



## Stress Management

### Program Overview

These days stress has become a common topic of conversation. We all get stressed at some time in our working life, some more than others. The way we deal with stress is the main difference that separates us, and the degree to which we are affected is also a major variable. Not only can stress affect your ability to work, consequently affecting your business, but more importantly - your health.

Stress is 'taken' by the individual and not 'given' by the pressure of work. In other words, it is not about being faced with pressure, but more how we react to pressure. This is why some people welcome stress, as it acts as a motive to get things done.

Sadly, stress is only natural and you cannot eliminate it altogether. Instead, you have to learn how to control or 'manage' stress to avoid the negative symptoms that we are threatened by. Believe it or not stress is not always a bad thing, and as you will see, having stress in our lives can actually benefit us in some way or another. Alternatively, you may be immediately wondering how you can eliminate stress completely - maybe that is why you are here.

**TCG** offers an insight into Work-Life balance, that is, personal and work-related stress: the causes and the effects. Our programme helps the participants to learn strategies for managing stress and deal with it in a positive manner.

### Training Objectives

- Managing Work-Life balance
- Understand different theories/models of stress
- Mapping the causes and effects of stress
- Evaluating your stress levels and dealing with stress positively
- Learn about the sources and symptoms of different types of stress

- To learn about the 'Stress Response' and the underlying mechanisms that cause it
- Learn about Stress Management techniques that will help you to overcome stress

## Who Should Attend

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This programme is for Managers, Supervisors, Administrators, Support Staff, Customer Service Staff, etc., who are working in high-pressure environments, where, stress is affecting their performance and their personality. It would also be a useful programme for any individual who need to manage his/her Work-Life balance.

## You Will Learn How To

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After completing this workshop, participants will have the skills and knowledge to:

- Manage personal stress and work related stress
- Become aware of your stressors and your emotional and physical reactions
- Recognize what you can change
- Respond to stressful situations by using effective techniques
- Moderate your physical reactions to stress
- Utilize your own inner resources to find greater health and well being
- Overcome stress and respond to it in a positive manner
- Maintain an optimum level of stress

## Training Aids

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Included with this workshop is a comprehensive participant manual designed for easy reference including worksheets, matrices, checklists, and process flows; other aids used to make the workshop effective are PowerPoint Presentations, Role Plays, Games, Group Activities, and Case Studies

## Training Hours

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The duration of the training program will be for 2 days/16 hours.