Corporate Coach Group
Training that transforms

One Day
Stress Management Training
A training plan for your organisation

Every day, your staff work with customers, suppliers and colleagues. They do this by giving them the best service and information possible.

Inevitably, some things don’t go according to plan, and your staff need to be able to manage both the technical and emotional aspects of the situation.

We know your staff already have expert knowledge of all the technical aspects of the situation. Now we want to become expert on the stress management and emotional aspects of dealing with difficult situations.

In such situations, we need to manage our stress reactions and negative emotions such as anger, upset and avoidance (evasion), and we need to ensure that we deal with all situations in a calm, rational and professional manner.

This training is about how to manage stress and negative emotions, (both yours and the other person’s emotions) so that you can get the best result possible.

This training is designed to demonstrate and teach correct principles of stress management; it is designed to help your staff to successfully manage any emotional stressful situation. This training will show your staff how to deal with high-stress situations, in a professional, rational and polite manner.
Benefits of this stress management emotional management training

1. To feel more confident during all stressful situations.
2. To get the best possible result from the stressful situation with the minimum fuss, in the shortest possible time.
3. To avoid the negative health implications and the emotional turmoil of a badly managed situation.
4. To feel happy to handle situations involving even the most difficult people.

This stress management training will help you to:

✓ What stress is and how it affects you and others
✓ How stress can have both beneficial and harmful effects
✓ How to manage negative stress emotions of anxiety and worry
✓ How to replace negative emotional responses with positive reactions
✓ How to develop healthy physical responses to stressful situations
✓ How to handle difficult and stressful work conditions
✓ Train yourself to take stress in your stride

Learn practical tools that you can use in real-life situations.

How many people are doing the training?
Numbers of staff to be trained: TBC

When will the training take place?
TBC:

Where is the training location?
In-house – or local venue.

What is the basic premise of the course?
Please read the following page:
Stress management training course content

Introductions:

Who are you? What do you do? And what do you want to learn on this course?

1. Raising awareness of the effects of stress.
   Many people are not aware of how their emotional and physical reactions to stressful events can affect them.
   Some people deny the whole issue, and in some (often male-dominated) sections of society, the issue of stress is “swept under the carpet” and not openly discussed.
   This process of evading the issue of stress has been called, “The Curse of the Strong” and “The John Wayne Syndrome”.

Stress is not all bad. Stress can have both negative effects and positive effects.

Well-managed stress can have Positive effects: Well managed stress can “turn you on” and make you sharper, more alert. Therefore, if managed, stress can improve your performance.

Badly managed stress can have Negative effects: Badly managed stress can cause physical and mental illness. Poorly managed stress can hinder performance and may negatively affect personal and professional relationships.

So, we need to discover more about how to positively manage stress.
2. What is stress?

Stress has various forms:

1) **Mental stress.** This is the intellectual stress of trying to deal with too many tasks at the same time.
2) **Emotional stress.** This is stress caused by negative emotions of fear, anxiety, worry, anger, upset and loss of confidence.
3) **Physical stress.** The body responds to stress by increased blood pressure, increased muscular tension, increased stress hormones, constriction of digestion and other physiological changes which, if prolonged, can lead to ill health.
4) **Relationship stress.** Stress can affect how you relate to other people. Personal and professional relationships with others may suffer as a result of being overstressed. Then the relationship breakdown itself becomes an additional stressor.
5) **Work stress.** Work is a fertile ground for all the above varieties of stress responses. So, we need to know how to handle stress response.

3. How to handle your own stress response.

Fundamentally there are two ways to handle stress: Well or badly. Here are the correct ways to handle your own stress responses well.

1) **Manage the content of your mind.**
   
   Your mind responds to its own content. To manage your stress, you must learn to manage your own mind.
   How to stop your imagination from destroying your peace of mind.
   *How to use your imagination in constructive ways.*

2) **Manage the content of your conversation.**
   
   What you say affects yourself and other people. Ensure that the words you use make things better, not worse.
   When you are in stressful situations, become more conscious of what you say, to yourself and others,
3) **Ensure your stress response health-habits are constructive, not destructive.**
   You cannot drink, smoke or eat your way out of trouble.
   When you are stressed, ensure you supply your body with the right nutrition, sleep and exercise.
   How to create and sustain good health habits that will increase your emotional resilience.

4) **Think logically, not emotionally.**
   You cannot *fret and worry* your way out of trouble.
   You can only *think* your way out of trouble.
   We will talk about how to *engage your intellect to solve your problems.*

5) **Set goals, prioritise and organise your resources.**
   You cannot do everything at once, so you need to figure-out the most logical way forward and *make adaptive responses to stress situations.*

6) **Don’t emotionally burn yourself out.**
   All stressors have three elements, Intensity, duration and frequency. Find the right balance between these three elements.
4. **How to manage difficult people in stressful situations.**

Learn the six-step method of handling stressful conversations.

