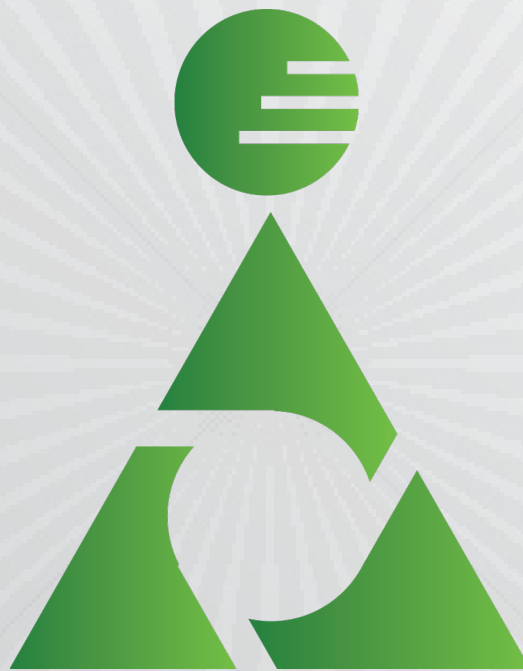




## **STRESS MASTERY REPORT**

for

## **John Smith-Example Report**



**STRESSMASTER**<sup>®</sup>  
INTERNATIONAL



## **YOUR STRESS MASTERY REPORT**

Thank you for completing the Stress Mastery Questionnaire (SMQ). The SMQ is a way to help you better understand your stress and what you can do to reduce and master stress. The SMQ is not a psychological test. It is an educational and self-awareness tool to help you find a way to live a life of less stress for greater quality of life and peak performance.

Your Stress Mastery Report is determined by how you answered the questions on the SMQ by comparing your scores with the “norm” group. The value of the Stress Mastery Report for you will be based on how accurate and honest you were when you took the SMQ. Many things can affect how you answered the questions, such as your mood, time pressure, health issues, current life stressors, and work load. The Stress Mastery Report provides information about how stress may be affecting you in three main areas:

- **Stress Warning Signs** - Behaviors and attitudes that often reflect stress both outward and inward
- **Stressors** – Triggers, such as people and events, that often produce a stress response
- **Stress Effects** – Physical and emotional effects of stress

Scoring HIGH on one or more scales does not necessarily put one at “stress risk;” however, research shows that people who scored MED-HIGH to HIGH on one or more scales have a greater probability of having stress related physical and other life-style issues than those who scored lower. The determination of whether or not you are at “risk”, or if should do something about a given stress area, is a personal one and should be based on careful consideration of each area, your specific scores on each question, as well as in discussion with a coach, counselor, trainer, close friend or family member.

To get started, review your overall risk scores on the 11 SMQ scales, as well as how you responded to each specific question. Scores of 4 or 5 for any question should be a flag to look deeper into the meaning of why you choose to answer a question a certain way and what the meaning for that score is for you. After consideration, you may decide that there are areas where you want to make some personal changes. Great! This may be an opportunity to solve some issue or reduce stress in a specific area. As always, if you feel your stress is causing you physical, emotional, interpersonal or health related problems, see professional help immediately.

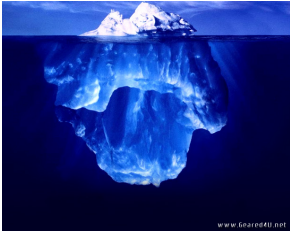
If you are in distress, depressed or feel like hurting yourself or others, seek professional help immediately or call 911. The SMQ and related materials are not a substitute for medical or psychological help and does not prescribe or treat mental or physical health problems.

Thank you.

James C. Petersen, Ph.D.  
CEO & Founder  
Stressmaster International

## INTERPRETING YOUR RESULTS

### #1 - SEE THE BIG PICTURE



The first step is to take a “big picture” look at your scores on each scale. What you see may only be the tip of the iceberg! Look at your SMQ scales and take note of the scales where you scored the highest, such as High to Medium High Risk. If you scored Medium to Low on all scales...GREAT. You’re probably mastering your stress quite well. But, if you scored Medium to High one or more scales, it may be time to take steps to change how you perceive and respond to life and work stressors. Only you can change how you feel.

