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Methods of Coping With Stress: A Taxonomy

M. Cristina Isolabella



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Methods of Coping with Stress: A Taxonomy

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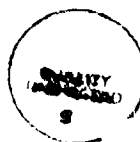
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13. ABSTRACT (Maximum 200 words) This report documents the development of a taxonomy of stress coping methods. Brief descriptions and references are included for 221 coping methods, classified into 8 categories. The taxonomy was developed for use by the Navy Recruiting Command in a number of stress management courses already in place.				
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FOREWORD

The Navy Recruiting Comprehensive Stress Management Program was initiated by Commander, Navy Recruiting Command (CNRC) as part of a global program to increase quality of life of Navy recruiters and enhance the performance and productivity of the recruiting force. The research was funded by CNRC, program element 060320N and work unit R1772.

This report contains a taxonomy of stress-coping methods, to be used in stress management training courses already in place. Information in this report will also be of benefit to the research and operational communities.

DELBERT M. NEBEKER
Director, Organizational Systems Department



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SUMMARY

Background

In 1989, the Commander, Navy Recruiting Command launched the Navy Recruiting Comprehensive Stress Management Program. The objective of this program was to provide stress management training to all members of the Navy Recruiting Command and their spouses.

Problem

Part of any personal stress management system is a carefully crafted stress-coping strategy which incorporates a number of methods. Heretofore, a taxonomy of stress-coping methods has not been developed. A compilation of methods, reference sources, and simple categorization is needed which will facilitate the development of a personal stress-coping strategy by Navy personnel.

Objective

To develop a taxonomy of stress-coping methods, using terminology readily understandable by the nonprofessional community and including sufficient methods to ensure coverage of the field.

Approach

Computerized and manual literature searches were used to research the required information. Several categories of coping methods were avoided: any methods which advocated ingestion, inhalation, or other introduction of any substance into the body; any methods which advocated violence or assault; and, any methods which required extensive or continued application, administration, or conducting by a professional, care giver, or therapist.

Results

Two hundred twenty-one methods were identified and defined. A panel of experts used a card-sort technique to develop eight categories under which the 221 methods were subsumed.

Conclusions

The taxonomy should prove useful in the stress training programs for Navy Recruiting Command personnel and should facilitate the development of comprehensive individual stress-coping strategies.

Recommendations

1. The taxonomy should be disseminated to Navy Recruiting Command activities responsible for training recruiters.
2. Use the taxonomy in the instructional courses already implemented.

3. In view of the proliferation of stress management programs throughout the Navy, the taxonomy should be provided to those organizational units responsible for implementing or monitoring such programs.

4. Evaluate the effectiveness of the taxonomy in the development of personal stress-coping strategies, through the use of questionnaires.

5. Further research should be conducted to develop a more multidimensional taxonomy that could be used by individuals to help them select a number of appropriate methods that they could blend into a broader, more comprehensive stress-coping strategy. This would require rating each method on a number of significant dimensions.

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INTRODUCTION

Background

In 1989, the Commander, Navy Recruiting Command launched the Navy Recruiting Comprehensive Stress Management Program (Baker, 1990). His objectives were to reduce adverse stress among Navy recruiters and to provide stress management training for all members of the organization and their spouses. Portions of the program have been implemented and more are under development.

The collection and dissemination of information on ways of coping with stress is an integral part of the overall stress management program. This information will be made available to trainees.

Problem

To say that there is a plethora of methods for coping with stress is to state the obvious. Innumerable variations on basic themes are common and additional methods are being advanced constantly. Recently, high-tech methods have become available. Unfortunately, while there are a myriad of methods, there has been no suitable classification of them, no ordering of the many into a more comprehensible few categories. The problem is compounded by terminological confusion. The need, then, is for a suitable classification of stress-coping methods.

Objective

The objective of the effort reported herein was to develop a taxonomy of selected stress-coping methods that facilitates their selection and use by lay persons.

APPROACH

Information for this report was collected through a review of the relevant psychological literature, augmented by material drawn from articles in current news publications.

The goal was to be as thorough as possible in order to arrive at the most complete list of methods, within the constraint of their being safely usable by the lay person. Nonetheless, for a variety of professional and target-audience concerns, the following types of stress-coping methods were not included in the information base used to evolve the taxonomy:

1. Methods involving ingestion, inhalation, or introduction of any substance, legal or illegal. It is well known that numerous legal and illegal substances, including sugar and salt, have effects on individual stress. Incense and other aromatics are also used as de-stressors by many persons. Nevertheless, due to the poorly defined boundaries between medical, legal, and self-directed domains, this category was excluded.

2. Methods involving verbal or physical assault. The author's bias against such methods was the principal reason for exclusion, although suggestions that a stressed person "tell the boss off" are of dubious merit in any case, and most certainly violate accepted norms of behavior within the military environment.

3. Methods based on denial that stress or stressors exist. This exclusion was based on the belief that denial is ultimately counterproductive and that "coping methods" implies recognition of existent stress and/or stressors.

4. Methods requiring administration or conducting by a trained therapist or a licensed practitioner. This eliminates many therapies of proven stress-reduction merit (e. g., Rational-Emotive Therapy (Ellis, 1962) and hypnosis (Feuerstein, Labbe, & Kuczmierczyk, 1986)), as well as more recent additions such as acupuncture (Hanson, 1989). Where, with a minimum of instruction, the person could safely perform the action (e.g., Progressive Muscle Relaxation, Jacobson, 1929), biofeedback (Ivancevich & Matteson, 1980), etc., the methods were included.

5. Compound methods actually incorporating several methods; these were either abstracted or analyzed into components. They constitute broader "strategies" rather than methods.

Following their acquisition, titles and definitions were standardized to be impersonal, non-imperative, and relatively jargon-free, while retaining the flavor of their author's nomenclature and description. Method titles and their definitions were then typed on individual cards. A group of graduate students ($N = 13$) sorted the cards into preliminary categories ($N = 59$) based on individual judgment. This was considered appropriate because the taxonomy was intended for use by lay persons. These preliminary categories were subsequently subjected to refinement in a second session with the same group of graduate students ($N = 13$). A listing of the 59 categories and the coping methods subsumed under them was given to each panel member. The second process was based on a modified nominal group technique and resulted in the final classification by the graduate group, where a consensus was reached on the categories ($N = 8$) used in this report.

RESULTS

Two hundred twenty-one stress-coping methods were placed in the information base. Appendix A lists the 221, with:

Number (sequential, according to acquisition)

Name

Definition

Reference

The formal taxonomy is contained in Appendix B, which lists the methods alphabetically within classifications. The taxonomy includes eight classifications in all. The categories are:

1. **Avoidance:** A category including methods of avoiding stress, rather than addressing, confronting, or coping in some active way with it. The strength of these methods is in "keeping out of stress' way."

2. **Behavioral:** A category including methods examining the mechanisms for altering the behaviors that are related to stress; that is, how people act, what they do (or don't) that causes stress, or that occur as a result of stress; behavioral excesses, deficits, and assets.

3. **Leisure:** A category including those activities meant to assist the individual in attaining an optimal level of arousal and stimulation-- balance between eustress and distress, between too much and too little stress.

4. **Mental Health:** A category including ways to maintain perspective, approach stressful circumstances in appropriate context, and, generally, to maintain a level of mental equilibrium.

5. **Physical Health:** A category including healthy life-style behavior, which may reduce the intensity of the physiological aspects of the stress reaction, as well as moderating the effects of the reaction; the role of eating habits, exercise, and physical fitness.

6. **Problem Solving:** A category including pragmatic and cognitive approaches used as either problem-focused or emotion-focused methods to manage stress. Used as problem-focused tools, cognitive strategies can alter the perception of stress. Used as emotion-focused, they can alter the subjective response to stress.

7. **Relaxation/Meditation:** A category including any one of several techniques whose major purpose is to offset or diffuse the normal but negative physiological symptoms which the human body displays under stress.

8. **Social Interaction:** A category including methods of managing stress through development and maintenance of social support, networking, and good interpersonal relations.

In Appendix A, each classified method is accompanied by its sequential number, facilitating access to the short definitions and to the source where additional information may be found. To assist the user of the taxonomy, full references where descriptive material on each method can be found are presented in Appendix C.

CONCLUSION

The taxonomy of stress-coping methods should facilitate reference and program development activities and make information on ways to cope with stress more readily available.

RECOMMENDATIONS

1. The taxonomy should be disseminated to Navy Recruiting Command activities responsible for training recruiters.

2. Use the taxonomy in the instructional courses already implemented.

3. In view of the proliferation of stress management programs throughout the Navy, the taxonomy should be provided to those organizational units responsible for implementing or monitoring such programs.

4. Evaluate the effectiveness of the taxonomy in the development of personal stress-coping strategies, through the use of questionnaires.

5. Further research should be conducted to develop a more multidimensional taxonomy that could be used by individuals to help them select a number of appropriate methods that they could blend into a broader, more comprehensive stress-coping strategy. This would require rating each method on a number of significant dimensions.

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- Jacobson, E. (1929). *Progressive relaxation*. Chicago: University of Chicago Press.

