

Managing Stress in Others

Stress can be defined as demands on physical, mental and emotional energies. Such demands can be normal or exceptional, and are experienced both at home and at work. People who consider that stress is both inevitable and helpful are partially correct. Reasonable levels of stress at work are necessary for people to perform well, while low levels of stress can lead people to become demotivated and lethargic. Excessive stress levels, however, are not acceptable, and seem to have a cumulatively harmful effect on people.

As a manager you are responsible for monitoring your own stress levels and those of the people who work for you. You should be aware of how your style of management and personal behaviour patterns could cause stress to others, or give them a poor example of stress management. Your role is central in acting as a buffer for your team, giving them support, and helping them to manage and cope with work and other life pressures

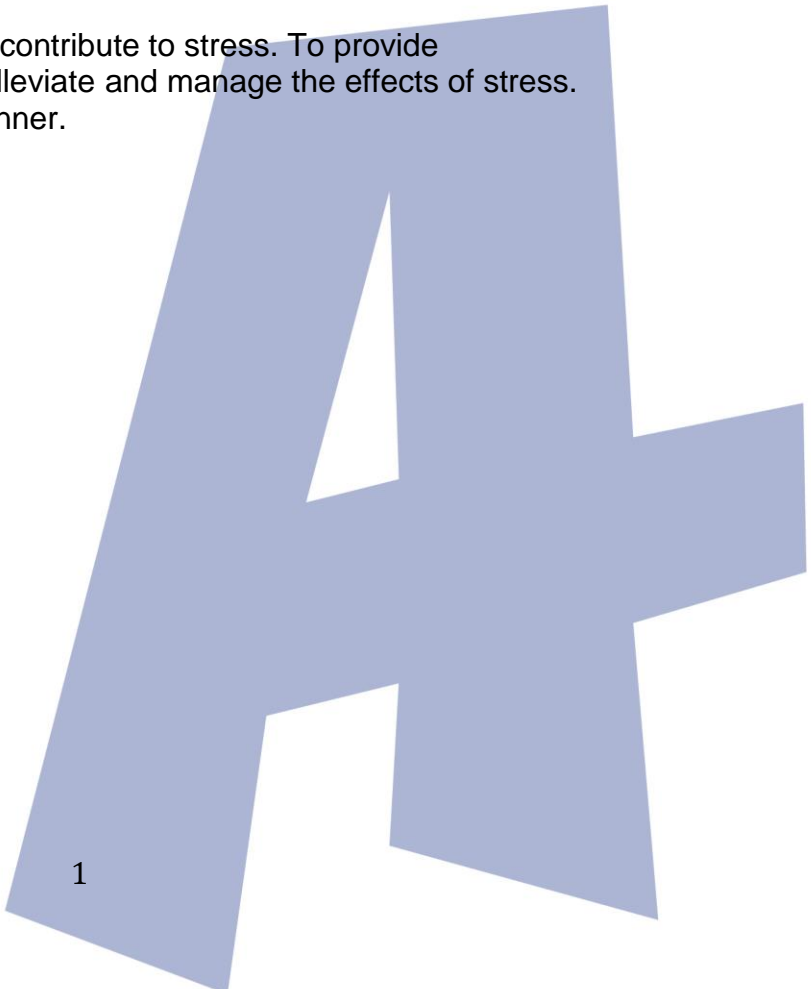
Who will the course benefit?

Managers whose teams work in a pressurised environment and are looking for ideas and actions to reduce the effects of stress on their team.

