



Stress Management Society
from distress to de-stress

Corporate Wellbeing Solutions





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The Stress Management Society **Overview**

Who are The Stress Management Society?

We have been dedicated to leading effective universal change with our passionate approach to recognising and reducing stress and promoting wellbeing since 2003.

We are a non-profit organisation with a proven and long standing track record in helping private and public sector organisations manage workplace stress.

We use our expertise in stress reduction to help organisations improve mental health, wellbeing, motivation and performance within their workforce.

- We are **dedicated** to helping individuals and organisations tackle workplace stress.
- We have **extensive knowledge** of the impact of stress and how to recognise the cultural and commercial cost of stress to your organisation.
- We have developed what is recognised as the **UK's foremost range** of stress management training programmes—the only ones endorsed by the **Institute of Leadership and Management**
- We have a broad range of workplace wellbeing **products and services**.

We pride ourselves on being the UK's leading resource for advice, support and guidance for Workplace Stress. We offer wellbeing advice, news, guidance as well as access to best practice strategies to support you in creating a culture of wellbeing within your organisation. We have a team of highly experienced consultants and trainers to support your wellbeing projects. Everything we deliver, we do so in a clear and accessible way so that organisations and individuals can apply and benefit from our solutions and recommended interventions quickly and easily.

What is the benefit of working with a specialist wellbeing consultancy?

Our services will bring you commercial, financial and cultural benefits, as they have to all of our existing customers. They will also help your organisation to comply with your duty of care responsibilities towards your employees.

Effective stress management programmes bring the following benefits:

- Reduced sickness absence costs by up to 20%
- Improved staff retention and ability to attract the best talent
- Increased motivation and higher performance
- Enhanced reputation as an employer of choice

Our clients and partners range from local authorities, professional sports clubs to the Oil and Gas companies to the NHS. We have worked with many national and international companies, including: **British Airways, Shell, Sky TV, Standard Life and Allianz.**

We have developed a range of workshops to help both staff and managers recognise the signs and symptoms of stress, to be able to define it, and introduce in a variety of personal resilience techniques to best equip your people with the tools to deal with increasing pressure and demands of the modern workplace.



Corporate Wellbeing Solutions

We offer a comprehensive range of solutions designed to improve your staff well-being. A healthy workforce is a more productive workforce!

‘Stress is the biggest hindrance to productivity, efficiency and even profitability. It can lead to absenteeism, low morale and increases staff turnover. The solution – Workplace Wellbeing. It is one of the few areas that you can invest in your organisation to yield a massive return. According to Dame Carol Black every £1 spent on workplace wellbeing can yield between £3 and £6 in gained productivity and efficiency. There are limited options that will give you that kind of ROI’

Neil Shah, Director of the Stress Management Society



We offer the following solutions:

Diagnostic

- Business Stress Risk Review
- Individual Stress Risk Assessment
- Stress Competency Review for Managers

Workshops

- Excelling under Pressure
- HR Training
- Managers Managing Stress
- Directors Managing Stress

Interventions

- Focus Groups
- Individual Stress Coaching Session
- Health & Wellbeing Days

Products

- Promotional Stress Products

Through these solutions, The Stress Management Society can help you to reduce absenteeism, boost staff morale and increase productivity and efficiency.

Take action now and contact us for a free, no-obligation consultation.

0203 371 3219

solutions@stress.org.uk

www.stressmanagementsociety.com



Which options can we offer?

Organisations can choose from the following services:

- Understand the causes of stress within your organisation through a Business Stress Risk Review
- Start tackling the problem with a stress or mental health policy and action plan
- Book training for managers or staff to help them cope with stress or recognise it in their teams
- Order branded stress awareness or Stress Management products to publicise your Stress Management message
- Book wellbeing days at your organisation, from on-site stress testing or stress awareness events to pamper days

The Stress Management Society is on hand to guide you in devising the most effective solutions for your organisation. Some of our resources are:

Website (www.stress.org.uk)

Includes a quick stress management checklist, useful tips on stress reduction, information on our events and many other resources.

Corporate Website

(www.stressmanagementsociety.com)

Blog

(www.thestressmanagementsociety.wordpress.com)

Workshops

These help people recognise stress and equip them with the tools to increase their resilience to it.

Free stress e-books, corporate briefings and monthly newsletter

We regularly publish articles and news on health and wellbeing, alongside seasonal tips to manage stress.



Understanding Stress

Stress is a condition or feeling experienced when a person perceives that “demands exceed the personal and social resources the individual is able to mobilise.”

