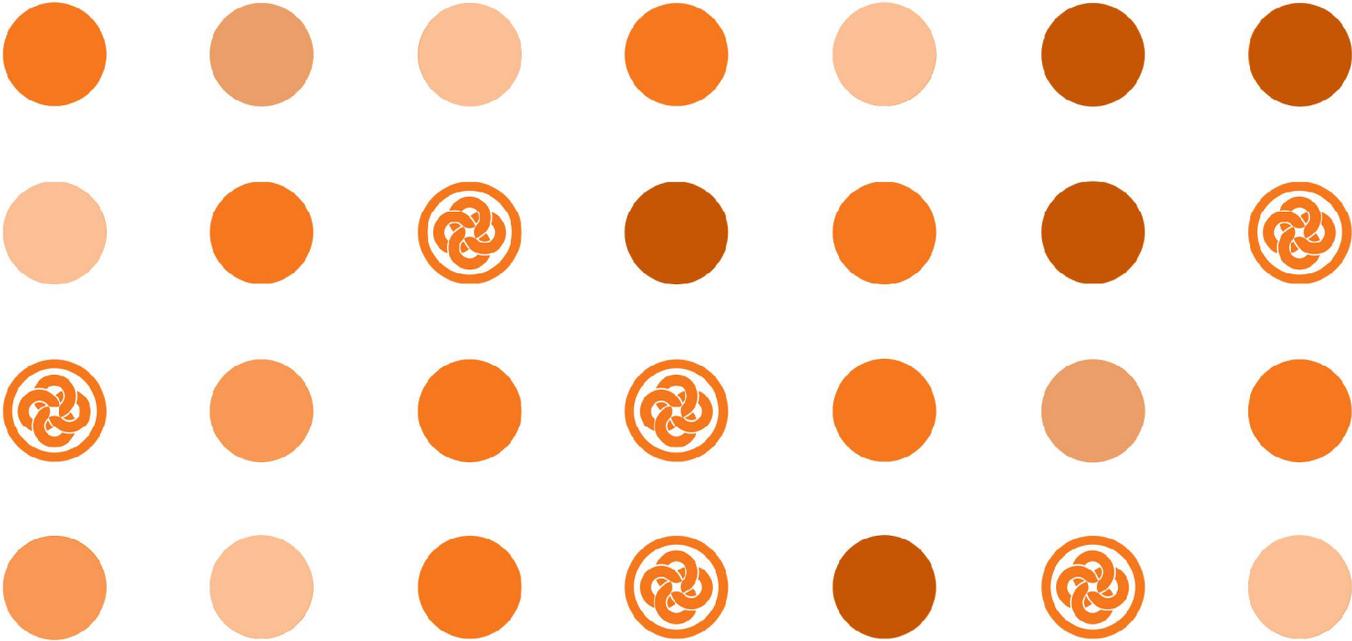# Coping & Stress Profile®

## Respondent Name
Tuesday, January 08, 2008

This report is provided by:

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# Introduction
Coping and Stress Profile®

**Coping With Stress**

Stress is an inevitable part of life. At some point, we all encounter situations that agitate or frustrate us. For this reason, it is futile to spend our time hoping for an end to stress, or waiting for that magical day when everything in our lives falls perfectly into place.

Our best option, instead, is to find ways to effectively cope with our stress. Coping can mean minimizing the source of our problem, or even eliminating it altogether. More often, however, coping means finding new ways to deal with stress. It can involve a drastic change in lifestyle or a subtle shift in attitude. The point is that while we may not always be able to limit the stress in our lives, we do have the power to control our reactions to it.

It is important to realize that stress is not always a bad thing. Without it, in fact, life may seem stagnant and dull. Too much of it, of course, causes us to feel overwhelmed. Whether stress is too light or too heavy depends on a number of factors, and different people may interpret the same stress in different ways.

**How This Profile Works**

The Coping & Stress Profile® looks at the stress level and coping mechanisms in your personal and professional life. The feedback in this report is based on your analysis of your own life, and therefore, it is unique to your situation and preferences.

The first section looks at your stress level. In this portion, the higher your score, the more significant the amount of stress you experience.

