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Do you identify yourself in one of these cases?

Look at the different stressors that each character experience. Which were the most unpleasant to you?

Click on the box next to the triggers that spiral your stress

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- Click on the box next to the triggers that spiral your stress
  - Possibility of assault.
  - Traffic congestion.
  - Risk of carrying large sums of money.
  - Not knowing enough about how the company is managed.
  - No chance to suggest work changes.
  - Peak running times.
  - Public enquiring about other buses/service times.
  - No recognition for good work.
  - Passengers wanting change.
  - Lack of job security.
  - Less help from inspectors.
  - Poor treatment by passengers.
  - Problems unwinding at home.





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# Work Stress Triggers

- Irregular company medicals.
- Sleeping problems.
- Adjusting lifestyle to shift work.
- Difficulties with family because of long working hours.
- Worrying about poor health.
- Learning the routes.
- Feedback from supervisor/manager.
- Language barrier with foreign customers.
- Poor relations with colleagues.
- Reporting an issue to my supervisor/manager.
- Not clean work space and transports.
- When a change on the work schedule occurs.
- Missing or not having enough breaks during the day.
- Worrying about contracting a disease by the passengers.
- When I need to replace a colleague.
- The noise in the transportation.



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# Work Stress Triggers

Look at how you felt when you were under pressure, and explore how it affected your happiness and your effectiveness.

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Was there a middle level of pressure at which you were happiest and performed best?

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