



Stress management training courses and stress support services

Workshops

Stress Matters – A managers’ workshop	2 days + 1 day
Managing pressure in changing times	2 days + 1 day
Sustaining change to manage pressure (for those returning to work after long-term absence)	2 days + 1 day

Individual support

Individual coaching	Variable
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Stress Matters - Why take stress seriously Management workshop

Workshop overview and aims:

This interactive workshop intended to raise managers' awareness of stress and the issues around it, covers "stress matters" in various ways and has four primary strands.

- Raising awareness about stress, its causes and the consequences for individuals and the organisation.
- Exploring the responsibilities and duty of care for managers and directors around stress issues
- Helping the participants to identify situations and symptoms which might indicate potential stress problems and how to handle these in a preventative manner
- Providing insights and tools to help the participants deal effectively with pressure and stress situations for themselves

The overall approach will provide knowledge plus practical ideas and information for immediate application in the workplace. There is a balance between a pragmatic, business emphasis and a personal development aspect for the participants to improve things for themselves. The process is split into a 2 day workshop with a 1 day follow-up approximately 8 weeks later. There is support in between the two parts and an option to make it on-going for a period after the workshop.

Workshop objectives:

By the end of the workshop the participants will:

- Understand what stress is and how pressure can be used to positive effect
- Understand the impact of stress on organisational performance and the direct and indirect costs
- Recognise their responsibilities relating to stress within the workplace
- Know the HSE Management Standards around stress and what is required to operate within these
- Be clear about the organisational culture and whether it is "healthy" or "unhealthy" – and what they need to do to make it healthy
- Appreciate how many behaviours can be interpreted as bullying
- Recognise the benefits of assessing the situation within the organisation using audits
- Know how to spot the symptoms of stress within the workplace
- Understand the sources of pressure and how they can impact on people
- Appreciate how personality style impacts on response to pressure
- Have established their own sense of purpose and what they need to do to improve their fulfilment of it

- Have considered their belief and value systems and identified any conflicts within these
- Have identified their core values – and planned to ensure that their life is enabling them to meet these
- Know how they can add more options to their beliefs to reduce the effect of limiting beliefs
- Be able to set and work towards achievable outcomes which will help them to feel a greater sense of alignment towards their purposes and values
- Be aware of a range of coping mechanisms which can help to reduce the negative impact of pressure
- Have acquired some techniques for changing their state of mind where appropriate
- Know how to use these tools to support others when they are coming under pressure
- Take a more proactive role in helping their own teams to handle pressure in a positive manner
- See a reduction in stress related costs within their organisation
- Have a personal action plan for immediate implementation

Who should attend?

Managers and directors who need to understand more about the implications, costs and consequences of stress within their organisation or who want to be able to manage pressure and stress for themselves and others.

Training methodology:

Although part of the workshop is informative and looks at the area of stress management at an organisational level, there is also a significant amount of personal work. To get the most from attending, the participants need to be very open with the way they look at their organisation, themselves and to be willing to work on their own situation. We combine input sessions with self-assessment tools, behavioural models, fundamental stress management approaches, planning and self-management tools, relaxation techniques and NLP.

A core component of this programme can be a one-to-one session with an experienced consultant/health practitioner. It is also our intention to offer option sessions to ensure that individual as well as group needs are met

Stress Matters - Why take stress seriously

Workshop content:

What is stress?

- the definition
- the causes
- the consequences and costs to your organisation, direct and indirect

Your responsibilities

- duty of care
- legislation, current and possible
- HSE criteria and recommendations, the Management Standards
- exercise

The organisational culture

- stress creation or stress prevention?
- why it matters
- what is happening in yours?
- unhealthy culture v healthy culture
- creating a healthy culture
- exercise

Assessing things

- risk assessments
- exercise
- stress audits
- implications

Symptoms and signs of stress

- business indicators
- spotting symptoms in others
- exercise
- spotting symptoms in yourself

A model of pressure management

- the nature of stress
- contributory factors, the causes
- alignment and balance
- managing pressure model

Personal styles and reactions

- the different personality types
- exercise
- people's response patterns

My sense of purpose

- self concept
- personal awareness and expectation
- exercise

Outcome setting

- creating well-formed goals
- identifying obstacles and gaining commitment
- exercise

The impact of beliefs and values

- limiting and empowering beliefs
- changing beliefs – and keeping the change
- identifying your own values
- where are the conflicts?
- exercises

The power of state

- managing your own emotions and attitude
- self-talk, what do you say?
- how to take control
- exercises

Managing the environment

- dealing with change
- proactive or reactive?
- powerful or powerless?

Follow-up day

Plan to reduce your stress

- take control of your time and life
- deal with what is reasonable
- your circle of influence
- keeping things in perspective

Coping strategies

- what are the options?
- which do you like?
- exercises
- looking after yourself, lifestyle, diet, exercise etc

Supporting others

- spot the symptoms
- understand their style
- giving feedback
- be supportive
- be there for them, daily talk and actions
- create the environment

Evaluating the improvement

- personal
- organisation

Personal action plans, close

Managing pressure in changing times

Workshop overview and aims:

This programme is intended for people at all levels who recognise they need to take action to prevent the pressures they are experiencing from becoming unhealthily stressful. The participants will be able to understand the nature of stress and how we have choices in responding to pressure, which can lead to “negative stress” or “positive” drive. The results will increase productivity, reduce the costs of stress-related absence and develop personal resilience & well being.

We look at sources of pressure and, using a particular approach, The Optimal Health model, the participants can manage their interpretation of these differently to create a better work-life balance and also to feel more empowered. The overall approach and the various tools will help the participants to get to the deeper causes of stress and support them in taking steps to tackle these. We will also cover some options for coping strategies for use when pressure peaks due to business or personal demands. When people feel in more control they are able to use this pressure to raise their performance if they can create the “positive” drive response.

Workshop objectives:

By the end of the workshop the participants will:

- Understand what stress is and how pressure can be used to positive effect
- Be clear about the sources of internal and external pressure and know what areas they can influence for themselves and others
- Have established their own sense of purpose and what they need to do to improve their fulfilment of it
- Have assessed themselves on the Optimal Health Model and identified areas which may be out of balance
- Developed plans for the areas for Optimal Health which need to be addressed to reduce the negative stresses
- Have considered their present belief and value systems and identified any conflicts within these
- Have identified their core values – and planned to ensure that their life is enabling to meet these
- Know how they can add more options to their beliefs to reduce the effect of limiting beliefs
- Be able to set and work towards achievable outcomes which will help them to feel a greater sense of alignment towards their purposes and values
- Be aware how to get elements of their life and work into alignment
- Be aware of a range of coping mechanisms which can help to reduce the negative impact of pressure

- Be able to apply appropriate coping strategies when times of pressure are high
- Have acquired some techniques for changing their state of mind where appropriate
- Devise specific ways of taking better care of themselves to bring about substantial and lasting change
- Have a personal action plan for immediate implementation

Who should attend?

People who recognise that they are in an environment which is causing them to feel under pressure or want to know more about how to handle pressure and prevent stress. It is particularly useful for managers and supervisors for themselves and to be able to support their staff. This workshop can be useful for an intact team or project group.

Training methodology:

This is a highly interactive and practical workshop, with the emphasis on self-development and personal change. Participants will benefit most if they are open to looking at themselves and what is happening around them with a willingness to act on what they discover. We combine input sessions with self-assessment tools, behavioural models, fundamental stress management approaches, planning and self-management tools, relaxation techniques and NLP.

The work in the activities is personal and requires real support for fellow participants and confidentiality is a must. We offer close support throughout, which is reflected in the facilitator/participant ratio. A key component is the option for on-going contact and support between the two phases of this workshop. In some instances, participants may then opt in to the individual support process outlined later.

Workshop content:

What is stress?

- the definition
- the causes
- the consequences and costs
- exercises

Symptoms and signs of stress

- spotting them in yourself
- spotting them in others
- exercise

A model of pressure management

- the nature of stress
- contributory factors
- alignment and balance
- growth and development

Optimal Health

- the principles
- assessing your profile
- areas to address

Improving relationships

- the type of relationship
- exercise
- more choices
- exercise
- the other's shoes
- exercise

My sense of purpose

- self concept
- personal awareness and expectation
- exercise

Outcome setting

- creating well-formed goals
- identifying obstacles and gaining commitment
- exercise

The impact of beliefs and values

- limiting and empowering beliefs
- changing beliefs – and keeping the change
- identifying your own values
- where are the conflicts?
- exercises

The power of state

- managing your own emotions and attitude
- self-talk, what do you say?
- how to take control
- exercises

Managing the environment

- dealing with change
- proactive or reactive?
- powerful or powerless?
- do you soothe or generate of stress?



Creating new options

- visualisation and imaging
- exercise
- generating even more options
- exercise
- managing conflicts

Plan to reduce your stress

- take control of your time and life
- deal with what is reasonable
- your circle of influence
- keeping things in perspective

Coping strategies

- what are the options?
- which do you like?
- exercises

Follow-up day

Review of action plans

- what worked?
- what has not worked yet?
- open-forum

What do you want to work on?

