



Stress Defusing: A Manager's Guide

Course Outline

Stress can be described as an unpleasant and unwanted reaction to excessive pressure and demands that exceed our ability to cope. The causes of the pressures that may result in stress are many and varied. Some examples of those encountered by managers are listed below:

- Personal problems - relationships, family problems, money worries
- Redundancies - anxiety due to redundancies and general advice to offer
- Sensitive issues - e.g. personal hygiene, problems with other members of the team
- Return to work interviews - discussing serious illnesses that people have had
- Employee's who are suffering from stress either work related or personal.
- Bullying
- Disciplinarys
- Alcohol & drug abuse
- Accidents, sudden deaths, and personal attacks

Although stress is a major problem it is sometimes seen as difficult to define and manage. This can leave both employers and workers feeling helpless and unsure what they can do to help. Some people have been put off doing something because they see work-related stress as too complex and impossible to tackle. This is not the case.

The aims of this one-day workshop include:

- Enabling managers to spot stress in colleagues
- Developing the skills needed to talk to colleagues who have stress-related problems
- Assisting managers to help colleagues plan what to do next
- Enabling colleagues to review progress and refer on if needed

The course will be both informative and active, and its main purpose is skill development; it will not invite them to be a counsellor to staff. This course is not primarily about technical or organisational issues - it is about caring for people.

The workshop usually starts at 9.30 am and finishes at 4.30 pm.