The next section of the report looks at your relationship coping resources: Problem-Solving, Communication, Closeness, and Flexibility. In this section, the higher your score, the better your ability to cope with the stress in your life.

The report also includes information on your level of satisfaction in your personal and work life. Research has found that higher satisfaction is related to greater coping resources. Even people with high stress levels report significant satisfaction when they have the coping resources to deal with stress.

Finally, the report walks you through an action-planning process for making specific changes to reduce your stress and increase satisfaction.

Getting rid of all your stress is not realistic, or even ideal. The goal is to use your coping resources to keep stress from taking over and to improve the satisfaction you get out of life.

# Personal Stress

Coping and Stress Profile®

## Overall Personal Stress

| Very Low | Low | Moderate | High | Very High |
|----------|-----|----------|------|-----------|

You reported a very high level of stress in your personal life. Therefore, you may feel that your problems are overwhelming or that you get very little enjoyment out of your time away from work. Continuing on this path can lead to emotional and physical health problems. In Section IV you will have the opportunity to consider how to address the most critical of these issues.

Following are the items that you identified as highly stressful to you:

### Marriage and Family Life                                                              Moderate
- My child/children
- My parent(s)

### Health                                                                                      High
- Poor health of other family members

### Home                                                                                   Moderate
- My household responsibilities
- Others not doing household tasks
- Too much to do around the home
- Family members watching too much TV

### Time                                                                                        High
- Lack of time for myself
- Lack of time for family
- Lack of time for friends
- Lack of time for housework

### Employment                                                                         Moderate
- My job (in general)
- High demands or demotion at work

### Financial Well-Being                                                               Moderate
- Inadequate income
- Owe too much money (mortgages, loans, credit cards, etc.)
- Lack of savings

### Neighborhood and Community                                                   Moderate
- Difficulty with childcare
- Poor weather conditions

### Health Behaviors                                                                        High
- Lack of sleep
- Lack of exercise
- Eating too much
- Overuse of alcohol or smoking
- Feeling overweight

## Overall Work Stress

| Very Low | Low | Moderate | High | Very High |
|----------|-----|----------|------|-----------|

You reported a very high level of stress at work. As such, you may feel that your job takes a great deal of mental or physical energy just to maintain. Whether because of your level of responsibility, tension of your environment, or relationship with your co-workers, such excessive levels of stress tend to be unhealthy. In Section IV you will have the opportunity to consider how to address the most critical of these issues.

Following are the items that you identified as highly stressful to you:

**Job Characteristics**                                                                **High**
- My job is not everything I want it to be
- My employer demands too much
- My job is demanding or creates tension
- I am uninterested or unhappy with my job

**Work Benefits/Compensation**                                                     **Moderate**
- It is hard to receive a promotion
- I am not paid fairly for what I do

**Work Schedule**                                                                      **High**
- My work schedule creates problems
- I don't have control over my work hours

**Work Relationships**                                                                   **Low**
- None

**Work Supervisor(s)**                                                                 **High**
- I have difficulty getting along with my supervisor(s)
- My supervisor(s) are too rigid
- I am not supported by my supervisor(s)
- My suggestions are not valued by my supervisor(s)

**Work Productivity**                                                                  **High**
- I lose time at work because of personal problems
- Personal concerns reduce my productivity

**Respondent Name**          **5**

# Your Coping Resources
Coping and Stress Profile®

Coping Resources are the critical component that most affects the relationship between stress and satisfaction. The Coping and Stress Profile® assesses four relationship coping resources:

1. **Problem-Solving:** This is the ability to directly address difficult situations and make positive changes to resolve them. It builds upon creative skills, and it results in new solutions to issues.

2. **Communication:** This is the act of sharing ideas and expressing emotions to other people in order to promote mutual understanding. It means that opinions and feelings are expressed fully so that people know where they stand.

3. **Closeness:** This refers to the degree of mutual support that people have with their peers. It means that individuals can open up to one another without fear of judgment.

4. **Flexibility:** This is the ability to adapt to changing circumstances. It refers to the degree that people are willing to change their approaches to tough situations.

