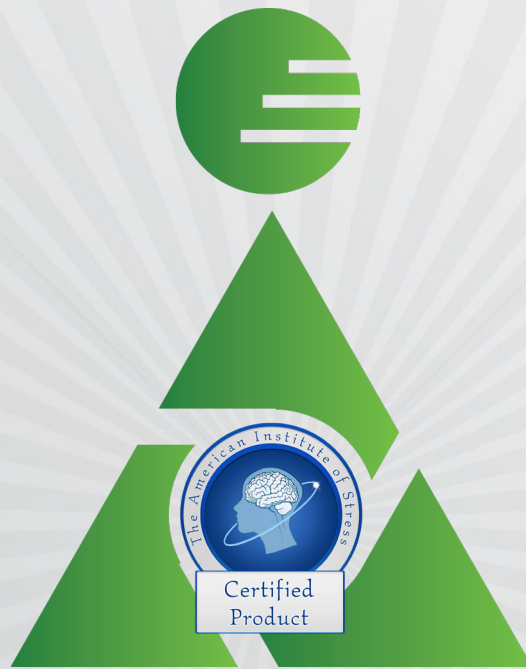


STRESSMASTER[®]
INTERNATIONAL

SMAQ[™]
STRESS MASTERY QUESTIONNAIRE



60+ STRESSMASTER ASSOCIATES IN 15 COUNTRIES

USA | Canada | Mexico | Norway | Slovenia | South Africa | Wales | India | Jordan | UK | Nigeria | Iran | China | Saudi Arabia | Poland



WHAT IS THE SMQ?



The Stress Mastery Questionnaire (SMQ) was designed and created by Dr. James Petersen, an internationally recognized stress researcher, author, coach and psychologist. The SMQ is one of the first scientifically developed stress self-assessment tools that provides detailed information about how well one is currently mastering stress. Today the SMQ is considered "Best in Class" by companies and organizations worldwide.

HOW IS THE SMQ ADMINISTERED?



The SMQ is taken on-line for use in as stress management training or coaching program; and is the starting point for individuals participating in the **Stress Mastery Program**. The SMQ provides each person with an understanding of their personal stress; the SMQ is essentially a "self-awareness" tool revealing key behaviors and attitudes that mirror the level of stress one is experiencing. The SMQ enables each person to focus on what unique things to change in order to reduce and master stress.

IS THE SMQ VALID AND CERTIFIED?



Yes. In 1982, Dr. Petersen received a grant from the National Institute of Occupational Safety and Health (NIOSH) to conduct a research study of the SMQ. Dr. Petersen and his research team proceeded to conduct a comprehensive validation study of the SMQ using standard psychometric test development methodology. The SMQ was administered to a stratified random sample of employees from seven different companies. Upon completion of the study, the data were statistical analyzed to determine the validity of the scales using Factor Analysis, Discriminant Analysis, and other standard statistical procedures. The study demonstrated the validity and reliability of the SMQ.



The SMQ is the first stress assessment tool that has been **Certified by the American Institute of Stress (A.I.S.)** for use by professional trainers, coaches, psychologists and counselors. The SMQ is highly versatile and can be integrated into virtually any stress management training or coaching program. After careful review of the research behind the SMQ, AIS granted its Stress Product Certification to the SMQ in 2019.



THE SMQ IS A STRESS "AWARENESS" TOOL

ASSESS Through a valid assessment, the SMQ creates an awareness of how stress may be affecting someone physically, behaviorally and emotionally. Awareness is essential for change to occur. The SMQ has been proven effective in helping people to understand their stress and to identify those areas for personal change and stress mastery.

FOCUS The SMQ is like a laser, it identifies the most important areas to change and, then, with the help of the Stress Mastery Program, provides essential tools to reduce and master stress.

KNOWLEDGE The SMQ is both a self-diagnostic and an educational tool. As an educational tool, the SMQ teaches about How Stress Effects us both physically and emotionally; it reveals the most important Stressors in one's life; and, shines a light on Stress Warning Signs to attend to in order to master stress.

MOTIVATION The SMQ is unique in that the information gained provides a clear path for personal growth and stress mastery. This information is often revealing and provides a "wake-up" call to take seriously the power of stress for both good as well as physical harm.

EFFECTIVE With over 600,000 people benefiting from taking the SMQ on-line and, then, receiving their results in an easy to understand Personal Stress Report, thousands have been able to make positive changes in reducing and mastering stress both at work and home.



HOW IS THE SMQ COMPLETED?



While a print version of the SMQ is available, most SMQ assessments are taken online via the Internet. Each person is provided an **Internet Link** and a unique **Access Code**. The Access Code is sent to the participant or client via e-mail by the instructor or counselor. Once the code is entered, the assessment begins. After answering the 87 SMQ questions, along with a few demographic items, the results are calculated and a one-page **Stress Risk Profile** is provided showing the participant's "risk" level on each of the 11 SMQ scales.

WHAT DOES THE SMQ REVEAL?

