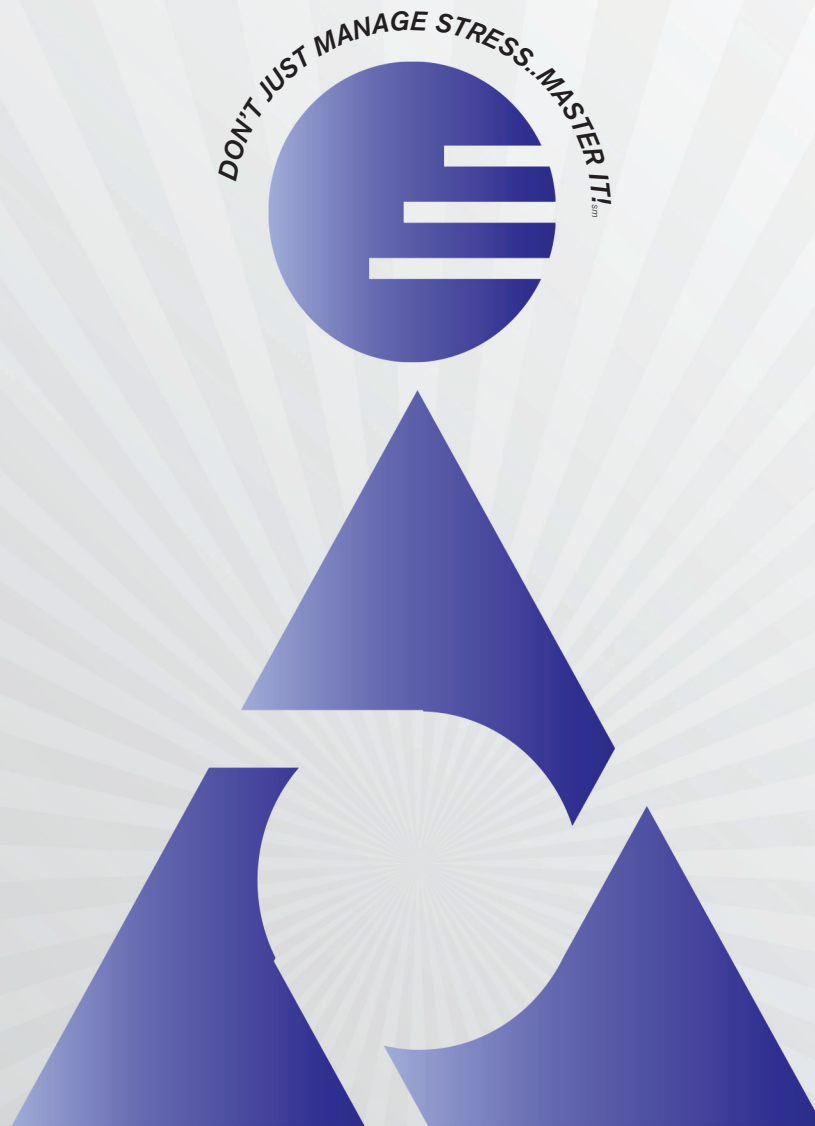


# STRESSMASTER

## THE STRESSMASTERY PROGRAM

Assess - Awareness - Action



James C. Petersen, Ph.D.

## *The Stressmastery Program*

*Assess - Awareness - Action*

**The Stressmastery Program** is a comprehensive approach to helping one to identify their signs of stress, understand the meaning of stress and the stress response, and provide concrete, proven effective approaches to mastering stress and preventing stress from dominating one's life.

There are four key elements to **The Stressmastery Program**: the **SMQ Assessment**, **Personal Stress Profile**, **Detailed Stress Report** and the **Stressmastery Guide**. With these tools, a trainer, coach or counselor can deliver a highly effective stress mastery program in virtually any setting.



### *The Stressmastery Program*

**ABOUT THE SMQ** - The **Stress Management Questionnaire (SMQ)** is the key that differentiates **The Stressmastery Program** from any other stress management program currently available. It is the first step in our program. The SMQ is the result of careful research and a year long validation study conducted by Drs. James Petersen and Harry Lawrence for the National Institute of Occupational Safety and Health (1982). The result is a norm-based stress-risk assessment that has been proven effective in real world applications with hundreds of stress management programs and years of use in companies, organizations, and health care clinics around the world. With over 600,000 administrations in 15 countries, the SMQ has become the "gold standard" for stress risk assessment. For a detailed discussion of the SMQ, click here [ABOUT THE SMQ](#)

**ASSESS** - The second step is knowing what to change. Since stress is the result of how we think and respond to the stressors and daily hassles of life, the **SMQ** shines a light on those behaviors and attitudes that impact the stress response. Essentially, the SMQ assesses each person's risk on 11 unique stress areas (e.g., Anger, Perfectionism, Burnout, etc.) and presents the results in a brief "**STRESS PROFILE**" that is easy to understand. Based upon a comparison with our norm-group, the Profile shows one's stress "risk" level, from Low to High, on the 11 SMQ scales.

