



TTI
SUCCESS
INSIGHTS®

Stress Quotient

Individual

Sally Sample
TTI
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Introduction

It is widely acknowledged in the business literature that stress can have a profound impact on your satisfaction, performance, and relationships at work. The medical literature is even more extensive: prolonged stress is tied to a range of cognitive, emotional, behavioural, and physical symptoms.

Finding ways to manage stress isn't about making huge changes or rethinking career ambitions, but rather about focusing on the things that you may be able to influence in your work environment. The first step to building a happier and healthier life is to identify the common causes and 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 workplace 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 individuals to easily identify the areas of most concern. This can be viewed as your “stress pulse.”

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

Stress Index Summary

This section starts with a summary page showing stress in 7 categories on 100-point 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.

Stress Factors

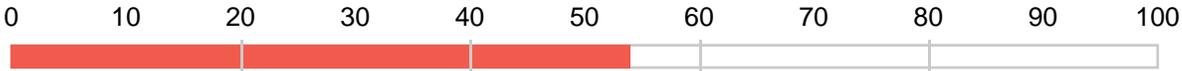
The Stress Factors section explores the 7 stress factors and dissects them based on subcategories. These factors are displayed in dials on the same 100-point scale. On each page, the top dial is the overall score for the category, and the dials below are the breakdown of more specific stressors. **The subfactors do not add up to the top dial and are not an average.** Rather, they are based on how you responded to specific questions in the questionnaire.

As you go through this section, please read through each subfactor including both the definition and the accompanying questions.



Stress Index Summary

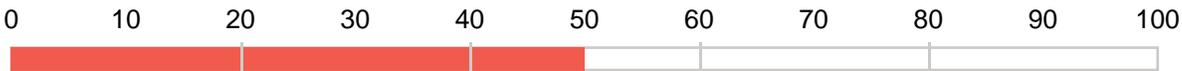
Job Demands Index



Effort/Reward Balance Index



Control Index



Organisational Change Index



Manager/Supervisor Index



Team Culture Index



Job Situation Index



Total



Stress Level Indicator

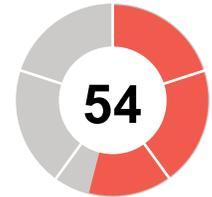
- 0-20 = Little to No Stress
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- 81-100 = Strong to High Stress



Stress Factor - Job Demands

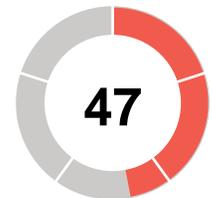
Job Demands Index

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.



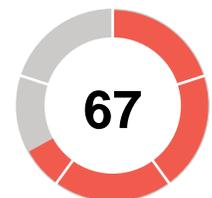
Time Pressure: This score illustrates the perceived level of stress related to the available time to complete work due to personal, managerial, or organisational dynamics. A high score indicates that role tasks exceed the time available for completion.

- How might the scheduling of work be more effectively distributed to avoid missing deadlines?
- Who could you talk to about your workload in order to avoid sacrificing quality?



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.

- Who can you talk to about your perception of the unrealistic goals set for you?
- Who could you talk to about the type of tasks you can do to better utilise your talents and skills?



Stress Level Indicator

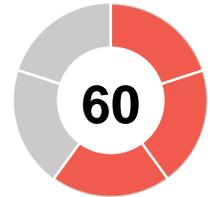
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Stress Factor - Effort/Reward Balance

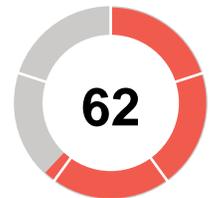
Effort/Reward Balance Index

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.



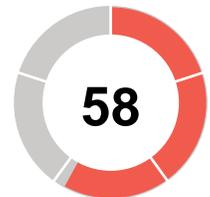
Workplace Meaningfulness: This score illustrates the perceived level of stress related to the connection, meaning, and fulfilment derived from the work. A high score indicates a disconnect between personal values and the perceived value of the work.

- Who could you talk to about adjusting your role to make it more fulfilling?
- What would make your job more meaningful?



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.

- What would an ideal compensation look like for you?
- Who can you talk to in the organisation about your need for recognition?