Stress can affect the workplace in a variety of ways:

- Increased absenteeism levels
- Friction caused between colleagues
- Work not being completed to a high standard

In-depth research carried out by Mintel (2013) states ‘work-related stress and life style stress are two major causal factors of a variety of sub-health conditions’. This kind of research indicates that your organisation can improve employee wellbeing by identifying factors that will reduce employee stress and improve overall performance.

The Stress Management Society has adopted an engineers definition of stress. Force over area equals pressure.

When a bridge has too much load on it and if it’s left there for long enough, it will eventually collapse.

You would be able to see the warning signs before this happens, the bridge would bow, buckle, groan and creak.

The same principle can be applied to human beings, with excessive demands and challenges placed on our bridges, we too will ultimately collapse. That bridge collapse could manifest itself as a nervous breakdown, or serious health issues such as heart attack or cancer.

However just like the bridge there will be early warning signs, such as mood swings, insomnia, repeated short term absence, dips in productivity and efficiency and weight loss/gain.

What is Stress?

Stress is primarily a physical response. When stressed, the body thinks it is under attack and switches to ‘fight or flight’ mode, releasing a complex mix of hormones and chemicals to prepare the body for physical action. This causes a number of reactions, from blood being diverted to muscles to shutting down unnecessary bodily functions such as digestion.



Cognitive	Emotional	Physical	Behavioural
Memory problems Poor judgement Inability to concentrate	Depression Moodiness Irritability	Chest pain rapid heartbeat Aches and pains Frequent colds	Increase intake in alcohol, cigarettes and caffeine to relax Isolating yourself from others Sleeping too little or too much

The mobilisation of the body for survival has negative consequences. In this state, we are excitable, anxious, jumpy and irritable. This actually reduces our ability to work effectively with other people. Individuals can find it difficult to execute precise, controlled skills. The intensity of focus on survival interferes with a persons ability to make fine judgments by drawing information from many sources. Individuals are less able to make logical decisions.

These effects can have severe implications for employee performance within your organisation.



Employers can help reduce stress levels:

Take stress seriously
Tackling stress is part of Health and Safety responsibilities and employers are legally obliged to take action if you have such a problem at work.

Communicate well
Keep employees informed about workplace changes. Be clear about job roles and targets, and be sensitive in the way you communicate.

Give feedback
Feedback can improve employees confidence and keep them informed on areas to work on. This can provide a consistent approach to prevent an overload of criticisms which can impact on stress levels.

Remember the team
Focus on creating good team spirit and get all staff involved and engaged. Organise company events out and wellbeing days. Being valued and involved like this is a major factor in happiness at work.

Ask for opinions
People often feel stressed when they are powerless over their job content. So if change is required, consult those involved so they can have a say in work-related decisions.

Cost of Workplace Stress

The increasing cost of workplace stress Impacts you and your Organisation:

11.3 million working days are lost a year to stress (HSE 2013/2014).

With the average cost of 'sick' days costing £618 per day, workplace stress cost the UK economy a total of £6.4 billion in 2012 (Expert HR 2012)

Workplace Stress is directly responsible for 25% of sickness absence, 70% of visits to the doctor and for 85% of serious illnesses

Stress is common amongst all people of all ages. Work related stress develops because a person is unable to cope with the demands and high expectations within the workplace.



Stress, including work related stress, can often be the cause of illnesses and is known to be linked with high levels of sickness absence.

- Stress, anxiety and depression, are the reason for 1 in 5 visits to a GP (NHS Choices 2013)
- According to the Labour Force Survey (2012) increased absenteeism has lost the UK 10.4 million working days

COST OF ABSENTEEISM	
(CIPD Survey 2008)	
Workforce Size	1000
Average number of sick days per employee (all causes)	8
Estimated total sick days	8000
Estimated proportion of sick days attributable to mental health	40.5%
Estimated annual number of sick days attributable to mental ill health	3,240
Average cost per day per employee:	£83.25
Annual est. cost for workforce of 1,000:	£269,730

Key Findings

Canada Life Group (2013) polled 1001 UK workers, finding that despite the increasing problem of stress, almost a third (31%) of respondents report that their organisations are not doing anything to reduce stress.

Only 10% of respondents have a helpline or external organisation they can contact in case they become ill for an extended period of time.

Despite issues of stress, respondents continued to work highlighting a rise in presentism.

Reasons included:

- Not thinking the illness is serious enough to warrant a day off (76%)
- Having too heavy a workload to take time off (31%)
- Worrying about the financial implications (20%)
- Their colleagues, such as senior members of staff made them feel guilty for taking time off (19%)
- Feeling threatened by the risk of redundancy (13%)

Our own 2009 survey revealed that 78% of the general working population claimed that stress was affecting their health, mood and sleep. 61% had not done anything about these symptoms.

