

**Skill Name: Stress Management**

**Skill Description: Works effectively under pressure; handles work stress positively; not moody or hostile.**

**Skill Notes: Handles work stress; effectively deals with work pressure; composed; calms others.**

1. Describe the highest-pressure situation you have encountered in recent month. What did you do to cope?
2. What is the most stressful task you have recently been assigned at work? What specifically did you do to deal with it?
3. Describe a situation when you have been present when someone else lost his/her temper. What did you do?
4. Tell me about the last time you had so many demands for your work that you could not get everything done. How did you deal with the situation?
5. Tell me about the last time you were very frustrated and maybe even lost your temper? Describe the reason? What was the outcome?
6. Describe some examples of specific job conditions, tasks, or assignments that have been frustrating to you. How did you handle them?
7. Give me some examples of when one of your ideas was strongly opposed in discussion. How did you react?
8. All jobs have their frustrations and problems. Describe some examples of specific job conditions, tasks, or assignments that have been dissatisfying or frustrating to you? How did you handle them?
9. Give me a recent example when you became frustrated with a customer/client.
10. Tell me about a situation where things got out of control. What did you do to regain control?
11. Tell me about a recent time when you had a great deal of work to accomplish in a short time. How did you get it done?
12. What are some of the most stressful interactions you have had with others at work (clients/co-workers)? Describe specific situations.