While the stress response is universal, how stress reveals itself varies from person to person. In addition, people adapt to increasing levels of stress and "tune-out" the warning signs that stress may be a problem. Using 87 psychometrically created questions, the SMQ provides a way to view personal stress in three (3) key areas with 11 unique areas or scales:



STRESS WARNING SIGNS

*Hostility/Anger
Time Urgency
Perfectionism
Disappointment
Burnout
Under-Achievement
Tension*

STRESS EFFECTS

*Physical Stress Effects
Life/Work Satisfaction*

STRESSORS

*Life Events
Hassles*

WHO IS USING THE SMQ



The SMQ is a universal stress "self-awareness" assessment protocol that can be used by virtual any professional in a training, coaching, counseling or educational setting, including . . .

Counselors
Psychologists
Social Workers
Internal Corporate Trainers
External Independent Trainers
Wellness and Health Professionals
Ministers, Pastors and Members of the Cloth
And, by Individuals for personal self-development

THE STRESS MASTERY PROGRAM

The **STRESS MASTERY PROGRAM** takes stress management training, coaching or counseling program to a higher level of professionalism and effectiveness. Stressmaster International provides the **STRESS MASTERY PROGRAM** to trainers, program facilitators, counselors or health coaches so that they can deliver highly effective stress mastery training or coaching programs using our proven effective materials. The **Stress Mastery Program** includes. . .

STRESS MASTERY QUESTIONNAIRE (SMQ)



The **SMQ** is the heart of the Stress Mastery Program. All training and coaching programs start with a personal stress “risk” assessment of each person using the **SMQ**. The SMQ provides each person with a clear understanding of his or her stress and, through training or coaching, how to make changes in behaviors and attitudes that will have a positive impact on stress levels, performance and quality of life. The SMQ can be taken online in English, Spanish, Norwegian, Slovenian, Hungarian, Romanian, Polish, Arabic and French

STRESS MASTERY REPORT



After completing the SMQ, a Stress Mastery Report for that person is typically emailed to the trainer or coach for use in his/her training or coaching.. The Report is a 19 page document showing “risk” scores from Low to High on each of the 11 Scales. In addition, the Report shows how one scored on each of questions on scale from 1 to 5 (Low to High). [SEE AN EXAMPLE](#)

