

Event Report

Title of Activity	Workshop on "Stress Management among Customer Service Employees: Antecedents and Interventions"
Organized by (School/Centre Name)	Dr. Seema Ghanghas, Associate Professor and Division Chair-HR, School of Business, Galgotias University, Greater Noida
Program Theme	Workshop Cum Training
Date	16.08.22 to 18.08.2022
Time	1100 Hrs- 1600 Hrs
Place of Event / Name of Organization	The Markeeto Pvt. Ltd., Markketo Retailer Panschila, RendeVous Complex, Malviya Nagar, Delhi
No. of Participants	3 (15 Members in each group)
Description (min 250 to max 800 words)	This training workshop was conducted to understand the well-known stress antecedents that affect customer service employees in the Retail industry, and how these antecedents could be reduced through effective stress management strategies. After interviewing the individual employee, I came to know that there are certain types of stressors that are characteristic to this group of Customer Service employees, mainly due to their frequent association with customers of diverse behavioural orientations, long

	<p>working hours in Retail Industry, Odd shift timings, extended working hours, working on festivals and handling more customers comparatively. To overcome this type of stress, different stress buster activities were organized where the participants actively participated and felt stressed out.</p>
Report Submitted by	Dr. Seema Ghanghas