


Training Document: Managing Stress and Conflicting Needs			
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Author: D.Whiting	Safety Business Services (SBS) Ltd		
Authorised: D.Whiting	www.sbs-associates.co.uk	www.approve-first.co.uk	

Overview of Managing Stress and Conflicting Needs

Course duration: 1 day.

How do we recognise stress:

With work-related stress now high on the HSE agenda, the benefits of a proactive, rather than reactive, approach are being increasingly recognised?

This one day course examines the causes of some workplace activities that can be stressful for you and it examines the impact on you and your colleagues' productivity. It offers you highly practical advice and will help you to deal with these situations and manage the sometimes conflicting needs of others effectively. It's about how to improve and maximise your performance in the workplace and you take away a booklet containing the Top 20 Tips on dealing with stressful situations at work.

Is it right for me?

- To enable delegates to provide practical stress awareness training for staff at all levels and to carry out basic risk assessments in relation to stress, violence and lone working.
- Health and safety professionals, managers, human resource staff, trainers, occupational health personnel and staff and safety representatives

What will I learn?

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.
- Learn how you can deal with pressure and stress effectively at work.
- Adapt to changes in working routine or environment.
- Make changes in your behaviour to resolve conflict of needs in others.

Course Activity

- Delegates will be expected to complete assignments over the duration of the course.
- These will form part of the assessment.

What will it cover?

What is stress?


- The symptoms
- Common causes
- How it affects everyone differently
- The varying levels of severity

An overview of the national situation regarding stress in the workplace:

- The legal position regarding stress at work
- Who is at risk from stress?
- Failing to address the situation – the possible costs to an organisation
- The benefits to an employer of taking action, including case studies
- Stress management policies

How employers can identify and address the issue of stress in the workplace:

- The benefits of being proactive
- Primary, secondary and tertiary levels of intervention
- HSE guidelines

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Risk-assessing for stress, violence at work and lone working:

- Identifying the problems
- Dos and don'ts
- Applying risk assessment methods and principles of prevention

Best practice support for staff:

- Who should provide it and what form should it take?
- Stress in perspective
- Risk assessment and management

The role and responsibilities of a stress awareness trainer:

- What is stress?
- The basic psychological and physiological effects of the stress response
- The possible effects of stress on the individual and organisation
- Common individual and organisational causes of stress
- The individual nature of stress and its varying levels of severity
- An overview of the national situation and the legal position regarding work-related stress

Who is at risk from stress?

- The benefits to an employer of taking action, including case studies
- Stress management policies
- How employers can identify and address the issue of workplace stress
- The benefits of being proactive
- Primary, secondary and tertiary levels of intervention
- HSE guidelines

Risk-assessing for stress, violence at work and lone working:

- Identifying the problems
- Dos and don'ts
- Applying risk assessment methods and principles of prevention
- Effective training and presentation skills for those involved in stress awareness training
- Proven and practical strategies for reducing and managing stress

Best practice support for staff:

- Who should provide it?
- What form should it take?

Being able to recognise stress in other people:

- Appraisal of trainers
- Becoming an effective stress management trainer

After the course, delegates should:

- Understand what the term 'stress' means
- Aware of the national situation and understand the legal position regarding stress in the workplace
- Understand the nature and benefits of a proactive approach to preventing and managing stress
- Be aware of the common individual and organisational causes and effects of stress
- Able to identify factors to be considered during stress assessing, violence at work & lone working
- Have the ability to carry out basic risk assessments in relation to stress, violence & lone working
- Be capable of writing a basic stress management policy
- Understand the role of 'stress awareness training' in prevention of the management of stress
- Be able to conduct effective stress awareness training for staff at all levels
- Understand the need for support for staff exhibiting stress
- Be able to build their own portfolio of effective and professional course materials.