

STRESS MANAGEMENT FOR HR PROFESSIONALS

A one-day workshop

Stress continues to have a major impact in organisations. According to HSE research, the total number of working days lost due to this condition last year was 9.9 million days with stress accounting for 43% of all working days lost due to ill health. Despite this huge impact, CIPD research shows that many organisations are failing to take adequate steps to proactively identify and reduce stress in the workplace and many struggle to recognise and support staff who are already suffering from stress-related symptoms.

This programme has therefore been designed to help HR professionals identify how they can best support their organisation in preventing, reducing and managing stress. It recognises the role that HR can play in helping develop proactive strategies to reduce incidents of work-related stress as well as helping individuals to cope with or recover from stressful situations. It also recognises the important role that HR has in equipping managers with the necessary knowledge, skills and confidence to manage stress within their team appropriately. The workshop provides participants with a wealth of ideas, strategies and tools to use within their organisations. It draws on current research, best practice guidance, lessons from case law and learning from a wide range of organisations in the form of case studies.

LEARNING OBJECTIVES

By the end of the workshop participants will:

- Understand the impact of stress at work and the causes of work-related stress
- Understand the benefits of proactively managing stress, including minimising legal risk
- Know how HR can best support the organisation as a whole in managing stress and, in particular, how to support managers prevent and respond appropriately to stress within their team
- Have learnt how other organisations tackle stress and the range of support and wider tools and initiatives available
- Have reviewed how their organisation prevents and manages stress and have identified areas for improvement

FORMAT

This one-day workshop is highly participative and uses group exercises, case studies and practical exercises to illustrate problems and develop a best practice approach in dealing with them. Group discussions and feedback are used to develop learning points and to enable participants to relate examples to their own situations.

Participants will receive a welcome letter with some pre-work. In particular, they will be encouraged to reflect on:

- The impact of stress in their organisation and the sources of work-related stress
- What their organisation is doing already in this area. What is working well? What less so?
- Specific concerns/ challenges they experience in this area
- Personal outcomes for the day

AUDIENCE

HR professionals.

SPECIAL FEATURE

Your organisation's policies and procedures can be incorporated into the workshop, to ensure that participants are continually relating the learning to your current in-house processes.

EXPERT TRAINER

This programme was designed and is delivered by Rosanne Bernard, our lead trainer in this area. See her profile below.

Any questions? Just give **Helen Nuttall** a call on **01582 714280** for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit www.maximumperformance.co.uk for more details.

WORKSHOP OUTLINE

- 1** Introduction
 - Course objectives and benefits from attending this course
 - Participants' experience and confidence in this area
 - Personal objectives
 - Ground rules *re* confidentiality
- 2** Understanding stress
 - Group exercise
 - Understanding what stress is and how to recognise stress at work
 - Exploring the impact of stress and the business benefits of managing stress proactively
 - Reducing risk; an overview of legislation and practical application of four legal principles; relevant case law
- 3** Sources of stress
 - Understanding typical sources of stress; learning from CIPD and HSE research
 - Group exercise: Analysing sources of stress in your organisation against the six factors identified in the HSE Stress Management Standards
 - Ideas and actions to help reduce stress against these factors
- 4** Roles and responsibilities
 - Identifying key responsibilities within the organisation for preventing and managing stress
 - Identifying the important role managers have in:
 - Preventing stress
 - Recognising stress at an early stage
 - Demonstrating a positive attitude towards stress
 - Responding appropriately
 - Recognising the specific role, responsibility and influence HR has in this area
 - Other sources of support, eg, Occupational Health, EAP, etc
- 5** Levels of action
 - Understanding different levels of action, eg, proactive actions to prevent stress or help individuals cope with stressful situations and reactive actions designed to help individuals recover from and deal with the impact of stress
 - Examples of interventions that are implemented at an organisational level, eg, risk assessments identifying stress 'hot spots' in the organisation, determining strategy and policy
 - Examples of interventions aimed at managers or teams and those designed to support individuals with stress management, eg, raising managers' awareness of stress, adjustments to role, coping strategies, etc
- 6** Practical ideas and resources
 - Practical tools and resources
 - How to develop and support line managers; a management toolkit
 - Promoting positive wellbeing; the Workplace Wellbeing Charter
 - Case studies: Learning from other organisations. A wide range of interventions that cover areas such as promoting health and wellbeing, providing positive information and support on stress and mental health, up-skilling managers, training on coping strategies such as resilience, mindfulness, etc.
 - Group exercises to embed learning and identify practical applications
 - Group exercises on challenging situations
- 7** And finally...
 - Open forum – remaining challenges and 'what if' scenarios
 - Action planning – identifying how participants will transfer this learning into the workplace and what else they may need which will help them to do this effectively
 - Review and close

LEAD TRAINER / CONSULTANT PROFILE

ROSANNE BERNARD



Rosanne is an experienced trainer, facilitator and coach with substantial experience gained in both the public and private sectors. She worked for many years as a generalist HR Business Partner and has experience working at a senior level formulating and implementing HR strategy and policies. In addition, she has extensive experience advising and supporting managers with the full range of HR responsibilities, including recruitment, employee and industrial relations issues.

