



Course Introduction:

Stress affects millions of people. One of the most common forms of stress is that related to our careers and the workplace. In today's economic difficulty, work related stress is even more pronounced than ever before. Worries about whether or not people will be able to keep their job, their health insurance, and even keep their homes, plays a large role in stress, and the possibility of losing a job can be scary. Another word for stress is tension or anxiety. When someone experiences stress, there are many different symptoms and repercussions. Depending on the level and frequency of stress, some of these symptoms can become serious and cause a myriad of problems. Stress affects people both mentally and physically. The heart rate increases, headaches can develop, and often people become irritated much more easily. Individuals who work in high stress or dangerous jobs as well as those who are employed at a place where there is a high pressure environment are often prone to experiencing stress. Work environment, coworker relations, and customer pressures can all contribute to stress at work. Understanding how to manage, minimize, and deal with stress can help people feel more relaxed and react when stressful situations as they arise.

Course Objectives:

- Assist the organization to increase maximum performance through improved customer service
- Introduce powerful and flexible tools for use by both individuals and teams within the organization, whatever their previous experience or circumstances.
- Enable participants to become more knowledgeable, effective, and motivated in their roles through the development of customer service skills.
- Focus on key issues and challenges relating to effective customer service.
- Accommodate a range of learning styles, by including a variety of group challenges, practical exercises, opportunities for personal assessment, and presentation of key techniques and strategies.
- Assist the organization to increase maximum performance through improved time management
- Promote the benefits of improving time management skills in the workplace – to the individual, to the organization and to colleagues
- Introduce powerful and flexible tools and techniques for use by both individuals and teams within the organization, whatever their previous experience or circumstances.
- Enable participants to become more effective and motivated in their roles through the development of time management skills and use of tools techniques

- Focus on key issues and challenges relating to effective time management
- To accommodate a range of learning styles, by including a variety of group challenges, practical exercises, opportunities for personal assessment, and presentation of key techniques and strategies.

Who Should Attend?

Those responsible for teams who are looking to develop techniques to manage stress effectively
 Managers working in high-pressure environments looking to prevent stress becoming an issue
 Teams who want to develop a balanced and stress-free culture and environment
 Individuals where stress is affecting their performance and their personality

Course Outline:

- **Working under pressure** – identifying the sources and effects of pressure at work
- **Understanding stress** – Understanding the nature and sources of workplace stress and recognizing key symptoms in self and in others.
- **Building resilience to pressure and stress** – understanding the biological response to stress, identifying the 3 stages of the stress response and finding ways of meeting demands with resources
- **Strategies for managing stress** - Managing workplace stress with both short and long-term strategies
- **Time-management as stress relief** – Identifying practical stress-reducing strategies through effective management of time
- **Time wasters and stealers** – Finding solutions to effectively deal with interruptions and common time stealers
- **Time management tools** – Using a range of tools that can assist with the process of managing time
- **Taking control** – Learning how to become more proactive in order to reduce stress
- **Avoiding pressurizing others** - Identifying situations in which participants may unknowingly be putting their colleagues under pressure
- **Personal development planning** - Identifying continuing personal development needs and extending learning into the workplace

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session