

Hands-on course , 2  
day(s)  
Ref : GST

### Participants

Anyone who wishes to  
work more effectively and  
efficiently.

### Pre-requisites

### Next sessions

# Practical Stress Management

## OBJECTIVES

*Stress is a part of day-to-day living. Stress can act as a motivator and an energizer. However, if your stress level is too high, health and professional problems can result. This training course will help you understand how the stress mechanism works and offer some simple and tangible stress management techniques.*

### 1) Stress mechanisms and Indicators

### 2) You and your Stressors

### 3) Practical Stress Management Techniques

### 4) Dealing with Stressful People and Situations

## Pedagogic Methods

*Highly interactive training: role-playing; relaxing movements, breathing techniques, imagery exercises, and sharing experiences.*

## Exercise

*Highly interactive training: role-play, relaxation and breathing techniques, visualisation and sharing experiences.*

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## 1) Stress mechanisms and Indicators

- Definition of stress and related biology; Fight or Flight Response; Difference between positive and negative stress.
- Learn to read your own stress indicators: physical, emotional, behavioural signals; Type A-Type B Personalities.
- Physical and emotional consequences of stress; Recognising and preventing burn-out.

## 2) You and your Stressors

- Causes of stress: Your personal stressors; understanding typical stressful work-related situations; (time pressures, competition, financial problems, noise, disappointments...); Holmes & Rahe Scale.
- Difference between inner and external stressors; the cognitive approach; the impact of our interpretations; identifying your stressful thoughts.

## 3) Practical Stress Management Techniques

- Different stress management approaches.
- Relaxation: concrete and effective breathing, relaxation and visualisation techniques.
- Strengthening ability to manage stress. Personal coaching to develop awareness and good habits at work and on a daily basis.

## 4) Dealing with Stressful People and Situations

- Understanding the communication process and what creates conflicts and stressful situations; Communication filters; Aggressive/passive/assertive behaviour.
- Developing Assertiveness skills: how to express feelings and opinions calmly.
- Improving communication skills; observation and listening; main principles of non-violent communication.