

## Managing Stress

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Suitable for anyone in the company who is experiencing stress and for those who are responsible for team members who may be experiencing the symptoms

Objectives:

This interactive programme will make delegates aware of the symptoms and consequences of stress. It will enable them to analyse their own stress levels and provide workable strategies to both prevent and manage tasks and relationships to combat the onset and consequences of stress

Content covers:

- What is stress-signs and symptoms, causes, incidence
- Assessing potential for developing stress using Hazard Potential
- Assessing current status
- Managing stress; managing work environment and physical/psychological management
- Causes & symptoms of poor time management
- Time logs
- Prioritising
- Goal setting
- Saying no
- Understanding assertive behaviour

Programmes can be tailor-made to your specific requirements.

### Course Category

#### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

#### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

#### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

#### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

#### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

#### Bite Size Training Tasters