Stress Level Indicator

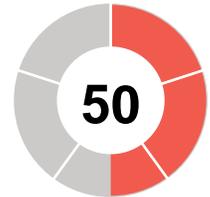
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Stress Factor - Control

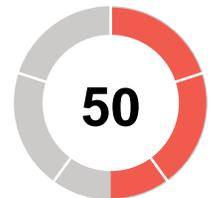
Control Index

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.



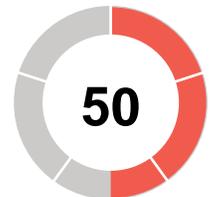
Workplace Involvement: This score illustrates the perceived level of stress related to the degree of involvement or inclusion in the decision-making process. A high score indicates a perceived lack of impact on decisions and actions that affect the work.

- How can you enhance the suggestions you are making to have more impact?
- What might you do to be more informed about work-related issues?



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.

- What are the circumstances that make your deadlines seem unrealistic?
- What type of authority is required for you to complete your responsibilities?



Stress Level Indicator

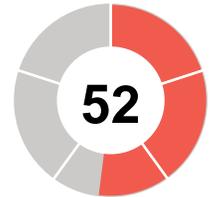
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Stress Factor - Organisational Change

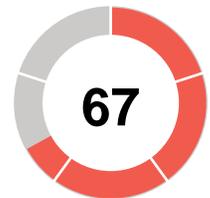
Organisational Change Index

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.



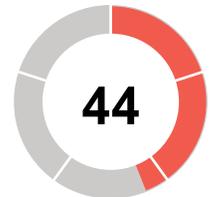
Effective Communication: This score illustrates the perceived level of stress related to how well an organisation is communicating the change process. A high score indicates a perceived lack of communication from leadership around the change process.

- How does the grapevine affect the morale in the organisation?
- How could the organisation more effectively communicate change?



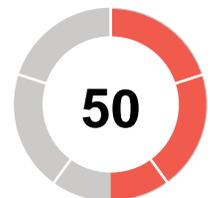
Change Dynamics: This score illustrates the perceived level of stress related to how the change process is handled by the organisation. A high score indicates a perceived lack of effectiveness around the implementation of the change process.

- Who could you talk to about why specific changes are occurring within the organisation?
- How are the changes in the organisation affecting your work?



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.

- What questions could you ask to better understand the direction of the organisation?
- What changes do you believe need to occur within the organisation?



Stress Level Indicator

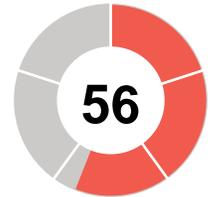
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Stress Factor - Manager/Supervisor

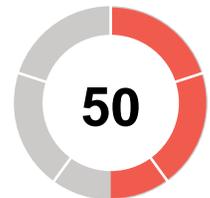
Manager/Supervisor Index

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.



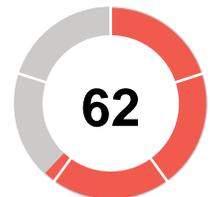
Management Awareness: This score illustrates the perceived level of stress related to how well an individual or team feels understood and appreciated by their manager. A high score indicates the manager is perceived to demonstrate a lack of concern, interest, or awareness of people's skills, strengths,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

- What do you feel your supervisor needs to know about your personal issues?
- What can you do to ensure your supervisor understands the talents and skills you bring to the job?



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.

- What things might you be doing that causes your supervisor to feel the need to micromanage?
- What are the different events or actions between you and your supervisor that cause a positive or negative reaction?



Stress Level Indicator

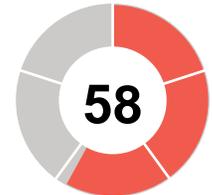
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Stress Factor - Team Culture

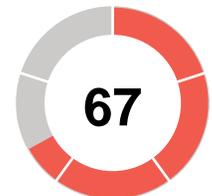
Team Culture Index

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.



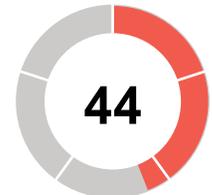
Avoidance: This score illustrates the perceived level of stress related to the tendency to avoid uncomfortable interactions. A high score indicates a tendency to avoid team members.

- How could you repair relationships with co-workers you avoid?
- What is it about company functions that you dislike?



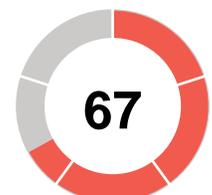
Cooperation: This score illustrates the perceived level of stress related to how a group or team works together toward shared outcomes. A high score indicates a low supportive atmosphere.