**AWARENESS** - The third step is the process of personal change is the **DETAILED STRESS REPORT** that provides a clear awareness of the specific behaviors and attitudes that can contribute to one's stress. This three paged Report goes deeper than the Profile and shows the actual responses to the 87 SMQ questions; in essence, it reveals the specifics of what to change in the process of learning how to master stress and become more stress resilient.

**ACTION** - The fourth step is the **STRESSMASTERY GUIDE** that discusses each of the 11 SMQ scales and, then, offers proven effective ways to master stress and build stress resilience! Each person who takes the SMQ receives a copy of the Stressmastery Guide (43pp) for personal use or as part of his or her Stressmastery Workshop or Coaching Program. The Guide describes the meaning of each scale and offers key information on **What to Know** and **What to Do** when one scores high on any scale. The Guide provides evidenced-based information, suggestions and ways to lower stress and become more stress resilient; it can be used in any stress mastery (management) training program, coaching or counseling session or for self-study. An Action Plan at the end of the Guide provides clear direction for personal development and stress mastery.

*To Learn More...Click Here...[About Stressmaster](#)*

# The Stressmaster Program

“A Model for Helping Employees Learn How To Master Stress”

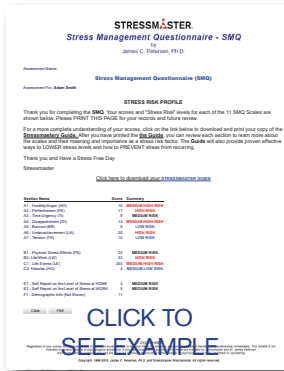
## STRESS MANAGEMENT QUESTIONNAIRE (SMQ)



Step 1

Employee completes the SMQ Online

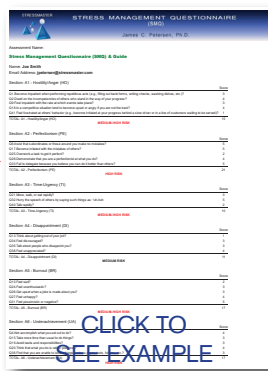
### STRESS PROFILE



Step 2

Employee receives results of SMQ on a Stress Risk Profile

### STRESS REPORT



Step 3

Employee works with coach or trainers to begin to master stress

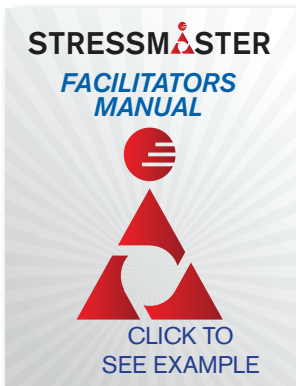
### STRESSMASTERY GUIDE



Step 4

Employee uses the Stressmastery Guide to facilitate change.

### TRAINER MANUAL



Step 5

The Manual is used by coaches and trainers to Design Stress Mastery Program

### TRAINING & COACHING



Step 6

Through coaching & counseling each person is guided to reduce stress & build resilience

### SUPPORT



Step 7

On-going support for change is provided to insure personal change.

**CONTACT US FOR MORE INFORMATION OR TO “TAKE THE SMQ” ONLINE**

[www.stressmaster.com](http://www.stressmaster.com) | [Info@stressmaster.com](mailto:Info@stressmaster.com)

## WHAT OUR CLIENTS ARE SAYING...

Dear Dr. Petersen,

*I would like to personally thank you for creating a great stress assessment tool. As an executive coach, trainer, and team developer, I have searched for a good stress assessment tool for use in our programs. Having scoured the internet for over 10 years, we have found your stress "risk" assessment tool, called the Stress Management Questionnaire (SMQ), to be the best tool for the programs we do with our corporate clients.*

*We've been using your SMQ diagnostic tool since early 2000 as part of our PEAK PERFORMANCE II program. This program focuses on how to improve personal performance through employee engagement. Decreasing stress in the workplace is essential to improving organizational performance.*

