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## Role of Counselling in Managing Stress to Business Professionals

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### Introduction

Counselling takes place when a counsellor sees a client in a private and confidential setting to explore a difficulty the client is having, distress they may be experiencing or perhaps their dissatisfaction with life, or loss of a sense of direction and purpose. Acceptance and respect for the client are essentials for a counsellor and as the relationship develops, so too does trust between the counsellor and client, enabling the client to look at many aspects of their life, their relationships and themselves which they may not have considered or been able to face before. The counsellor may help the client to look at the options open to them.

Uninitiated organizations might assume that a counselling service is used for work-related issues only. While this is a decision a purchaser needs to make themselves, it is apparent that domestic or personal issues can have a significant impact on work.

Business Counselling Essentials will provide business development professionals with a greater understanding and appreciation of their role and its impact on the lives of their clients. Participants will evaluate the differences between the counselling and consulting role and determine which is most appropriate in their current position. An introduction to the Acadia Entrepreneurship Centre's Entrepreneurial Decision-Making Cycle will provide participants with a process to guide their counselling interventions. This process ensures that all aspects of a client's business idea are evaluated holistically to ensure clients make informed decisions regarding their entrepreneurial endeavour.

Work stress is starting to impact your personal life-causing sleep deprivation, dread, anxiety and bad habits like drinking, smoking, or overeating, then may be useful to seek help. Counselling aims to get to the root of work related stress. We are all different and as such we all react differently to certain situations. It can be useful to explore your own unique patterns of thinking and behaving in a place away from the work environment. This will help you to unravel your feelings and move forwards more freely.

Professional counselling is increasingly being used to support and sustain an effective and motivated workforce.

Counselling supports employees' mental health and emotional well-being with a resulting increase in personal awareness and self-efficacy.

An integrated counselling programme will help:

- Reduce short-term absence
- Improve workforce morale
- Improve staff retention

Critical Incident Counselling supports individuals involved with a major incident or accident. Critical Incident Counselling provides the opportunity to explore and diffuse the impact of the trauma on individuals.

All counsellors work within professionally ethical guidelines and use a counselling approach to support clients' needs best.

According to the APA, the top stressors for people in the workplace, in order of importance

- low salaries (43%)
- heavy workloads (43%)
- lack of opportunity for growth and advancement (43%).

Physical symptoms of stress include:

- aches and pains
- diarrhoea and constipation
- feeling of sickness or dizziness
- chest pains
- frequent colds.

The National Institute for Health and Care Excellence (NICE)

Dr. Pallab K. Maulik, Deputy Director, Research & Development, The George Institute for Global Health, India gives us a reality check when he says, "In the general population between 10% to 20% suffer from depression which is the commonest mental disorder." Dr. Avinash De Souza, consultant psychiatrist, adds, "In corporate India 8% to 10% of people suffer from mental illness. About 30% to 40% suffer from stress."

HAR, Associate Director and Head HR & Admin, Motilal Oswal Financial Services Ltd adds, "We have tied-up with ICAS India, a division of CETC (Continuing Education and Training Centre), provider of counselling, coaching and trauma management services 24 hours a day, every day of the year. The services are provided by registered professionals (such as psychologists, social workers, lifestyle experts etc.) and are available via telephone, face-to-face counselling (both on- and off-site) or online (e-counselling). This facility is even extended to the immediate family member of the associate. Every week an e-mailer is sent mentioning the helpline number along with

short information on health, fitness and diet. This helps our associates in maintaining mental well-being." Dr. Pallab K. Maulik, Deputy Director, Research & Development, The George Institute for Global Health, India gives us a reality check when he says, "In the general population between 10% to 20% suffer from depression which is the commonest mental disorder." Dr. Avinash De Souza, consultant psychiatrist, adds, "In corporate India 8% to 10% of people suffer from mental illness. About 30% to 40% suffer from stress."

Depression among the youth has increased from 2% to 12% in the last five years. Globally 3 out of every 5 visits to the doctor are for stress related problems. 76% people under stress say they have sleeping disorders and 58% suffer headaches. Laughing helps ease stress. And laughing 100 times equals 10 minutes of working out on a rowing machine or 15 minutes of cycling. 85% of people under stress tend to have strained relations with family and friends. 70% of people under stress say they have become short-tempered. A NIMHANS study says 36 % techies in Bangalore show signs of psychiatric disorder. Globally 1 out of every 10 students suffer significant distress. Over 50% of lost workdays across the world are due to stress, says an ILO study. 16,000 students in India committed suicide between 2004 and 2008.