- exercise

Taking better care of yourself

- specific ways of building longer term health, energy and resilience
- devising an integrated plan
- getting your work and life in alignment
- creating the best support structure around yourself
- evaluating your own success!

Helping others

- spotting the clues, early!!
- approaches to take
(- your management responsibilities)
(- "own" the support)

Check your Optimal Health balance

- what is it now?
- taking control and becoming proactive

Plan for results

- personal action plans for short-term and long-term

Returning to work – and coping

Although we show this as a workshop for a group, the process and approach is just as relevant for individuals and can be adapted to suit their situations. Whether you need this for a group or returners or for specific situations, we can support you.

Workshop overview and aims:

This programme supports those returning to work after a period of long-term sickness, unemployment or absence of any sort. It provides the participants with additional skills, self-awareness, resources and support. This enables them to continue making progress in their recuperation and reintegration to work. It will reduce the incidences of symptoms returning and enable the participants to enhance both their work and personal lives.

The workshop will use a variety of tools to help the participants to understand about themselves and their response to the pressures they experienced. From this, we cover a number of areas designed to help them to plan for the future in a way in which they will be able to build their own confidence and resilience.

Workshop objectives:

By the end of the workshop the participants will:

- Be able to think about the situations they are dealing with in different ways and recognise the choices they have available
- Have greater confidence to take action when dealing with blocks to progress they encounter
- Have learned new skills which will help them to resolve “difficult relationship” situations
- Recognise ways they can take better care of themselves at work
- Be able to build the appropriate support they need to make progress
- Have meaningful plans they are committed to and generate actions that will sustain change

Style

This is a totally involving and self-owned process which mixes short inputs [tailored to group needs], questionnaire information, discussions, reading and practical exercises. Each individual will develop an integrated action plan and appropriate support will be put in place to assist them in sustaining progress. The process will be based around a workshop and will involve pre- and post-workshop activities



Pre-workshop

Delegates will complete a questionnaire which will identify where the pressures exist, their cause and how they are related. A facilitator will have a short telephone conversation to ensure delegates are clear about what the event involves and to discuss any concerns.

The Workshop (2 days, can be split to separate days)

Using well-formed outcomes to “gain control”

This will provide a means for focussing on being clear about outcomes in any situation encountered, starting with this programme. The group will identify how situations will be different in the future.

Developing alignment in your work and life

A framework will provide the means to ensure that important situations are dealt with using constructive behaviour, full capabilities and by tapping into relevant values. The group will work on real situations where they feel out of “sync”.

Understanding my pressures and their cause

The questionnaire data and its analysis will provide delegates with an understanding of how their pressures currently play out, what is causing this, and how they relate to create stress.

Thinking about situations in different ways

A thinking model and practice exercises will show how to approach situations more positively where the situations are creating concern and to reduce anxiety.

Creating the right network and support structure

People often have a stronger support network than they realise. This exercise encourages the delegates to think about what they need in terms of support, who they know who may be able to contribute to this – and to identify any gaps and think about how they might fill them.

Dealing with “difficult people”

By exploring and testing out several ways of managing relationship issues, delegates will be able to decide how they reduce discord and improve their interactions.

Making the most of the work situation

Helping the delegates realise that there are ways that they can manage the roles they are in, to quite practically reduce pressure.

Taking better care of yourself

Choosing from relevant options, delegates will work on ways of introducing supportive life style, nutritional, social and physical changes.

Revisiting my outcomes

A session to check back on the outcomes set at the beginning of the workshop and to include any changes they may want to make as a result of the work covered. Also, identifying any potential blocks to achieving these and planning to overcome them.

Creating choices and options for moving forward

Individuals will produce an integrated change plan which they are committed to, know how they will take action and understand where they can get support.

Post workshop

- Completion of profile to identify where specific changes have occurred
- Each delegate will form agreements with another group member to provide support and challenge on specific actions and outcomes
- A facilitator will provide an agreed level of email and telephone contact & support

Group follow-up [3/4 day]

- Re-assessment of outcomes and actions
- Dealing with blocks to progress
- Devising ways of sustaining change
- Exploring specific areas of personal & work change [tailored to the identified needs of the group].

Evaluation

We will jointly measure the effectiveness of change for the individuals involved through:

Comparison of the initial and follow-up questionnaire results

Assessment by “buddies” e.g. changes I have observed in you are....”

Recorded improvements in overall health

Levels of recurrent illness/stress and absence

Assessment of specific areas of capability to do the job

Integrated Health Coaching Process

This approach is appropriate for use with individuals or smaller groups where the causes of stress may be particular for the individual or it is better for group members to work individually.

The process is:

