



## STRESS MANAGEMENT

### Who this course is aimed at

This one or two day course is aimed at employees and managers who want to learn how to better manage their levels of stress in the workplace. This programme can be tailored and run for specific job roles and levels within the organisation, including the responsibilities of a manager to manage stress levels within their team.

### Course aim

To equip participants with the knowledge and skills to effectively identify and manage their levels of stress in the workplace.

### Course objectives

By the end of this workshop, delegates will be able to:

1. Explain the physical signs of stress and the short and long term health effects;
2. Identify individual stress triggers at home and work;
3. Respond to others in an assertive way to reduce conflict and stress;
4. State 10 techniques to improve health and well being and manage personal stress;
5. Recognise their own personal type preferences and stress triggers;
6. Describe the impact with working with others / customers of a different type;
7. Determine what concerns and worries can be controlled, what can be influenced and what to let go;
8. Implement techniques for 'letting go' those things that can't be influenced.

### Key Areas Covered

#### What is stress?

- What are the physical signs?
- Fight or flight response
- Short and long term effects

#### What causes stress today?

- Identifying causes at work, home and individual triggers
- Internal and external factors



## Key Areas Covered continued

### Managing others

- Defining passive, aggressive and assertive behaviour
- Recognising different behaviours at work / from customers (verbal and non-verbal signs)
- How do your personal beliefs affect your behaviour and cause you stress?
- Six different types of assertiveness
- Responding to others using one of the six types of assertion
- Saying 'no' in an assertive way

### Managing your health

- Creating a top ten tips for health & well being
- Tips & techniques share

### Managing yourself

- Introduction to Myers Briggs (or other personality assessment tool)
- Recognising your own type, preferences and stress triggers
  - Introversion versus extraversion
  - The different ways people take in information
  - The different approaches to making decisions
  - Preference in how we manage our lives
- Identifying & managing stress triggers for each type
- Impact with working with others / customers of a different type
- Create a personal top 10 list of current worries, concerns and issues
- Identifying what is under your control, what can be influenced and what to let go
- Techniques for letting go those things that can't be influenced
- Creating an action plan for those under control and influence

## WHAT TO DO NEXT

This course will be tailored to suit the needs of the delegates attending, and your own in-house policies and procedures will be included and reinforced during the training.

Please contact us to find out how this course can help you / your organisation.

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We look forward to hearing from you.