

## **STRESS MANAGEMENT**

### **(1 or 2 day options)**

#### **Up to 8 delegates**

This course is aimed at managers or staff who want to understand what stress is and what it means for them and their people in the workplace. It aims to help delegates identify stress in themselves and other people and to look at strategies for managing stress in themselves or other people (as appropriate).

There is also some pre-course work and practical exercises throughout.

#### **Course Option A: 1 day Stress Management Course**

The content is as follows:

- Welcome/objectives/personal experience
- Defining what stress is, the causes and the effects
- Stress in the workplace – the legal context
- Recognising your stressors – habits, beliefs, attitudes
- Strategies for coping with stress – exercise, relaxation, time management, assertion
- Dealing with stress in other individuals and stressful situations at work through understanding human interaction
- Being more resourceful – using ‘Timeline’ and ‘Future Pacing’ techniques
- Review of learning points/Action Plan

#### **Course Option B: 2 day Stress Management Course**

This option broadly follows the same subject matter, but giving delegates a deeper understanding of human interaction through Transactional Analysis and more extensive use of NLP techniques to encourage ‘belief shifts’ and hence real behaviour change.

##### Day One

- Welcome/objectives/personal experience
- Setting ‘Ground Rules’ to maximise benefit from the course
- Defining what stress is, the causes and the effects
- Stress in the workplace – the legal context
- Recognising your stressors – habits, beliefs, attitudes
- Understanding the power of personal attitude belief through Logical Levels model
- Exercise – taking on more helpful/resourceful beliefs about self/others
- Other strategies for coping with stress – exercise, relaxation, time management, assertion

## Day Two

- Review learning/change from day one
- Dealing with stress in other individuals and stressful situations at work through understanding human interaction
- Transactional Analysis – understanding how behaviour is triggered in ourselves and others
- Focussing on staying in the ‘Adult’ in stressful situations
- Exercise – handling situations better using ‘Perceptual Positions’
- Being more resourceful – using ‘Timeline’ and ‘Future Pacing’ techniques
- Review of learning points/Action Plan