[=]LTA
LiveTextAccess

UNIT 4

Element 2 – Learning Outcome 1

TRANSCRIPT: STRESS MANAGEMENT

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Welcome to Live Text Access. Training for real-time intralingual subtitlers.

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This is Unit 4 Entrepreneurship and service competence, Element 2. Stress management and personal skills.

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This presentation is about causes of stress and techniques to handle stressful situations. The material are created by SUBTI-Access and ZDF Digital.

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This is the learning outcome: Explain the main causes of stress derived from the job and different working contexts, and list coping techniques before, during, and after live situations, and develop personal resilience.

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First of all we will have a look at a general definition of stress. Then we consider stress regarding the job as a real-time intralingual subtitler. And afterwards I will talk about techniques to build up personal resilience.

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What is stress?

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Stress is the body's reaction to any change that requires an adjustment or response. The body reacts to these changes with physical, mental, and emotional responses. Stress is a normal part of life. You can experience stress from your environment, your body, and your thoughts.

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But only if the resources are not sufficient, a stress reaction is triggered.

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The psychologist Lazarus was the first who assume that it is not the characteristic of the stimulei or situation that are important for the stress reaction but the individual cognitive processing of the person affected.

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According to this stress model every new or unknown situation is cognitive evaluated in two phases: The primary appraisal: To identify if the situation contains a risk. And the secondary appraisal is to identify if the situation can be handled with the available resources. Stress is any occurrence where a discrepancy exists between requirements on the one hand and one's own reaction capacities on the other.

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Now we have a look at stressful situations derived from the job as a intralingual subtitler.

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These are examples for stressful situations during Live-TV: You have to deal with time pressure most of the times. Also technical issues can come up like problems with the transmission or broadcast line or the computer programm is not working. In Live-TV situations it is not possible to get a direct feedback from the user which can make you insecure or vulnerable for stress. Sometimes speakers has difficult speech sytles like a strong accent or a difficult syntax. Especially at complex topics it is possible that you are not able to understand or follow the content, which makes the work very difficult and stressful.

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In the working enviroment of the parliament the causes of stress are very similar. Except that at the parlliament it is possible to get a direct feedback of the user.

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When working for individual clients on location, very often you need to find the right location where your job will be. This is not always easy when it is for example in a big school or in a big company. Also setting up your equipment in an unknown environment can sometimes be a challenge. For example where is the best place to sit and where is the electricity? Since you are not able to test the audio beforehand, sometimes it is very difficult to hear the speakers. For example in a big room, where the speaker is far away from where you are seated. And doesn't use a microphone. You also don't want to disturb the meeting too much when the sound is not optimal. Not all people are aware of the job everytime. You don't always have time to explain it. And sometimes people see it as an invasion of their workspace when someone they don't know is there.

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I want to mention another important point in the work as a realtime intralingual subtitler. The multitasking. Because several cognitive processes perform simultaneously while maintaining concentration and accuracy.

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Now we have a look at the personal resilience.

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Of course it is not always easy to work in a stressful situation. But once you are in it you should try to deal with the best you can. For example try to relax and don't tense up your muscles. Try not to get angry or sshow your frustration. There is no use to change it at that moment. Don't forget it is your job. It is not a matter of life and death. You are just trying to do the job the best way possible. And when you have breaks for coffee or recess, try to use your time the best way possible. Take a walk, have a drink, relax your muscles, do some exercises.

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Personal resilience is the ability to cope with extreme stress-provoking events without experiencing any personal stress signs or symptoms. How to build up your personal resilience:

Make sure to be well prepared before every job. For example make sure there aren't any technical safety problems. And get familiar with the content and vocabulary. Develop and nurture a broad network of personal and professional relationships. So you can talk to colleagues about problems and barriers afterwards which helps you for the next job. Think about your work, the situation and the circumstances and reflect them. Stay optimistic and remember: every experience makes you more confident.

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To have stress is part of the job and the goal is to handle these stressful situations the best way. The knowledge about sources of stress. Learn from mistakes and practice techniques to handle stress. For everybody different techniques fits best. Find out what's your way to deal with stress. And remember: Only if the resources are not sufficient, a stress reaction is triggered.Stay optimistic. Thank you for your attention.

20   Disclaimer, acknowledgement and copyright information

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