



Leadership Dimensions  
Leading people to perform



# DEALING WITH STRESS

## COURSE OUTLINES

WELLBEING IS DEFINED AS A STATE IN WHICH EVERY INDIVIDUAL REALISES THEIR OWN POTENTIAL, CAN COPE WITH THE NORMAL STRESSES OF LIFE, CAN WORK PRODUCTIVELY AND FRUITFULLY, AND IS ABLE TO MAKE A CONTRIBUTION TO THEIR COMMUNITY.  
WORLD HEALTH ORGANIZATION



[www.leadershipdimensions.com.au](http://www.leadershipdimensions.com.au)



**Leadership Dimensions** specialises in the performance, productivity, wellbeing and development of your people. Our suite of accredited and non-accredited short programs align with the World Health Organization’s (WHO) definition of wellbeing:




**WELLBEING IS...**

*“A state in which every individual realises their own potential, can cope with the normal stressors of life, can work productively and fruitfully and is able to make a contribution to their community.”*


Using this definition as the basis of what we do, all our programs align to these four key areas, all essential for a healthy, productive, high performing organisation.

**POTENTIAL** 


These programs focus on enhancing the current talent in your organisation to produce a greater return on investment for you through supervisory, management, leadership development and strategic programs.

**DEALING WITH STRESS** 

Cumulative stress, or stress as a result of a critical incident at home or work, affects the ‘normal’ functioning of an individual, and an organisation. Our programs address what an individual, manager and an organisation can do.

**PRODUCTIVITY & PERFORMANCE** 

Your people are most productive at work when they feel valued, supported, informed and have the tools and skills to do more with less. This suite is designed to improve self and team management and get a higher return from your people.

**CONTRIBUTION** 

These programs align individual values with living organisational values. When your staff feel aligned and loyal to your organisation’s values – they stay. Not just because they get paid, but because they feel their work and your organisation makes a difference.

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## COURSE OUTLINE

Stress is needed to function. This program differentiates positive or 'performance' stress (Eustress) and negative stress (Distress) that can build into unhealthy workplace outcomes such as poor performance, absenteeism, resignations, stress claims, changes in behaviour, bullying and harassment issues.

By providing an opportunity to identify stressors in the workplace, understand what happens in the body/mind under stress and identify ways to reduce stress, this program is an excellent vehicle for providing a toolkit to mitigate the negative effects of stress in the workplace.

Suitable for those leaders wishing to identify triggers for stress in their team and build strategies to mitigate the risk of overwhelm, this program focuses on early conversations that can support team members to get themselves back to peak performance by managing their own stress. This includes personal habits and work-based activities to help release both daily and cumulative stress before it becomes unhealthy.

### OBJECTIVES

At the end of this course participants will be able to:

- > Define types of stress and contrast these with crisis, trauma and anxiety
- > Recognise the difference between reactive or day-to-day stress that can be easily released and stress that can build up over time to become more significant
- > Understand the physiological, cognitive and emotional reactions to stress
- > Develop coping mechanisms that work for you and that you can recommend to others
- > Understand a manager's role in dealing with a root cause that may trigger reactions
- > Know how to build a trusting environment where 'speaking up' can help individuals prevent workplace pressure building to an unmanageable level
- > Use a simple-to-understand conversation process that helps an individual

#### > DELIVERY MODE:

Face-to-face

#### > TARGET AUDIENCE:

Team leaders, managers, supervisors, change agents, HR representatives, internal coaches and mentors, safety professionals

#### > PREREQUISITES:

Some experience in managing others

#### > DURATION:

1 day

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

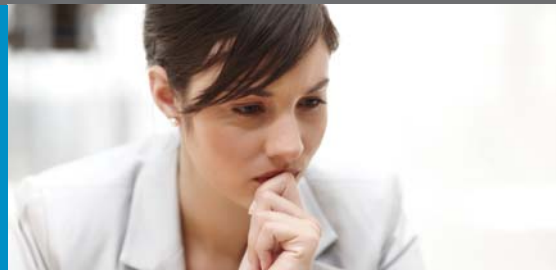
- > Building Peer Support Programs
- > Emotional First Aid
- > Outside What's Normal – Extreme Stress Reactions

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# OUTSIDE WHAT'S NORMAL – EXTREME STRESS REACTIONS



## COURSE OUTLINE



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, the individual's, the organisation's and professional supporters' roles 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.

### OBJECTIVES

At the end of this course 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

- > **DELIVERY MODE:**  
Face-to-face workshop
- > **TARGET AUDIENCE:**  
Team leaders, managers, supervisors, change agents, HR and Safety professionals, coaches and mentors
- > **PREREQUISITES:**  
Recommended but not mandatory: The Daily Grind – Reducing Stress (preferred)
- > **DURATION:**  
1 day

### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > The Daily Grind - Reducing Stress
- > Emotional First Aid

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## COURSE OUTLINE

The best way to support individuals exhibiting stress, wellbeing and personal issues that impact the workplace is with trained peers who know when to support, when to refer and when to follow up.

With no vested interest in the outcomes other than support, the Trained Peer Supporters can maintain confidentiality around the conversation details whilst reporting the themes that can ultimately provide the organisation with invaluable information on common issues. This can then be used to ensure that workplace mental health hazards are managed and that training and additional external support can be supplied where appropriate.