Ask yourself, “which areas are my main stress warning signs?” For example if you scored High on Anger, ask, “How would I feel, if I wasn’t so angry and frustrated with others all the time?” Chances are you’d feel a lot better! The key to mastering stress is to become aware of the behaviors and attitudes that reflect your inner stress and outward expression of that stress so that you can take action to prevent stress from getting worse. Stress mastery is not about changing your world or the people in it, even if they need to be changed, but in learning how to respond to problems, people and events that you don’t like or wish they or it didn’t happen.

### #2 - IDENTIFY YOUR HIGH to MEDIUM HIGH “RISK” AREAS



After reviewing your risk scores on the 11 scales, focus on the specific questions where you scored High (4 or 5). The higher the score, the greater the “risk” that stress may be adversely affecting you and/or others. Ask these questions:

- Did I score this correctly?***
- Was I honest with myself?***
- Should the score be higher or lower?***
- Does this reflect who I am right now?***
- Is it a problem for my health or productivity?***
- What does this question mean to me, family and co-workers?***
- What can/should I change so that I have less stress?***

Also, see the positive. Look at each of the SMQ scales and the questions on which you scored Low (1 or 2). Think about and reflect on the meaning of that low score. Generally, low scores indicate strength and good stress mastery skills. Not all stress is bad; some stress is even good and motivating to improve performance and staying focused. A balanced approach is usually best.

## #3 - DIG DEEPER



Many times people answer a question one way and then would like to change their response later. Think about each question where you scored high or medium high and ask if it is accurate? Change your response if you feel that it would be more accurate with a lower or higher score. Likewise, review the Medium Scores to see if they should be higher or lower. And, finally, go over the Low to Medium Low scores and make any changes necessary. Review all of the questions and how you responded to them and change them to reflect a better perspective. The result will be a better awareness of the key areas and behaviors (physical and mental) that you should attend to.

## #4 - GET ANOTHER PERSPECTIVE



Share the results of the SMQ with someone you trust and who can give you their honest feedback. Be open and non-defensive. Sometimes we are not the best judge of our behaviors and others will see you differently. No one is perfect and most people, even very successful people, experience stress. As you may see, your view of yourself can be quite different than how others see you. As there are no right or wrong answers, by seeking input from a companion, family member or close friend can lead to a more comprehensive understanding of how you handle stress and can lead to positive solutions as discussed in the Stress Mastery Guide & Workbook.

## #5 - TAKE ACTION



Taking the SMQ is the first step. The second step is identifying those areas in your life/work that are causing you stress and to learn about evidence-based ways to reduce, manage and master stress right now. This is accomplished through training and coaching and by the Stress Mastery Guide & Workbook. The Guide & Workbook will be provided to you in the near future from your coach or trainer, or via a link sent to you by email. Use the Guide & Workbook to dive deeper into understanding your stress, the meaning of each of the SMQ Scales, and how to manage and master stress using proven effective tools and techniques.



If you are in a stress management training or coaching program, please discuss the results of the SMQ and the meaning of each scale with your counselor, coach or a stress mastery trainer. Having someone to work with can help you isolate what needs to change, improve your ability to create a plan for change, and move in a direction that not only helps you reduce stress, but can prevent stress from dominating your life. If you are not in a stress mastery program, consider seeking out a trained professional to help you learn how to control and master your stress. The SMQ is not a substitute for good health and mental health assistance. If you are in a crisis, call 911.

# Individual and Consolidated Reports



Name: John Smith - Example

Email: JohnSmith@youremail.com

The **STRESS MASTERY QUESTIONNAIRE (SMQ)** assesses how you are currently experiencing stress. Your results are compared to the "norm" group, so that you can see how your responses compare to others. The **Stress Mastery Guide & Workbook**, that will receive soon after taking the SMQ, offers insightful information about each stress "risk" areas, along with strategies and techniques to help you reduce and master stress.