APPENDIX A

SELECTED COPING METHODS: SOURCES AND BRIEF DEFINITIONS

- #:** 1
- NAME:** MEDITATION
- DEFINITION:** Anything that redirects mental processes away from daily concerns; including activities such as Transcendental Meditation, prayer, listening to music, watching a sunset, etc.
- REFERENCE:** Ivancevich & Matteson, 1980
-
- #:** 2
- NAME:** BIOFEEDBACK
- DEFINITION:** Instrument-equipped machines monitoring and giving information about bodily processes such as brain waves, heart rate, muscle tension, body temperature, stomach acidity, and blood pressure.
- REFERENCE:** Ivancevich & Matteson, 1980
-
- #:** 3
- NAME:** PHYSICAL EXERCISE
- DEFINITION:** Appropriate exercise, wisely engaged in, developing cardiovascular endurance (e.g., jogging, bicycling, swimming).
- REFERENCE:** Ivancevich & Matteson, 1980
-
- #:** 4
- NAME:** MUSCLE MONITORING
- DEFINITION:** Becoming aware of muscular tension and trying to relax.
- REFERENCE:** Ivancevich & Matteson, 1980
-
- #:** 5
- NAME:** STRESS DIARY
- DEFINITION:** A record or personal log of the events that precipitate a negative stress response in the person: use of the log includes a recording phase and an analyzing phase.
- REFERENCE:** Ivancevich & Matteson, 1980
-

#: 6
NAME: BUILDING BODY RESISTANCE.
DEFINITION: Getting a good night's sleep, exercising regularly and regularly practicing other good health habits.
REFERENCE: Burke, 1971

#: 7
NAME: COMPARTMENTALIZATION OF WORK AND HOME LIFE
DEFINITION: Enjoying working hard but trying to do something completely different outside the job: blanking out job problems.
REFERENCE: Burke, 1971

#: 8
NAME: PHYSICAL EXERCISE
DEFINITION: Strenuous, unrelated-to-job, physical activity such as hunting, skiing, etc.
REFERENCE: Burke, 1971

#: 9
NAME: DISCUSS SITUATIONS WITH PEERS ON THE JOB
DEFINITION: Discussing job problems with contemporaries.
REFERENCE: Burke, 1971

#: 10
NAME: WITHDRAWING PHYSICALLY.
DEFINITION: Get away for a while, take a break, come back to the problem later.
REFERENCE: Burke, 1971

#: 11

NAME: CHANGE TO NONWORK OR PLAY ACTIVITY

DEFINITION: Re-directing activity away from work (e.g., reading in an unrelated field, getting involved in community activities, serving as a Little League manager, or a soccer or football coach).

REFERENCE: Burke, 1971

#: 12

NAME: TALK SITUATIONS THROUGH WITH SPOUSE

DEFINITION: Talk about work stressors with wife, husband, or "significant other".

REFERENCE: Burke, 1971

#: 13

NAME: WORKING HARDER

DEFINITION: Taking work home or working on weekends; working longer hours to solve problems.

REFERENCE: Burke, 1971

#: 14

NAME: ANALYZING THE SITUATION AND CHANGING STRATEGY

DEFINITION: Analyze the problems and list them numerically. Delegate task assignments when tension builds. Accept less perfection and excellence. Plow into the problems, if worth solving; if not, forget them.

REFERENCE: Burke, 1971

#: 15

NAME: CHANGE TO A DIFFERENT WORK TASK OR JOB ACTIVITY

DEFINITION: Dropping what one has been doing and taking up an unrelated job or task.

REFERENCE: Burke, 1971

#: 16

NAME: AVOID OVERINVOLVEMENT

DEFINITION: Listing the three things one enjoys the most (but seldom does) and the three things hated (but done too often).

REFERENCE: Pines & Aronson, 1988

#: 17

NAME: DECOMPRESSION

DEFINITION: A useful after work period in which to be quiet, meditate or just relax.

REFERENCE: Pines & Aronson, 1988

#: 18

NAME: SETTING REALISTIC GOALS

DEFINITION: Setting goals that can be achieved, distinguishing between problems that can and that cannot be solved.

REFERENCE: Pines & Aronson, 1988

#: 19

NAME: SELF-APPRAISAL

DEFINITION: Submitting one's basic capacities and qualities to a rigorous self examination and evaluation.

REFERENCE: Pines & Aronson, 1988

#: 20

NAME: LIFE GOALS

DEFINITION: Establishing life goals for one's work and private life, which should serve to give meaning and purpose to life.

REFERENCE: Pines & Aronson, 1988

#:	21
NAME:	INTEREST IN BROADER SATISFACTION
DEFINITION:	Trying to expand one's total personality by developing interest in the broader satisfactions of life and human culture.
REFERENCE:	Pines & Aronson, 1988
#:	22
NAME:	LOG OF DAILY STRESSES
DEFINITION:	Listing and describing, at the end of each day, for the period of 1 week to 1 month, that day's stresses and joys.
REFERENCE:	Pines & Aronson, 1988
#:	23
NAME:	"RELAXATION RESPONSE"
DEFINITION:	Dr. Herbert Benson's (1975) Relaxation Response (i.e., physiological changes in the body which occur when states of consciousness are altered by non-drug methods. Reached through prayer, meditation or yoga among other methods).
REFERENCE:	Hanson, 1989
#:	24
NAME:	MUSIC
DEFINITION:	Making a tape of the music that one finds relaxing and playing it when one has a need to calm down.
REFERENCE:	Hanson, 1989
#:	25
NAME:	ART
DEFINITION:	When having some control over one's work station, placing favorite photographs, paintings or other object d'art on walls, shelves and desk.
REFERENCE:	Hanson, 1989

#: 26

NAME: TALKING IT OUT

DEFINITION: Confiding in someone one can trust, as a release when one is bothered by something.

REFERENCE: Morgan & Baker, 1985

#: 27

NAME: POSITIVE IMAGERY

DEFINITION: Positive approaches to stress at work through imagined experiences which can be as good as the real ones in building up a store of confidence.

REFERENCE: Hanson, 1989

#: 28

NAME: PLACEBOS

DEFINITION: The use of placebo power in the workplace like a photograph of the favorite fishing hole reminding one of the serenity and peace of one's cottage in the summertime; tapes of sounds of rain on the cottage roof; or simply imagination.

REFERENCE: Hanson, 1989

#: 29

NAME: HUMOR

DEFINITION: Laughter to provide (1) an essential escape from stress, and (2) its own healing properties.

REFERENCE: Hanson, 1989

#: 30

NAME: STRESS FIGHTING STRESS

DEFINITION: Using alternate activities as vehicles for injecting high stress cures into one's life. Such activities include: rock climbing, snow caves for a night's shelter, surviving in wilderness and ocean settings, kayaking, etc.

REFERENCE: Hanson, 1989

#: 31
NAME: FASHION
DEFINITION: Developing a working wardrobe quite distinct from evening and weekend clothes, based on styles that are up to date, within budget, and that help to improve one's self-image.
REFERENCE: Hanson, 1989

32
NAME: DETAIL MANAGEMENT
DEFINITION: Stopping to write down any idea one wants to remember. Keeping separate sheets for each of the people one frequently deals with in one's alphabetical phone index.
REFERENCE: Hanson, 1989

#: 33
NAME: LEFT-BRAIN STIMULATION
DEFINITION: Stimulating intellect and memory, e. g., in learning to play an instrument or taking a new course of study.
REFERENCE: Hanson, 1989

#: 34
NAME: RIGHT-BRAIN STIMULATION
DEFINITION: Stimulating creativity and imagination (e.g., by being a story teller for one's children.
REFERENCE: Hanson, 1989

#: 35
NAME: DATE WITH KIDS
DEFINITION: Spending at least a few minutes each day with one's children, on weekends and holidays or at least by methods of "telephone dates."
REFERENCE: Hanson, 1989

#: 36

NAME: DATE, WITH SPOUSE, CONFIDANT OR BEST FRIEND

DEFINITION: Finding the time, even in the most stressful situation, to meet and spend some quality time with important people who are part of one's emotional life.

REFERENCE: Hanson, 1989

#: 37

NAME: RELAXATION

DEFINITION: Dr. Edmund Jacobson's (1929) method of Progressive Relaxation, consisting of learning to tense and relax the major groups of skeletal muscles.

REFERENCE: Charlesworth & Nathan, 1982

#: 38

NAME: ASSERTIVENESS

DEFINITION: Feeling confident and successful in communicating one's own feelings with honesty, tact and humor. Enhancing listening skills. Having objective and clear statements and purposes.

REFERENCE: Charlesworth & Nathan, 1982

#: 39

NAME: PERSONAL TIME INVENTORY

DEFINITION: Listing one's activities each day for 3 days.

REFERENCE: Charlesworth & Nathan, 1982

#: 40

NAME: KEEPING THE BODY TUNED UP AND SAFE

DEFINITION: Using regularly relaxation and a balanced diet rich in vitamins to fight off disease and help release of tensions.