1. First, say nothing. Just listen without interruption to their complaint.
2. Empathise with how they feel.
3. Question-down to discover the FACTS, apart from their feelings and opinions.
4. Create a proposed solution to the problem, based upon *a logical evaluation of all the available FACTS*.
5. Negotiate and plan the way forward.
6. Close the deal and initiate the plan.

5. **How to put these ideas into real-life situations.**

We will discuss and plan what to do whenever:

1. You have a problem situation you cannot avoid.
2. You are using your imagination to destroy your peace of mind by creating endless “images of failure” in your mind-eye and reacting to them as if they were real.
3. You feel overwhelmed with work.
4. You are operating to tight deadlines.
5. You are faced with a sudden change of circumstances, that throws your plans out the window.
6. You find yourself in conflict with a strong, intelligent, but difficult person.

**Finally, to reiterate the point:** Stress is not always a bad thing. It all depends how you manage it.

**Final action planning and close.**
The training is designed to comply exactly with your requirements:
Your organisation shall provide a fully equipped classroom for the entire duration of the training course

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – Yes

The expected number of your organisation’s participants per course is to be confirmed. - Yes

Corporate Coach Training shall make its own travel and accommodation arrangements. - Yes

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - Yes

The proposed course structure shall clearly outline what topics would be covered on each day. - Yes
The method of training is as follows:

**The training is to be:**
- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

**The training method follows this general pattern:**
1. The trainer, gives a clear explanation of the point in question.
2. Then the trainer will demonstrate the principle and gives specific examples.
3. Then, the delegates practice by doing an exercise with each other.
4. The delegates practice by doing exercises with the trainer.
5. All points are supported with full written notes to take away.
6. Delegates are asked to write down an associated action, for each point made.
7. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).
What are the costs / investments?

In-house course
Daily rate is £1,950 + VAT for up to 20 delegates.
Plus £80 for each additional delegate over 20.
Plus hotel accommodation for trainer if needed (Premier inn type: not the Hilton!)

The training days are inclusive of:
• Full days training
• Full course notes
• Written action plan to take away
• Access to our post course portal
• Plus three months FREE telephone coaching to answer any on-going questions

Plus free telephone coaching!
To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

We suggest the following plan of action:
You please send to me:
  1. Any amendments or changes you wish to make to the programme.
  2. Your thoughts
  3. The plan of action

Thank you

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A word from our previous delegates...

The course content was stimulating. The trainer’s presentation was very effective. Chris delivered difficult concepts with insight and humour.

Delegate: C Jolly
Company: Greencore

The course content was very comprehensive and covered relevant points. The trainer’s presentation was interactive, informative and challenging.

Delegate: W Graham
Company: Ikea

The course I found very interesting, using models that I was not familiar with, different thought processes. The presentation was very professional, informative and interesting.

Delegate: J Dickinson
Company: Riomay

The course content was very useful, exactly what I was looking for. Encouraged thought and methods to take back to the work place. The trainer’s presentation was very clear, Chris not only delivers the training but stands behind his methods and believes in the content.

Delegate: T Stuchfiled
Company: Primecare UK

The course content was excellent, thought provoking and inspiring. The presentation was clear, concise, professional and relative.

Delegate: J Walker
Company: Telus

The course content was very good, informative and positive. No “Dull Moments”.
The trainer’s presentation was good – Well presented.

Delegate: S Bent
Company: B+V Water Treatment

The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer’s presentation was Excellent.
Thorougly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

Delegate: K Hogarty-Hingsto
Company: Hartpury College
The course was very informative, with lots of thought provoking questions to think on after. The trainer’s presentation was well produced and slick NO excess content.

Delegate: B Pain-Tolin
Company: BTCV

The course was very, very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer’s was very focused, kept the course moving, related well to the group. Created non-threatening environment.

Delegate: M Ridout
Company: Sparsholt College Hampshire

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

Delegate: K Rhodes
Company: RAF Wittering

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

Delegate: N Yemm
Company: Hulley & Kirkwood Consulting Engineers

The course content was great, really visual. The trainer’s presentation had lots of great detail and stories to illustrate each point.

Delegate: M Painter
Company: Lloyds Banking Group

I really enjoyed the breadth of what was covered today. The trainer’s presentation was very good and clear.

Delegate: S Windridge
Company: Prudential UK

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer’s presentation was excellent, very clear and concise. Interesting and charismatic.

Delegate: E Inegbu
Company: Prudential UK
Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer’s presentation was upbeat, positive and inspiring.

Delegate: M Judson
Company: JSP Ltd

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

Delegate: J Gibson
Company: Fuji Film

The course content was very detailed and interesting. The trainer’s presentation was good, with time for re-caps and questions.

Delegate: R Graham
Company: RAF Wittering

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

Delegate: S Chou
Company: JSPMLtd

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

Delegate: J Noble
Company: The Sittingbourne Community College

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#)