



Dealing with Change and Stress, and Building Support through Teamwork

Suitable for General staff, Team Leaders and Supervisors

Course duration: Three 4-hour sessions over 3 days (i.e. 3 half days)

Course objective:

As we begin to emerge from the lockdown, everyone is having to adapt to **massive changes**, and deal with **major stressors**.

This learning programme is designed to empower employees to pro-actively deal with these changes and stressors, both in their work and personal lives, and succeed by working together as teams in dynamic and high impact situations.

Course content and outcomes:

Dealing with Stress and Stressors

- Become aware of six dangerous myths about stress
- Identify your personality type and your susceptibility to deal with stressful situations
- Gain a greater understanding of the prevalence of pressure – and stress in our lives
- Understand the difference between stress, pressure, eustress and distress
- Understand the 4-stage stress model, and the acute / chronic nature of stress
- Realize the chemical effects of stress on the body's organs – and how big a deal it is!
- Be better able to recognise and monitor the effects of stress in self and others
- Cushioning techniques (breathing drills, eating habits, exercise) to help you manage stress

Adapting to Change

- Living life in the comfort zone – why challenge yourself?
 - Develop a willingness to move from comfort zones, and
 - Face up to perceived discomforts in order not to stagnate
- Understand why people resist change
- Acquire skills to overcome instinctive resistance to change
- Realize the importance of developing resilience - the key to thriving through change
- Understand the processes of transition through change and be able to identify the signs of the various stages
- Become aware of your dominant style of reaction to change and gain a willingness to adapt that style to embrace change
- Understand good change management processes - in order to support the organisation in implementing and driving through change
- Be willing and able to be open and provide constructive feedback throughout change processes
- Assume personal accountability through change



Building Support through Teamwork

- The value of building High Performance Teams
- Assessing your team against the characteristics of High-Performance Teams
- Communication – the glue that holds it all together
 - The processes and principles of effective communication
 - The importance of tone and body language
 - Active listening and empathy
 - Best practices on communications and building relationships
- Building Trust in and between teams
- Collaboration within and across teams
- Assume personal accountability through change