These are the means by which a person can better manage and cope with stress. Research has found that the greater the level of coping resources, the greater the level of satisfaction, no matter what level of stress.

_____

## Your Coping Resources
Below is an at-a-glance snapshot of your coping resources. Coping resources can be described in terms of strengths or growth areas. A **high score** indicates it is a **strength** while a **low score** indicates an area with opportunity for **growth**. More detailed information about your Coping Resources and ways to develop them can be found on the following pages.

| Problem Solving | | Communication | | Closeness | | Flexibility | |
|---|---|---|---|---|---|---|---|
| **Personal** | **Work** | **Personal** | **Work** | **Personal** | **Work** | **Personal** | **Work** |
| **Very High** | Very High | Very High | Very High | Very High | Very High | **Very High** | Very High |
| High | High | High | High | High | High | High | High |
| Moderate | Moderate | Moderate | Moderate | **Moderate** | **Moderate** | Moderate | Moderate |
| Low | **Low** | Low | Low | Low | Low | Low | Low |
| Very Low | Very Low | **Very Low** | **Very Low** | Very Low | Very Low | Very Low | **Very Low** |

# Personal Problem-Solving
Coping and Stress Profile®

You have a very high level of coping resources when it comes to problem-solving in your personal life. This means that you most likely face problems head-on, and you seldom just sit back and hope for the best rather than address stressful situations. You probably look for the source of the problem and come up with different ways to solve it. These abilities may make you highly successful at coping with stress through problem-solving.

| Very High |
|---|
| High |
| Moderate |
| Low |
| Very Low |

Personal Problem-Solving

## Personal Problem-Solving Strengths
When you took the assessment, you indicated that the following items had a strong impact on your problem-solving ability.

- I come up with new or different solutions to problems
- I make changes so things will be better
- I rarely waste time wishing problems would just go away
- I make a plan of action and try to follow it
- I don't put off making decisions in hopes the situation will change by itself
- I concentrate on what I have to do and work all the harder

## Personal Problem-Solving Growth Areas
Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your personal stress.

- You didn't endorse any statements that reflect low personal problem-solving.

# Work Problem-Solving
Coping and Stress Profile®

You have a low level of coping resources when it comes to problem-solving at work. Therefore, you may have trouble being optimistic or seeing humor when things get tough. In fact, you probably find it difficult to generate creative new solutions, and you may fail to ask those around you for help. As a result, you might experience challenges coping with work stress through problem-solving. You may want to consider how to develop these skills to more effectively deal with your stress.

## Work Problem-Solving Strengths
When you took the assessment, you indicated that the following items had a strong impact on your problem-solving ability.

- I try to see something positive in the situation
- I try to be creative and open to new ideas

## Work Problem-Solving Growth Areas
Your responses indicated that the following items could be growth areas and by developing them further, you go could reduce your work-related stress.

- I rarely talk to others when it's time to find a solution to problems

| Work Problem-Solving |
|---|
| Very High |
| High |
| Moderate |
| **Low** |
| Very Low |

**Respondent Name** **8**

Problem-solving is all about facing difficult issues and making positive changes to improve your situation. This resource depends upon creativity and tenacity.

To solve problems, it is important to

- **Define the issue.** Ensure that what you perceive to be the problem is really the source of your stress and not just a symptom of it. Getting distracted by issues that have little to do with the true problem is a common pitfall.

- **Identify your desired outcome.** What is your goal in addressing the issue? What would it look like if you solved the problem?

- **List a variety of solutions.** Emphasize creative ideas and then pare them down into solid, practical answers. Avoid getting trapped into thinking there is only one solution, which is rarely the case.

- **Attack problems, not people.** It is easier to lash out at someone instead of looking for the root cause of your stress. Unfortunately, this usually fails to solve the problem and succeeds only in harming relationships.

- **Resist letting your emotions cloud your judgment.** Resolving a stressful situation often requires a cool head and logical thought. You will get better results from analyzing your options and acknowledging when your emotions are getting the best of you.

- **Act rather than procrastinate.** There will almost always be things that you would rather be doing than dealing with stress. However, simply wishing for your problems to solve themselves sets you up for more stress in the long run.

