

# Health & Safety

## – Managing Stress Training

### Product summary

#### Background

Stress is a reaction people have to pressures placed upon them and it occurs when the pressures exceed the individual's ability to cope. Stress can affect anyone at any level of any organisation.

Work-related stress, depression or anxiety is the leading cause of working days lost through work-related injury or ill health, with an estimated 12.5 million days a year lost.

An effective management approach is required to systematically identify positive and negative risks, assess their effect and decide on the most appropriate course of action. Successfully implementing a corporate strategy at technical and operational level is vital in the process of reducing stress in the workplace.

#### Summary

This facilitated, interactive discussion between our consultant and the course delegates involves practical and theoretical content and examples. On completing the course, delegates will be able to take their practical experience back to the workplace and use it within their own areas of responsibility. Through discussion and participation, delegates will recognise the stress affecting their workforce today. They will be in a position to recognise the symptoms of stress to staff and attune themselves to deal with it in a positive manner.

#### Objectives

The training will cover:

- An introduction to what stress is
- When stress occurs
- The effects of stress
- The scale of the problem
- Affected occupations
- Legislation
  - Health & Safety at Work Act 1974
  - The Management of Health & Safety at Work Regulations 1999
  - Common Law
- Negligence
- Non health & safety legislation
- Duty of care
- Hatton Propositions
- Workshop exercises
- The recognition of stress
- Prevention of stress
- Stress policy and procedures
- The risk assessment process
- HSE – six risk factors
- Case studies
- Review and rehabilitation.

#### Duration

Half-day.

#### Provider

A fully trained and experienced Zurich Risk Management Consultant.

#### Format

Facilitated workshop/training course.

## Features

- The course is based around a half-day training course for up to twenty delegates with either one half-day session on each day or two half-day sessions on the same day at a reduced fee.
- The product stands alone but can be linked to other health and safety departmental training courses.
- Each delegate will receive a CD-ROM or hard copy containing the course slides and notes.

## Benefits

- Raises awareness of the stressors that affect work-related stress
- Defines stress and differentiates between pressure and stress
- Identifies the short and long-term effects on the individual and the organisation
- Identifies the early warning signs of stress to enable a proactive approach and create an environment where prevention of stress is key
- Gives an understanding of the risk assessment process and its links to stress at work
- Devises strategies for dealing with stress in line with the organisation's legal duties and responsibilities as laid out in the new standards on work-related stress.

## Where this would be useful

Work-related stress, depression or anxiety is the leading cause of working days lost. All employers and especially those with high levels of absenteeism caused by stress would benefit from this training.

## Who is it aimed at?

All managers.

### Case studies/quotes

An organisation in the North was receiving a number of stress-related claims from staff. This course enabled them to develop a corporate management of stress policy that was then successfully rolled out to managers. There are now fewer claims, staff are happier and stress-related absenteeism is reduced.

For further information  
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