understand, and react to other's emotions and feel comfortable socially.
- **Relationship management-** The ability to inspire, influence, and connect to others and manage conflict.

### The five key skills of emotional intelligence:

- **Realize when you're stressed,** recognize your particular stress response , and become familiar with sensual cues that can rapidly calm and energize you.
- **Stay connected to your internal emotional experience** so you can appropriately manage your own emotions.
- **Recognize and effectively use the nonverbal cues** that make up 95-98% of our communication process.
- **Develop the capacity to met challenges with humor.** There is no better stress buster than a hearty laugh and nothing reduces stress quicker in the workplace than mutually shared humor.
- **Resolve conflict positively.** Resolving conflict in healthy, constructive ways can strengthen trust between people and diffuse workplace stress and tension. When handling emotionally-charged situations, stay focused in the present by disregarding old hurts and resentments.

**Robertson County Schools  
Office of Coordinated School Health**

Telephone: 384-0152  
Email: Dawn.Callas@rcstn.net

*“What you do makes a difference, and you have to decide what kind of difference you want to make.”*

*-Jane Goodall*