Which techniques will you use to build your Problem-Solving skills?

You have a very low level of coping resources when it comes to communication in your personal life. This means that you may seldom express your feelings, especially if they are negative. You can at times be closed-off, and this reserve may keep your communication with others from being as productive and satisfying as it could be. As a result, you may find it very difficult to use healthy communication as a way to cope with stress. This is likely an area where development of your skills could have a significant impact.

| Personal Communication |
|---|
| Very High |
| High |
| Moderate |
| Low |
| **Very Low** |

## Personal Communication Strengths

When you took the assessment, you indicated that the following items had a strong impact on your ability to communicate effectively.

- You didn't endorse any statements that reflect high personal communication.

## Personal Communication Growth Areas

Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your personal stress.

- I don't feel better after sharing my feelings with another person
- I find it difficult to share my feelings
- I don't let those close to me know when I'm sad or feeling down
- I keep my feelings to myself
- I rarely tell others when I'm feeling frustrated or disappointed
- I don't ask for what I want from others
- I find it difficult to express feelings of anger
- I don't let others know when I'm anxious or uptight
- I find it difficult to express my thoughts
- I rarely tell others what is bothering me
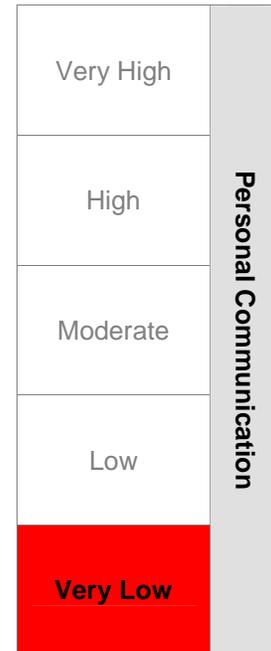
# Work Communication

Coping and Stress Profile®

You have a very low level of coping resources when it comes to communication at work. As such, you may rarely let your co-workers know your thoughts, and you are especially unlikely to reveal that you are under stress or have a negative opinion. Therefore, you may have trouble coping with stress by communicating effectively with others. This is likely an area where development of your skills could have a significant impact.

## Work Communication Strengths

When you took the assessment, you indicated that the following items had a strong impact on your ability to communicate effectively.
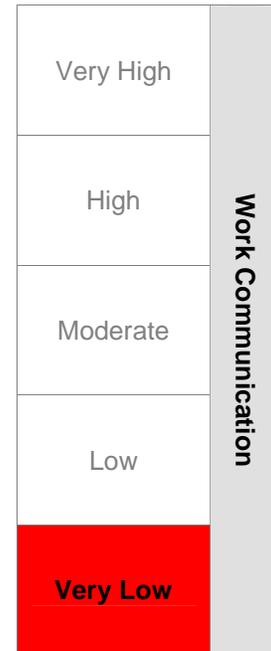
- Co-workers listen and understand my ideas
- I am clear about what others expect of me

## Work Communication Growth Areas

Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your work-related stress.

- It is difficult for me to say what is on my mind to my immediate supervisor
- Respectful and effective communication doesn't exist between staff and management
- Group discussions are unproductive and unenjoyable
- I am not encouraged to express my ideas
- We have communication problems in my group

| Work Communication |
|---|
| Very High |
| High |
| Moderate |
| Low |
| **Very Low** |

At its core, communication is about sharing thoughts and feelings with people to promote mutual understanding. This resource depends upon honesty and tact.

To communicate effectively, it is important to

- **Be clear about your message and intentions**. Dancing around subjects or burying our true opinions often leads to miscommunication. It is important to be assertive, but not aggressive, if you hope to get your point across.

- **Pay attention to nonverbal cues.** The actual words a person uses tell only part of the story. Body language, tone of voice, and facial expression can be even more important than the phrases you hear.

- **Ask for feedback**. To make sure that your message is received the way that you want it to be, ask people for their reactions. This also shows that you appreciate hearing their ideas.

- **Listen to what the other person says**. Rather then just wait for the opportunity to speak, devote your full attention to what people have to say. Concentrate on the meaning and feelings that the speaker expresses.