REFERENCE: Charlesworth & Nathan, 1982

#:	41
NAME:	NUTRITION AND WEIGHT CONTROL
DEFINITION:	Exercising constant control over one's eating habits, having a diet rich in fiber and low in sugar and salt, and maintaining one's ideal weight.
REFERENCE:	Charlesworth & Nathan, 1982
#:	42
NAME:	IMAGERY TRAINING
DEFINITION:	Developing one's ability to create pleasant mental images, visualizing one-self being successful and meeting the goals to which one aspires.
REFERENCE:	Charlesworth & Nathan, 1982
#:	43
NAME:	RELAXATION
DEFINITION:	The use of several procedures including yoga meditation, biofeedback, autogenic training, progressive muscle relaxation and hypnosis, leading to the control of the level of arousal in the body, bringing on a restful, peaceful state.
REFERENCE:	Klarreich, 1990
#:	44
NAME:	TIME MANAGEMENT
DEFINITION:	Planning and prioritizing one's activities.
REFERENCE:	Klarreich, 1990
#:	45
NAME:	COUNTERTHINKING
DEFINITION:	Rational, reasonable productive thinking (e.g., making self-statements like, "Mistakes happen and nothing terrible results" or "There is clearly no right or wrong way to do things" or "I will not demand approval").
REFERENCE:	Klarreich, 1990

#:	46
NAME:	TALKING TO ONESELF
DEFINITION:	Internal dialogue or "self talk", challenging what is going on in one's mind.
REFERENCE:	Klarreich, 1990
<hr/>	
#:	47
NAME:	IMAGINATION
DEFINITION:	Using a series of performance-enhancing images to prepare the body for the real action which is to take place.
REFERENCE:	Klarreich, 1990
<hr/>	
#:	48
NAME:	ASSERTING ONESELF
DEFINITION:	Stating one's thinking, beliefs and feelings without aggressiveness and then inquiring about the other person's views.
REFERENCE:	Klarreich, 1990
<hr/>	
#	49
NAME:	NEGOTIATING
DEFINITION:	Adopting a guiding principle of negotiating instead of fighting; no longer seeing colleagues as a threat or a supervisor as an enemy.
REFERENCE:	Klarreich, 1990
<hr/>	
#:	50
NAME:	COMMUNICATING
DEFINITION:	Interrupting one's work for a "few communication pauses." Expressing one-self and listening skillfully.
REFERENCE:	Klarreich, 1990
<hr/>	

#: 51

NAME: PROBLEM SOLVING

DEFINITION: Identifying problems, breaking them into specific challenges, generating a variety of specific solutions, determining the best solution and implementing it.

REFERENCE: Klarreich, 1990

#: 52

NAME: RISK TAKING

DEFINITION: Not being afraid of failing, not demanding perfection and not demanding guarantees. Experimenting with new ways of doing things, new forms of expression, new forms of problem solving.

REFERENCE: Klarreich, 1990

#: 53

NAME: PROGRESSIVE RELAXATION.

DEFINITION: Dr. Edmund Jacobson's (1929) method of Progressive Muscle Relaxation involving the successive tensing and relaxing of muscle groups. Relaxation of skeletal musculature leads to a decrease of arousal in the central nervous system as well as in the autonomic.

REFERENCE: Feuerstein, Labbe & Kuczmierczyk, 1986

#: 54

NAME: "RELAXATION RESPONSE"

DEFINITION: Dr. Herbert Benson's (1975) nonpharmacological, self-induced altered state of consciousness elicited through a mental device, a passive attitude, a decreased muscular tonus, and a quiet environment.

REFERENCE: Feuerstein, Labbe & Kuczmierczyk, 1986

- #:** 55
- NAME:** YOGIC "THERAPY"
- DEFINITION:** A meditation procedure consisting of a sequence of postures called "asanas" through which a person is able to gain substantial control over individual muscles and body movements, resulting in a general sense of suppleness and relief from musculoskeletal symptoms of stress.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 56
- NAME:** CLINICALLY STANDARDIZED MEDITATION (CSM)
- DEFINITION:** In learning CSM the individual is free to select a sound from a standard list of sounds or to create one; the sound is then repeated mentally in an effortless manner, without any attempt at structure and without intentional linking to the breathing pattern.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 57
- NAME:** RESPIRATORY ONE METHOD (ROM)
- DEFINITION:** Mental repetition of a particular word by linking the word with exaltation of the breath.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 58
- NAME:** WORKING IT OFF
- DEFINITION:** Performing some physical sport or activity which will enable to work off one's anger or frustration.
- REFERENCE:** Morgan & Baker, 1985
-
- #:** 59
- NAME:** BIOFEEDBACK
- DEFINITION:** A process in which a person learns to reliably influence physiological responses of two kinds: (1) responses which are not under voluntary control, or (2) responses which are ordinarily easily regulated but for which regulation has broken down due to trauma or disease.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-

- #:** 60
- NAME:** AUTOGENIC BIOFEEDBACK
- DEFINITION:** Gradual acquisition of autonomic control through a system of psychosomatic self-regulation; rather than utilizing active control strategies, the individual engages in a type of passive concentration.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 61
- NAME:** STRESS INOCULATION
- DEFINITION:** Developed and described by Ron Cameron and Don Meichenbaum (1982) as a self-instructional method for coping with stress. It focuses on developing the individual competence to adapt to stressful events in such a way as to cope with it and achieve one's goals.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 62
- NAME:** EXERCISE
- DEFINITION:** A sustained exercise program, which has been found to produce desirable long term physiological alterations which in turn increase the fitness level across those systems of the body that usually experience more strain during the stress response.
- REFERENCE:** Feuerstein, Labbe & Kuczmierczyk, 1986
-
- #:** 63
- NAME:** LEARNING TO SWITCH OFF
- DEFINITION:** A wide range of relaxation techniques and meditational exercises: breath control, progressive relaxation, autogenic training, transcendental meditation and others.
- REFERENCE:** Norfolk, 1989
-

#: 64

NAME: LETTING-OFF STEAM

DEFINITION: Using a so called "violence room" in offices and factories to let off steam by smashing cheap crockery or belaboring punch-balls. For example the Matsushita Company constructed a self-control room where employees are encouraged to find a vicarious release for their pent-up rages by beating life-size dummies.

REFERENCE: Norfolk, 1989

#: 65

NAME: PLAY

DEFINITION: Recreation of almost any form, providing it is enjoyable, affords a change from normal routine, and meets the need for free self-expression.

REFERENCE: Norfolk, 1989

#: 66

NAME: BACK TO NATURE

DEFINITION: Trying to keep in contact with nature in order to establish a healthy sense of perspective, feeling of timelessness, sense of permanence, spirit of quiet meditation and feeling of unity and harmony.

REFERENCE: Norfolk, 1989

#: 67

NAME: RELAXATION

DEFINITION: Using relaxation exercises to achieve release of body muscles: deep muscle relaxation, mental relaxation, thinking about body parts, or short 3-minute" relaxing exercises.

REFERENCE: Haney & Boenisch, 1988

#: 68

NAME: EATING HABITS

DEFINITION: A nutritional program which takes into account individual age, sex, life-style, general health, physical activity, stress factors, temperament, short-term illnesses and chronic medical conditions.

REFERENCE: Haney & Boenisch, 1988

#: 69

NAME: PHYSICAL FITNESS

DEFINITION: Exercises to improve the cardiovascular system and bodily endurance, such as bicycling, walking, running and swimming.

REFERENCE: Haney & Boenisch, 1988

#: 70

NAME: ASSERTIVENESS

DEFINITION: Learning assertive behavior skills involving attitudes and thoughts, communication and anxiety management.

REFERENCE: Haney & Boenisch, 1988

#: 71

NAME: TIME MANAGEMENT

DEFINITION: Controlling one's time with daily planning and the setting of priorities.

REFERENCE: Honey & Boenisch, 1988

#: 72

NAME: DECOMPRESSION

DEFINITION: Letting down in a healthy, controlled way, and thus "decompressing" after one activity before going on to the next (e.g., taking a shower or a nap, praying, reading a magazine, meditating, taking a walk).

REFERENCE: Honey & Boenisch, 1988

#: 73

NAME: PROGRESSIVE RELAXATION

DEFINITION: Dr. Edmund Jacobson's (1929) technique of managing muscular tension based on clinical and experimental studies.

REFERENCE: Wallace, 1988

#: 74

NAME: RELAXING THE MUSCLES

DEFINITION: The use of deep muscle relaxation, giving release from tension similar to that obtained through a muscle-relaxing drug but without the medicine or its side-effects.

REFERENCE: Osterkamp & Press, 1983

#: 75

NAME: MEDITATING

DEFINITION: Two different types of meditation: (1) sitting still with the eyes closed, and focusing attention on the breathing while letting go of all the thoughts occupying the mind; and (2) focusing on a mantram or phrase that one hears in one's mind.

REFERENCE: Osterkamp & Press, 1983

#: 76

NAME: DOING MANTRA

DEFINITION: The repetition inside one's head of a simple word or phrase over and over again.

REFERENCE: Osterkamp & Press, 1983

#: 77

NAME: EXERCISING REGULARLY

DEFINITION: Two types of exercises are suggested: (1) vigorous, aerobic exercise; and (2) stretching exercises.

