

Wilk: Sorrentino's Canadian Textbook for the Support Worker, 5th Edition

Chapter 8: Managing Stress

Objectives

After reading this chapter, the learner should be able to do the following:

- Describe how stress can affect all dimensions of health.
- List the signs of stress.
- Describe common stressors.
- Discuss how people use defence mechanisms to cope with stress.
- Identify ways to support clients who are stressed.
- Define SMART goals.
- Describe positive ways to manage stress.
- Describe stress-reducing methods that may improve a person's decision-making and problem-solving abilities.
- Identify ways to deal with stress and conflict in the workplace.
- stress/stressor
- acute stress/chronic stress
- burnout
- anxiety
- conflict
- validate