

## Stress and resilience

90-minute webinar

In a 24/7 world we are exposed to stress from many different angles. Not least when working from home.

Handled well, stress can boost our performance; handled badly, it can have a real impact on our wellbeing. We all need to be able to manage different stresses and pressures if we are to think clearly, make the right decisions and avoid unnecessary distress and worry.

This webinar explores the best way of doing that, giving you a range of strategies to use, based on a number of proven models and approaches. It will help you understand your stress and pressure points and develop strategies for managing them.

### Learning objectives

- Understand the different types of stress
- Recognise the factors that trigger stress
- Be able to use the Demand Control Support model to help manage your stress
- Know how to use positive thinking to stay in control

### Webinar overview

#### 1 Introduction

- Objectives and agenda
- How different people react differently to different stressors

#### 2 Understanding and defining stress

- The difference between pressure and chronic stress
- Calm – eustress – distress
- Why it's important to avoid sustained periods of stress

#### 3 Factors that trigger stress

- The Demand Control Support Model – why high demand alone doesn't cause unhealthy stress
- The importance of self-management
- How to help your staff and those you interact with

#### 4 Locus of control

- Thinking positively about control – the locus of control
- How to manage your thoughts to take more positive action in times of pressure and challenge

#### 5 Action plan and next steps

- Summary of key learning points
- Reflection on next steps

#### 6 Close