



TTI
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Stress Quotient Group

Webinar Test Group
Random Group
20/4/2015



Introduction

It is widely acknowledged in the business literature that stress at work can have a profound impact on productivity and engagement. The medical literature is even more extensive: prolonged stress is tied to a range of cognitive, emotional, behavioural, and physical symptoms. When ineffective management creates conditions that allow stress to spread, the organisation not only sacrifices time and money through lost hours and lowered productivity, but workers also pay with their health. The first step to building a healthy and productive workforce is to identify the key signs of stress.

Everyone knows what stress feels like. We might experience the state working on a project with a looming deadline, waiting nervously for a job interview, or worrying about our job security. Interestingly, however, there is no scientific consensus on the definition of stress.

In an organisational context, current thinking generally holds that stress results when a worker feels challenged, taxed, or overwhelmed by job demands. The problem is, people respond to demands very differently. An extremely stressful situation for one worker might be exciting or even dull for the next. After decades of research, scientists have now clearly isolated the major factors that contribute to stress in the workplace.

This report examines the 7 major sources of stress at work, along with 17 subfactors that allow executives to easily identify the areas of most concern. This can be viewed as your organisational “stress pulse.”

In the following group report, you will find several different sections that illustrate the key stress hotspots in the workplace.

Group Stress Index Summary

This section starts with a summary page showing stress in 7 categories on stacked bar graphs. To help you understand the intensity of stress in each category, we have divided it into 5 levels: Little to No Stress, Little to Mild, Mild to Moderate, Moderate to Strong, Strong to High.

Group Stress Factors

Each stress factor is then dissected into subcategories and displayed as stacked bar graphs. The top stacked bar graph is the overall category, and the stacked bar graphs displayed below include a breakdown of more specific stressors.

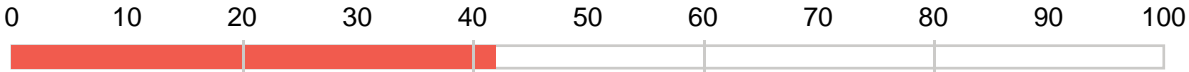
Group Summary

In this section you will find a group plot graphic and group stress heat map. These graphics allow you to see where there could be potential problem areas.

