

# CHAPTER 10



## Managing people and stress

### LEARNING OBJECTIVES

After studying this chapter and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study you should be able to:

- Explain the major models and approaches to the study of people management.
- Understand the distinction and similarities between stress, PTSD, burnout and pressure.
- Describe the physiological effects of stress and the consequent impact on the behaviour of individuals.
- Assess the relative contribution of human resource managers and line managers in relation to the management of people.
- Discuss the nature of the psychological contract within the context of people management practice.

