

# Stress Management

Based on SAQA's Unit Standard 254222 NQF Level 3, 4 Credits

## Introduction

*Do you know what causes you stress? Be it whopping workloads, terrible traff or complaining colleagues, this course helps you regain control of your life by bringing back the balance.*

*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.*

*Anyone who wants to improve their personal effectiveness and performance by applying stress management techniques to deal with stressful situations at work should attend this course. It will also help you understand how to manage diff people and how to handle situations where there is a conflict of needs.*

## Course Objectives

- 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
- Use practical techniques including breathing and relaxation exercises to help avoid build-up of stress
- Make changes in your behaviour to resolve conflict of needs in others

## Course Outline

### Stress in the workplace

- What is stress?
- What is the difference between motivating stress and detrimental stress?
- What contributes to workplace pressures?
- The impact of stress on personal performance
- Maintaining an effective work/life balance

### Managing pressure in the workplace

- Moving from reactive to proactive
- Working to priorities when everything is urgent
- Managing conflicting demands from more than one person

#### Handling others in a stressful environment

- Recognising the signs of stress in others
- Stress as a source of energy – turning anxiety into positive feelings
- Crisis management – how to cope and what to do

#### Stress and behaviour patterns

- Passive, aggressive and assertive behaviour
- Developing self-assertiveness – taking greater control
- Self-motivation – maintaining your motivation

#### Strategies for dealing with stress positively

- Managing conflicting needs more effectively
- Stress-relieving exercises, breathing and visualisation techniques
- Developing a personal action plan to manage stress