REFERENCE: Osterkamp & Press, 1983

#:	78
NAME:	EATING FOR GOOD HEALTH
DEFINITION:	Paying particular attention to the following specific problems or foods: sugar, fiber, coffee, over eating.
REFERENCE:	Osterkamp & Press, 1983
<hr/>	
#:	79
NAME:	EXPANDING THE AWARENESS
DEFINITION:	Teaching oneself to put one's attention in what one is doing, as when eating a fruit or talking to someone.
REFERENCE:	Osterkamp & Press, 1983
<hr/>	
#:	80
NAME:	USING IMAGERY
DEFINITION:	Cultivating the ability of "creative imagining," using imagery activities like relaxing imagery, creative imagery, success imagery, communicating imagery.
REFERENCE:	Osterkamp & Press, 1983
<hr/>	
#:	81
NAME:	LOOKING AT THE WORLD DIFFERENTLY
DEFINITION:	Discovering what beliefs or views of life one holds that make situations upsetting. Letting go and looking at situations as things that are happening but don't have to be upsetting. Practicing looking at situations as challenges and opportunities and not miseries.
REFERENCE:	Osterkamp & Press, 1983
<hr/>	
#:	82
NAME:	PUTTING ONESELF IN SOMEONE ELSE'S SHOES
DEFINITION:	The disposition of wanting to see the other person(s) point of view when one is upset. This technique gives a way of emotionally stepping back, seeing the situation more objectively and clearheadedly, and therefore having a better chance to solve the situation.
REFERENCE:	Osterkamp & Press, 1983
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#: 83

NAME: GIVING UP BEING RIGHT

DEFINITION: Trying to make a priority between the importance of the relationship and the importance of being right and choosing accordingly. Based on the ideas that: it is irrelevant who is right if the way people are behaving is not working for them; and being necessarily right leads to conflict, anxiety and tension.

REFERENCE: Osterkamp & Press, 1983

#: 84

NAME: LEARNING TO DEAL WITH CRITICISM

DEFINITION: Viewing criticism as information and seeing it as an opportunity to find out something useful about the way another person reacts to one's behavior.

REFERENCE: Osterkamp & Press, 1983

#: 85

NAME: NEEDING LESS APPROVAL FROM OTHERS

DEFINITION: Keeping in mind two important principles: (1) one can't and doesn't need to get approval from everyone all the time; and (2) sometimes, when one seemingly tries to get others' approval, it is actually an attempt to please oneself.

REFERENCE: Osterkamp & Press, 1983

#: 86

NAME: MANAGING TIME WISELY

DEFINITION: Establishing and working toward long-term goals and finding time to do what one wants to do.

REFERENCE: Osterkamp & Press, 1983

#: 87

NAME: BEING NICE TO ONESELF

DEFINITION: Reminding oneself that one has the right to take time for oneself and to be at least as nice to oneself as one is to other people. Asking oneself how much play and fun one has and making a list of things and activities one enjoys and planning to actively add some of them to one's life.

REFERENCE: Osterkamp & Press, 1983

#: 88

NAME: SOCIAL SUPPORT

DEFINITION: Building and maintaining relations with family, friends, church, community, and neighborhood in order to enjoy stability, guidance and caring, and the strength coming from giving as well as receiving.

REFERENCE: Schafer, 1987

#: 89

NAME: ANCHORS

DEFINITION: Exploring and maintaining vital personal anchors including: religious and personal beliefs, daily routines, enduring and meaningful objects, favorite spots in nature.

REFERENCE: Schafer, 1987

#: 90

NAME: PHYSICAL CARE

DEFINITION: The practice of sound health and fitness habits during both bad and good times: eating well, exercising daily and taking 20 minutes a day for deep relaxation.

REFERENCE: Schafer, 1987

#: 91
NAME: INVOLVEMENT
DEFINITION: Active participation in community and political affairs, in order to increase a sense of control and belonging.

REFERENCE: Schafer, 1987

#: 92
NAME: PERCEPTION
DEFINITION: Seeing the world in a generally positive way. Trying to see the good even in adversity and even in "bad" people. Perceiving oneself as competent and in control. Seeing difficult times as challenges to be mastered rather than as threats.

REFERENCE: Schafer, 1987

#: 93
NAME: REACTIONS TO DISTRESS
DEFINITION: Responding to distress in ways that are adaptive, and constructive, thereby reducing tension. Avoiding maladaptive reactions which escalate stress and tension.

REFERENCE: Schafer, 1987

#: 94
NAME: PERSONAL STRESS INVENTORY (PSI)
DEFINITION: Using a two-part questionnaire that facilitates gathering all the necessary information with which to formulate an individual stress reduction strategy. Section 1 is about physical and psychosocial states of being; section 2 is for checking posture, flexibility and ability to breathe properly.

REFERENCE: Forman & Myers, 1987

#: 95

NAME: CONTROLLED BREATHING

DEFINITION: Proper breathing is a smooth, coordinated progression of movements that starts in the dome-shaped diaphragm muscle, the principal muscle of respiration. If one can voluntarily control one's breathing, one can easily learn to calm the body and mind and to relax at any time and any place.

REFERENCE: Forman & Myers, 1987

#: 96

NAME: POSTURE IMPROVEMENT

DEFINITION: Poor posture often can be corrected by breaking the bad habits that caused the problem. The first step is recognizing when one is assuming poor posture and making a serious effort to correct it. Then, practicing a series of realignment exercises will help to reverse the damaging effects of the poor posture.

REFERENCE: Forman & Myers, 1987

#: 97

NAME: DEEP RELAXATION

DEFINITION: Routinely practicing deep relaxation effectively reverses the negative effects of stress, as long as the technique is natural and doesn't involve drugs. Relaxation techniques include: focused breathing, muscular relaxation, autogenic training, visual imagery, visual detachment, and auditory detachment

REFERENCE: Forman & Myers, 1987

#: 98

NAME: GETTING SUFFICIENT SLEEP

DEFINITION: An individual plan that may involve changing one's eating habits, consulting a doctor, changing jobs or living conditions, changing one's life-style and trying a variety of natural sleep improvement programs.

REFERENCE: Forman & Myers, 1987

#: 99

NAME: RELIEVING THE PAINS OF STRESS

DEFINITION: There are many safe, natural procedures to help eliminate pain. Instead of passively accepting chronic pain, facing it, understanding it and developing one's own "anti-pain" plan. Some of the suggested methods are: heat, hot packs, shower massage, self-massage, and biofeedback.

REFERENCE: Forman & Myers, 1987

#: 100

NAME: DIET

DEFINITION: A good nutritional program. One that maintains or achieves one's ideal body weight while providing all of the nutrients essential for good health.

REFERENCE: Forman & Myers, 1987

#: 101

NAME: SOCIAL ENGINEERING

DEFINITION: Identifying stress-promoting activities and developing a life-style which modifies or avoids these stressors.

REFERENCE: Chiaverotti, 1988

#: 102

NAME: DELEGATION

DEFINITION: Delegating responsibilities to one's subordinates, allowing a leader to keep the overall mission and the goals of the organization in perspective, to think, sort out priorities and to plan with fewer distractions.

REFERENCE: Chiaverotti, 1988

#: 103

NAME: SLEEP MANAGEMENT

DEFINITION: Sleep management is concerned with how to prevent and cope with deteriorating performance, poor moods and lowered willingness to work caused by lack of sleep. Sleep management proponents might seek to devise work-rest sleep plans, increase awareness of sleep loss symptoms and attempt to overcome performance degradation by use of performance aids and job re-allocation techniques.

REFERENCE: Chiaverotti, 1988

#: 104

NAME: PERSONALITY ENGINEERING

DEFINITION: Using strategies designed to change personal values, attributes and behaviors affecting individual perception.

REFERENCE: Chiaverotti, 1988

#: 105

NAME: EXERCISE

DEFINITION: Physical activity, enhancing the metabolic process, and resulting in a lower general stress level in the body.

REFERENCE: Chiaverotti, 1988

#: 106

NAME: BREATHING

DEFINITION: Through conscious control, breathing can be conditioned. Because of the close linkage between the breathing and stress response control centers in the brain, the nervous system itself will be conditioned and become more tranquil. This will lower one's level of reactivity and anxiety, allowing better decision making.

REFERENCE: Chiaverotti, 1988

#: 107

NAME: MUSCLE RELAXATION

DEFINITION: Neuromuscular exercises, seeking to gain increased control over skeletal muscles in order to induce very low levels of tension in the major muscle groups, reducing the manifestations of the body stress reaction and the reactive state.

REFERENCE: Chiaverotti, 1988

#: 108

NAME: AVOIDING FALSE GUILT

DEFINITION: Not allowing others to emotionally blackmail oneself into feeling guilty about something one didn't.

REFERENCE: Morgan & Baker, 1985

#: 109

NAME: DOING ONE THING AT THE TIME

DEFINITION: Learning to prioritize and doing the most important tasks first.

REFERENCE: Morgan & Baker, 1985

#: 110

NAME: MEDITATION

DEFINITION: Using Dr. Herbert Benson's (1975) Relaxation Response consisting of 10 to 20 minutes quiet time where one closes one's eyes, deeply relaxes one's muscles while becoming aware of one's breathing and repeating one chosen word at every breath.

REFERENCE: Chiaverotti, 1988

#: 111

NAME: AVOIDING PERFECTIONISM

DEFINITION: Learning what one is good at doing and perfect those skills; keeping in mind that trying to be perfect in everything is self-defeating and stress-provoking.

REFERENCE: Morgan & Baker, 1985

- #:** 112
- NAME:** FEELING OF CONTROL
- DEFINITION:** Adoption of any course, experience, knowledge and stratagem that might enhance one's feeling of control even in very extreme situations like captivity.
- REFERENCE:** Rahe, 1990
-
- #:** 113
- NAME:** HUMOR
- DEFINITION:** One's effort to take oneself less seriously, not indulging in self-pity, and trying to laugh.
- REFERENCE:** Rahe, 1990
-
- #:** 114
- NAME:** GIVING OF ONESELF
- DEFINITION:** Doing something for others at work or in one's local community as a method to recharge one's batteries.
- REFERENCE:** Morgan & Baker, 1985
-
- #:** 115
- NAME:** TRANSCENDENTAL MEDITATION (TM)
- DEFINITION:** Here considered as neither religion nor a philosophy, "TM" (Campbell, 1975) is a structured form of meditation for reducing stress and expanding awareness.
- REFERENCE:** Cotton, 1990
-

#: 116

NAME: BENSON'S "RELAXATION RESPONSE"

DEFINITION: The resultant set of the meditation instructions formulated by Dr. Herbert Benson (1975):

1. Sitting quietly in a comfortable position.
2. Closing the eyes.
3. Deeply relaxing all muscles, beginning at the feet and progressing up to the face.
4. Breathing through the nose. Becoming aware of the breathing. When breathing out, saying the word one.
5. Continuing this process for 10 to 20 minutes.