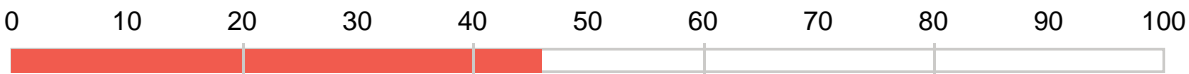


Group Stress Index Summary

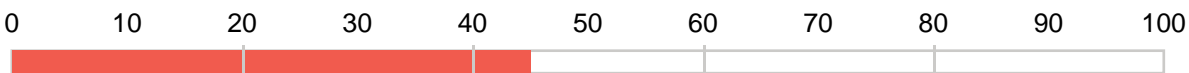
Job Demands Index



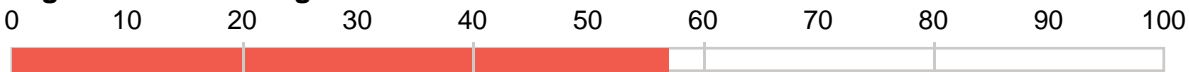
Effort/Reward Balance Index



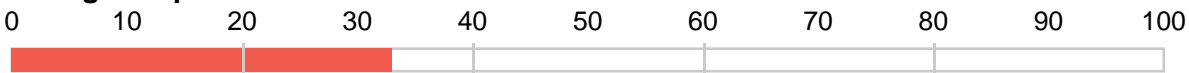
Control Index



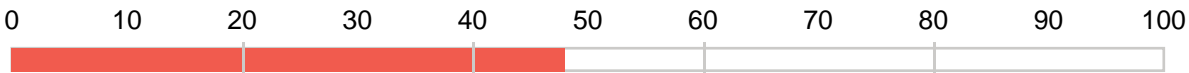
Organisational Change Index



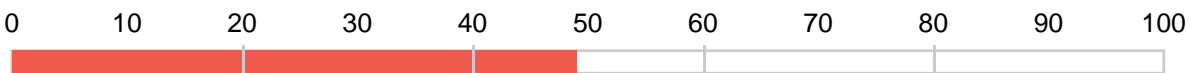
Manager/Supervisor Index



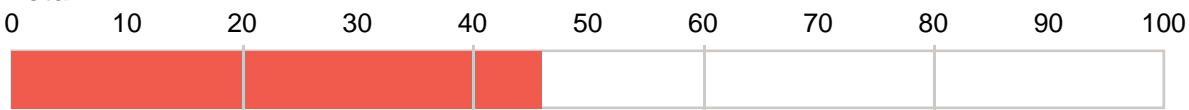
Team Culture Index



Job Situation Index



Total



Stress Level Indicator

- 0-20 = Little to No Stress
- 21-40 = Little to Mild Stress
- 41-60 = Mild to Moderate Stress
- 61-80 = Moderate to Strong Stress
- 81-100 = Strong to High Stress

N = 18



Group Stress Index Summary

Job Demands Index



Effort/Reward Balance Index



Control Index



Organisational Change Index



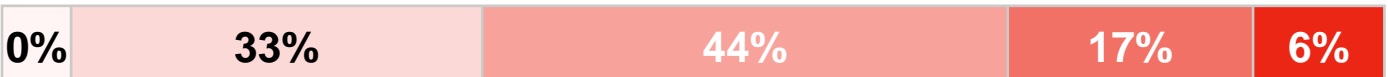
Manager/Supervisor Index



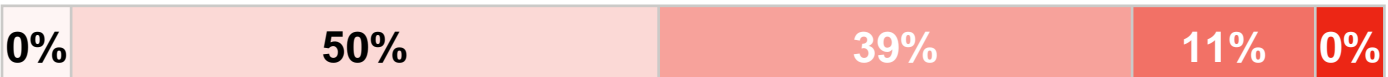
Team Culture Index



Job Situation Index



Total





Stress Factor - Job Demands

Job Demands Index

The Job Demands Index is tied to issues related to workload and time pressures. A high score on the Job Demands Index is likely to occur when task requirements exceed the cognitive, emotional, and physical resources that can be mobilised in order to complete tasks on time and to a high standard.



Time Pressure: This score illustrates the perceived level of stress related to the available time to complete work due to personal, managerial, or organisational dynamics. A high score indicates that role tasks exceed the time available for completion.



Job Competency Match: This score illustrates the perceived level of stress related to a mismatch between talents, skills, and training, and the position requirements. A high score indicates a perceived imbalance between the job competencies possessed and the job competencies required.



- Little to No
- Little to Mild
- Mild to Moderate
- Moderate to Strong
- Strong to High



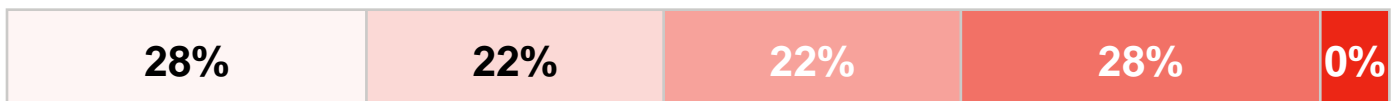
Stress Factor - Effort/Reward Balance

Effort/Reward Balance Index

The Effort/Reward Balance Index is tied to issues related to tangible and intangible benefits. A high score on the Effort/Reward Balance Index is likely to occur when there is a perceived mismatch between the level of contribution given to the organisation and the rewards offered in return.



Workplace Meaningfulness: This score illustrates the perceived level of stress related to the connection, meaning, and fulfilment derived from the work. A high score indicates a disconnect between personal values and the perceived value of the work.



