



# COPING WITH STRESS AT WORK

Work-related stress is a growing phenomenon that affects all industries and professional categories. Given the effects of stress on the health and working capacity of individuals and, consequently, on company performance, it has come to be considered as the new corporate evil. And yet, when handled appropriately, stress can have a positive impact and help us surpass ourselves. Handling stress consists in using the pressures exerted on us as effectively as possible. Becoming aware of the causes of stress in our lives represents a first step. Thereafter, depending on the factors at play, we can take action to reduce stress in order to attain an optimal balance where stress becomes constructive.

## This programme is designed for:

- assistants
- salespeople
- supervisors
- anyone who wants to understand and cope with stress

## At the end of this course you should be able to:

- identify your stress level and the sources of your stress
- cope with typical stressful situations
- reduce the stress factors you have control over

**The applied professional development certificate shows you have acquired the skills covered in the course.**



## Benefits of the programme:

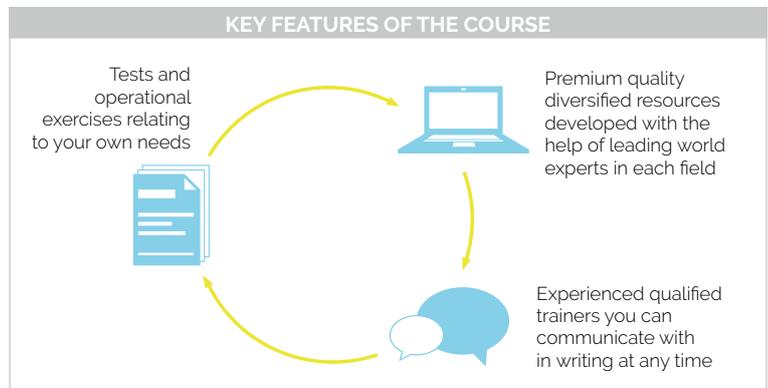
- increasing productivity and avoiding wasting energy through stress
- feeling happier about your job
- knowing yourself better and understanding what creates stress in your life

## 3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

### 1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



### 2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.

- WHAT YOU WILL LEARN**
- Analysing your situation and identifying sources of stress
    - Identifying stress levels
    - Understanding the role of emotions
    - Determining personal and professional priorities
    - Identifying time-wasting factors

### 3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.

- WHAT YOU WILL LEARN**
- Applying stress reduction techniques
    - Controlling your emotions
    - Dealing with interruptions and troublemakers
    - Coping with change
    - Managing a tense situation with a colleague

### 4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

