



WATA Knows... and you can too!

## Leadership and Management Courses

### Stress Management

Recognise the causes of stress in your organisation, understand your legal responsibilities and develop skills to actively prevent and manage stress in the workplace. A practical course covering this complex and sensitive issue.

#### On this course you will learn to:

- ✓ Distinguish between stress and pressure
- ✓ Recognise the signs and symptoms of stress
- ✓ Identify what creates stress for you and others
- ✓ Use stress management techniques
- ✓ Understand the legal responsibilities for managing stress at work
- ✓ Support an employee who is stressed
- ✓ Use your organisation's policies and procedures for employees who are stressed
- ✓ Successfully help employees who have been stressed return to work
- ✓ Recognise HSE Management Standards on Stress

#### What does the course cover?

- ✓ What is stress? What is pressure?
- ✓ Signs and symptoms of stress
- ✓ Effects of stress – on individuals, a team and an organisation
- ✓ Stress management techniques
- ✓ The legal position on stress
- ✓ What to do if an employee is stressed
- ✓ A joint approach – how department, HR and Occupational Health can work together
- ✓ Rehabilitation back into work
- ✓ HSE Management Standards
- ✓ Action planning

This course is ideal for supervisors and managers who want to take a proactive approach,

#### Course Dates

2011: 28 Sep

2012: 13 Mar; 26 Sep

**Course fee: £225 + VAT per delegate  
Plus ILM fees if required.**

Delegates will be provided with course handouts, lunch and refreshments.

**Duration: 1 day**

(9:15 am to 4:30 pm approximately - please arrive 15 minutes before the course is due to commence)

All courses are adapted to suit your needs and accreditation with **ILM (Institute of Leadership & Management)** is optional