

IAC2301

Introduction to Airline Customer Service



Unit 9: Managing Stress

Chapter outline

- What creates stress?
- Recognizing stress
- Avoiding stress through effective communication
- Maintain your sanity
- Workplace violence





What creates stress?

- Stress contributes to a loss of workplace efficiency.
- **Customer service** is rated top most stressful occupation
- Ranked **no. 4** behind air traffic controller, high school teacher, police officer
- Stress is ***no.1 American's health problem***
- ***Leading cause of death***
- **Job stress** → ***the harmful physical and emotional responses that occur when the requirements of a job do not match the capabilities, resources, or needs of worker***

What creates stress?

- **Bad stress or Distress** → cause problem dealing with customers, other people, reduce your effectiveness, and lead long-term mental and physical problems or death
- Research → life creates stress
 - 69% → rising prices
 - 62% → too many things to do
 - 51% → concern about money emergencies
 - 47% → health concern

Recognizing stress

- Brain recognize danger (**stress**) → chain reaction (**adrenaline**) → heart beat, breathing rate → fight or flight
- Negative **fight** or **flight** → dealing with customer??
- Discuss?

Recognizing stress

These typical indicator stress symptoms

- **Inability** to focus or concentrate on customer problem
- **Irritability** in dealing with others in work place
- **Excessive fatigue**, which cause you daydream
- **Intestinal irritation** that can affect your appetite
- **Tardiness of physical**, need to catch up sleep
- **Being argumentative** or aggressive with customers and others

Recognizing stress

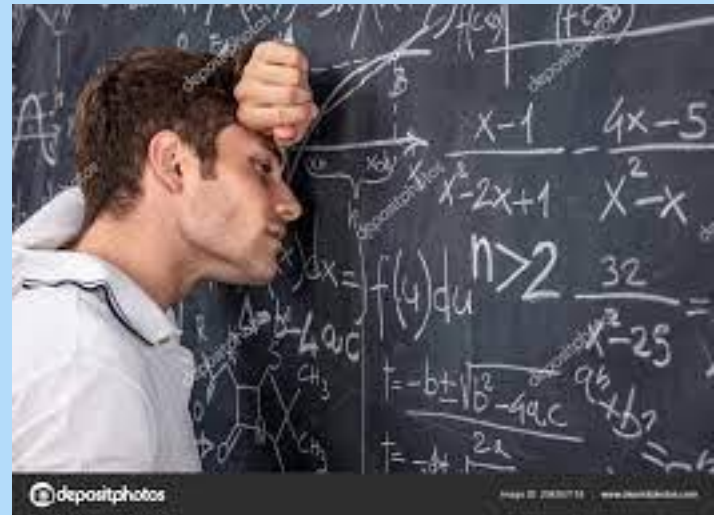
- These typical indicator symptoms
 - Nail biting or nervous habit
 - Poor attitude
 - Insomnia
 - Rapid or irregular heartbeat
 - Feeling of depression
 - Bingeing on food, alcohol, or tobacco
 - Pain stomach or head, neck



Recognizing stress

Factors affecting stress

- **Environmental**
- **Job**
- **personal**



Recognizing stress

Environmental

- People
 - Major source of stress → cannot control
- Physical
 - Noise, odors, lighting, heat, cold
- Occupational hazard
 - Stressors (things that cause stress) heavy equipment, flammable or explosive
 - Dangerous people or items

- No ergonomic situation
 - Tools not conform with industry standards
 - Chairs, tables etc.,
- Organizational elements
 - Organization change structure



Job

- Level of authority
- Realistic and mutual agreed-upon performance goals
- Specific opportunities for personal growth
- Recognition and reward for job performance
- Unnecessary and repetitive task
- Communication between all level



Recognizing stress

Personal

- Relationship
- Physical condition and nutrition
- Chemical use
 - **Smoking, drinking** reduce your effectiveness on job and **actually death**
- Financial problem
- Lack of “alone time”
- Overworking
- Inability to solve problems



Avoid stress through effective communication

- **Be polite**

Treat people well and with respect, things will go much better

- **Respond appropriately** to message received
Suitable manner

- **Speak assuredly**

- Calm, clear, confidence with authority

- **Use “I” language**

- *“You’re incorrect..”*

- *“I’m not sure, but I believe that if you do...it will work fine. May I please show you?”*

- **Communicate your feeling**

Maintain your sanity

Active and **Positive** steps to *reduce your stressful situations*.

- Managing your **time** effectively, setting realistic **goals**, and taking **frequent breaks**
- Tips to cope with day-to-day pressure dealing with people

Take frequent breaks

Set realistic goals

Prioritize tasks

Manage your time effectively

Stay calm

Exercise regularly

Avoid procrastination



- **Eliminate vagueness**

Set a system to deal with various situations that occur in your job or personal life

- **Reduce personal tensions**

Take time to deal with problems in your personal life

- **Use positive self-talk**

- *“I can handle this.”*

- *“This is only a temporary event, and a year from now, it will have no meaning.”*

- **Vary your activities**

- **“Variety is the spice of life.”**

- **Get more sleep**

- **Find a hobby**
- **Take a humor break**
 - Read, watch, or listen to something humorous
- **Be a realist**
 - You are not superman or superwoman
- **Take a mental trip**
 - What is mental trip??
- **Smile**



Workplace Violence

- **Preventing workplace violence**

- Conduct yourself in a professional manner at all times
- Keeping in mind the positive communication skills
- Educate yourself on strategies for recognizing danger signals

- **Recognizing potential offenders**

Ex. Someone like to talk about violence

- **Identifying warning signs**
 - History of violence
 - Romantic obsession
 - Alcohol or chemical abuse
 - Depression
 - Threatening behavior





De-stress
Activity



Yoga
Exercises



Chatting
with Friends



Gardening
Rest



Speak with
Specialist



Friends
Can Help



Control
Your Emotions



Spend Time
with Pets

Stress Management

Lorem ipsum dolor sit amet,
mel noster dicunt intellegat
in, ea quo nulla euismod.

Questions????

