

## **Abstract**

This diploma thesis focuses on the issue of occupational stress and burnout syndrome among psychologists and special pedagogues employed in Educational and Psychological Counselling Centers. The main objective of the thesis was to explore occupational stress and burnout in these helping professions and to identify effective coping strategies and preventive measures.

The theoretical part of the thesis is divided into two main sections. The first section defines the concepts of occupational stress and burnout, describes main theoretical model related to these concepts, and examines coping strategies and prevention. The second part focuses on the profession of psychologist and special pedagogues, with a specific focus on occupational health risk typical for these helping professions. The theoretical part of the thesis is concluded with a research review of relevant international and Czech empirical studies.

The empirical part of the thesis aimed to explore, via qualitative research, subjective experiences of stress and burnout among psychologists and special pedagogues employed in Educational and Psychological Counselling Centers. Relatedly, the research aimed to identify coping strategies and prevention measures. The data were obtained using semi-structured interviews with 10 participants. The results showed that the participants experienced work stress, but not burnout. Using thematic analysis, four main stressors and most frequent coping strategies were identified. Interestingly, the research pointed on an absence of organizational support and prevention measures from the employing organizations. As a conclusion, practical implications are discussed.

## **Key words**

Educational and psychological counselling centers, Special pedagogue, Psychologist, Occupational health, Mental hygiene, Occupational stress, Burn-out syndrome, Coping