



Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

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Managing Stress

(1 day)

"Those who claim to 'thrive on stress' risk a curtailed career."

Benefits of attending this course...

A certain degree of pressure can give us the boost needed to accomplish great things but continued pressure can lead to stress and this benefits nobody. The purpose of this course is to help you identify the causes of stress at work and then develop practical strategies for dealing with it.

Who is it for?

Those with responsibility for monitoring and managing stress levels at work or those who feel under excessive pressure at work.

Objectives

By the end of the training you will be able to...

-  Identify the symptoms of work-related stress and recognise its impact on staff performance.
-  Describe the difference between normal work pressures and work-related stress.
-  Employ effective techniques for dealing with stress at work.
-  List the responsibilities that managers and staff have for ensuring stress levels in the workplace are minimised.

Content

- ✓ Defining pressure and stress (including causes and effects).
- ✓ The employer's responsibility (with special reference to the Health and Safety Executive guidelines).
- ✓ Avoiding stress in the first place (through careful planning, effective time management and clear communication).
- ✓ Handling stressful situations that do arise (techniques for dealing with challenging work demands and difficult communications).
- ✓ Identifying when we might create stress through our own actions, attitudes and behaviours (and what we can do about this).
- ✓ Coping with stress by developing a sense of personal 'Well-being' (and an action-plan for change that works for you).
- ✓ The benefits of setting-up a 'Stress Log' (to monitor your progress, once back at work).