Workplace Recognition and Reward: This score illustrates the perceived level of stress related to a mismatch between contribution and recognition. A high score indicates a perceived imbalance between the input/dedication given to the work and the rewards/recognition received in return.



- Little to No
- Little to Mild
- Mild to Moderate
- Moderate to Strong
- Strong to High



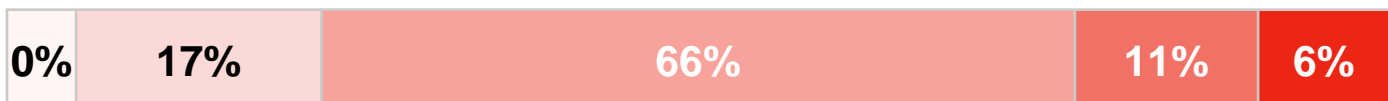
Stress Factor - Control

Control Index

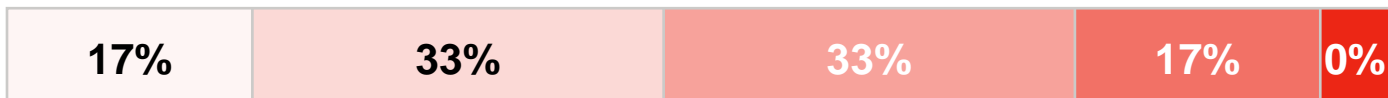
The Control Index is tied to issues related to the degree of influence and authority—both formal and informal—over the work. A high score on the Control Index is likely to occur when there is an absence of autonomy, freedom, and power to affect how the work is done.



Workplace Involvement: This score illustrates the perceived level of stress related to the degree of involvement or inclusion in the decision-making process. A high score indicates a perceived lack of impact on decisions and actions that affect the work.



Workplace Empowerment: This score illustrates the perceived level of stress related to the degree of freedom to perform in the current role. A high score indicates a lack of autonomy, responsibility, or authority.



- Little to No
- Little to Mild
- Mild to Moderate
- Moderate to Strong
- Strong to High



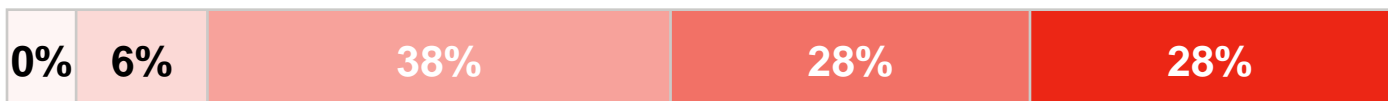
Stress Factor - Organisational Change

Organisational Change Index

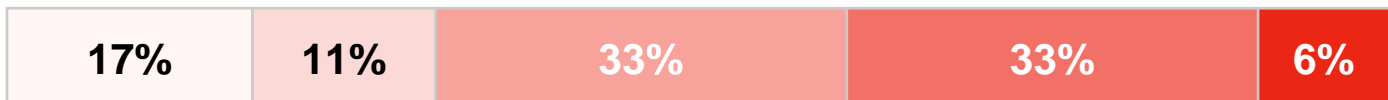
The Organisational Change Index is tied to issues related to the way the organisation manages, communicates, and directs the change process. A high score on the Organisational Change Index is likely to occur when there is concern about the efficiency and effectiveness of change efforts.



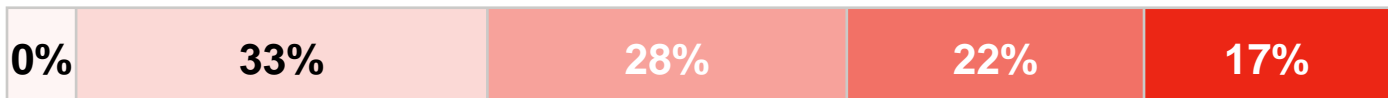
Effective Communication: This score illustrates the perceived level of stress related to how well an organisation is communicating the change process. A high score indicates a perceived lack of communication from leadership around the change process.