*Thank you for working with us and our clients, as Stressmaster and your Stress Management Questionnaire will remain as an integral part of our program going forward. I sincerely appreciate the fact that you have worked with us to translate the Stressmaster into Spanish for one of our large financial clients in Mexico. Over the next 5 years, they plan to enroll their high potential group into the Peak Performance program as part of their cultural transformation process. They are trying to reach close to 5000 people in a period of 5 years. This is a pretty aggressive target. We are currently rolling out Peak Performance II to all the graduates of our Peak I program. Currently we are targeting 3000-5000 people for Peak I and then Peak II. Thank you for being such a great partner.*

*Susan Robertson  
Cofounder and Managing Partner  
Stop At Nothing, Inc*

Dear Dr. Petersen,

*I just took the assessment and I think it is great! It was simple, didn't take too long, and easy to understand. I really liked the guide as well, especially the Contract For Change section, as many of the clients we work with have difficulty with follow through. I will be trying*

*this assessment with a client next week Wednesday and will also be presenting this to the occupational therapists and social workers. Thank you very much for being prompt and providing trials for us to try to determine the need for the assessment. I will keep you posted! Thank you.*

*YN, OTS*

*"I've been using the SMQ for over the last 14 months and have given it to about 750 people. It has been extremely useful in our Stress Management Program and I've received much positive feedback from the Participants. Some remarks have been:*

*'The (SMQ) guide has helped me change my life. I get better insight every time I go through the Report and Guide.'*

*'The SMQ helped me know myself a lot better. I'm a better manager because of that.' These remarks make me feel good about the effectiveness of the instrument as we apply it in the Stress Management Program."*

*PD - Training Psychologist for State of Arizona*

*I am one of a small team of Training & Development consultants here at Capita who provide a number of stand-alone courses in addition to our more bespoke consultancy work. One of these courses is Peak Performance Under Pressure - designed to help people to understand a little more of the nature of stress, their stressors, their stress response, and exploring preventative measures and coping mechanisms.*

*The SMQ is used within the context of this course. Delegate feedback has been universally very positive, ranging from the benefit of having one's self-awareness reinforced, through to some real epiphanies.*

*On a personal note, I have found the SMQ to be a robust, informative tool, based on sound theory and practice. I am definitely an advocate of the Stressmaster philosophy!*

*JL (UK Consultancy)*



Hi Jim,

What has consistently been commented on in regard to the SMQ is the participants seeing how their companions rate them, compared to their own self evaluations. Longer-term married couples tend to mirror each other on the graph, while there are often big disparities between self and companion on those in less structured relationships, or less intimate relationships (i.e. siblings, friends, coworkers). Also, many remarked that they did not know they were as affected by stress until seeing the SMQ. I think stress is a badge of honor among some--if you are not stressed, you are not working hard enough. *The SMQ allows them to see the importance of balance between work/home and the need for decompression "me" time. I think the SMQ has been a great educational tool in the fact that participants realize that stress is more of an enemy of productivity (professionally and personally) than they had previously believed.*

One of the key areas we focus on in our District Manager training is for the participants to not only address their stress, but also help their direct-reports (Store Managers and CSRs) with stress.

As mentioned, this remains a very popular course. Right now we are projecting about 50 participants this year, but there is a possibility we will offer this as part of a stand-alone program (as opposed to a block of instruction in a 5-day course).

Chris  
Trainer at a Large Convenience Store Chain

Dr. Petersen,

I have been reading my "HIGHS" (scores on the SMQ) and I thank you for hitting it on the head. My anger, time urgency, tension highs describe me perfectly. I will be using the info taking it to my group counseling sessions for discussion input.

BF - New Port Richey

Dear Dr. Petersen,

Following is a summary of the participant (60+ Senior Partners at a KPMG) evaluations you received as an instructor for our recent session of Managing Stress, held in Houston. *This was one of the most valuable investments we have made available for our employees.* Out of a possible score of 5 with 5 being most favorable. These results reveal a strong, positive view of the program.

Prepared	4.50
Clarity of Information	4.21
Instructor Knowledge	4.71
Interest in Student Success	4.43
Response to questions	4.29
Desire for more	4.21
Overall	4.24

Senior Managing Partner - KPMG

Dr. Petersen has developed a stress questionnaire that provides users with a *comprehensive analysis and report that enables the participant to gain a greater understanding of potential triggers of stress within their lives that can be used to develop an effective stress management action plan to improve their overall health & well being.*

P.B Wellness Provider (UK)

*"The large number of advisors who turned out for the presentations (by you) and the enthusiastic response to the material presented attests to the excellent job you did! (And)...we heard nothing but compliments on the programs being conducted for the advisors."*

JTN - National Law Enforcement Council

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[About Stressmaster](#)