REFERENCE: Cotton, 1990

#: 117

NAME: PROGRESSIVE RELAXATION TRAINING

DEFINITION: (1) Dr. Edmund Jacobson's (1929) method which involves focusing sequentially on 15 different muscle groups, one at the time, concentrating on relaxing that muscle group differentially, that is, in isolation of other muscle groups. (2) Abbreviated PRT: Bernstein and Borkovec's (1973) abbreviated method of Progressive Relaxation.

REFERENCE: Cotton, 1990

#: 118

NAME: BIOFEEDBACK

DEFINITION: Training relaxation through techniques such as: EMG (electromyographic biofeedback); Thermal biofeedback; Electroencephalogram (EEG) biofeedback; and Galvanic skin response (GSR).

REFERENCE: Cotton, 1990

- #:** 119
- NAME:** AUTOGENIC TRAINING
- DEFINITION:** A procedure dominated by emphasis on the production of sensations of warmth and heaviness. A training involving twice daily regular practice as a preventive measure.
- REFERENCE:** Cotton, 1990
-
- #:** 120
- NAME:** FITNESS
- DEFINITION:** Exercise, but only as one part of a comprehensive stress management program.
- REFERENCE:** Cotton, 1990
-
- #:** 121
- NAME:** NUTRITION
- DEFINITION:** The adoption of an adequate, balanced, and complete diet for maximizing one's performance and one's resistance to stress.
- REFERENCE:** Cotton, 1990
-
- #:** 122
- NAME:** SMOKING CESSATION
- DEFINITION:** Becoming a non-smoker through a variety of social and behavioral techniques, e. g., self-management procedures; aversion strategies; satiation; rapid smoking; nicotine fading; nicotine chewing gum; social support; and group activities.
- REFERENCE:** Cotton, 1990
-
- #:** 123
- NAME:** CHANGING ALCOHOL-DRINKING HABITS
- DEFINITION:** Use of behavior change methods by a non-addicted person to alter alcohol consumption patterns.
- REFERENCE:** Cotton, 1990
-

#: 124

NAME: DEVELOPING THE HEALTH HABIT

DEFINITION: Avoiding foods high in cholesterol such as red meat, eggs and whole milk and substituting them with fish and chicken, vegetables and skim milk besides performing some physical activity like swimming, tennis or jogging to help relieve tension and promote a sense of well-being

REFERENCE: Morgan & Baker, 1985

#: 125

NAME: HANGING LOOSE

DEFINITION: Learning to distinguish between those things one can and cannot control, keeping in mind that becoming stressed about things beyond one's control does nothing to resolve the problem.

REFERENCE: Morgan & Baker, 1985

#: 126

NAME: AVOIDING CONSTANT SELF-CENSURE

DEFINITION: Learning to ignore that "inner voice" telling that one should be doing this and that.

REFERENCE: Morgan & Baker, 1985

#: 127

NAME: BEING ASSERTIVE

DEFINITION: Learning how to express one's desires and opinions on important issues without bottling up one's anger and frustration.

REFERENCE: Morgan & Baker, 1985

#: 128

NAME: SELF-MANAGEMENT

DEFINITION: Approaches to behavior changes directed at providing a framework for assessing and changing personal behavior, through implementation of a series of behavioral strategies like monitoring, measuring, shaping and reinforcing.

REFERENCE: Cotton, 1990

#: 129
NAME: ASSERTIVENESS
DEFINITION: The teaching of social interaction skills which are direct and straightforward, but which are also considerate of the feelings of others.

REFERENCE: Cotton, 1990

#: 130
NAME: TIME MANAGEMENT
DEFINITION: The use of organizing techniques to aid in employing one's time in the most efficient and effective manner possible: task analysis, daily planning, time restructuring, identifying time wasters, delegation, saying "no," avoiding perfectionism, time analysis, scheduling efficiently.

REFERENCE: Cotton, 1990

#: 131
NAME: LEISURE ACTIVITIES
DEFINITION: The function of leisure activities in stress management is to assist in achieving balance in one's life—balance between eustress and distress, between too much and too little stress.

REFERENCE: Cotton, 1990

#: 132
NAME: AUDIOVISUAL ALPHA-STATE INDUCTION
DEFINITION: Donning special goggles that flash lights in the eyes and headphones that play tones and songs, based on research showing that inducing an alpha state can help individuals relax and ease chronic pain.

REFERENCE: Williams, 1990

#: 133
NAME: BUILDING BARRIERS BETWEEN WORK AND HOME
DEFINITION: Trying to take the time and skill to transition between one's working role and the family one.

REFERENCE: Neidig, 1989a

#: 134

NAME: MAINTAINING PERSPECTIVE

DEFINITION: Under high stress, when tolerance becomes lower, trying to retain the right perspective and the conviction that problems won't last forever.

REFERENCE: Neidig, 1989a

#: 135

NAME: CONTRACTING FOR THE FIRST 15 MINUTES

DEFINITION: Contract with the partner the first several minutes of peace without discussing problems after the return from work in order to relax and effectively deal with the transition time.

REFERENCE: Neidig, 1989a

#: 136

NAME: VALIDATION

DEFINITION: Validation is the communication skill to be used when responding to complaints and resentment. It involves listening to the complaint and communicating that one has heard and recognizing the right of other person to their opinions, even if one don't necessarily agree with it. Validation conveys respect for others and their opinions.

REFERENCE: Neidig, 1989b

#: 137

NAME: MAKING REQUESTS RATHER THAN ISSUING ORDERS

DEFINITION: Compliance is much more likely when the communication is received as a request rather than order.

REFERENCE: Neidig, 1989b

#: 138

NAME: HAVING FUN

DEFINITION: Reviewing a pleasurable activity list and trying to select those activities that one would like to increase during the following month: (e.g., sitting in the sun, playing cards, boating, camping, eating a good meal, giving gifts, shopping, making new friends, etc.).

REFERENCE: Neidig, 1989b

#: 139

NAME: SELF-TALKING

DEFINITION: A way of overriding one's past negative programming by erasing or replacing it with conscious, positive new directions.

REFERENCE: Helmstetter, 1982

#: 140

NAME: SOCIAL SUPPORT

DEFINITION: Positive exchanges among people that may involve passing along information, offering material help, or providing emotional support.

REFERENCE: Hartsough & Myers, 1985

#: 141

NAME: EXERCISE

DEFINITION: Low intensity exercise (calisthenics, isotonics, isometrics, aerobic exercise) to strengthen cardiovascular system and increase stamina; competitive sports.

REFERENCE: Hartsough & Myers, 1985

#: 142

NAME: NUTRITION

DEFINITION: Eating a variety of food; maintaining one's ideal weight, avoiding too much fat and cholesterol; eating whole food with adequate fiber; avoiding too much sugar, avoiding too much sodium, avoid alcohol or using it in moderation; avoiding caffeine.

REFERENCE: Hartsough & Myers, 1985

#: 143

NAME: REWARDING ONESELF OCCASIONALLY

DEFINITION: Learning to reward oneself for every well done job with pleasant rewards like going to a double feature or splurge or on an ice cream sundae

REFERENCE: Morgan & Baker, 1985

#: 144

NAME: "RELAXATION RESPONSE"

DEFINITION: Quick relaxation techniques such as inhaling for a count of three and exhaling for a count of two, imagining a tranquil scene, and others like meditation, visualization and stress inoculation.

REFERENCE: National Mental Health Association, 1988

#: 145

NAME: BREATHING DEEPLY

DEFINITION: Lying down and doing measured breathing. In between inhaling and exhaling telling oneself one can cope with the situation and then exhaling slowly.

REFERENCE: Morgan & Baker, 1985

#: 146

NAME: HOBBIES

DEFINITION: Devoting some of one's time to any new activity that distract from stresses and developing a new sense of interest in this new compartment of one's life.

REFERENCE: Hanson, 1989

#: 147

NAME: MEDITATION

DEFINITION: A sustained concentration upon a single word, object or idea while one maintains a quiet repose (usually while seated).

REFERENCE: Newman & Beehr, 1979

#: 148
NAME: PSYCHOLOGICAL WITHDRAWAL
DEFINITION: Trying to minimize the effects of stressful situations by withdrawing oneself psychologically.
REFERENCE: Newman & Beehr, 1979

#: 149
NAME: PLANNING AHEAD
DEFINITION: Thinking about forthcoming events and the potential stressors that may arise, trying to prepare oneself for a proactive, adaptive response.
REFERENCE: Newman & Beehr, 1979

#: 150
NAME: PHILOSOPHY OF LIFE/SELF- AND LIFE-REASSESSMENT
DEFINITION: Adhering to a particular system of principles for the conduct of one's life which will provide a stabilizing, calming composure, helping to handle the positive and negative stresses of life.
REFERENCE: Newman & Beehr, 1979

#: 151
NAME: MAXIMIZING THE PERSON/WORK ENVIRONMENT FIT
DEFINITION: A strategy for handling stress implying a reduction of stress to levels commensurate with the tolerance and needs of individuals (decentralize, integrate, change reward systems, develop better communication).
REFERENCE: Newman & Beehr, 1979

#: 152
NAME: MINIMIZATION
DEFINITION: Trying to depreciate stressful events as much as possible, focusing at the bright side of things.
REFERENCE: Rim, 1988

#: 153

NAME: SUPPRESSION

DEFINITION: Avoiding thinking about unpleasant things.

