# **Job Stress**

**Plan of Work for Child Care Provider Education**

**Check Sheet for Materials**

For each workshop topic, there are handouts for participants and forms for agents to use in collecting evaluation data.

\_\_\_\_\_ 1. Handout for workshop participant

\_\_\_\_\_ 2. Information Form

\_\_\_\_\_ 3. Pre survey

\_\_\_\_\_ 4. Post survey

\_\_\_\_\_ 5. Answers to pre and post survey

\_\_\_\_\_ 6. Management of evaluation data

\_\_\_\_\_ 7. How to calculate scores

\_\_\_\_\_ 8. Six week follow up evaluation

\_\_\_\_\_ 9. Six month follow up evaluation

**Lesson Developed by Diana Del Campo, Ph.D.**

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**Topic: Job Stress**

Handout for Workshop Participant

Overview: Working with young children can be stressful and lead to burnout. Understand what causes stress for you, recognize the signs of stress, and become aware of ways to relieve your stress.

Meets New Mexico Licensing Regulation Competency: Professionalism

**Directions**

A. Complete the information form (number 1-5) and pre survey that workshop presenter will provide for you.

B. Watch the webcast on job stress at <http://betterkidcare.psu.edu/page11a.html> or watch the video or DVD and use the following outline to take notes.

1. What are 3 causes of stress?

2. What are 3 signs of stress?

3. What are 3 ways of dealing with or relieving stress?

4. Why is it important to relieve stress?

C. Workshop presenter will discuss video and note taking outline.

D. Complete the post survey that workshop presenter will provide for you.

**Information Form**

Workshop participants will complete 1-5 of this form and return to workshop presenter. Workshop presenter will use this form to track evaluation data.

1. Name of workshop participant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Surface mailing address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Email address (used for evaluation only) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Child Care Center name and mailing address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Number of continuing education credits earned at this workshop \_\_\_\_\_\_\_

**Topic: Job Stress**

Pre survey for workshop participant to complete

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. List 3 causes of stress.

2. List 3 signs of stress.

3. List 3 ways to deal with or relieve stress.

4. Why is it important to relieve stress?

**When finished, please return to workshop presenter.**

**Topic: Job Stress**

Post survey for workshop participant to complete

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. List 3 causes of stress.

2. List 3 signs of stress.

3. List 3 ways to deal with or relieve stress.

4. Why is it important to relieve stress?

**When finished, please return to workshop presenter.**

**Topic: Job Stress**

For workshop presenter: Answers to pre and post survey

1. List 3 causes of stress.

The 3 answers can be from the following:

Differences in the way child care is delivered; noise; traffic on the way to work; not enough sleep; not eating properly; supervisor observing you; unpredictability of lesson plans; trying to team up with parents; having to be “on” all day; outside obligations of family; things out of my control; children with behavior problems; co-workers who are stressed out.

2. List 3 signs of stress.

The 3 answers can be from the following:

Physical symptoms such as being irritable, impatient, easily frustrated, angry, headaches, being tired all the time, depressed. Sleep problems such as waking up at night or having a hard time getting to sleep; eating crunchy food that is high calorie and high salt; feeling lonely; relationship problems; feeling no joy in life; taking stress from home to work or from work to home.

3. List 3 ways to deal with or relieve stress.

The 3 answers can be from the following:

Talk it out; exercise such as walking; doing a hobby such as arts and crafts; take a break; hug; play with the children; spend time with friends; shop; listen to music; quiet or alone time; read; count to ten and breath; learn to say no; time management; humor; develop a positive attitude; smile.

4. Why is it important to relieve stress?

Stress can make you sick.

Stress can make you feel tired and unable to solve problems.

Stress at work can spill over to your home life and create problems with family members.

Stress can lead to “burn out”.

**Management of Evaluation Data**

To be completed by workshop presenter

**Workshop evaluation**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pretest score \_\_\_\_\_\_\_ Post test score \_\_\_\_\_\_\_

**Six weeks after workshop**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

**Six months after workshop**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

**How to Calculate Scores for Child Care Provider Training on Job Stress**

Evaluation statement from child care plan of work <http://pow.nmsu.edu/view_template.php?plan_id=27> : 80% of participants will increase their knowledge level on a variety of subjects which meet child care licensing regulation competencies, such as nutrition education, child care and guidance, child health and safety, or one of the topics in the New Staff Orientation Program.

There are 2 ways to calculate scores. One is to calculate the % of participants who scored higher on the post test verses pretest. A second way is to calculate the % of knowledge gain for the group.