According to The Centre for Mental Health (2008), mental ill health alone costs the UK economy around £15.1 billion each year. In its report 'Mental Health at Work: Developing the Business Case', the Centre revealed that stress, anxiety and depression cost employers an (inflation adjusted) £1,149 per year in terms of absence, under-productivity and staff turnover for every employee in the workforce.

This amounts to a massive £114,900 for an organisation with 100 employees!

From a fiscal perspective, presentism in the workplace should not be ignored. From a well-being perspective managing presentism can contribute to a more engaged and productive workforce.

Minimise your Risk

The positive news is that once you understand the impact of stress within your organisation, you can invest in your workforce efficiently. A 2005 Health & Safety Executive of Somerset County Council found that it saved £1.9 million on stress-related issues through a training and development investment of only £390,000 – resulting in a return on investment of nearly £5 for every £1 spent.

"We decided to use The Stress Management Society because from initial contact it was clear that the people at SMS understood our organisational stress symptoms as well as the consultancy environment, which we considered essential. The strategy and its implementation were exceptional and exceeded our expectations."

Abacus International



Business Stress Risk Review

Our Business Stress Risk Review (BSRR) incorporates a HSE compliant Stress Risk Assessment in order to:

- Understand the causes of stress within your organisation
- Have clear data regarding the cultural and commercial impact of stress Tackle these issues to improve morale, boost your organisation's productivity, efficiency and in turn profitability

How does stress impact your organisation?

Last year there were 10.4million days lost to stress, with the average cost of 'sick' days being £618 per day, meaning workplace stress cost the UK economy a total of £6.4 billion in 2012.

Why undertake a Business Stress Risk Review?

When you understand the effect stress has on your organisation's performance, you can invest in the right areas to mitigate those effects.

Commercial Benefits:

The process of a BSRR will help identify stress problems, which can be addressed before they become costly disasters for the employer. Taking action can minimise the risk of long-term stress related illness, high staff turnover and other serious consequences of stress such as poor performance, lower productivity, presentism and negative behaviour.

Cultural Benefits:

By identifying the nature, location and extent of stress problems, the BSRR can help employers focus resources on where they are most needed. The BSRR demonstrates a commitment to the wellbeing of employees, which is normally reciprocated and manifested in higher morale in the workforce.

Legal Obligations: Risk assessment is a statutory obligation under Health and Safety law. Stress should be seen in the same way as any other health and safety risk hazard. Therefore employers should be assessing stress risks in a logical, consistent and coherent way.

Why choose our Business Stress Risk Review?

Our Business Stress Risk Review goes beyond the standard stress risk assessment based on the Health & Safety Executive's guidance. Please see the next page to find out what our work involves.



Survey Distribution and Monitoring

Our online surveys provide recipients with a secure URL that leads them directly to the survey website. If preferred, we can also organise the dissemination of paper-based questionnaires.

Survey subgroups

We will create subgroups among survey participants based on your own criteria (e.g. departments, locations, gender, tenure, etc.), allowing you to differentiate and compare the results between these groups.

Focus Groups (optional)

Where there are known issues in a particular department or staff group, we can arrange focus groups that will provide a deeper insight into the experiences and concerns of staff.

Reliable Qualitative Data

We can assess qualitative data by:

- Incorporating open-format questions in the survey
- Conducting Focus Groups with selected groups of staff.

Comprehensive Reports

Based on the survey results, we will create a full report that provides an analysis of all quantitative and qualitative data and identifies your organisation's performance in relation to stress management.

The report will include:

- An overall summary comparing the results with Health & Safety Executive standards
- More detailed comparison of the results in each area set by the Health & Safety Executive standards
- Comprehensive data in relation to the answers to each question contained in the survey (and on the focus group discussions, if these have been held).

To ensure that our report is comprehensive, we may request access to management data such as absence records, occupational health reports, other employee surveys and health and safety and stress management policies. We would suggest using our process to review all existing support practices, policies and procedures that refer to stress and mental health.

Action Planning

We will produce an action plan that includes recommendations on how to tackle the issues that have been identified.

Some examples are:

- Modifying existing support resources
- Creating or amending policies
- Organising additional training
- Addressing leadership
- Change management or time management issues

All of the suggested activities will be tailored to the individual stress triggers and specific needs that the review has recognised.

The Business Stress Risk Review is not a 'tick box' exercise. It should be an enabler for business and process improvement within the environment of human resources and organisational management.

Confidentiality

As you would expect, we ensure that the entire Business Stress Risk Review process and all information we gain remains completely confidential. The Stress Management Society complies with all aspects of the Data Protection Act 1998.