REFERENCE: Rim, 1988

#: 154

NAME: SEEKING SUCCORANCE

DEFINITION: When having a problem, allowing others to help.

REFERENCE: Rim, 1988

#: 155

NAME: REPLACEMENT

DEFINITION: Trying to find useful and interesting things to do when an illness or an accident prevents one from doing one's usual work.

REFERENCE: Rim, 1988

#: 156

NAME: SUBSTITUTION

DEFINITION: Trying to compensate one's being upset with something else like, for example, food.

REFERENCE: Rim, 1988

#: 157

NAME: MAPPING

DEFINITION: Getting as much information as possible, before making a decision.

REFERENCE: Rim, 1988

#:	158
NAME:	REVERSAL
DEFINITION:	Trying to see the funny side of upsetting situations.
REFERENCE:	Rim, 1988
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#:	159
NAME:	FOCUSING ON PLEASANT ASPECTS OF WORK
DEFINITION:	Occupying one's mind with pleasant aspects of work in order to exclude unpleasant aspects from consideration.
REFERENCE:	Sing & Sinha, 1987
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#:	160
NAME:	TRYING TO BE CHEERFUL AND LOOK CALM
DEFINITION:	Maintaining a serene internal and external appearance, even in the face of discomfort.
REFERENCE:	Sing & Sinha, 1987
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#:	161
NAME:	CONCENTRATING ON ROUTINE WORK IN ORDER TO COOL DOWN
DEFINITION:	Keeping one's mind concentrated on routine work in order to keep it occupied with the job and not with stressful thoughts.
REFERENCE:	Sing & Sinha, 1987
<hr/>	
#:	162
NAME:	CONCENTRATING ON ACTIONS IMPROVING ONE'S SITUATION
DEFINITION:	Directing one's concentration to actions that can be beneficial, keeping it away from destructive thoughts or actions.
REFERENCE:	Sing & Sinha, 1987
<hr/>	

#: 163
NAME: WORKING HARDER
DEFINITION: Investing one's efforts in improving the intensity and involvement in one's work.
REFERENCE: Sing & Sinha, 1987

#: 164
NAME: LOVING ONE'S COWORKER AND EARNING THEIR LOVE
DEFINITION: Concentrating one's efforts towards the growth of a positive relationship with one's peers.
REFERENCE: Sing & Sinha, 1987

#: 165
NAME: SETTING PRIORITIES FOR WORK
DEFINITION: Planning one's priorities for work and trying to maintain them.
REFERENCE: Sing & Sinha, 1987

#: 166
NAME: MEDITATION
DEFINITION: Concentrating upon a single sound while maintaining a quiet position.
REFERENCE: Sing & Sinha, 1987

#: 167
NAME: YOGIC/PHYSICAL EXERCISES
DEFINITION: Systematically devoting a period of time each day for one's physical or yogic exercise.
REFERENCE: Sing & Sinha, 1987

#: 168
NAME: TAKING SHORT CUTS
DEFINITION: Changing one's routine's course of action in order to achieve one's objectives.
REFERENCE: Sing & Sinha, 1987

#: 169
NAME: FORGETTING UGLY EVENTS
DEFINITION: Avoiding indulging in recollection of upsetting and stressful memories.
REFERENCE: Sing & Sinha, 1987

#: 170
NAME: TEMPORARILY HALTING AN ACTIVITY AND RETURNING RE-FRESHED
DEFINITION: Interrupting one's activities with short and rewarding new activities, allowing the "recharge of one's batteries."
REFERENCE: Sing & Sinha, 1987

#: 171
NAME: IMMEDIATE ACTION
DEFINITION: Trying to take immediate action on the basis of one's present understanding of the situation.
REFERENCE: Sing & Sinha, 1987

#: 172
NAME: CHANGING SOURCE OF STRESS
DEFINITION: Changing one's activity or interaction for any other, even if it is another stressful one.
REFERENCE: Pines, Kafry & Etzion, 1980

#:	173
NAME:	CONFRONTING SOURCE OF STRESS
DEFINITION:	Facing one's stressful situation without fear and with determination.
REFERENCE:	Pines, Kafry & Etzion, 1980
#:	174
NAME:	ADOPTING A POSITIVE ATTITUDE
DEFINITION:	Relating to one's sources of stress with a positive and "possibilistic" attitude.
REFERENCE:	Pines, Kafry & Etzion, 1980
#:	175
NAME:	IGNORING SOURCE OF STRESS
DEFINITION:	Trying to disregard stressful inputs, not recognizing them as even existing.
REFERENCE:	Pines, Kafry & Etzion, 1980
#:	176
NAME:	AVOIDING SOURCE OF STRESS
DEFINITION:	Creating the physical impossibility of getting near or in contact with the recognized sources of one's stress.
REFERENCE:	Pines, Kafry & Etzion, 1980
#:	177
NAME:	LEAVING
DEFINITION:	Departing or physically separating oneself from one's sources of stress.
REFERENCE:	Pines, Kafry & Etzion, 1980

#: 178

NAME: TALKING ABOUT THE SOURCE OF STRESS

DEFINITION: Manifesting one's feelings and impressions about one's sources of stress to chosen people.

REFERENCE: Pines, Kafry & Etzion, 1980

#: 179

NAME: CHANGING SELF

DEFINITION: Trying to change one's attitudes and actions in order to cope better with sources of stress

REFERENCE: Pines, Kafry & Etzion, 1980

#: 180

NAME: GETTING INVOLVED IN OTHER ACTIVITIES

DEFINITION: Changing, substituting or starting new activities when facing stressful events or sources.

REFERENCE: Pines, Kafry & Etzion, 1980

#: 181

NAME: BIOFEEDBACK

DEFINITION: Technique enabling one to control the somatic consequences of stress either by controlling one's physiological responses that have been leading to particular symptoms or by evoking one's generalized state of reduced arousal.

REFERENCE: Holroyd & Lazarus, 1982

#: 182

NAME: FAULT-FINDING OR BLAME

DEFINITION: Blaming other people or situations for the arguments or stressful instances that one gets into.

REFERENCE: Rim, 1988

#: 183

NAME: GOOD NUTRITIONAL HABITS

DEFINITION: Adopting a balanced diet, with regular meals, maintaining a recommended weight; moderating use of alcohol and caffeine, and not smoking.

REFERENCE: Adams, 1980

#: 184

NAME: GOOD EXERCISE HABITS

DEFINITION: Engaging in regular aerobic exercise to improve cardiovascular fitness and regular recreational exercise for tension reduction and diversion.

REFERENCE: Adams, 1980

#: 185

NAME: SELF-AWARENESS

DEFINITION: Understanding one's needs, preferences and idiosyncrasies. Adopting and practicing assertive behavior and role negotiation.

REFERENCE: Adams, 1980

#: 186

NAME: LETTING-GO TECHNIQUES

DEFINITION: Practicing regular relaxation habits (e.g., meditation, prayer, healing visualization). Seeking closure on tasks and interpersonal situations. Finishing unfinished business.

REFERENCE: Adams, 1980

#: 187

NAME: PERSONAL PLANNING

DEFINITION: Engaging in effective time management on a day to day basis. Preparing life and career plans for the long term.

REFERENCE: Adams, 1980

#: 188

NAME: ANDROGYNY

DEFINITION: Androgyny refers to the combining of male and female characteristics and is based on the premise that all people can be both self-reliant and compassionate (from the Greek: "andro," meaning male, "gyn," meaning female.)

REFERENCE: Sargent, 1980

#: 189

NAME: BECOMING KNOWLEDGEABLE ABOUT STRESS

DEFINITION: Understanding the process and effects of stress, identifying one's major sources of stress, anticipating stressful periods and finding one's optimum level of stress.

REFERENCE: Adams, 1980

#: 190

NAME: SYSTEMATIC APPROACH TO PROBLEM SOLVING

DEFINITION: Defining one's problem, gathering informations about it, discovering why it exists for oneself, reviewing one's experience with it, developing a set of alternatives, selecting a course of action and proceeding with solving it.

REFERENCE: Adams, 1980

#: 191

NAME: COMING TO TERMS WITH ONE'S FEELINGS

DEFINITION: Differentiating between thoughts and feelings, and without suppressing one's feelings, acknowledging and sharing them; being flexible and adaptive; appraising one's liabilities and accepting one's feelings.

REFERENCE: Adams, 1980

#: 192

NAME: EFFECTIVE BEHAVIORAL SKILLS

DEFINITION: Using free time productively, being assertive, managing conflicts openly and directly, providing positive feedback to others, learning to say "no," learning to let go of stressful situations and taking breaks.

REFERENCE: Adams, 1980

#: 193

NAME: STRONG SUPPORT NETWORK

DEFINITION: Asking for help, developing empathy for others, ridding oneself of dead and damaging relationships, maintaining high quality relationships both on and off the job.