- Who could you talk to about receiving more support from your co-workers when deadlines are looming?
- How could the organisation encourage more cooperation between co-workers when deadlines are looming?



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.

- Who can you talk to about disengaged co-workers?
- What are the conflicts that cause you frustration at work?



Stress Level Indicator

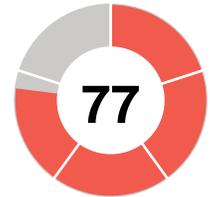
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Stress Factor - Job Situation

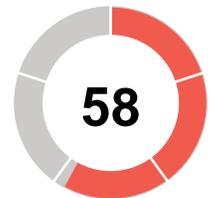
Job Situation Index

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.



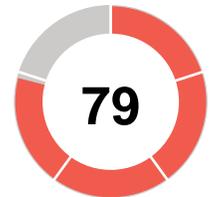
Opportunity: This score illustrates the perceived level of stress related to job trajectory. A high score indicates a perceived lack of room for opportunity, growth, and/or promotion.

- What could you do to make yourself more promotable?
- Who could you talk to in the organisation to better understand your future growth opportunities?



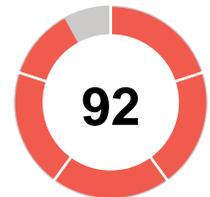
Job Stability: This score illustrates the perceived level of stress related to job security, downsizing or restructuring activity, as well as changing job requirements. A high score indicates concern about a lack of stability in the current position.

- Who could you talk to about the future direction and requirements of your job?
- What is it about your job that causes you to have thoughts of being laid off?



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.

- What has caused you to be guarded with your comments concerning workplace issues?
- What specific issues are causing you to be concerned in the workplace?



Stress Level Indicator

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Introduction Symptoms and Effects

Stress Symptoms

The Stress Symptoms Index is designed to indicate the potential physical, emotional, cognitive, and behavioural signs of stress in a person's current life. This section of the report is treated as a separate and distinct set of measurements from the 7 core stress hotspots. One of the reasons why the index is treated differently is that it may account for stress that is not only coming from job stressors.

When an individual scores low on each of the 7 stress hotspots, but high on the Stress Symptoms Index, this may be an indication of stress coming from outside of work. On the other hand, in the event that the 7 stress hotspots are above an average or expected range, but the overall Stress Symptoms Index score remains low, it could be an indication the individual is coping with the pressure—at least for the time being. Combined with discussion and personal reflection, this section helps to understand the possible effects of stress.

Response Contrast Summary

The TTI Stress Quotient questionnaire includes both positively and negatively framed questions. The scales on this page contrast the individual's favourable and unfavourable responses to these questions. The coral colour represents the unfavourable responses in each factor and the blue colour represents the favourable responses in each factor. While the scores may appear similar, the Response Contrast Summary uses a different scoring method than the Stress Index Summary.

This section can provide additional insight into stress. It is important to remember stress is not only influenced by unfavourable sentiment, but can also be impacted by the lack of favourable sentiment. For example, are there positive aspects about Sally's workplace that could be balancing out the negative aspects? It's difficult to understand what the ideal level of stress looks like; however, this section provides an opportunity to explore this further.

Response Contrast Radar

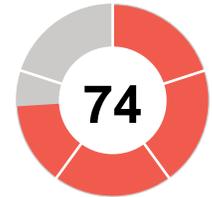
The Response Contrast Radar graphic offers a quick visual overview of the favourable and unfavourable responses.



Possible Stress Symptoms

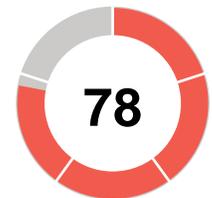
Stress Symptoms Index

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.



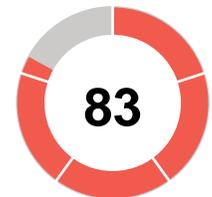
Physical stress symptoms may manifest as:

- Low energy
- Aches and pains
- Frequent illness



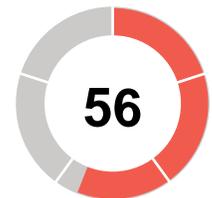
Emotional stress symptoms may manifest as:

- Irritability
- Feeling overwhelmed
- Moodiness



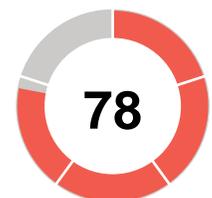
Cognitive stress symptoms may manifest as:

- Inability to concentrate
- Memory problems
- Poor judgment



Behavioural stress symptoms may manifest as:

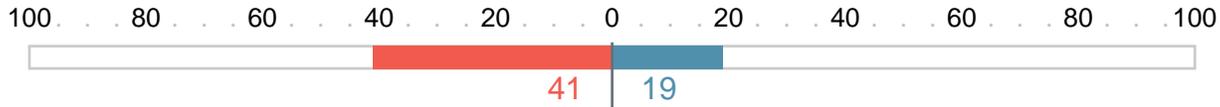
- Eating or sleeping issues
- Procrastination
- Nervous habits





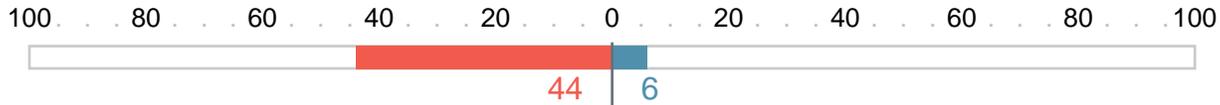
Response Contrast Summary

Job Demands Index



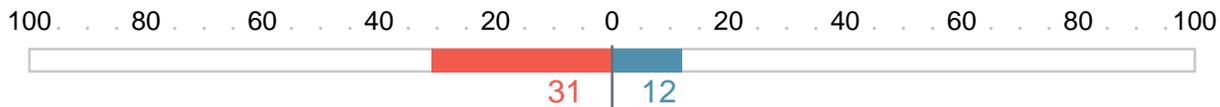
22

Effort/Reward Balance Index



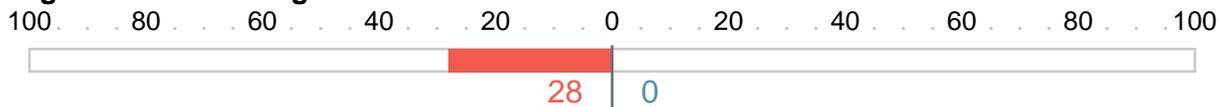
38

Control Index



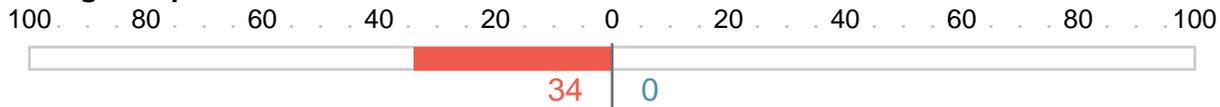
19

Organisational Change Index



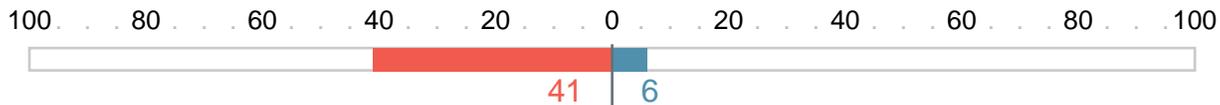
28

Manager/Supervisor Index



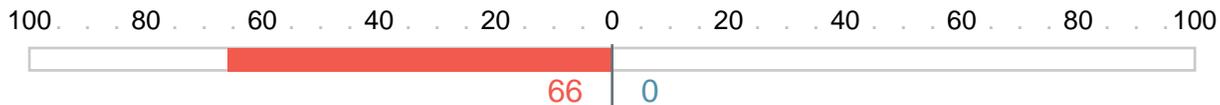
34

Team Culture Index



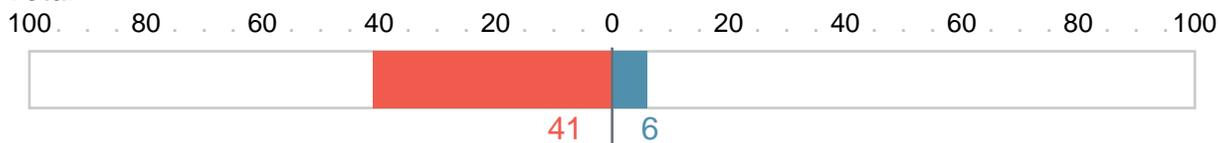
35

Job Situation Index



66

Total



35

Unfavourable

Favourable



Response Contrast Radar