According to reports 50% employees in India Inc are under stress: 30% have problems such as addictions and marital discord. 20% suffer from depression.

Depression is the No 1 occupational disease of the 21<sup>st</sup> century says WHO. 49% of people under stress say they suffer from upset stomach or nausea. 71% people under stress feel they are not productive and cry regularly.

66% CEO's in India are stressed out and 11% find it too much to handle says ASSOCHAM. 72% of students in India are unaware of how to deal with stress and its ill-effects. In 2006 alone 5,857 students committed suicide owing to exam stress. 27.6% of IT professionals in India are addicted to narcotic drugs says a NIMHANS study. Responding to the needs of employees who may be at particular risk of stress caused by work and working conditions, or who may be experiencing mental health problems for other reasons.

Well-implemented policies for managing employee absence are important for ensuring that employees who are experiencing stress can be identified early and offered support. Support could include counselling or stress management training provided through occupational health and primary care support services. Interventions for individual employees should be complemented by organization-wide approaches that encompass all employees [1].

Strengthen the role of line managers in promoting the mental wellbeing of employees through supportive leadership style and management practices.

This will involve: promoting a management style that encourages participation, delegation, constructive feedback, mentoring and coaching ensuring that policies for the recruitment, selection, training and development of managers, recognize and promote these skills ensuring that managers are

able to motivate employees and provide them with the training and support they need to develop their performance and job satisfaction increasing understanding of how management style and practices can help to promote the mental wellbeing of employees and keep their stress to a minimum ensuring that managers are able to identify and respond with sensitivity to employees' emotional concerns, and symptoms of mental health problems ensuring that managers understand when it is necessary to refer an employee to occupational health services or other sources of help and support considering the competency framework developed by the Chartered Institute of Personnel and Development, the Health and Safety Executive and Investors in People as a tool for management development.

## Discussion

Employer should provide service to employ to overcome stress of employee. Employee assistance program helps employees of face to face counselling, telephone counselling. Counselling session should be confidential. Workplace counsellors have a specialist viewpoint and skillset, as they essentially have two clients-the employees in front of them and the organization, as a peripheral client. Workplace counsellors are mindful of the context in which the employees work and have a crucial understanding of the environment to which the employees will be returning. Counsellors have skill in personal center, transitional analysis, cognitive behavior therapy [2], solution focus therapy. EAPs are standalone packages that include counselling support provision, often from a nationwide pool of vetted affiliate counsellors.

The introduction of a counselling service may begin to change the way that managers and other staff think and talk about emotional difficulties and personal problems. Workplace counselling help to employee to motivate towards assigned job, even changes in employ's assigned job help them to motivate towards work and overcome stress. Employee counselling is a tool of human resource management to attract them retain best employee in company. Organizational and occupational psychiatry (OOP) is the subspecialty of psychiatry that focuses on work, its importance in the lives of individuals and work organizations. OOP represents the extension of psychiatric knowledge and skill to the day-to-day functioning of individuals in the workplace and their organizations, with the goal of helping both function better. Workplace psychiatry is an important factor in building a healthy organizational environment. The pressures to succeed, conflicts that might occur with one's superior or co-workers, and personal problems that inhibit performance can become overbearing for some individuals [3].

To go through study interview of business employees are necessary to understand problem of employee, difficulties, cause behind stress, dissatisfaction for works. To know stress related disorder. Researchers take help of structured questionnaire, survey on employee.

## Results

Study reveals that heavy work load, long hours duty schedule, less break hours affect business employee mental stress which brings health related disorder back pain, headache, anxiety.

Stress-related distraction or sleepiness account for an estimated 60% to 80% of accidents on the job, due to those hazards their output becomes affected. A report in 2005 found the odds of association of cumulative job stress with poor mental health conditions like anxiety, depression, chronic fatigue among women to be 1.4 to 7.1, compared to 1.8 to 4.6 for men [4].

## Conclusion

Counselling of Business professional

Understand the root cause of what's getting in the way of a happy life

Develop concrete strategies to reduce and then alter these feelings

Learn how to communicate effectively; with yourself and with organization

Learn new ways to resolve conflict

Understand them self-better, and see how you connect with others

Understand what 'triggers' employee's behaviors and responses

Learn respectful, effective ways to express strong emotions.

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