REFERENCE: Adams, 1980

#: 194

NAME: LIFE STYLE BUFFERS AGAINST STRESS

DEFINITION: Taking total responsibility for one's life, seeking out variety and change of pace, maintaining an optimistic attitude, engaging regularly in some form of relaxation, eating a balanced diet, and not dwelling on unimportant matters.

REFERENCE: Adams, 1980

#: 195

NAME: CONCENTRATING ON SPIRITUAL DEVELOPMENT

DEFINITION: Engaging regularly in prayer or meditation, establishing a sense of purpose and direction, learning to transcend stressful situations, believing in oneself, increasing one's awareness of the interdependence of all things in the universe.

REFERENCE: Adams, 1980

#: 196

NAME: LIFE-STYLE CHANGES

DEFINITION: Expecting to succeed, approaching projects one step at a time, keeping change projects small and manageable, practicing each change rigorously for 21 days and then deciding whether to continue with it, celebrating one's success and rewarding oneself.

REFERENCE: Adams, 1980

#: 197

NAME: BODY AWARENESS

DEFINITION: A first step in recognizing and reducing stress that can be promoted through a Body Inventory (awareness, body scanning, letting go of the body), Stress Awareness Diary, and a Record of General Tension.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 198

NAME: PROGRESSIVE RELAXATION

DEFINITION: Edmund Jacobson's (1929) theory for deep Muscle Relaxation adapted by the authors for two 15-minute sessions per day.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 199

NAME: BREATHING AWARENESS

DEFINITION: Lying down, bringing one's attention to breathing, placing both hands on the abdomen and chest and following one's breathing; breathing through the nose, checking the harmony of chest and abdomen movements, and scanning one's body for tension.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 200

NAME: DEEP BREATHING

DEFINITION: A practice that seems to work better if lying down, with bent knees. Placing one hand on abdomen and one on chest, inhaling slowly and deeply through one's nose into abdomen and exhaling through mouth, continuing for about 5 or 10 minutes at a time, once or twice a day for 2 weeks, then lengthening the session to 20 minutes each.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 201

NAME: THE RELAXING SIGH

DEFINITION: Sitting or standing up straight, sighing deeply, not thinking about inhaling just letting the air come in naturally, repeating this procedure eight to twelve times whenever is felt the need.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 202

NAME: COMPLETE NATURAL BREATHING

DEFINITION: Breathing through one's nose as one inhales, (1) filling the lower section of one's lungs, (2) then filling middle and upper part of the lungs; holding one's breath for a few seconds; exhaling slowly relaxing abdomen and chest; raising one's shoulders now and then at the end of the exhalation phase.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 203

NAME: PURIFYING BREATH

DEFINITION: Inhaling and holding one's breath for a few seconds, exhaling a little of the air with considerable force through a small hole between one's lips as though blowing through a straw, stopping the exhalation for a moment and then blowing out a bit more air.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 204

NAME: TAPPING AWAY TENSION

DEFINITION: Standing up straight with one's hands at one's sides, as one slowly inhales; softly tapping one's chest with fingertips continually moving one's hand around; after finishing inhaling holding one's breath and patting one's chest with the palms; exhaling.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 205

NAME: THE BRACER

DEFINITION: Standing with hands at the sides, inhaling and raising one's arms, gradually bringing one's hands to one's shoulders, slowly contracting them into fists so that they are clenched and tight; pushing and pulling one's arms several times, relaxing and exhaling forcefully.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 206

NAME: MANTRAM MEDITATION

DEFINITION: Selecting a word or syllable that one likes, chanting this "mantra" silently to oneself or aloud, trying to stay aware of each repetition of each syllable.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 207

NAME: BREATH-COUNTING MEDITATION

DEFINITION: Following the gentle ins and outs of one's breath, while taking "belly breaths" and continuing counting each exhale by repeating numbers in sequence.

#: 208

NAME: GAZING

DEFINITION: A form of meditation involving fixing one's gaze on an object without thinking about it in words. Selecting a small object that one likes and allowing oneself to become totally involved in its exploration.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 209

NAME: LETTING GO OF THOUGHTS

DEFINITION: Passively observing the flow of one's thoughts, feelings and perceptions without being concerned with their meaning or their relationship with one another and then letting them drift out of mind.

REFERENCE: Davis, Eshelman & McKay, 1988

- #:** 210
- NAME:** METAPHORICAL IMAGES
- DEFINITION:** Lying down, closing one's eyes and relaxing. Visualizing an image for tension and one for relaxation.
- REFERENCE:** Davis, Eshelman & McKay, 1988
-
- #:** 211
- NAME:** VISUALIZATION
- DEFINITION:** Three suggested types of visualization: receptive, programmed and guided. In all three one lies down in a quiet place, with closed eyes, forming mental sense impressions and using affirmations to affirm one's ability to relax.
- REFERENCE:** Davis, Eshelman & McKay, 1988
-
- #:** 212
- NAME:** SELF-HYPNOSIS
- DEFINITION:** Through inductions such as "pendulum drop," "pencil drop," "yes repetition," "coin flip," "eye fixation," and "key word or phrase" it is possible to achieve a narrowing of consciousness accompanied by inertia and passivity. But unlike sleep there is never a complete loss of one's awareness.
- REFERENCE:** Davis, Eshelman & McKay, 1988
-
- #:** 213
- NAME:** AUTOGENICS
- DEFINITION:** A systematic program teaching body and mind to respond quickly and effectively to verbal commands to relax and return to a balanced state using specific exercises for a 12-week program, with different themes like "heaviness," "warmth," "heartbeat," "breathing," and others.
- REFERENCE:** Davis, Eshelman & McKay, 1988
-

#: 214

NAME: THOUGHT-STOPPING

DEFINITION: Concentrating on unwanted thoughts and, after a short time, suddenly stopping and emptying the mind. Thought interruption can be accomplished by using "startle" techniques like shouting "stop!"

REFERENCE: Davis, Eshelman & McKay, 1988

#: 215

NAME: REFUTING IRRATIONAL IDEAS

DEFINITION: Five steps are suggested for disputing and eliminating irrational ideas: writing down the facts, writing down one's self-talk, focusing on one's emotional response, disputing and challenging the irrational self-talk and substituting alternative self-talk.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 216

NAME: ASSERTIVENESS TRAINING

DEFINITION: An eight step procedure: (1) identification of the three styles of one's interpersonal behavior: aggressive, passive, assertive; (2) identifying the situations in which one wants to be more effective; (3) describing one's problem scenes; (4) writing a script for change; (5) developing an assertive body language; (6) learning how to listen; (7) arriving at a workable compromise; and (8) learning how to avoid being manipulated.

REFERENCE: Davis, Eshelman & McKay, 1988

#: 217

NAME: AVOID NEGATIVE-COPING BEHAVIOR

DEFINITION: Accepting personal responsibility for one's predicament and working toward a solution. Not blaming one's troubles on others.

REFERENCE: Morgan & Baker, 1985

#: 218

NAME: RECORDING ONE'S OWN RELAXATION TAPE

DEFINITION: Making a tape of 12-20 minutes length, for use in reminding oneself of important affirmations, coping strategies and new attitudes that one is striving to develop. The tape can contain music, mantras and affirmations, autogenic themes and anything that will be a "relaxation workout."

REFERENCE: Davis, Eshelman & McKay, 1988

#: 219

NAME: PROGRESSIVE RELAXATION

DEFINITION: Learning to tense and relax the major groups of skeletal muscles eliminating one's tensions representing anxiety and anxious thoughts, according to Dr. Edmund Jacobson's (1929) method of Progressive Relaxation.

REFERENCE: Jacobson, 1978

#: 220

NAME: DIFFERENTIAL RELAXATION

DEFINITION: Learning to relax the body/mind by optimally contracting only those muscles one requires to successfully accomplish a given purpose. Based on Dr. Edmund Jacobson's (1929) method of Progressive Relaxation.

REFERENCE: McGuigan, 1981

#: 221

NAME: ROLE MANAGEMENT

DEFINITION: Individual activity to avoid overload, role ambiguity, and role conflict. Learning to say "no" to some of the many and varied demands on one's time.

REFERENCE: "Eight ways to help you reduce the stress in your life", 1986

APPENDIX B

**SELECTED COPING METHODS:
CLASSIFIED ALPHABETICAL LISTING**

AVOIDANCE

A category including methods of avoiding stress, rather than addressing, confronting or coping in some active way with it. The strength of these methods is in "keeping out of stress' way."

AVOIDING CONSTANT SELF-CENSURE (126)
AVOIDING FALSE GUILT (108)
AVOID NEGATIVE COPING BEHAVIOR (217)
AVOIDING OVERINVOLVEMENT (16)
AVOIDING PERFECTIONISM (111)
AVOIDING SOURCE OF STRESS (176)
CHANGING TO DIFFERENT WORK TASK OR JOB ACTIVITY (15)
CHANGING TO NON-WORK OR PLAY ACTIVITY (11)
CONCENTRATING ON ROUTINE WORK IN ORDER TO COOL DOWN (161)
FAULT-FINDING OR BLAME (182)
FORGETTING UGLY EVENTS (169)
GETTING INVOLVED IN OTHER ACTIVITIES (180)
IGNORING SOURCES OF STRESS (175)
LEARNING TO SWITCH OFF (63)
LEAVING (177)
PLACEBOS (28)
PSYCHOLOGICAL WITHDRAWAL (148)
REPLACEMENT (155)
REVERSAL (158)
SUPPRESSION (153)
SUBSTITUTION (156)
TEMPORARILY HALTING AN ACTIVITY AND RETURNING REFRESHED (170)
THOUGHT STOPPING (214)
WITHDRAWING PHYSICALLY (10)
WORKING HARDER (13) (163)

BEHAVIORAL

A category including methods for examining and altering behavior that are related to stress; that is, how people act, what they do (or don't) that causes stress, or what occurs as a result of stress.