Change Dynamics: This score illustrates the perceived level of stress related to how the change process is handled by the organisation. A high score indicates a perceived lack of effectiveness around the implementation of the change process.



Change Direction: This score illustrates the perceived level of stress related to the level of agreement with the organisation's vision for change. A high score indicates possible dissatisfaction or disagreement with the reason for making the change.



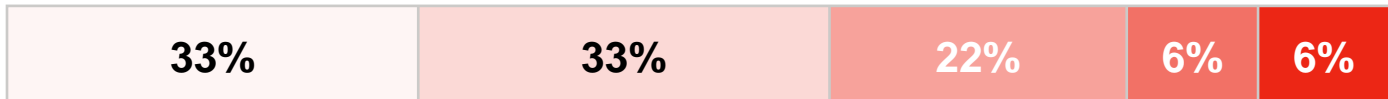
- Little to No
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- Mild to Moderate
- Moderate to Strong
- Strong to High



Stress Factor - Manager/Supervisor

Manager/Supervisor Index

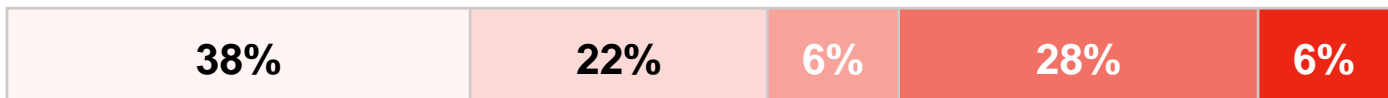
The Manager/Supervisor Index is tied to issues related to the immediate manager. A high score on the Manager/Supervisor Index is likely to occur when there is a perceived lack of support by the boss.



Management Awareness: This score illustrates the perceived level of stress related to how well an individual or team feels understood and appreciated by their manager. A high score indicates the manager is perceived to demonstrate a lack of concern, interest, or awareness of people’s skills, strengths, and personal needs.



Management Style: This score illustrates the perceived level of stress related to how the manager handles situations and interpersonal exchanges. A high score indicates a disconnect between the individual or team’s preferred style of interaction and the leader’s communication style.



- Little to No
- Little to Mild
- Mild to Moderate
- Moderate to Strong
- Strong to High



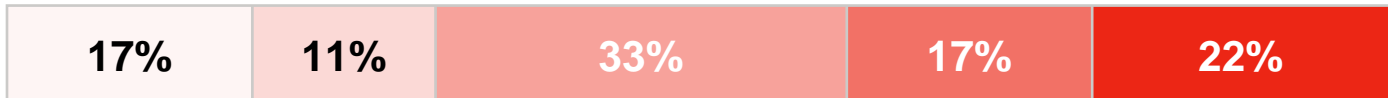
Stress Factor - Team Culture

Team Culture Index

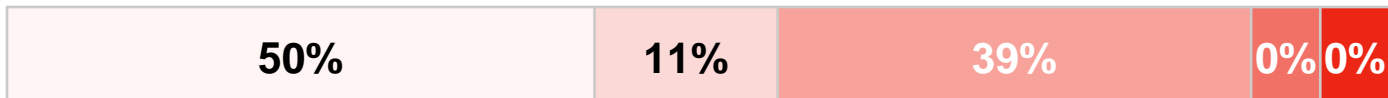
The Team Culture Index is tied to issues related to team dynamics. A high score on the Team Culture Index is likely to occur when there is concern about the way the team interacts.



Avoidance: This score illustrates the perceived level of stress related to the tendency to avoid uncomfortable interactions. A high score indicates a tendency to avoid team members.



Cooperation: This score illustrates the perceived level of stress related to how a group or team works together toward shared outcomes. A high score indicates a low supportive atmosphere.



Frustration: This score illustrates the perceived level of stress related to conflicts, disagreements, and/or a lack of commitment demonstrated by team members. A high score indicates a perceived lack of commitment from team members to organisational goals/values.



- Little to No
- Little to Mild
- Mild to Moderate
- Moderate to Strong
- Strong to High



Stress Factor - Job Situation

Job Situation Index

The Job Situation Index is tied to issues related to role dynamics. A high score on the Job Situation Index is likely to occur when there is concern about the future prospects of working at the organisation.



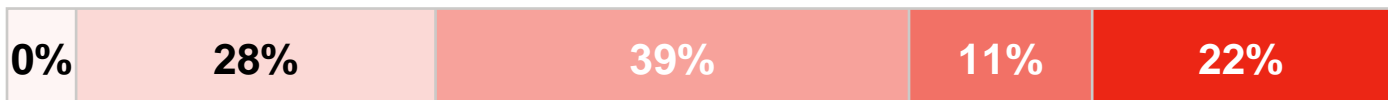
Opportunity: This score illustrates the perceived level of stress related to job trajectory. A high score indicates a perceived lack of room for opportunity, growth, and/or promotion.



Job Stability: This score illustrates the perceived level of stress related to job security, downsizing or restructuring activity, as well as changing job requirements. A high score indicates concern about a lack of stability in the current position.



Workplace Trust: This score illustrates the perceived level of stress related to the ability to operate with candour and openness. A high score indicates the need to be guarded with comments in the workplace.



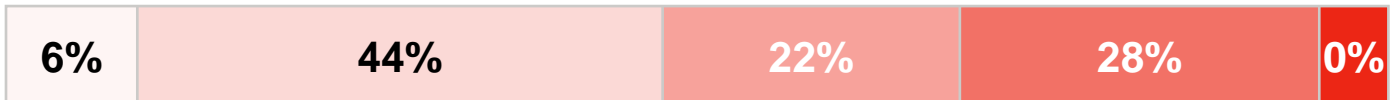
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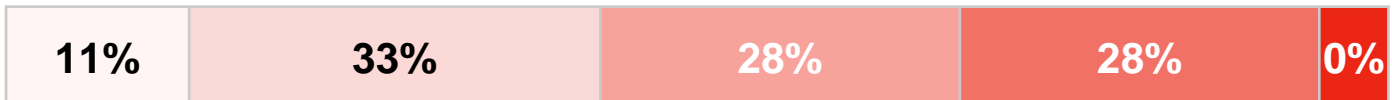
Possible Stress Symptoms

Stress Symptoms Index

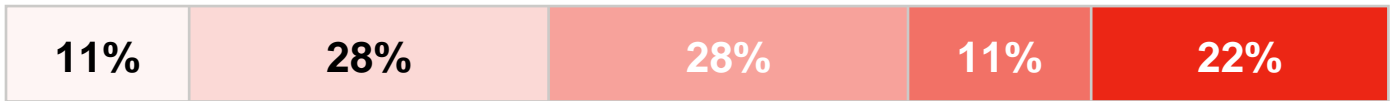
As the body is subjected to greater amounts of stress over time, these changes can manifest as a range of physical, emotional, cognitive, and behavioural symptoms. Stress is most problematic when it is sustained for long periods without relief or relaxation between challenges. This is why it's particularly important to look out for the early warning signs of stress build up. The examples listed below help to identify some of the potential stress symptoms in each of the four categories.



Physical stress symptoms possibly including aches and pains, low energy, or frequent illness.



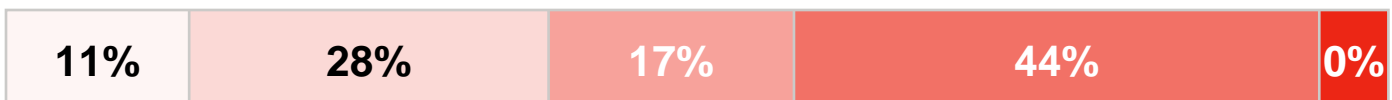
Emotional stress symptoms possibly including irritability, feeling overwhelmed, or moodiness.



Cognitive stress symptoms possibly including an inability to concentrate, memory problems, or poor judgment.



