

## **Abstract**

This master's thesis focuses on experiences of occupational stress in professionals employed at crisis intervention helplines. The aim of the thesis is to develop a theoretical model of coping resources used by crisis interventionists to cope with occupational stress.

The theoretical part of the thesis describes key definitions and theories of occupational stress, drawing on occupational health psychology literature. Specific stressors that endanger workers' occupational health in helping professions, particularly in crisis interventions, are identified. Next, the thesis defines the concept of coping and describes specific personal, social, and other resources that can be used to cope with work-related stress. The theoretical part is concluded with an overview of recent empirical studies focusing on coping resources in counseling and crisis intervention.

The empirical part of the thesis uses qualitative design, and specifically a grounded theory approach, to develop a theoretical model of coping resources used by crisis interventionists to cope with occupational stress. The theoretical model aims to identify the main occupational stressors, coping resources, intervening conditions, and effects of coping in a selected sample of professionals employed at crisis intervention helplines in the Czech Republic. The data were collected using 14 semi-structured interviews and analyzed using a grounded theory approach. The findings highlighted different stress-management coping strategies, including both short-term and long-term approaches. The research additionally revealed the importance of social support, such as seeking professional help or venting to friends, but also establishing clear boundaries between work and personal life and promoting self-awareness as essential stress management strategies. These findings shed light on successful stress management practices and may help guide interventions to improve workers' well-being.

**Keywords:** crisis intervention helpline, occupational stress, stress management, psychological capital, personal resources, social resources, grounded theory