

Outside What's Normal – Managing Extreme Stress Reactions



Program Overview

There is no expectation that managers need to counsel employees when it comes to acute stress reactions. They are not trained for this, nor is it their role. It is however, their role to meet the organisational KPIs by ensuring that their people are able to perform in a productive and effective way. To do this, managers need to be able to deal with, at least in the first instance, strong reactions to events that impact the ability of individuals or teams to achieve those KPIs. These events, or 'critical incidents', may be significant for only one individual or for a number of members of the team, so early intervention can help prevent a more widespread effect and help to return the group to a normal functioning state.

Managers also need to be clear on their own role, the role of the individual, the organisation and professional supporters in managing reactions to critical events.

This program provides managers with a structure that describes a clear boundary between the support they can provide and when they need to refer on to a professional.

Program Information

- » **Pre-requisites:** Recommended but not mandatory: The Daily Grind – A Manager's Role in Reducing Stress in the Workplace (preferred)
- » **Method of delivery:** Face-to-face workshop style
- » **Duration:** 1 day

Audience type

Team leaders, managers, supervisors, change agents, HR and Safety professionals, coaches and mentors

Learning Outcomes

Participants will be able to:

- » Recognise that people will have different reactions (some extreme) when faced with unexpected events and be able to maintain empathy in the face of these reactions
- » Articulate clearly their role in managing 'normal reactions to abnormal events'
- » Identify acute reactions to stress (in self and others), be able to stabilise the individual, deal with immediate needs and to educate them on the symptoms of acute stress
- » Have supportive conversations (using a robust conversational structure) with clarity in knowing what to say and do and what not to say and do
- » Use a conversation structure that does not stray into counselling or peer support yet is supportive and encourages the other party to take further action as needed
- » Identify when to refer on to professionals for support