

Presents

## **MANAGING STRESS WORKSHOP FOR ADMINISTRATIVE PROFESSIONALS**

### **A. Workshop Objectives:**

1. To sensitise participants to the causes and effects of stress
2. To define and measure the stress levels of participants
3. To give participants a basket of tools and skills to identify and manage stress both at work and at home
4. To assist participants in the development of a stress protection plan

### **B. Overview and Draft Programme:**

To fulfill the objectives as stated, the participants will be guided through eight sessions (four on each day), that will help them to minimize and manage stress in their lives. The workshop seeks first to diagnose the organizational and personal stress levels of participants through a series of questionnaires, and then prescribe a series of strategies to assist them in addressing the problems as indicated. The facilitator will utilize a variety of teaching methodologies including case studies, role play and individual exercises. A brief outline of the programme is as follows:

### **Day One:**

#### **Session 1: Definitions – What is stress?**

- Stress theory – different types of stress
- The causes and symptoms of stress
- The consequences of stress
- Six stress variables

#### **Session 2: Measuring my stress levels**

- The Smith Stress Management Motivation Inventory (SSMMI)
- Internal stress questionnaire
- Feedback and analysis

#### **Session 3: Defining and understanding organizational stress**

- How healthful is your job questionnaire
- The survival guide – 15 basic mistakes of dealing with stress on the job

#### **Session 4: Organisational strategies for managing stress**

- Employee Assistance Programmes (EAPs) and Employee Fitness Programmes (EFPs)
- The work environment – ergonomics and occupational health and safety

## Day Two:

- Session 5: Individual reactions to stress**
- Brain chemistry, food and stress
  - Stress and the nervous, immune and digestive systems
  - Mind matters
- Session 6: Individual strategies for managing stress**
- The four pillars of stress management
  - ABC relaxation
  - Meditation and Breathing Exercises
  - Relaxation quiz
- Session 7: Interpersonal skills: Relationships and stress management**
- Conflict, anger and aggression management
  - Time Management and procrastination
  - Empathetic listening
- Session 8: The stress protection plan**
- Making changes
  - Diet and fitness
  - Active coping beliefs and philosophy of life
  - Closing remarks
  - Evaluation

**Date:** September 10<sup>th</sup> -11<sup>th</sup>, 2009      **Time:** 8.30am – 4.00 pm      **Cost:** \$3,000.00  
**(V.I.)**

**About the Consultant: Dr. Suzanne Burke,** Dr. Burke is a development specialist with over fifteen years professional experience, whose work has involved teaching, research, and advocacy. She has been trained in the areas of Psychology and Development and she has her PhD in Social Policy from Essex University, UK. Dr. Burke has worked in the areas of HRM (Organizational development & change, Conflict management, and workplace policies for HIV/AIDS), Enterprise Development and Marketing for the cultural industries, and Events Management. She has worked extensively with a wide cross section of public sector enterprises, civil society organisations and private agencies at the local, regional and international levels. She has been lecturing in the area of Events Management since 2001, and currently lectures in the UWI's postgraduate diploma on the Arts and Cultural Enterprise Management (Marketing, and Policy for the Arts), and the Event Management Certificate and Master of Marketing Programmes at the ALJ Graduate School of Business.

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