

Managing Stress in the Workplace

COURSE OBJECTIVES

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

- **Recognise** the symptoms associated with stress
- **Understand** the causes of work-related stress
- **Identify** personality types and how stress may affect them
- **Understand** the requirements of Section 2 (1) of the Health and Safety at Work Act
- **Ensure** that their staff are aware of the resources available and how to source them
- **Support** individuals who return to work after a stress related illness within their personal levels of competency and know when to refer

COURSE DURATION: 3 hour Workshop

COURSE CONTENTS

What is stress?

A definition of stress

The symptoms of stress

The three stages of stress

Causes of work-related stress

Potential causes of pressure in the workplace

Vulnerability to stress

Work attitude and behaviour

Personality Types A and B

The Health and Safety at Work Act

Understanding Section 2 (1) of the HSWA

Putting the act into practice

Coping with stress

The A-B-C's of stress

Stress management strategies and targets

Stability zones and rituals

Lifestyle techniques to combat stress

Returning to Work

Supporting individuals after a stress related illness

Knowing your own levels of competency

Workshop review and personal management actions

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