- **Refrain from judging people.** Be open to people's opinions, thoughts, and ideas. Shutting out different viewpoints before giving them a fair chance increases the odds that miscommunication will result.

Which techniques will you use to build your Communication skills?

# Personal Closeness

Coping and Stress Profile®

You have a moderate level of coping resources when it comes to closeness in your personal life. In essence, you probably have caring relationships with others, and you may be successful at removing barriers to closeness. However, you may also have some difficulty allowing others to see what is bothering you, which may affect your ability to use closeness to cope with stress. You may want to consider developing this skill further.

## Personal Closeness Strengths

When you took the assessment, you indicated that the following items had a strong impact on your ability to develop closeness.

- Close friends are important to me
- Given a choice, I like to work in a group
- Staying in touch with friends is important
- I would rather work in a group than alone
- I prefer being with a group of friends more than having private time
- I am able to depend on others

## Personal Closeness Growth Areas

Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your personal stress.

- I keep my personal feelings and thoughts to myself
- I prefer generating ideas by private reflection rather than by brainstorming with others
- I seldom share my personal problems

| Very High |
| --- |
| High |
| **Moderate** |
| Low |
| Very Low |

Personal Closeness

**Respondent Name**     **13**

# Work Closeness
Coping and Stress Profile®

You have a moderate level of coping resources when it comes to closeness at work. Therefore, you probably enjoy getting to know your co-workers better, and you likely are interested in building relationships. But at times you may still keep your distance from your peers and fail to feel a sense of team unity. This may keep you from using closeness to cope with work stress. You may want to consider developing this skill further.

## Work Closeness Strengths
When you took the assessment, you indicated that the following items had a strong impact on your ability to develop closeness.

- There is a sense of working as a team
- People seem friendly in my group
- I can depend on co-workers for help
- The atmosphere is friendly in our group
- There is mutual, professional respect in our group
- There is not unfriendly competition in our group
- I feel personally committed to the team

## Work Closeness Growth Areas
Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your work-related stress.

- You didn't endorse any statements that reflect low work closeness.

| | Work Closeness |
|---|---|
| Very High | |
| High | |
| **Moderate** | |
| Low | |
| Very Low | |

**Respondent Name** **14**

Closeness is about creating a support network and developing faith in other people. This resource depends upon trust and an appreciation for others.

To establish closeness, it is crucial to

- **Make relationships a high priority.** Letting people know that you value them should be as important as anything on a to-do list. If we do not pay attention to others' needs, a gulf opens between us.

- **Share your feelings.** Expressing your true emotions to someone can build trust. Taking private time to analyze issues or make decisions is understandable, but keeping a wall between ourselves and others can lead to social isolation.

- **Focus on the positive.** Maintaining an optimistic attitude can have beneficial effects on the degree of closeness you feel with others. This is also true if you freely compliment others and offer them praise.

- **Work on common goals together.** Emphasizing mutual objectives will do more to build closeness than will dwelling on differences. In addition, it increases the odds that you will achieve those goals, further alleviating stress.

Which techniques will you use to build Closeness with others?

# Personal Flexibility
Coping and Stress Profile®

You have a very high level of coping resources when it comes to flexibility in your personal life. This means that you are likely to alter your routine or plans if circumstances change, and you may be willing to accommodate disorganization or disruption as part of the necessary variety in life. In addition, you probably tend to be both spontaneous and flexible, which can be advantageous when changes are needed to cope with stress.

| | |
|---|---|
| **Very High** | |
| High | |
| Moderate | Personal Flexibility |
| Low | |
| Very Low | |

## Personal Flexibility Strengths
When you took the assessment, you indicated that the following items had a strong impact on your ability to develop flexibility.

- I don't need to work with clearly defined rules
- I have many changing interests
- I don't need things in my life to be very well organized
- I am open to changing my plans
- Being creative is important to me
- It does not matter to me if the rules are followed as long as the job gets done
- I don't worry about being very organized
- I like variety in my life
- I don't find change to be disruptive

## Personal Flexibility Growth Areas
Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your personal stress.

- You didn't endorse any statements that reflect low personal flexibility.

