

## **Managing Your Stress**

### **COURSE DURATION:**

Two days

### **COURSE INTRODUCTION:**

No one else has more responsibility for, or control over, your own stress! It's up to you! Stress management is a key personal mastery skill which we all require. This fundamental career skill can lead to a better quality of work experience and private life for each of us, as well as for those we interact with on a daily basis. This skill is a prerequisite for making a success of your career.

### **LEARNING OUTCOMES:**

Participants who successfully complete this course will:-

- gain insight into the importance and benefits of managing their goals and objectives, and their time and priorities
- gain insight into their current effectiveness in managing their stress levels
- identify personal stressors and the effect these have on themselves
- develop an action plan for coping better with stress
- learn how to manage these stress levels to within acceptable levels
- be able to distinguish between effort and effectiveness in their daily activities
- learn how to distinguish between priorities
- learn how to manage time and priorities more effectively
- be able to develop and achieve personal and business goals

### **WHO SHOULD ATTEND?**

Trainees, Supervisors, Department Managers, Project Team Leaders, Foremen, Mentors, Career Coaches and Planners. In fact, all employees will benefit from this course, but particularly those whose jobs involve the need for effective stress management!

### **COURSE METHODOLOGY:**

This course is interactive, allowing for lively participation and sharing of experience during sessions. There will be several short lectures, followed by case studies, group discussions and practical application assignments.

### **TOPICS TO BE COVERED:**

*Day 1*

#### **1. Changes in the workplace leading to increased stress**

- increased complexity at work
- more ambiguity, less structure and less clarity
- organisation structures changing - wider span of management control
- the effects of advanced living and new technology
- six life areas that impact on our peace of mind

### **2. The basics of stress – some fundamental information**

- what is stress?
- 'stressors' and 'triggers'
- job context triggers
- personal context triggers
- why people cope differently with stress?
- stress reactions depend on individual characteristics
- stress symptoms - wellness or health?
- the modern phenomenon of 'burnout'
- organisational outcomes/implications of stress
- the root causes of stress
- stress and physiology
- stress and psychology
- what happens if stress becomes chronic?
- adaptive vs. destructive stress

### **3. Understanding stress in order to beat it!**

- environmental stressors
- stressors at work
- your job
- role conflict
- role ambiguity
- role overload/underload
- responsibility
- change
- time pressures
- organisation structure
- organisation climate
- decision processes
- leader behaviour
- group support
- career stressors

### **4. Fighting stress – getting your life back!**

- controlling stress - is this possible?
- stress and lifestyle
- personality - type A and type B people
- lifestyle management for modern businesspersons
- tolerance of ambiguity
- locus of control
- resilience
- self-esteem
- values and goals - the source of inner motivation
- emotional intelligence - "EQ"
- stress management techniques that can give you your life back!

### Day 2

#### **5. Coping better with stress**

- recognising ineffective coping behaviour
- bad habits
- poor health practices
- withdrawal
- overreaction
- overloading
- defence mechanisms
- effective coping
- social support systems

#### **6. How we respond to stress**

- how the mind and the body are related
- chemical responses in the brain
- how our bodies respond to stress
- physical ill health effects of stress
- psychological effects of stress
- effects of stress on our immune systems
- anxiety
- job dissatisfaction

#### **7. The management of stress**

- stress damage is avoidable
- 6 principles of stress management
- stress management at work
- establishing a social support network
- improving your problem-solving skills
- managing your time more effectively
- establishing priorities
- tackling seemingly overwhelming tasks
- handling conflict
- being more assertive, less submissive, less aggressive
- a physical exercise programme
- nutrition
- relaxation

#### **8. Goal-setting and achievement**

- how to set goals for your personal and business life
- dare to dream
- goals and "objectives"
- short, medium and long-term goals
- how to be sure to achieve your goals – action planning
- reviewing and re-phrasing your goals from time-to-time

#### **9. Getting balance and enjoying success**

- starting to lead life, and not just react:- bringing balance back into focus
- updating your self-management and life-skills
- reviewing progress and getting back on track

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