

# MANAGING STRESS

## COURSE CONTENT OVERVIEW

**01428 741 482**  
**capitaltraining.com**



 **6 HOURS**

**DELIVERY METHOD: FACE TO FACE OR VIRTUAL**

## WHO IS THIS FOR?

The aim of this course is to help improve the ability to recognise and develop a constructive approach to managing stress.

## PRE-REQUISITES

None

## COURSE OBJECTIVES

At the end of this course delegates will be able to:

- Understand stress and its effects.
- Analyse the sources of stress.
- Cope with change, interpersonal relationships and leadership.
- Reduce levels of unhealthy stress in their teams.
- Increase energy levels for themselves and team members
- Improve performance.

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## COURSE CONTENT

### 1. The Nature of Stress:

- Stress is our body's natural response to perceived threats or pressure.
- When stressed, our body releases hormones like adrenaline and cortisol, preparing us for a "fight or flight" situation.
- Stress can be beneficial in small amounts, but chronic stress can negatively impact our health and well-being.

### 2. The Stress/Performance Curve (Yerkes-Dodson Law):

- This curve describes the relationship between stress (arousal) and performance.
- Generally, moderate arousal leads to optimal performance.
- Too little or too much stress can reduce performance.
- The optimal level varies based on task complexity.

### 3. Causes and Symptoms of Stress:

- Causes:
  - Work-related pressure, personal problems, life changes, financial worries, health issues, loneliness, etc.
- Symptoms:
  - Emotional signs (irritability, anxiety).
  - Physical signs (headaches, stomach problems, skin reactions).
  - Behavioral signs (changes in habits, avoidance).

### 4. Impact of Stress on Businesses:

- Reduced Productivity: Stressed employees are less productive.
- Decline in Employee Health: Stress affects physical and mental well-being.
- Frequent Absenteeism: Stressed employees take more sick days.
- Higher Turnover Rate: Stressed employees may leave their jobs.



## COURSE CONTENT

### 5. Health and Safety Requirements:

- Employers must assess stress risks through risk assessments.
- Legal duty to protect employees from stress at work.
- Consider factors like workload, relationships, and work environment.

### 6. Self-Awareness and Risk Assessment:

- Understand personal stress triggers.
- Conduct stress risk assessments to identify workplace stressors.

### 7. Strategies for Tackling Stress:

- Promote Work-Life Balance: Encourage breaks and time off.
- Provide Support: Offer counseling or employee assistance programs.
- Training: Teach stress management techniques.
- Create a Positive Work Environment: Foster open communication.

### 8. Relaxation and Performance:

- Relaxation Techniques: Deep breathing, mindfulness, meditation.
- Balancing Stress Levels: Optimal arousal for better performance.

### 9. Action Plan for a Healthy Workplace:

- Educate Employees: Raise awareness about stress and coping strategies.
- Implement Policies: Develop stress-related policies.
- Monitor and Evaluate: Regularly assess stress levels and adjust strategies.

