

## AIMS

To understand the differences between positive and negative stress, how to deal with stress in the workplace and to be aware of how stress affects you and those around you

## LEARNING OUTCOMES

By the end of this course you will:

- Know what Stress is
- Be aware what the signs of Stress are
- Understand the differences between Work Stress and Personal Stress
- Be aware of what can cause Work Stress
- Recognise bullying in the workplace
- Know how to look after yourself and manage your own Stress
- Understand your roles and responsibilities
- Be aware of the manager's roles and responsibilities

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## LESSONS AND TOPICS

### Introduction to Stress At Work

- Facts and Statistics
- Health and Safety At Work Act

### Stress

- What is Stress?
- The Fight or Flight Response
- Symptoms of Stress
- Managing Unresolved Stress

### Work Stress vs Personal Stress

- Work Stress vs Personal Stress
- Work Related Triggers of Stress
- Personal Stress

### Bullying

- Workplace Bullying
- The Bully
- Your Stress and the Effects on Others

### Looking After Yourself

- Diet and Nutrition
- Staying Hydrated
- Exercise and Keeping Active

### Stress at Work – Roles and Responsibilities

- Your Roles and Responsibilities
- The Roles and Responsibilities of a Manager
- Signposts to Useful Organisations