

# Competency: Coping with Pressures and Setbacks

## Activity 1

Clarify the factors at work that create stress for you, such as excessive workload, unreasonable deadlines, underutilization of your skills, role conflict, inadequate resources or training, or personal conflict. If your manager is part of the problem, practice with a mentor how you will approach him or her to resolve the issue.

## Activity 2

Ask others for feedback rather than waiting for them to come to you. Be specific about what area you want feedback on and ask for specific examples. Keep an open mind and don't immediately reject points you do not agree with but examine the merits of the suggestions. See whether you can use the feedback to improve how you do things.

## Activity 3

Reflect on times when you have felt under pressure at work. Consider what you did to manage these situations successfully and think of things you could have done differently to ease the pressure. Reinforce your self-confidence at working through stressful times by listing the strengths you bring to your job.

## Activity 4

Learn how to put difficulties into perspective by working through how you would deal with work if everything went wrong. Describe how you would feel if the worst were to happen. Ask yourself what you would do, and what you could do to reduce the bad effects. Develop your ability to create contingency plans, which will help you to remain positive in the face of adversity.

## Activity 5

Demonstrate your ability to maintain control and achieve results despite pressures beyond your control. Take time out to get your thoughts in order and refocus on what needs to be achieved. Ask others for help in overcoming issues and be prepared to accept unpopularity to achieve the best results.

## Results: