

Keys to Effective Stress Management

Overview:

- Half day interactive workshop focused on equipping support analysts with effective stress management strategies and techniques
- Special attention toward implementing an effective program of on-going stress management

Who Should Attend:

- Support Center personnel – 1st, 2nd and nth line technical support staff
- Team leads and other technical support team members

What You'll Learn:

Stress is a part of everyone's life, and one of the keys to living a longer, happier more productive life is having a "stress management strategy" that can help you manage your stress levels on an on-going basis. Stress can be either good or bad – its "good" stress when we have a challenging goal, then work hard to achieve it and enjoy fulfillment as a result; its "bad" when we have no "stress management strategy", and thus no outlets, and we allow stress to build up within us over time. Results can include sleepless nights, damaged relationships, lost productivity, and general unhappiness. In this valuable ½ day workshop, you'll learn:

- That Stress is a naturally occurring and vital part of life, and that it can be either "good" or "bad"
- What is "good" stress, and why we need it for optimal performance
- What causes "bad" stress", and how to identify causes of bad stress in your daily life
- Stress management strategies for minimizing actions on your part which might lead to higher stress levels
- Practical steps you can take now to lower your stress levels
- Time management strategies for eliminating time wasters, prioritizing your time, and getting more accomplished
- How to create your own "stress management strategy" that will help you minimize bad stress, leverage good stress, and live a happier, more productive life

Interactive Exercises:

- Reviewing stressful situations and discussing optimal solutions for each
- Activities to practice techniques:
 - Breathing techniques
 - Activity log to identify 'time wasters' and apply the "4D" rule
 - Goal directed time management
 - Responding properly in several role-playing scenarios

Key Take-away:

- Checklist card for effective stress management