

ANNOTATION

Mental load of top management - coping with stress

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The topic of this thesis is the issue of mental load, respectively mental load in professions that are increasingly exposed to its influence. From a myriad of professions in which people are under intense mental load, this thesis examines the group of top managers, particularly in companies involved in the sale of information technologies.

The objective of this thesis is primarily to capture the methods and strategies for coping with stress in this target group. From a methodological perspective, the semi-structured interview and standardized questionnaire research methods were used to identify strategies for coping with stress. The conducted research confirmed with certain degree of probability that intense mental load is an integral part of the performance of the top manager profession. Its impact is assessed as more stressful in comparison with lower job titles, particularly from the perspective of a wider range of active forms of mental load.

The research has shown that the predominant types of coping with mental load are mainly active methods of coping with stress, such as control and management of the situation itself, control of your responses in the given situation, positive self-instruction and motivation, drawing on social support, time management, and clear identification of priorities and objectives.

On the contrary, the research showed that coping strategies used by top managers very rarely are so-called negative strategies; these are mainly various forms of escape, diversion, or resignation on solving the given problem, with the possible exception of frustration situations, when the use of these strategies was proven to be justified.

An important finding of the research is the supposed significant influence of stressors in private life, especially family life. The conclusions of the thesis may help us get a better idea of the types of stress, as well as effective ways of coping with it.

Keywords: mental load, stress, personality, coping strategy, frustration, conflicts, manager, top management