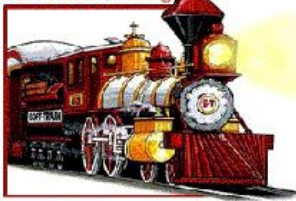


Soft-Train



*At Soft-Train
Technology Works*

Stress Management (1 Day) ST00119

COURSE GOAL: To enable the student to develop skills to cope with and manage stress.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will learn:

- Overcome stressful thoughts, beliefs, and emotions
- How to get your needs met
- Self-reflection
- Communication skills
- Self-acceptance
- Self-compassion
- How to listen to your inner voice
- Physical relaxation techniques
- Overcoming anxiety/panic attacks without medication
- How to live in the present moment

KEY TOPICS:

I. What is Stress?

- A. Stress Defined
- B. The Need To Understand
- C. The Stress Model
- D. The 4-Way Model of Stress
- E. The Stress Response
- F. The Long Term Effects

II. How to Recognize Workplace Stress

- A. Signs of Stress
 - i. Altered Appearance
 - ii. Altered Habits
 - iii. Altered Behavior
- B. Understanding the Impact On The Organization

III. The Cost of Stress

- A. A Proactive Approach To Stress
- B. The Commercial Costs
- C. Sickness Absence
- D. Litigation
- E. Employer Liability
- F. Staff Turnover
- G. Accidents
- H. The Importance of Invisible Costs

IV. What Effect Does Stress Have on Performance and Productivity?

- A. The Invisible Costs
- B. Wellbeing, Motivation and Performance
- C. Creativity and Innovation
- D. Competitive Advantage
- E. Poor Decision Making
- F. Employee Goodwill
- G. Mistakes

- H. Quality
 - I. Low Productivity and Profitability
 - J. The Role of Discretionary Effort
 - K. Making A Difference
- V. Quantifying the Stress Problem**
- A. The Need for a Structural Approach
 - B. Know the Problem
 - C. What to Measure – Personal Issues
 - D. Look for Sources and Symptoms
 - E. A Step-by-Step Guide to Identifying the Problem
 - F. Stage One
 - G. Group Discussions
 - H. What If This Isn't Enough
- VI. Gaining a Deeper Understanding – Stress Surveys**
- A. The Need for Hard Facts
 - B. Questionnaires
 - C. Developing an Organization-Specific Questionnaire
 - D. Who Should We Survey?
- VII. Running a Stress Survey**
- A. The Questionnaire is Only Part of The Process
 - B. Stakeholder Analysis
 - C. Manager Pre-Communication
 - D. Employee Communication
 - E. Administering the Audit
 - F. Distribution
 - G. Feedback
- VIII. Interpreting the Information**
- A. Controlling for Biased Responses
- B. Analyzing the Data
 - i. Can We Trust It?
 - ii. What Does It Tell Us?
 - C. Benchmarking
 - D. Discussion Groups
- IX. What Do I Do About the Issue?**
- A. Awareness – Responsibility – Action (ARA): Three Point Framework
 - B. Sharing Information with Others
 - C. Feedback to the Individual About The Individual
 - D. Feedback to Managers About Work Group and Company-Wide Data
 - E. Feedback to Employees
- X. Levels of Intervention**
- A. Whose Problem Is This Anyway?
 - B. Who Decides What We Do?
 - C. The Intervention Model
 - D. Three Big Wins In One
 - E. Prompt Intervention
- XI. Summary**
- A. Checklist for Success