



# Balancing Performance & Pressure at Work

Open One-Day Training Workshop

# Balancing Performance & Pressure at Work



## Workshop aims

Balancing performance and pressure at work is the key to success, both individually and corporately. Effectively prioritising tasks and the demands of others together with appropriate delegation when and where possible, results in increased productivity and enhanced morale in the workplace. Recognising the signs and symptoms of stress in yourself and in others and dealing with this natural phenomenon is really important and this training programme offers some very practical strategies to help.

The programme includes:

- A definition of stress and the total load principle
- How people react personally and noticing the warning signals
- Physical and emotional responses
- How to cope with stress and some suggested mechanisms
- How to communicate with others when stressed
- How to handle complaints
- How to manage time more effectively
- How to delegate effectively and with confidence about the outcome
- How to manage stress so that you feel better

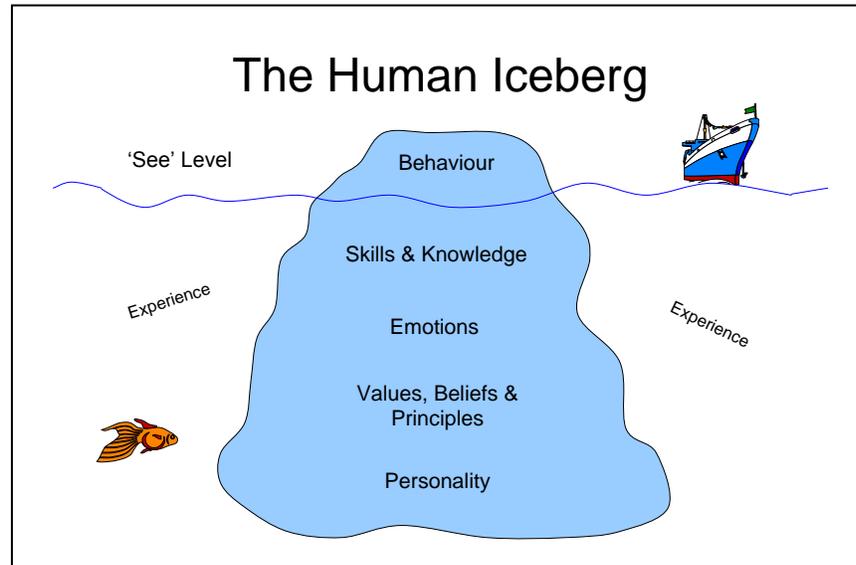
## Methodology

Coachwise has a reputation for delivering learner-centred training and development solutions with the focus being on the desired outcomes. The experience and skill of our trainers enables us to be very flexible during the delivery of the programme and we utilise accelerated learning techniques to ensure that behavioural change is achieved in both the short and the longer term.

Our philosophy for learning and development is centred on the principle of an iceberg analogy. Behaviour is what is observed by others and that behaviour is determined by a number of factors below 'see' level. Achieving greater flexibility of behaviour (learning) requires attention to these submerged factors if these new behaviours are to become incorporated into the skill set of the individual. Our training interventions acknowledge and influence every level of the iceberg to achieve excellent results both immediately following the workshop but more importantly, also some time afterwards.

The iceberg model also provides an excellent platform for understanding the causes of stress and developing strategies to manage behaviour. We consider the *Behavioural Styles* model

which categorises people into one of four quadrants Analytical, Driver, Amiable and Expressive with each style reacting differently under pressure. Insight into this model helps to identify the first signs of stress and offers potential coping strategies.



### The Workshop

The workshop is highly participative, stimulating, practical and enjoyable and to ensure that you obtain the maximum benefit from the workshop whatever your preferred learning style, you experience:

- Trainer input
- Group discussion
- Syndicate work
- Role-play practice
- Coaching & feedback
- Individual completion of learning and action planning tools

And you receive a workbook / learning log containing supporting information together with activities for completion during the event.

I look forward to meeting you very soon. Kind regards,

Phil Yates