

# Stress Management, Resilience and Coping Techniques

This workshop is important for employees who would benefit from developing their resilience and their ability to cope with workplace challenges. The programme encourages learners to identify their own patterns of behaviour, and to develop personal resilience.

## Programme objectives

By the end of this programme, delegates will be able to:

1. Define what stress is and the difference between pressure and stress
2. Identify and explain the effect of personal attitudes and behaviours on stress
3. Identify potential causes of stress
4. Understand the physiological and physical symptoms of stress
5. Develop and use time management and assertiveness techniques to improve coping mechanisms
6. Manage personal and organisational stress in a variety of situations using calming and relaxing techniques
7. Explain the organisational support mechanisms that are in place.

## Further information

The programme will be presented in a sensitive manner, and clear boundaries will be set at the start of the session.

**Duration:** Half day