

## Airline employees may be in need of stress reduction

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News - Workplace Stress

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A column in the Seattle Times speculated on why flight attendants are becoming an increasingly hostile group of workers, in light of a new report that placed airline companies among the top worst performers due to poor customer service.

According to the American Customer Satisfaction index, airlines make up half of the top 10 worst-performing companies in the nation, reflecting less-than-stellar [employee performance](#), wrote Christopher Elliott.

However, the fault may not lie completely on their shoulders.

"Flight attendants are under a great deal of stress because of increased security threats, continually changing federal regulations, bankruptcies, furloughs, salary cuts and loss of pensions and benefits," Elliott noted.

Researchers at the University of Wisconsin, Milwaukee wrote a report about rudeness on the job. The authors said that hostility is often the result of intense [workplace stress](#). Conversely, a well-performing staff likely stems from organization policies that ensure [employee wellness](#).

[Employee wellness programs](#) that offer tools and resources for [stress management](#) have been shown to improve a company's employee performance as well as reduce workplace stress.