## Section: A1 - ANGER/HOSTILITY

	Score
Q01. Become impatient when performing repetitious acts (e.g., filling out bank forms, writing checks, washing dishes, etc.)?	2
Q02. Dwell on the incompetencies of others who stand in the way of your progress?	4
Q09. Feel impatient with the rate at which events take place?	3
Q18. In a competitive situation tend to become upset or angry if you are not the best?	4
Q41. Feel frustrated at others' behavior (e.g., become irritated at your progress behind a slow driver or in a line of customers waiting to be served)?	5
<hr/>	
TOTAL: <b>A1 - ANGER/HOSTILITY</b>	18



### HIGH RISK

Anger is an important stress warning sign. Based on how you answered the questions on the SMQ and by comparing your score to the norm group, your scores place you in the **HIGH RISK** area for the **ANGER SCALE**. Frequently feeling and expressing anger and frustration is a strong behavioral indicator of internal frustration, anxiety and stress. People with a high degree of anger may experience an increase in illnesses, a decrease in productivity and the quality of one's relationships at home and work. This scale looks at such things as irritability, anger, and impatience. Since you scored High on this scale, consider finding more effective ways to control negative thinking and fear of loss of control. You appear to have some challenges when dealing with others who do not meet your expectations. See the **Stress Mastery Guide & Workbook for more details.**

## Section: A2 - PERFECTIONISM

	Score
Q06. Insist that subordinates or those around you make no mistakes?	3
Q17. Become irritated with the mistakes of others?	5
Q25. Overwork a task to get it perfect?	2
Q28. Demonstrate that you are a perfectionist at what you do?	2
Q33. Fail to delegate because you believe you can do it better than others?	5
<hr/>	
TOTAL: <b>A2 - PERFECTIONISM</b>	17



### HIGH RISK

Another stress warning sign is being overly perfectionistic about what you expect from yourself or others. By comparing your score on the **PERFECTIONISM SCALE** to the norm group, your scores place you in the **HIGH RISK** area on this scale. In contrast to others, you tend to be much more focused on exacting high levels of performance and may push yourself harder to “do it right” than most people. While striving to do a job really well is often a good thing, all too often perfectionists tend to be in a quest for the “unattainable.” As a result, they tend to be anxious and unhappy until things in their mind are “perfect.” Often this is not accomplished as one had hoped.

A High score on the Perfectionism Scale is associated with a high level of internal stress. Since prolonged stress is associated with frequent health, emotional and, even, productivity problems, you might want to learn to regulate the level of drive and to keep stress at an optimum level

Perfectionism is not the same as striving for excellence or simply attempting to do a very good job. It is important to determine whether the quest for perfection is worth it. Because you scored High on this scale, there is much to be gained by learning more about perils of perfectionism from the **Stress Mastery Guide and Workbook**.

## Section: A3 - TIME-URGENCY

	Score
Q21. Move, walk, or eat rapidly?	5
Q32. Hurry the speech of others by saying such things as: ~uh-huh~ or ~yes, yes, yes.~	3
Q40. Talk rapidly?	4
<hr/>	
TOTAL: <b>A3 - TIME-URGENCY</b>	12



### HIGH RISK

Having a strong sense of time urgency is a classic Type-A behavior and a strong indicator of stress. The **TIME URGENCY SCALE** looks at the need to do things faster, quicker and with greater inner urgency than most people. Some people call this the “hurry-sickness.” You scored **HIGH RISK** on this scale, which indicates that you tend to function at a much higher than average pace and with a greater sense of “time-urgency,” than most people. People who score High on this Scale often feel the need to do things faster and quicker than others, which is often the result of setting unrealistic expectations and having poor time management skills.

People who score high on this scale perceive life as being run by a clock; they constantly feel being behind with a need to catch up. Excessive time-urgency is often caused by higher than normal levels of anxiety and stress which can lead to greater health problems, increased errors and decreased performance. You will learn more about ways to master time-urgency and find evidence-based solutions that will result in a more relaxed and peaceful approach to life and work in the **Stress Mastery Guide and Workbook**.

