



Bullying and Stress Management

Overview

Work related stress is the biggest cause of working days lost through injury or ill-health. According to the Health and Safety Executive 13 million lost days a year at a cost of £3.7 billion to society. The Confederation of British Industry estimates that each absence will cost about £930. A comprehensive 3 day course providing a total stress management solution. It will equip your managers with the key skills to build a stress management system to protect your company in the long term. Very much work based in style, delegates will be required to develop a plan of action to tackle both direct and indirect costs arising from stress at work including bullying, harassment and victimisation.

Duration

3 days

Who should attend

Senior managers, managers and leaders with responsibility for people. Company directors, owners, general managers or others who formulate and oversee policy at work. Personnel and human resources staff. Supervisory level staff with responsibility for others or in receipt of delegate duties on Health and Safety matters.

Benefits to you & your organisation

By the end of the course delegates will be able to: -

- Calculate the cost of stress at work and produce definitive objectives to systematically reduce the cost year on year until the organisation hits a stress fit status.
- Learn the four key legal cases and identify the strategies arising from them to protect the organisation against litigation.
- Understand the legal origins of stress in the workplace and develop management systems to provide legal protection both in criminal and civil courts.
- Recognise the symptoms of stress in themselves and others and to understand and use key behavioural based intervention strategies including psychometrics, behavioural therapy and transactional analysis.
- Measure the negative effects of stress on their organisation and produce an action plan to overcome it.
- Identify the potential sources of stress and their impact on performance at work.
- Carry out an organisational stress risk assessment that will ensure compliance with the recent ruling from the House of Lords
- Produce and implement a stress management policy, dignity at work and bullying and harassment policy. The bullying policy will accommodate implications from the recent ruling on bullying at work (payout £800,000 July 2006)

Continued overleaf...



- Implement a solution-focused approach towards developing or reviewing policy and practise
- Understand how to develop a positive stress control culture
- Understand the physiology of the stress reaction
- Analyse their own personality type to categorise and control their own stressors

Course content includes

- Stress and effects on business performance some facts
- The legislative and guidance framework in relation to stress
- The four cases that are shaping current practise
- Implications of stress for employer's managers and leaders
- The effect of stress on individuals and teams
- Sources of stress and behavioural patterns
- Strategies and coping mechanisms
- The triphasic approach to coping in teams
- The path towards change – a solution focused approach
- How to carry out a stress audit
- Introduction to workplace bullying and victimisation
- Production of a working stress policy document
- Production of a stress management action programme
- Cognitive behaviour model and transactional analysis
- Discover the eight types of bullying and how to manage their behaviour