# Work Flexibility
Coping and Stress Profile®

You have a very low level of coping resources when it comes to flexibility at work. As such, you probably work in a group that prefers set rules and a strict sense of order. You may consider any change to be disruptive, even when it is ultimately to your benefit. You may find that your work group is unable to respond quickly when changes are necessary. As a result, you may face many challenges when adaptability is required to cope with work stress. This is likely an area where development of your flexibility could have a significant impact.

## Work Flexibility Strengths
When you took the assessment, you indicated that the following items had a strong impact on your ability to develop flexibility.

- Our group is flexible regarding taking time off for medical and personal reasons

## Work Flexibility Growth Areas
Your responses indicated that the following items could be growth areas and by developing them further, you could reduce your work-related stress.

- New ideas or suggestions from people within the group are discouraged
- Our group is disorganized and/or makes erratic decisions
- Our group is not encouraged to discover new ways of solving problems
- The way we operate limits our ability to change
- Our group doesn't respond quickly when change is necessary
- Our group doesn't react well when it is necessary to change our normal operating procedures
- Our group must follow too many policies
- The supervisor is too controlling or rigid
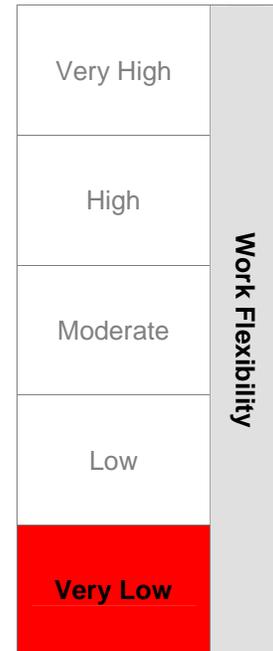
| Work Flexibility |
|---|
| Very High |
| High |
| Moderate |
| Low |
| **Very Low** |

Flexibility is the willingness to alter routines and accept new ideas. This resource depends upon adaptability and an openness to change.

To improve flexibility, it is important to

- **Consider original ideas and fresh approaches.** Setting aside our notions of how certain tasks are done can open us up to better methods. In contrast, a refusal to look at new proposals can lead to stagnation, more problems, and increased stress.

- **Avoid judging people and ideas before giving them a chance.** A strong indicator of inflexibility is dismissing potential solutions out of hand. Concepts that initially seem far-fetched could turn out to be breakthroughs. Allow time for people to explain their ideas before you judge them.

- **See things from another person's perspective.** You may not always have the best solution. Accept the fact that other people may come up with a better answer to a problem.

- **Make a sincere effort to adapt to changing situations**. There is a fine line between staying resolute and being stubborn. The ability to change course can be the difference between success and continued tension.

Which techniques will you use to increase your Flexibility?

## Overall Personal Satisfaction

| Very Low | Low | Moderate | High | Very High |
|----------|-----|----------|------|-----------|

You have a low level of satisfaction in your personal life. Therefore, you occasionally feel happy with your life, but you may have nagging problems or unresolved tension that doesn't allow you to feel as cheerful or relaxed as you would like. You may feel discontented with some of your relationships or uninterested in your day-to-day activities. As a result, you may be less optimistic about the future. You may want to consider the coping resources you are currently using and how well they are working for you. You may also want to work on developing additional coping resources to increase the satisfaction you experience in your personal life.

When you took the assessment, you indicated that the following items had a strong positive impact on your level of personal satisfaction.

- I usually feel loved and wanted
- I feel my love relationships are very good
- My future looks hopeful and promising
- My daily life is full of interesting things

When you took the assessment, you indicated that the following items had a strong negative impact on your level of personal satisfaction.

- I rarely feel relaxed and free of tension
- I rarely feel cheerful and lighthearted
- I rarely wake up feeling fresh and rested
- I rarely feel calm and peaceful

High satisfaction is essential to leading a happy and fulfilling personal life. People with high satisfaction in their personal lives are more likely to achieve good physical health, maintain mental sharpness, and preserve enjoyable relationships. On the other hand, low satisfaction has a negative impact on almost every aspect of someone's personal life. People with low satisfaction in their personal lives often feel frustrated or that they are not reaching their true potential.

