

Managing Stress & Pressure

Overview

This practical course is designed to help participants to better understand, manage, and prevent stress. It focuses on finding solutions and using the tools available, in order to perform at their own optimum level and enjoy their work.

Target Group

This course is aimed at any personnel who wish to manage their levels of stress at work.

Objectives

By the end of the course delegates will be able to;

- Understand the causes of stress
- Be able to spot the signs and symptoms of work related stress
- Determine legal and human effects
- Develop effective management strategies to deal with stress in the workplace

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- Recognising what stress is
- **The causes of stress**
 - Personal life
 - Workload
 - Working environment
 - Work schedules
 - Company culture
 - Dealing with change
 - Bullying and harassment
 - Management style
- The signs and symptoms of stress
- Common perceptions of stress
- Reactions to stress
- **Effects of stress**
 - Emotional
 - Physical
 - Absenteeism
 - Work output
 - Relationships (working & personal)
- **Managing stress;**
 - Identifying the sources
 - Spotting the signs
 - Questioning techniques
 - Active listening
 - Taking appropriate action
 - Dealing with conflict
 - Legal implications

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice

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