The establishment of a Peer Support Program generally follows a 2 stage process which includes:

1. Consulting to the business to help design a sustainable peer support program, including team selection, and
2. Design and implementation of a 2 day training program for peer supporters. This training program, run by experienced Facilitators who have implemented or run peer support programs in the past, provides the practical skills to have supportive conversations with colleagues in the workplace and a structure for self-management and ethical practice.

## OBJECTIVES

At the end of this course participants will be able to:

- > Clearly articulate their role as a bridge between the employee and those who can provide professional help as needed
- > Provide immediate support for basic needs and create an environment where the individual has the space to discuss or deal with the current issue
- > Use effective communication strategies to guide the person to the appropriate action as needed
- > Encourage the individual to seek out help and solutions if they are not able to return naturally to their 'normal state'
- > Identify when they need to debrief themselves in order to remain objective and available as peer supporters
- > Access available resources to refer individuals to as needed

- > **DELIVERY MODE:**  
Face-to-face with follow on coaching
- > **TARGET AUDIENCE:**  
HR, Managers, Union Managers, Union Representatives, Safety Professionals and those identified in an organisation to provide peer support
- > **PREREQUISITES:**  
Nil
- > **DURATION:**  
2 days

## OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Emotional First Aid
- > The Daily Grind - Reducing Stress

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## COURSE OUTLINE

When someone cuts their finger making dinner or grazes their knee, it is rare they need much more than a band-aid. In the same way, when a colleague is emotional in the workplace, it may only require some words of comfort or a 'sympathetic ear' – the equivalent of an emotional band-aid.

This course, which is not specific to those managing others, offers any individual a framework for supportive conversations that do not stray into counselling or therapy.

Whether related to a specific incident or just a result of cumulative stress, this program seeks to build confidence in having 'personal' conversations in a professional environment.

### OBJECTIVES

At the end of this course participants will be able to:

- > Recognise when a colleague is distressed or behaving contrary to their normal state
- > Open the conversation in a way that encourages dialogue
- > Ask questions and listen rather than 'tell' or problem-solve
- > Provide basic support that promotes natural recovery
- > Offer simple suggestions for 'immediate' stress management (walk, cup of tea, quiet or confidential space, etc.)
- > Address immediate needs, reduce initial distress, promote coping and encourage adjustment (particularly in a situation that requires change)
- > Identify if the situation is more significant and requires referral through to medical or professional help

- > DELIVERY MODE:  
Face-to-face
- > TARGET AUDIENCE:  
Anyone who takes on a support role with any colleague in the workplace
- > PREREQUISITES:  
Nil
- > DURATION:  
1 day

### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Building Peer Support Programs
- > Outside What's Normal - Extreme Stress Reactions

This course is part of the

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## COURSE OUTLINE



The process of change can be highly disruptive in the workplace, particularly when badly managed. Those implementing change are required to maintain high levels of energy and certainty even when they may be feeling uncertain and anxious themselves. Knowing the predictable reactions to change and how to prepare for them can significantly reduce both the distraction and the negative impacts of change and improve the engagement and uptake of all those affected.

This program not only facilitates discussion on effective change management processes but also provides a conversation structure that managers can use to help those who are resistant, sceptical or significantly affected by an imposed change. This step-by-step process enables managers to identify where an individual or group is at in their attitude to change and what needs to be done on a daily basis to sustain the change effort and engage everyone to the future state.

### OBJECTIVES

At the end of this course participants will be able to:

- > Understand human reactions to change
- > Develop consistent messages that minimise the risk of misunderstanding and resistance
- > Help support those who are fearful, confused or in denial of the need to change
- > Follow a simple process to anticipate and prepare activities and strategies to maintain energy throughout the transition
- > Implement measures and reporting that demonstrate the value of the change and motivate individuals toward future innovation and continuous improvement

#### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

#### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

#### > TARGET AUDIENCE:

Leaders, managers, agents of change, IT, HR and OD partners

#### > PREREQUISITES:

Nil

#### > DURATION:

2 days

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Building Peer Support Programs
- > Preventing Change Fatigue

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## COURSE OUTLINE



Whether change is perceived as positive or negative, energy is always expended in dealing with it. So when faced with change on a regular basis, people are often left feeling drained, overwhelmed, even exhausted. In planning change initiatives, it is important to consider the time it takes for people to transition, to learn new skills and to move through the emotional journey associated with change.

This program is designed to help individuals consider the hazards of change fatigue and to mitigate the risks of this escalating into stress and ultimately performance issues, absenteeism and mental injury claims. By careful planning prior to the change initiative, understanding of the effects of change, discussion of coping mechanisms and the development of a conversation structure that seeks out support from colleagues and managers, this is a well-rounded and highly practical program for those wanting to be highly effective in managing change.

This program can be pitched for managers and for any individual that finds themselves faced with significant or frequent change.

### OBJECTIVES

At the end of this course participants will be able to:

- > Identify the symptoms of change fatigue
- > Plan for the impacts of change so that sufficient time is allowed for learning, adjustment and transition
- > Develop personal coping mechanisms that reduce the negative impacts of change
- > Have conversations that alert managers and colleagues to the current situation and provide opportunities to seek support before change fatigue becomes an issue
- > Educate others on the process of change and how to reduce change fatigue

> **DELIVERY MODE:**  
Blended – some pre-work with 1 day face-to-face.  
Can be supported by online follow-up coaching

> **TARGET AUDIENCE:**  
Anyone dealing with or affected by workplace change

> **PREREQUISITES:**  
Nil

> **DURATION:**  
1-2 days

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Leading Others Through Change
- > The Daily Grind - Reducing Stress

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