

# Managing Stress & Resilience

In this program participants with an understanding of the origins of stress and develop behaviours to manage it. This course also identifies what personal stress and resilience are and how to manage it within the workplace.

Most of us experience some degree of stress on a daily basis, often due to things beyond our control. How you react to stress and bounce back from it will largely influence the impact that it has on your life. Dealing with stressful situations is a skill that can be learnt and practised. In this course you'll analyse your level of natural resilience and discover tools and strategies for improving your ability to deal with everyday challenges calmly and positively.

## Snapshot

Duration: 1 day

## Learning Outcomes

At completion of this course, participants will be able to evaluate and implement the following:

- Address ways to recognise symptoms of stress
- Explain the impact of stress on physical and mental health
- Assess your resilience
- Identify resilient behaviours within yourself and colleagues
- Provide techniques to reduce stress, be more resilient and stay calm under pressure

## Course Content

### Setting the Context

- Introduction
- Learning outcomes
- Participant objectives

### Defining Resilience

- What is resilience?
- Benefits of resilience
- Characteristics of resilient people and organisations

### How Resilient Am I?

- Resilience assessment
- My levels of resilience
- My resilience style

### **What Contributes to Stress?**

- What is stress?
- Internal and external stressors
- Exploring your sources of stress

### **The Resilient Workplace**

- What is a resilient workplace?
- Promoting a resilient workplace
- Initiatives and actions

### **Developing and Growing Resilience**

- Key strategies to develop and grow resilience
- 'Above the line' mindset

### **Resilience Toolbox**

- Strategies and tools
- Mindfulness strategies
- Techniques for gaining perspectives
- Situational Strategies
- The impact of reactions
- Identifying automatic reactions
- Intention versus impact
- Using the REACT Model
- The REACT model
- How do you REACT?

### **Action Planning**

- Key take aways and actions to implement