

## Abstract

This bachelor thesis deals with the subject of work stress and using coping strategies among managers in the terms of job satisfaction. The first part of the thesis includes the comparison of the concept stress and mental load, continues with description of the related terms. The second part provides details about job satisfaction. The third part defines managerial work and the demands that managers and leaders are forced to deal with. The empirical part is based on literature search and so far conducted researches, which describe these facts only marginally. The main aim of own research is to verify dependency between the overall level of job satisfaction and preferences for using offensive or defensive stress management strategies. Another goal is to find out how are these preferences affected by the availability of stress management trainings in the workplace. The partial aim is to analyze the most common situations in which managers experience stress load. A quantitative survey was implemented by means of an electronic questionnaire. The results confirm the relationship between coping strategies and job satisfaction although, only in the case of defensive strategies, the use of which significantly reduce job satisfaction. On the other hand, the offer of training does not affect the choice of strategies, even though resulting data generally show that in many cases offer of trainings is insufficient and respondents would appreciate it in their workplace. A positive finding is, that despite unsatisfying education system, the managers prefer positive ways of coping with stress as their level of job satisfaction is above average.

## Key words

Coping Strategies, Stress, Stress Management, Job Satisfaction, Managers