

Course Outline – **Managing Stress**

Description: Different people respond to stress in different ways. This stress management training recognises individual differences and offers a range of techniques and advice that can help individuals, and groups, manage stress more.

Objectives: By the end of the course delegates will be able to take control of their thinking, be aware of physical symptoms of stress, manage difficult situations, think more positively, manage their time, enjoy challenges, enhance relationships with colleagues and clients, maintain motivation & creativity and work at their peak more of the time

Pre-requisites: No previous knowledge is required

Duration: One day

Identify the causes and symptoms of stress

Stress and effects on performance and health
Personal response to pressure
Causing stress to others

Developing more constructive responses

Priorities management
Assertiveness
Delegation

Decision Making

Time management
Problem-solving situations and techniques

Relaxation methods

Enhancing communication
Creating a balanced lifestyle
Goal-setting for action