## Section: A4 - DISAPPOINTMENT

	Score
Q13. Think about getting out of your job?	5
Q34. Feel discouraged?	5
Q35. Talk about people who disappoint you?	4
Q38. Feel unappreciated?	5
<hr/>	
<b>TOTAL: A4 - DISAPPOINTMENT</b>	<b>19</b>



### **HIGH RISK**

Research has shown that those who score high on the **DISAPPOINTMENT SCALE** have a greater frequency of physical and emotional difficulties than those who score Low Risk; this scale is a good predictor of stress. You scored **HIGH RISK** on the **DISAPPOINTMENT SCALE** which is higher than most people report experiencing. Because feeling disappointed in others who don't meet your expectations or hopes, you may be experiencing more stress than necessary. Disappointment that continues for a long period of time impacts health, productivity and relationships. When we are disappointed and frustrated when our expectations are not being realized, then stress will continue for a long period of time. This is called "chronic stress" which can be the result of negative thinking about what others are not giving or doing for you. Faulty thinking and unrealistic expectations are at the heart of disappointment. You can learn more about the meaning of this scale and what you can do about high levels of disappointment, in the **Stress Mastery Guide and Workbook**.



## Section: A5 - BURNOUT

	Score
Q10. Feel sad?	3
Q24. Feel unenthusiastic?	4
Q26. Get upset when a joke is made about you?	2
Q27. Feel unhappy?	3
Q31. Feel pessimistic or negative?	5
<hr/>	
TOTAL: <b>A5 - BURNOUT</b>	17



### **HIGH RISK**

Burnout is a strong indicator of chronic stress; it is now recognized by the World Health Organization (WHO) as a valid health syndrome. While typically Burnout occurs in the workplace, it can happen to anyone at any time. Your **HIGH RISK** score on the **BURNOUT SCALE** is greater than average, when compared to the norm group. Burnout may have taken a dominant role in your daily living and working. Usually people who feel “burned” out are in acute or even chronic stress and look for ways to feel better...often using alcohol, drugs or other means to feel good again. Being “burned-out” is mild form of depression and may be the result of negative feelings and thoughts about self, work, life and others.

Burnout refers to being down or sad and is characterized by feelings of depletion, distancing from one’s job and feelings of negativism. Some negative mood is normal, however, when feelings of negative mood and being “burnt-out” occur frequently or with great intensity, it is helpful to find ways to reverse or change the negative thinking patterns that have developed. Because of the complicated nature of depression and feelings of being down, professional help may be needed. This is particularly true if you experience prolonged periods of depression, sadness or hopelessness! When in doubt, seek help. Learn more about the meaning of Burnout from the **Stress Mastery Guide and Workbook**.

## Section: A6 - UNDERACHIEVEMENT

	Score
Q04. Not accomplish what you set out to do?	3
Q15. Take more time than usual to do things?	2
Q19. Avoid tasks and responsibilities?	1
Q20. Think that what you do is rather pointless?	3
Q36. Find that you are unable to locate things such as paper, tools, folders, etc.?	2
<hr/>	
<b>TOTAL: A6 - UNDERACHIEVEMENT</b>	<b>11</b>



### **MEDIUM-HIGH RISK**

The **UNDERACHIEVEMENT** scale is about dissatisfaction with yourself and what you are or not achieving; it is not about what you expect of others and is a stress warning sign. You scored **MEDIUM-HIGH RISK** on this scale, which indicates that you are not very satisfied about how well you are achieving your personal goals expectations for yourself. Feeling that you may not be achieving what you want in life or work is often the result of setting unrealistic goals for yourself. As with Disappointment, ask yourself if your thoughts about what you want to accomplish are realistic and achievable. As a guideline, if your standards are too high for yourself, consider realigning them to be more realistic and achievable. People with High Scores on the Underachievement scale tend to have an increased risk of developing physical or emotional difficulties than others. You can discover more about the meaning of this scale and what you can do about high levels of underachievement in the **Stress Mastery Guide And Workbook**.

