

## Managing the Pressures

### INTRODUCTION

This course will assist you in taking responsibility for yourself and your staff, it will help you regain control of your situation and approach work with more energy and enthusiasm. By understanding the nature and effects of stress, identification of symptoms can be flagged at an early stage and preventative action taken.

### COURSE OBJECTIVES

**By the end of the course, delegates will have:**

- **Identified** the causes of stress and how to overcome them
- **Identified** personal behaviour in stressful situations
- **Identified** areas of behaviour requiring change
- **Reviewed** techniques for managing stress
- **Practised** techniques for managing stress
- **Reviewed** techniques for managing change
- **Reviewed** techniques for managing the workload

**COURSE DURATION:** 1 Day Course

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### COURSE CONTENTS

#### What is Stress?

What causes stress?  
The manifestations of stress  
Recognising the symptoms of stress  
The Holmes Rahe Scale  
How vulnerable are you to stress?

#### Managing Sources of Stress

What are the potential sources of stress?  
Linking Stress symptoms to stress sources

#### Vulnerability to Stress

Personality types A and B  
Overcoming stress related type A anger  
Setting goals to manage behaviour

#### The Three Stages of Stress

Mobilising energy, consuming energy, draining energy

#### Sources of Job Stress

Expectation versus reality  
'Good' versus 'Bad' Stress

#### Dealing with Change

The reasons for change at work and in our lives  
Understanding how people react to change  
Strategies for managing transitions

#### Managing Stress

Expressing your feelings  
Assertive behaviour  
Recognising your needs  
Managing the workload  
Planning your time

#### Reducing Stress

Relaxation  
Stability zones and rituals

#### Personal Development Action Plan