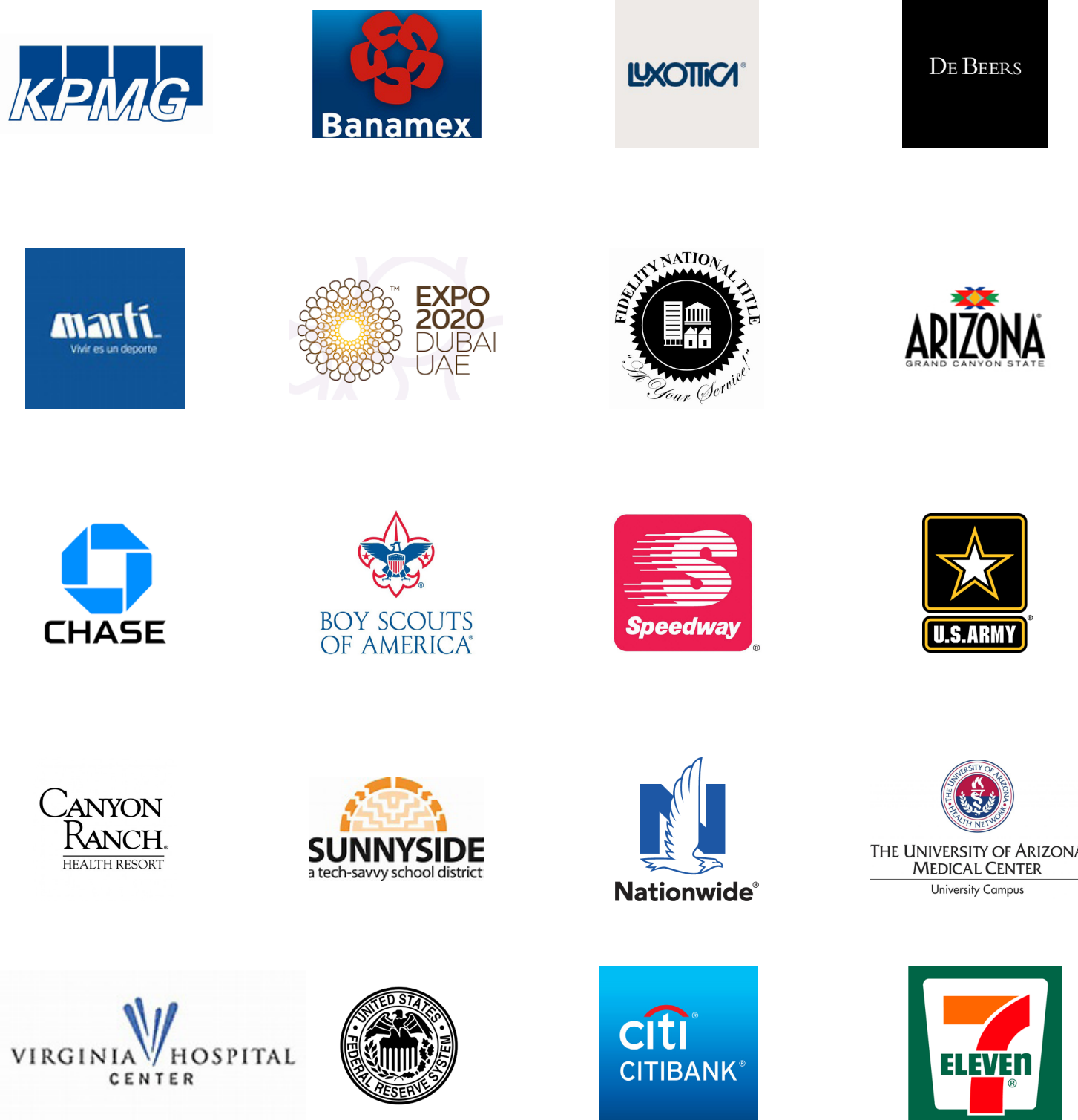
STRESS MASTERY GUIDE & WORKBOOK



In a workshop or seminar, participants are given their **Stress Report** along with a copy of the **Stress Mastery Guide and Workbook**. The Guide (66pp) helps interpret the results of the SMQ; it is used interactively with the participants during the course of the training. The **Workbook** portion has specific exercises to help trainees or clients gain the knowledge and skills to reduce and master stress.

SOME OF OUR CLIENTS . . .

Our clients are multi-national companies, small businesses, government agencies and non-profit organizations . . .



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 (with CitiBanamex in Mexico). 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

Co-Founder and Managing Partner Stop At Nothing, Inc.

Dr. Petersen has developed a comprehensive 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.

PB

Preventative Medicine Professional

Hi Jim,

I took the SMQ, and would be very interested in getting a full report. I love the Guide that comes with completion too! This is all very comprehensive and well done.

Dr. Petersen's work is devoted to helping employees in high-stress organizations do more than "cope" with stress. Instead, they are guided to the awareness and tools that allow them to thrive, achieving mastery over stress.

Inspired by this message and excited to partner with the promise of Dr. Petersen's organization, I became a Stressmaster Associate. Dr. Petersen is a wealth of knowledge on the industry, and his Stress Management Questionnaire (SMQ) is an essential stress risk assessment tool. With it, I am able to better serve my clients, and, thereby, change the world.

AT

Live A ZenLife

Hi Jim,

I just got finished looking over the materials to the SMQ and I have to say that I am quite impressed. There is a place for this on a global level for sure. At the very least for people in the health care world as a staple instrument... I just wanted you to know that you really did a great job with this. The entire package is brilliant. (Later) I took the SMQ. I am sure that you will not be surprised to know that, I was impressed on first sight.

Lawrence F. (Licensed Psychologist - NY and CA)

I would just like to recommend the Stress Management Questionnaire (SMQ) as a key organisational tool to help employers to effectively identify and help manage stress within the workplace.

Hello 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

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

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...

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

These results reveal a strong, positive view of the program.

Senior Partner - KPMG

"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

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

Dr. Petersen

I would just like to recommend the Stress Management Questionnaire (SMQ) as a key organizational tool to help employers to effectively identify and help manage stress within the workplace. Dr. Peterson has developed a comprehensive 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 SMQ is easy to complete and a good tool for engaging individuals, raising awareness of stress/stressors and more comprehensive than for example, giving someone a Homes & Rahe Stress Scale to complete (although that does provide a quick snapshot). I think the SMQ naturally leads people on to wanting to drill-down and learn more about the issues that are flagging-up as medium-high/high stress. I imagine it is also a good tool for bringing corporate clients on board too.

M.K. (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

Dear Dr James,

First of all thank you so much for the SMQ. I did it just now and it is spot on. It is really good because it shows you in what area of your life you have stress and also how much the stress is. It is not time consuming at all, that is a really big plus. People don't want to sit for instance an hour or more filling in answers. I can see now why this is really successful :)

EA (U.A.E.)

Hi Jim

I have had a stress free day. After looking at your site extensively I then completed the assessment. I have been looking for some time to find a resource to use with my clients dealing with stress, really like the approach you take.

Rev. Paul Bailey, MA

Canada Thanks James,

You are a gentlemen and a scholar! (PS that is a compliment). I have been working with an executive team the last two days providing feedback regarding StressMaster and I am loving the practicality and richness of the information. We used it in Namibia for Executive Wellness, and conducted three assessments before meeting the team. The StressMaster gave us the authoritative stance to go in and present sanitised actual averages for the small team's stress levels and this clinched the deal.

*Cobus du Plessis
Stressmaster Associate*

We've been working with Jim and his Stressmaster Assessment for close to 20 years. What Jim has developed is one of the best assessments that I've seen out there for helping people understand their stress load and then being able to manage their stress and overcome their stress.

S. R. SAN

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)