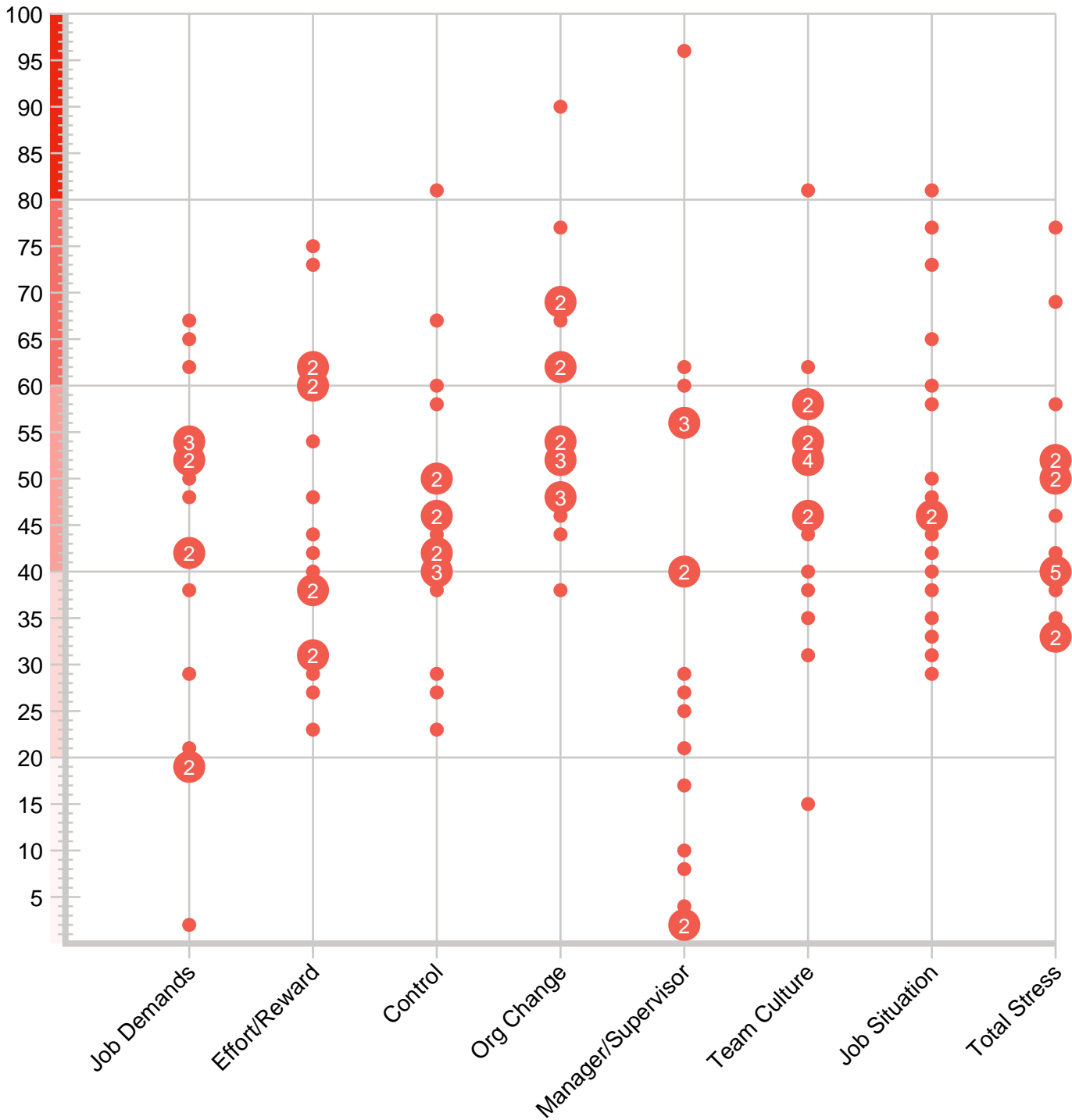
Behavioural stress symptoms possibly including eating or sleeping issues, procrastination, or nervous habits.