Keep in mind that high satisfaction in your personal life is not necessarily the result of limiting or eliminating your stress. In fact, people in highly stressful environments can still have high satisfaction, as long as their coping resources are solid enough to support them. Most often, high satisfaction comes from managing stress by using coping resources effectively.

## Overall Work Satisfaction

| Very Low | Low | Moderate | High | Very High |
|----------|-----|----------|------|-----------|

You have a very low level of satisfaction at work. This means that you may have difficulty finding interest or enjoyment in your daily tasks, and there may be tension between you and your co-workers. Furthermore, you may have doubts about your career path and feel dissatisfied with the work you do. You may want to consider the coping resources you are currently using and how well they are working for you. This is probably an aspect of your life that could benefit by development of additional coping resources.

When you took the assessment, you indicated that the following items had a strong positive impact on your level of satisfaction at work.

- My employee benefits are adequate
- My relationships with my co-workers are good

When you took the assessment, you indicated that the following items had a strong negative impact on your level of satisfaction at work.

- My work doesn't give me a sense of accomplishment
- My chances for promotion are poor
- My relationship with my supervisor is poor
- My suggestions and ideas are not accepted

High satisfaction at work is often the difference between creating a rewarding career and looking for a new job. People who have high satisfaction at work are usually productive and efficient, and they derive some enjoyment from their jobs. In contrast, low satisfaction at work can create an environment where creativity grinds to a halt and mistakes multiply.

Again, remember that high satisfaction at work is often the result of sound coping resources rather than the total absence of stress. To achieve high satisfaction at work, it is important to tap into your coping resources.

# Your Personal Action Plan
Coping and Stress Profile®

Identifying what stresses you, and the resources you have available to cope with these issues, is only the first step toward reducing tension in your personal life. You must also take action if you want to minimize stress.

To do that, review the concepts that you identified as most stressful to you in your personal life on page 4 of this profile.

Write each stressor into one of the four boxes in the diagram below. First prioritize your stressors as either high (those that you most want to change) or low (those that can wait).

In **Box 1**, list the most critical issues that you honestly feel you could change with some effort.
In **Box 2**, list lower-priority issues where the possibilities for change are still good.
In **Box 3**, list the most critical issues where change would be more difficult to accomplish.
In **Box 4**, list lower-priority issues that are unlikely to be resolved soon.

## Personal Stress

|  | Able to Change | Difficult to Change |
|---|---|---|
| **High Priority** | **1** Most Critical Issues | **3** |
| **Low Priority** | **2** | **4** Least Critical Issues |

Tackling all your issues at once can backfire and lead to increased stress. However, ignoring these problems is a quick path to frustration and disappointment. To reduce your stress, focus on changing the issues in Box 1. Then move on to Box 2. Your chances of success are higher if you work on no more than two problems at a time. Eventually, you may find that accepting the issues in Boxes 3 and 4 is the best way to increase happiness and satisfaction in your personal life.

Reducing your stress and achieving high satisfaction at work means that you need to come up with a plan to improve your coping resources. First, take another look at the concepts that you identified as most stressful to you at work page 5 of this profile.

Write each stressor into one of the four boxes in the diagram below. First prioritize your stressors as either high (those that you most want to change) or low (those that can wait).

In **Box 1**, list the most critical issues that you honestly feel you could change with some effort.
In **Box 2**, list lower-priority issues where the possibilities for change are still good.
In **Box 3**, list the most critical issues where change would be more difficult to accomplish.
In **Box 4**, list lower-priority issues that are unlikely to be resolved soon.

## Work Stress

|  | Able to Change | Difficult to Change |
|---|---|---|
| **High Priority** | **1** Most Critical Issues | **3** |
| **Low Priority** | **2** | **4** Least Critical Issues |

Again, focus on changing the issues in Box 1. Then move on to Box 2. Remember that it is usually best to work on no more than two problems at a time. Eventually, you may find that accepting the issues in Boxes 3 and 4 is the best way to increase your efficiency and productivity at work.

Remember that coping with stress requires us to take responsibility for our decisions and to become active participants in our lives.