## Section: A7 - TENSION

	Score
Q07. Take time to do something that you really enjoy?	4
Q11. Take quick, short, or no breaks during the day?	2
Q23. Have very little time to relax and let go?	5
Q30. Find it difficult to slow down?	4
<hr/>	
TOTAL: <b>A7 - TENSION</b>	15



### **MEDIUM-HIGH RISK**

Tension is an important stress warning sign. Being frequently physically and mentally tense is a sign that stress is having an impact on your body, mind and performance. Your **MEDIUM-HIGH RISK** score on the **TENSION SCALE** is slightly higher than the average person in the norm group. You appear to be tense physically and/or mentally and may have difficulty taking time to let go and relax. You may find relaxing and taking time for yourself to be uncomfortable and maybe you even feel guilty when you do. Most people who score high on this scale do not take time to really relax and let go. Being tense, physically or emotionally can take its toll on our bodies and health. When internal stress is high, the stress hormone Cortisol is engaged. Muscles can become tense resulting in fatigue, muscle tension, headaches and pain. Taking time to relax and reduce tension is essential to lowering Cortisol and other stress hormones; it is key to mastering stress at home or work. Discover more about the meaning of this scale and what you can do about high levels of tension in the **Stress Mastery Guide and Workbook**.

## Section: B1 – PHYSICAL STRESS EFFECTS

	Score
Q03. Notice that you have a fast pulse?	3
Q05. Have asthma or hay fever flare-ups?	1
Q08. Have indigestion?	2
Q12. Experience shortness of breath?	1
Q14. Have headaches?	1
Q16. Have constipation/diarrhea?	2
Q22. Have moist or sweaty palms, feet, or underarms?	4
Q29. Over perspire/sweating?	2
Q37. Have difficulty falling or staying asleep?	5
Q39. Have cold hands or feet?	5
<hr/>	
<b>TOTAL: B1 – PHYSICAL STRESS EFFECTS</b>	<b>26</b>



### **MEDIUM-HIGH RISK**

Research has shown that stress can have a direct impact on our bodies and health; some research has shown that stress is a major source of pain and other physical problems. The **PHYSICAL STRESS EFFECTS SCALE** identifies some of the body's systems where stress can have a big impact on your body; e.g. lungs, stomach, skin, muscles, immune, etc. Your scores on this scale placed you in the **MEDIUM-HIGH RISK** area, compared to the norm group. You appear to be experiencing several physical effects at this time that may be stress related. However, just one physical issue can be stress induced, such as indigestion, constipation and over perspiration. Even if you only have a few physical conditions or you scored high in just one area, stress may be a contributing factor. So, check it out and take a closer look at role stress may be playing in your wellbeing. This scale, while measuring a limited number of possible physical issues that can be impacted by stress, is important to helping you recognize the possible effects of stress on your body and health. Now, when stress is high, you can quickly become alert as to how stress may be impacting your health and wellbeing. A medical evaluation can help determine if stress is contributing to any health issue. You can learn more about the meaning of this scale in the **Stress Mastery Guide and Workbook**.

## Section: B2 – LIFE/WORK SATISFACTION

	Score
Q79. Career choice?	1
Q80. Job choice?	4
Q81. Co-workers?	4
Q82. Level of income?	2
Q83. Immediate supervisor or, if you are a homemaker, your spouse, mother or father?	3
Q84. Amount of work?	4
Q85. Advancement opportunities?	2
Q86. Personal relationships?	2
Q87. Level of exercise/personal fitness?	3
<hr/>	
<b>TOTAL: B2 – LIFE/WORK SATISFACTION</b>	<b>25</b>



### **HIGH RISK**

How we feel about various aspects of our life has a direct effect on our stress levels; the more satisfied, the lower the stress...in general. In comparison to the norm group, you scored much higher on this scale than most people who took the SMQ, which places you at the **HIGH RISK** level. The **LIFE/WORK SATISFACTION SCALE** assesses how satisfied or unsatisfied (dissatisfied) you are with certain aspects of your life and work at this time. Based on how you answered the questions on this scale, it appears that you are not very satisfied with many aspects of your work or life. This can be a real challenge. Whether this is a problem for you or not, is up to you to decide. People become dissatisfied when important elements of their life, such as career or job choice, or if the people with whom they work, such co-workers and supervisors, do not meet their hopes and expectations. When high or prolonged levels of dissatisfaction are maintained over time, chronic stress is the often the result. If your feelings of dissatisfaction are beginning to take its toll on you physically, socially or emotionally, considering taking steps carefully make changes to improve your situation. Learn more about the meaning of this scale and what to do in the **Life/Work Satisfaction** section of the **Stress Mastery Guide and Workbook**.

