

### 3. Situational Stress

You experience situational stress when you're in a scary situation that you have no control over. This could be an emergency. More commonly, however, it's a situation that involves conflict, or a loss of status or acceptance in the eyes of your group. For instance, getting laid off or making a major mistake in front of your team are examples of events that can cause situational stress.

#### **Managing Situational Stress**

Situational stress often appears suddenly, for example, you might get caught in a situation that you completely failed to anticipate.

- Become more self-aware (recognize "automatic" physical and emotional signals that your body sends out when you're under pressure)
- Learn effective conflict resolution skills
- Learn to think on your feet
- Communicate better during stressful situations
- Manage your emotions

### 4. Encounter Stress

Encounter stress revolves around people. You experience encounter stress when you worry about interacting with a certain person or group of people – you may not like them, or you might think that they're unpredictable.

Encounter stress can also occur if your role involves a lot of personal interactions with customers or clients, especially if those groups are in distress.

This type of stress also occurs from "contact overload": when you feel overwhelmed or drained from interacting with too many people.

#### **Managing Encounter Stress**

Because encounter stress is focused entirely on people, you'll manage this type of stress better by working on your people skills.

- Develop greater emotional intelligence (emotional intelligence is the ability to recognize the emotions, wants, and needs of yourself and of others)
- Know when you are about to reach your limit of interactions
- When you experience stress symptoms, go for a walk, take a break, drink water, practice deep breathing exercises
- Empathy

# Albrecht's Four Types of Stress

## The Four Common Types of Stress

1. Time stress.
2. Anticipatory stress.
3. Situational stress.
4. Encounter stress.

Let's look at each of these types of stress in detail, and discuss how you can identify and deal with each one.

### 1. Time Stress

You experience time stress when you worry about time, or the lack thereof. You worry about the number of things that you have to do, and you fear that you'll fail to achieve something important. You might feel trapped, unhappy, or even hopeless. Common examples of time stress include worrying about deadlines or rushing to avoid being late for a meeting.

#### Managing Time Stress

Time stress is one of the most common types of stress that we experience today.

- Learn good time management skills.
  - Make a To-Do list
  - Get a planner
  - Create more time in your day
  - It's okay to say no to tasks that you don't have time to do!

### 2. Anticipatory Stress

Anticipatory stress describes stress that you experience concerning the future. Sometimes this stress can be focused on a specific event, such as an upcoming presentation that you're going to give. However, anticipatory stress can also be vague and undefined, such as an overall sense of dread about the future, or a worry that "something will go wrong."

#### Managing Anticipatory Stress

Because anticipatory stress is future based, start by recognizing that the event you're dreading doesn't have to play out as you imagine.

- Use positive visualization techniques
- Meditation – focus on here and now
- Address personal fears
- Learn to overcome fear of failure
- Analyze all possible outcomes