

# Dealing with Stress and Conflicting Needs (1) days

## Overview

This one-day course examines the causes of stress and its impact on individual and team productivity. Delegates will analyse their individual stress levels and learn how to deal with stress and conflicting needs effectively in order to improve and maximise their performance in the workplace.

## Who Should Attend?

Individuals who want to improve their personal effectiveness and performance by applying stress management techniques.

## Outcomes

By the end of this course you will be able to:

- Assess your personal stress levels and identify the common causes of stress in the workplace.
- Identify the causes and effects of stress on your actions.
- Recognise the symptoms of stress in yourself and colleagues before they become damaging to your performance.
- Learn how you can deal with pressure and stress effectively at work.
- Adapt to changes in working routine or environment and maintain personal effectiveness even when external stress factors increase.
- Make changes in your behaviour and practices inside and outside the work environment.

## Content

### A Definition of Stress

- What is stress? - Recognising the physical and behavioural signs
- What contributes to workplace pressures? - The top ten causes
- The impact of stress on personal performance - the positive and negative effects of stress
- Recognising the signs of stress in ourselves
- Maintaining an effective work/life balance

### Managing Pressure in the Workplace

- Moving from reactive to proactive
- Working to priorities when everything is urgent
- Taking control through planning and time management
- Managing conflicting demands from more than one person

### Handling Others in a Stressful Environment

- Recognising the signs of stress in others

## **Stress and Behaviour Patterns**

- Passive, aggressive and assertive behaviour
- Responding to aggressive and negative people
- Developing self-assertiveness - taking greater control
- Making and refusing requests
- Solutions and stress management
- Overcoming stress
- Self-motivation - maintaining your motivation
- Stress as a source of energy - turning anxiety into positive feelings
- Crisis management - how to cope and what to do

## **Personal Development**

- Strategies for handling stress positively: developing a personal action plan