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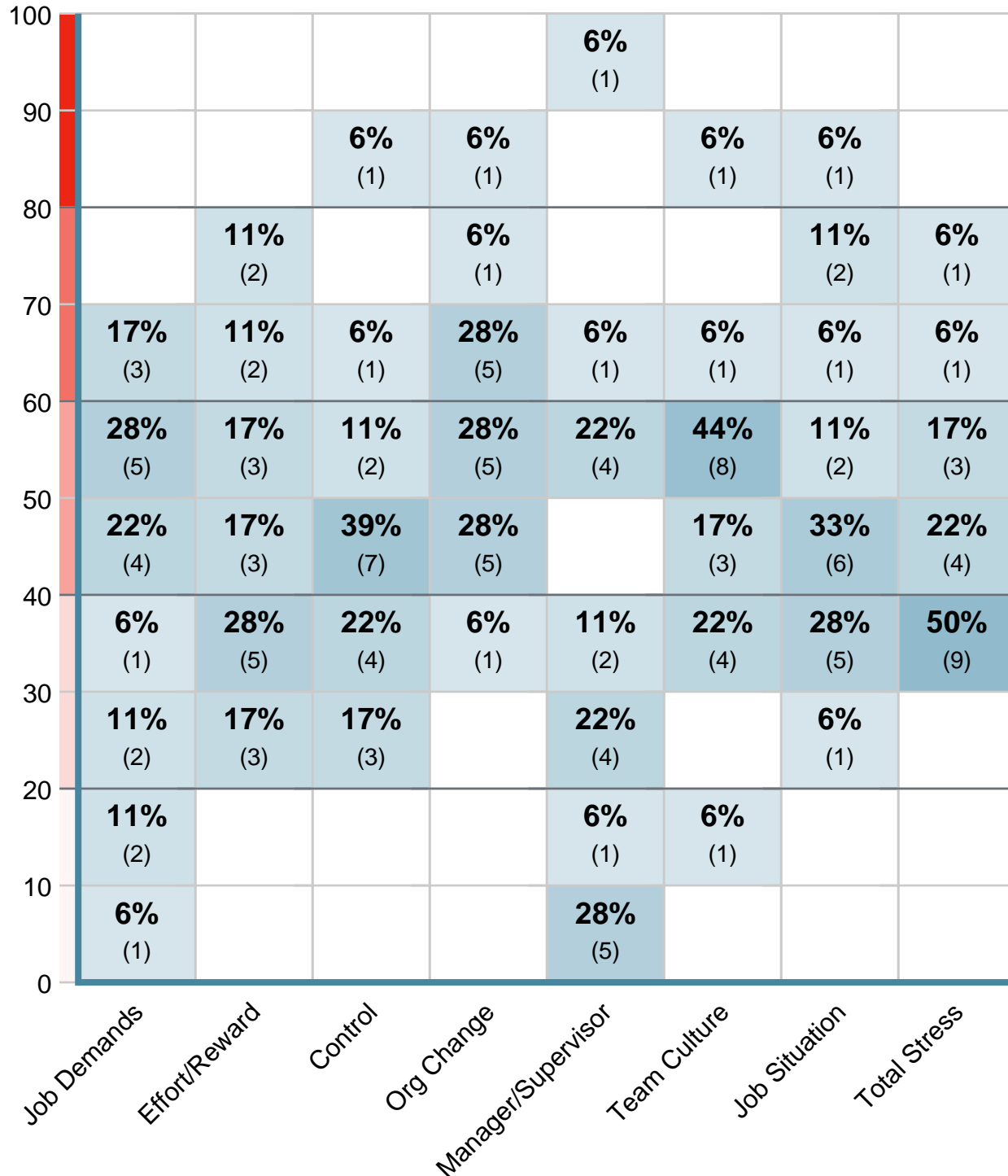
Group Plot



N = 18



Group Quadrants



N = 18