ASSERTING ONESELF (48)
ASSERTIVENESS (38) (70) (129)
ASSERTIVENESS TRAINING (216)
BECOMING KNOWLEDGEABLE ABOUT STRESS (189)
BEING ASSERTIVE (127)
CHANGING SELF (179)
CHANGING SOURCE OF STRESS (172)
CONCENTRATING ON ACTIONS IMPROVING ONE'S SITUATION (162)
DECOMPRESSION (17) (72)
EFFECTIVE BEHAVIORAL SKILLS (192)
FOCUSING ON PLEASANT ASPECTS OF WORK (159)
IMMEDIATE ACTION (171)
INTEREST IN BROADER SATISFACTION (21)
LEARNING TO DEAL WITH CRITICISM (84)
LETTING OFF STEAM (64)
LIFE-STYLE BUFFERS AGAINST STRESS (194)
LIFE-STYLE CHANGES (196)
MAKING REQUESTS RATHER THAN ISSUING ORDERS (137)
PERSONAL STRESS INVENTORY (PSI) (94)
PERSONALITY ENGINEERING (104)
PLANING AHEAD (149)
REACTION TO DISTRESS (93)
REFUTING IRRATIONAL IDEAS (215)
RECORDING ONE'S OWN RELAXATION TAPE (218)
RIGHT BRAIN STIMULATION (34)
ROLE MANAGEMENT (221)
SETTING REALISTIC GOALS (18)
STRESS FIGHTING STRESS (30)
TRYING TO BE CHEERFUL AND LOOK CALM (160)
VALIDATION (136)

LEISURE

A category including those activities meant to assist the individual in attaining an optimal level of arousal and stimulation--balance between eustress and distress, between too much and too little stress.

ART (25)
BACK TO NATURE (66)
BEING NICE TO ONESELF (87)
DATE WITH KIDS (35)
DATE WITH SPOUSE, CONFIDANT OR BEST FRIEND (36)
FASHION (31)
HAVING FUN (138)
HOBBIES (146)
HUMOR (29) (113)
LEISURE ACTIVITIES (131)
MUSIC (24)
PLAY (65)
REWARDING ONESELF OCCASIONALLY (143)

MENTAL HEALTH

A category including ways to maintain perspective, approach stressful circumstances in appropriate context, and, generally, to maintain a level of mental equilibrium.

ANDROGYNY (188)
ADOPTING A POSITIVE ATTITUDE (174)
AUTOGENIC BIOFEEDBACK (60)
COMING TO TERMS WITH ONE'S FEELING (191)
CONCENTRATING ON SPIRITUAL DEVELOPMENT (195)
CONFRONTING SOURCE OF STRESS (173)
EXPANDING THE AWARENESS (79)
FEELING OF CONTROL (112)
GIVING OF ONESELF (114)
GIVING UP BEING RIGHT (83)
LEFT BRAIN STIMULATION (33)
LETTING GO OF THOUGHTS (209)
LETTING GO TECHNIQUES (186)
LIFE GOALS (20)
LOOKING AT THE WORLD DIFFERENTLY (81)
MAINTAINING PERSPECTIVE (134)
NEEDING LESS APPROVAL FROM OTHERS (85)
PERCEPTION (92)
PHILOSOPHY OF LIFE/SELF AND LIFE-REASSESSMENT (150)
PUTTING ONESELF IN SOMEONE ELSE'S SHOES (82)
RISK TAKING (52)
SELF-APPRAISAL (19)
SELF-AWARENESS (185)
SELF-TALKING (139)
STRESS DIARY (5)
TALKING TO ONESELF (46)

PHYSICAL HEALTH

A category including healthy life-style behavior which may reduce the intensity of the physiological aspects of the stress reaction, as well as moderating the effects of the stressreaction: the role of eating habits, exercise and physical fitness.

BODY AWARENESS (197)
BUILDING BODY RESISTANCE (6)
CHANGING ALCOHOL/DRINKING HABITS (123)
DEVELOPING THE HEALTH HABIT (124)
DIET (100)
EATING FOR GOOD HEALTH (78)
EATING HABITS (68)
EXERCISE (62) (105) (141)
EXERCISING REGULARLY (77)
FITNESS (120)
GETTING SUFFICIENT SLEEP (98)
GOOD EXERCISE HABITS (184)
GOOD NUTRITIONAL HABITS ('83)
KEEPING THE BODY TUNED UP AND SAFE (40)
NUTRITION (121) (142)
NUTRITION AND WEIGHT CONTROL (41)
PHYSICAL CARE (90)
PHYSICAL EXERCISE (3) (8)
PHYSICAL FITNESS (69)
POSTURE IMPROVEMENT (96)
SLEEP MANAGEMENT (103)
SMOKING CESSATION (122)
YOGIC PHYSICAL EXERCISE (167)
WORKING IT OFF (58)

PROBLEM SOLVING

A category including pragmatic and cognitive approaches used as either problem-focused or emotion-focused methods to manage stress. Used as problem-focused tools, cognitive strategies can alter the perception of stress. Used as emotion-focused, they can alter the subjective response to stress.

ANALYZING A SITUATION AND CHANGING STRATEGY (14)
COMPARTMENTALIZATION OF WORK AND HOME LIFE (7)
COUNTERTHINKING (45)
DETAIL MANAGEMENT (32)
DOING ONE THING AT THE TIME (109)
LOG OF DAILY STRESSES (22)
MANAGING TIME WISELY (86)
MAPPING (157)
MAXIMIZING THE PERSON-WORK ENVIRONMENT FIT (151)
MINIMIZATION (152)
PERSONAL PLANNING (187)
PERSONAL TIME INVENTORY (39)
PROBLEM SOLVING (51)
SELF-MANAGEMENT (128)
SETTING PRIORITIES FOR WORK (165)
SYSTEMATIC APPROACH TO PROBLEM SOLVING (190)
TAKING SHORT CUTS (168)
TIME MANAGEMENT (44) (71) (130)

RELAXATION/MEDITATION

A category including techniques whose major purpose is to offset or diffuse the normal but negative physiological symptoms which the human body displays under stress.

ANCHORS (89)
AUDIOVISUAL ALPHA-STATE INDUCTION (132)
AUTOGENICS (213)
AUTOGENIC TRAINING (119)
BENSON'S RELAXATION RESPONSE (116)
BIOFEEDBACK (2) (59) (118) (181)
BREATH COUNTING MEDITATION (207)
BREATHING (106)
BREATHING DEEPLY (145)
BREATHING AWARENESS (199)
CLINICALLY STANDARDIZED MEDITATION (56)
COMPLETE NATURAL BREATHING (202)
CONTROLLED BREATHING (95)
DEEP BREATHING (200)
DEEP RELAXATION (97)
DIFFERENTIAL RELAXATION (220)
DOING MANTRA (76)
GAZING (208)
HANGING LOOSE (125)
IMAGERY TRAINING (42)
IMAGINATION (47)
MANTRAM MEDITATION (206)
MEDITATING (75)
MEDITATION (1) (110) (147) (166)
METAPHORICAL IMAGES (210)
MUSCLE MONITORING (4)
MUSCLE RELAXATION (107)
POSITIVE IMAGERY (27)
PROGRESSIVE RELAXATION (53) (73) (198) (219)
PROGRESSIVE RELAXATION TRAINING (117)
PURIFYING BREATH (203)
RELAXATION (37) (43) (67)
RELAXATION RESPONSE (23) (54) (144)
RELAXING THE MUSCLES (74)
RELIEVING THE PAIN OF STRESS (99)
RESPIRATORY ONE METHOD (ROM) (57)
SELF-HYPNOSIS (212)
STRESS INOCULATION (61)
TAPPING AWAY TENSION (204)
THE BRACER (205)

RELAXATION/MEDITATION (Continued)

THE RELAXING SIGH (201)

TRANSCENDENTAL MEDITATION (115)

USING IMAGERY (80)

VISUALIZATION (211)

YOGIC "THERAPY" (55)

SOCIAL INTERACTION

A category including methods of managing stress through development and maintenance of social support, networking and good interpersonal relations.

BUILDING BARRIERS BETWEEN WORK AND HOME (133)
COMMUNICATING (50)
CONTRACTING FOR THE FIRST 15 MINUTES (135)
DELEGATION (102)
DISCUSS SITUATION WITH PEERS ON THE JOB (9)
NEGOTIATING (49)
INVOLVEMENT (91)
LOVING ONE'S COWORKERS AND EARNING THEIR LOVE (164)
SEEKING SUCCORANCE (154)
SOCIAL ENGINEERING (101)
SOCIAL SUPPORT (88) (140)
STRONG SUPPORT NETWORK (193)
TALKING SITUATION THROUGH WITH SPOUSE (12)
TALKING ABOUT THE SOURCE OF STRESS (178)
TALKING IT OUT (26)

APPENDIX C
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