Rosanne also has extensive experience working as a learning and development consultant, trainer and coach. She now runs her own consultancy practice and brings enthusiasm, pragmatism and a real understanding of the challenges facing organisations today.

KEY AREAS OF EXPERTISE

Rosanne's work focuses on:

- training (in the areas of HR skills, management development, skills training and train-the-trainer)
- building high performance teams
- one-to-one coaching
- expert facilitation (of meetings, workshops, strategy development days, etc)

Rosanne is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance.

CAREER HIGHLIGHTS

Before starting her own consultancy practice in 2002, Rosanne had HR roles at Bedfordshire County Council, British Waterways and, for ten years, at Kodak, where as an HR business partner within a senior management team she provided a comprehensive range of HR services at a strategic and operational level to over 700 employees. This generalist role encompassed resourcing, compensation, industrial relations and employee relations. Rosanne then moved into Kodak's management consultancy service where she designed and delivered management and personal development programmes, facilitated team meetings and events, and coached teams and individuals to maximise their performance.

FEEDBACK

Rosanne gets outstanding feedback from workshop participants, as the following comments show:

'Fantastic! Extremely helpful and very knowledgeable.'

'Rosanne's presentation and knowledge were brilliant.'

'Excellent course in terms of content, right balance of theory and practical sessions. Rosanne made us feel extremely relaxed and gave feedback to help us learn from the practical sessions.'

'I don't think I've ever had such a good day's training – very relevant, good information and the trainer was very good.'

'A lot of information was absorbed. I've not had SO MUCH FUN on any previous course.'

'Excellent facilitator. Can draw the audience and get the best out of them.'

'I think that this is the most useful and enjoyable course I have attended so far, not only in content but also in presentation.'

'Thoroughly enjoyable and highly relevant throughout. Very professionally prepared and presented. Thank you.'

'Really fun, very informative, lots of great ideas.'

'Excellent trainer, very motivating, clear, concise and approachable. A great day's course.'

'Very inclusive, very clear, very informative!'

'Relaxed style and a lot of knowledge.'

'Knowledgeable and wealth of experience means she is able to effectively advise on all HR situations.'

'Confident professional delivery.'

'Very worthwhile course would highly recommend it to all supervisors/managers.'

'Excellent course, valuable info gained and delivered a comfortable pace, especially considering I have had no previous investigation training.'

'Great refresher that all supervisors should attend.'

'A very worthwhile course.'

'Very credible. Rosanne knows her stuff and holds the attention of the group well. Thoroughly enjoyed the day - thanks!'

'Energetic, experienced, knowledgeable.'

'Very knowledgeable. Prepared to listen and adapt. Well presented.'

'Rosanne was really good, I like the way she delivered the training.'

'It brought the group together as a team.'

'Great at identifying shortcomings, positive and negatives.'

'A great programme to allow reflection and the opportunity to re-group.'

'Excellent discussion based event, forward focused.'

'Great facilitator.'

'Excellent and knowledgeable facilitator.'

'Very professional, concise relevant, held my attention all day!!!!'

'Vast knowledge and willing to listen and answer all questions.'

'Excellent, knowledgeable and kept us all on track.'

'Unflappable trainer. Great, would recommend.'

'Great! Well prepared. Asked questions and got delegates to break down their explanations to find out what exactly was required for actions moving forward. Engaging and inviting. Had fantastic conversations at lunch and felt she gave more than just her training tasks. Thank you!'

'Friendly, knowledgeable, fun!'

QUALIFICATIONS, TRAINING AND PROFESSIONAL MEMBERSHIPS

- Fellow of the Chartered Institute of Personnel and Development
- Post-Graduate Diploma in Personnel Management
- Business Practitioner in NLP
- Qualified coach through the Coaches Training Institute
- Qualified to use a number of psychometric instruments, such as OPQ, MBTI Step 1 and 2, WAVE, FACET 5, TMSDI, Mental Toughness (MTQ 48), etc
- Solutions Focus Practitioner