**1. Calculate the % of participants who scored higher on the post test verses pretest.**

Job stress pretest and post test has 4 questions worth 25 points each= 100 points. Grade the pretests and post tests.

Number who improved scores divided by total number of participants = \_\_\_% who improved scores.

***Example***

There are 14 people who took the pretest and posttest. Of the 14 people who took the pretest, 12 of them scored higher on the post test.

What % of people increased their scores and thus increased their knowledge?

12 (number who improved scores) divided by 14 (total number of participants) = 0.857 or 86%

Evaluation statement: 14 child care providers attended an educational workshop on job stress. A comparison of pretest and post test scores showed that 86% of the child care providers improved their knowledge scores.

***Practice Example***

There are 24 people who took the pretest and posttest. Of the 24 people who took the pretest, 20 of them scored higher on the post test.

What % of people increased their scores and thus increased their knowledge?

\_\_\_\_\_ (number who improved scores) divided by \_\_\_\_\_ (total number of participants) = \_\_\_\_\_ or \_\_\_\_\_%

Evaluation statement: \_\_\_\_\_\_ child care providers attended an educational workshop on job stress. A comparison of pretest and post test scores showed that \_\_\_\_\_% of the child care providers improved their knowledge scores.

**2. Calculate the % of knowledge gain for the group.**

Job stress pretest and posttest have 4 questions worth 25 points each= 100 points

Grade pretest for each person; add total points for everyone

Divide total points by number of participants for an average score

Divide average score by total points possible

This is the % correct on the pre test

Do the same procedure for post test.

Subtract pretest % score from post test % score to equal the percent increase or decrease in knowledge.

***Example***

Pretest

Total of test scores for 5 participants on pretest is 260 points

Total test score (260) divided by number of participants (5) = 52 (average score)

Divide total points possible on the test (100) by average score (52) = .52 or 52%

Pretest score is 52%

Post test

Total of test scores for 5 participants on post test is 380 points

Total test score (380) divided by number of participants (5) = 76 (average score)

Divide total points possible on the test (100) by average score (76) = .76 or 76%

Post test score is 76%

76% (average post test score) minus 52% (average pretest score) = 24% increase in knowledge for the group

Evaluation statement: 5 child care providers attended an educational workshop on job stress. A comparison of pretest and post test scores showed that there was a 24% increase in knowledge gain for child care providers.

**SO WHAT????**

There is a second step. In order to determine what these scores really mean, a statistical test such as a “T” test or “Chi Square” must be run.

Comparing the 52% pretest score to the 76% post test score statistically will give you important results, such as, “There was a statistically significant difference between the pretest and the post test scores. It did not happen by chance. There is a real difference in the scores.”

***Practice Example***

Pretest

Total points for 18 participants on pretest is 1100 points

Total points \_\_\_\_ divided by number of participants \_\_\_\_ = \_\_\_\_ (average score)

Divide total points possible on the test (100) by average score \_\_\_\_ = \_\_\_\_ or \_\_\_\_\_%

Pretest average score is \_\_\_\_\_%

Post test

Total points for 18 participants on post test is 1550 points

Total points \_\_\_\_ divided by number of participants \_\_\_\_ = \_\_\_\_ (average score)

Divide total points possible on the test (100) by average score \_\_\_\_ = \_\_\_\_ or \_\_\_\_\_%

Post test average score is \_\_\_\_\_%

\_\_\_\_\_% (post test average score) minus \_\_\_\_\_% (pretest average score) = \_\_\_\_\_% increase in knowledge

Evaluation statement: \_\_\_\_\_\_ child care providers attended an educational workshop on job stress. A comparison of pretest and post test scores showed that there was a \_\_\_\_\_% \_\_\_\_\_\_\_\_\_\_\_ in knowledge gain for child care providers.

**So What?**

The second step to this calculation would be to run a statistical test to determine if scores are statistically significantly different.

**Six week follow up evaluation**

Workshop presenter will mail or email to workshop participant 6 weeks after workshop.

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear:

About 6 weeks ago you participated in a child care provider workshop sponsored by the County Extension Office. We need to know how much it helped you.

Please answer the following 3 questions and return the form to us in the self addressed stamped envelope or if you’re receiving this by email, hit the reply key and answer the questions.

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

Thanks so much! This information helps us continue to provide educational programs for the county.

**Six month follow up evaluation**

Workshop presenter will mail or email to workshop participant 6 months after workshop.

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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