Course Objectives:

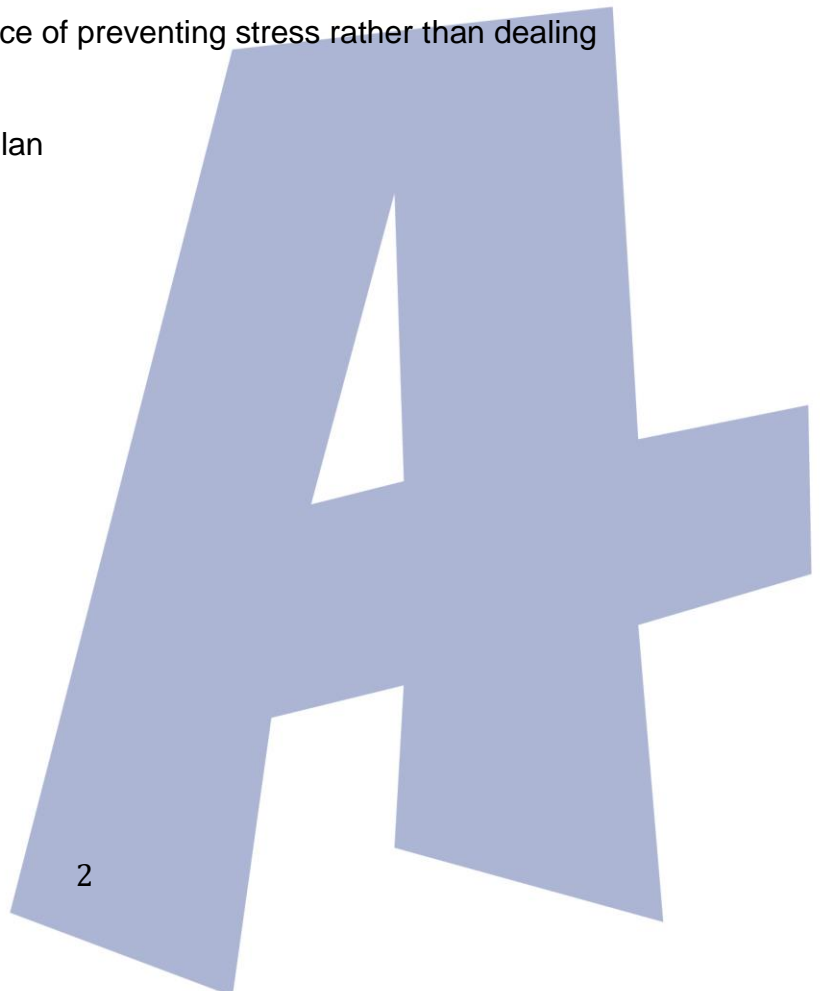
To explain various factors that can contribute to stress. To provide management strategies that help alleviate and manage the effects of stress. To use pressure in an effective manner.

Course Duration: 1 day



This course will enable delegates to:

- Be aware of the factors that cause stress
- Analyse their own stress levels and personal reactions to both long and short term pressures
- Recognise the symptoms of stress in your team
- Responding and dealing effectively to a stressed individual.
- Provide strategies to use pressure effectively
- Understand their personal characteristics and 'drivers'
- Evaluate options for solving stress problems
- Understand the key responsibilities of both the employer and employee under current legislation
- Learn how to deal with your teams pressure and stress effectively at work
- Understanding the importance of preventing stress rather than dealing with the effects
- Develop a personal action plan



Course Content

Introduction

- Defining stress
- Phases of stress
- Stress process
- Performance in the workplace

Stress Signals

- Recognising the physical and behavioural signs
- Personal indicators - physical mental emotional, behavioural.
- What contributes to workplace pressure
- The impact of stress on performance
- The positive and negative effects
- Analysis of individual stress
- Personality types and where the individual fits
- Evaluating stresses

Stress Management

- Recognising the signs of stress in others
- Responding effectively to a stressed individual
- The coping process
- Positive and negative factors
- Issues of control
- Monitoring stress - stress management techniques
- Using pressure
- Developing personal stress action plans

Managing Pressure in the Workplace

- Working to priorities when everything is urgent
- Taking control through planning and time management
- Handling Others in a Stressful Environment
- Making and refusing requests
- Solutions and stress management

The Legal Framework

- Responsibilities under Health and Safety Legislation
- The implications of health and safety legislation for stress policies
- Maintaining an effective work-life balance