## Section: C1 – LIFE EVENTS

	Score
Q42. Death of a spouse or loved one?	0
Q43. Divorce or marital separation?	0
Q44. Arrest or jail term?	0
Q45. Death of a family member or close friend?	0
Q46. Injury or illness to you?	70
Q47. Major marital or family conflicts?	0
Q48. Loss of a job or unemployment (quit or fired)?	0
Q49. Retirement?	0
Q50. Major injury or illness of family member?	50
Q51. Pregnancy or addition of family member?	50
Q52. Financial loss or difficulties?	0
Q53. Victim of crime?	0
Q54. Change of residence?	40
Q55. Involved in a law suit or legal matter?	0
Q56. Sexual harrassment?	0
<hr/>	
<b>TOTAL: C1 – LIFE EVENTS</b>	<b>210</b>



### **MEDIUM-HIGH RISK**

Stressors are perceived “threats” to us; they are the triggers that cause the Stress Response to engage sending stress hormones and tension throughout our bodies. There are two types of stressors; major Life Events and Hassles. Based on how you answered the questions on the SMQ, you scored **MEDIUM-HIGH RISK** on the **LIFE EVENTS SCALE**, which means that you experienced a slightly more major life stressors (events) during the past 12 months compared to most people; e.g., death of a loved one, loss of a job, financial issues, etc. Research indicates that experiencing many major life stressors over a period of time is linked to health and wellness issues in the following year. The **Stress Mastery Guide and Workbook** can assist you to learn how to master major life events that come your way.

Section: C2 – HASSLES

	Score
Q57. Challenge of a new career (re-entry career)?	0
Q58. Concern about weight/health	1
Q59. Not enough money for basics?	0
Q60. Not enough rest or sleep?	1
Q61. Conflicts with spouse or close friend?	1
Q62. Difficulties with employees or friends?	1
Q63. Difficulties with boss or supervisor?	1
Q64. Difficulties balancing home or work life?	0
Q65. Concerned about meeting high standards?	1
Q66. Problems getting along with coworkers?	1
Q67. Not enough money for social activities?	0
Q68. Misplaced or lost things?	0
Q69. Felt Lonely?	0
Q70. Too many responsibilities?	1
Q71. Problems with children	1
Q72. Being a single parent	0
Q73. Household repairs and maintenance?	0
Q74. Caring for aging parents?	0
Q75. Delayed in heavy traffic?	0
Q76. People at work or home making life difficult?	1
Q77. Vehicle repairs and maintenance?	1
Q78. Wasting time	1

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TOTAL: **C2 – HASSLES**

12



## HIGH RISK

Compared to Life Events, Hassles are those daily issues or stressors that can produce a strong stress response. Unlike Life Events, many of these Hassle Stressors can be changed, modified or prevent with some focus and effort. You scored **HIGH RISK** on the Hassles scale when your scores were compared to the norm group. This means that you are experiencing a greater amount of hassles at this time, compared to others who have taken the SMQ. Hassles are those events or situations that happen to us each and every day; such as, concern about weight, difficulties with spouse, challenges with co-workers or friends, having frequent household repairs, being delayed in traffic, etc. Hassles tend to cause the stress response to engage producing more Cortisol and other stress hormones. The more one perceives something as a hassle, the greater the stress risk. Research has shown that the amount of perceived daily hassles may have a greater effect on one's physical and emotional health than event major Stressors. Learn how to master everyday Hassles in the **Stress Mastery Guide and Workbook**.

### Section: D1 – PERSONAL VIEW OF YOUR STRESS

	Score
Q88. I feel STRESSED most of the time at HOME.	4
Q89. I feel STRESSED most of the time WORK.	4
<hr/>	
TOTAL: <b>D1 – PERSONAL VIEW OF YOUR STRESS</b>	8
<b>MEDIUM-HIGH RISK</b>	

### Section: E1– GENERAL INFORMATION ABOUT YOU

	Score
Q90. Are you...	1
Q91. What is your job position?	2
Q92. What is your age?	3
<hr/>	
TOTAL: <b>E1– GENERAL INFORMATION ABOUT YOU</b>	6

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<b>TOTAL FOR ALL SECTIONS:</b>	<b>396</b>
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