



MANAGING PRESSURE AND STRESS AT WORK

Aim

To develop managers' knowledge of how to manage work and life pressures and enhance their ability to support team members who may be experiencing stress.

Objectives

At the end of the programme participants will:

- Have a greater understanding of the relationship between pressure and stress
 - Be able to identify the early warning signs of stress in themselves and others
 - Understand their legal responsibilities for managing pressure and stress at work
 - Understand the HSE risk assessment process as applied to workplace stress
 - Identify ways of supporting team members under pressure and the organisational resources that may be available to help them
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Content

- Introduction and objectives
- Understanding Pressure and Stress
 - *What is stress?*
 - *How healthy pressure can turn into unhealthy stress*
- Identifying the Causes of Stress
 - *Work related causes – The HSE stress management standards*
 - *Other sources of stress*
- Understanding the Signs of Symptoms
 - *Identifying the early warning signs of stress*
- Managing Pressure and Stress
 - *How beliefs and thought processes affect stress*
- Managing Pressure and Stress (continued)
 - *Behaviours that help and hinder*
 - *Understanding basic coping strategies*

Continued overleaf

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ICAS WELLBEING

MANAGING PRESSURE AND STRESS AT WORK

- **Understanding the effects of Change**
 - *Supporting people through transitions*
 - **Legal aspects and responsibilities**
 - *The UK Manager's duty of care*
 - *The HSE risk assessment model*
 - **Management Style and Stress**
 - *How management attitude and behaviour can influence the level of stress within the team*
 - **Supporting your Team**
 - *Making an appropriate intervention – Case Study examples*
 - *Handling the discussion effectively*
 - *Factors that help and hinder*
 - *Using the AXA ICAS EAP effectively*
 - **Personal Action Planning**
 - **Evaluation and Close**
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Suitable for:

All those with people management responsibilities and especially those who manage large teams of people such as departmental heads and other similar senior levels of management.

The programme helps managers understand their role and responsibilities for managing pressure and stress in the workplace and provides practical, work-specific examples that delegates can implement straight away. The programme is very interactive, involving case studies and discussion groups to facilitate the learning process.

Duration:

One day

Maximum number of delegates:

12 per programme



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