Individual Stress Risk Assessment

Our Individual Stress Risk Assessment (ISRA) incorporates the Health and Safety Executive's Management Standards in order to:

Understand an individual employee's perception of their stress-related challenges

Find ways to support the individual based on the ISRA findings

How does it work?

Our ISRA is a one to one discussion with an individual to assess their perception of their work related and personal stressors. The topics covered in the discussion are based on the Health and Safety Executive's Management Standards (role, control, demand, support, relationships and change). We will also discuss solutions based on the individual's needs. A report will be produced and provided to the employer on the basis of this discussion.

When do you need to conduct an ISRA?

The ISRA can be a useful part of a return to work policy that allows an organisation to understand how it can support an individual and help with their bespoke needs after long term absence.

It can also be used as a proactive measure when an individual is showing early signs of stress to explore its causes and provide adequate support to prevent long term stress related illness.

Legal Obligations:

As with the BSRR, the Individual Stress Risk Assessment is a statutory obligation under Health and Safety law. Stress should be seen in the same way as any other health and safety risk hazard. Therefore employers should be assessing stress risks in a practical, consistent and coherent way.

Why choose our ISRA?

Our experience and positioning as an independent expert allows us to emotionally support the individual throughout the assessment while retrieving the vital information in a professional and neutral manner. This is particularly helpful where the communication between the employee and their employer has become strained.



Stress Competency Review For Managers

Our Stress Competency Review for Managers (SCRM) incorporates a HSE and CIPD Line Manager Competency Indicator Tool to:

Assess how individual managers deal with stress with **clear data** from managers themselves, their peers and their staff;

Maximise efficiency of your managers with targeted training;

Minimise your exposure to the negative effects of stress by ensuring that managers have a clear strategy for dealing with stress.



How effective are your managers at managing stress?

Managers may contribute to reducing staff stress, but they may also be the cause of it. Management behaviour is often highlighted as a major factor by those suffering from work related stress. For more than 60% of employees, their immediate manager is the most stressful aspect of their job (CIPD).

Our SCRM is a unique undertaking that allows for a higher level analytical review of individual managers, assessing whether they are equipped with the tools to prevent and reduce stress at work.

Based on the results of the review, we will provide you with a report and suggestions on how to tackle any issues that have been recognised.

Planning Process

- A planning call allows us to gain a better understanding of your organisation and objectives.

We will clarify (but are not limited to):

Online vs. Manual Survey

- Surveys can be conducted online, manually or
- A mixture of both depending on your needs.

Communication

- How to communicate the process to managers, directors or general staff
- How to feed back the results to managers, directors or general staff.



The Survey

There are two different survey options:

- Self assessment - allowing managers to assess their own behaviours and management style

The self assessment survey should be combined with either:

- Staff assessment - a questionnaire is distributed to the manager's staff
- Peer assessment - a questionnaire is distributed to staff, senior managers and peers

Managers are assessed on four key competencies:

- Respectful and responsible: Managing emotions and having integrity
- Managing and communicating existing and future work
- Managing the individual within the team
- Reasoning/Managing difficult situations

The survey includes analytical questions that will allow us to create a report and action plan that takes these aspects into consideration.

Our questionnaire can also include an open-format question that will allow participants to add any other concerns that have not been addressed by the survey questions. This gives the participants the opportunity to express their own perspective and provides useful additional qualitative data.

Survey Distribution and Monitoring

- The online survey email provides the recipient with a URL that leads them directly to the website of the online survey.
- Each manager will have their own log-in credentials.

Managers Interviews (Optional)

Managers can talk about their experiences and express their concerns at a more personal level.

Coaching (Optional)

Where there are known issues with a particular manager, one-to-one coaching can be facilitated to develop a managers skills in understanding and dealing with stress.

Survey results

After completion of all online and/or manual surveys we will calculate the results based on the four competencies.

We will then send you all results including:

- An overall summary that compares your managers self assessment to the staff/peer assessment
- Your results according to each competency
- A detailed analysis of the competency that requires the highest level of attention and improvement

Minimise your Risk

Managers, as the first line of support for general staff, play a key part in the identification and management of stress within an organisation. They will often be in the best position to notice changes in staff behaviour that may indicate a stress-related problem, they will also often be the first point of contact when an individual feels stressed. Ensuring your managers are equipped to their best ability to deal with stress can generate a huge return on investment by increasing the productivity and efficiency of your workforce.



Excelling Under Pressure Workshop

Can your employees cope with their work demands?
Do they often feel under pressure and stressed?

Our Excelling Under Pressure Workshop tells employees what stress is, how it affects their daily lives, when it is beneficial and when it is harmful. In the workshop, we explore some of the flawed strategies that people commonly use to deal with stress and provide practical exercises and techniques designed to de-stress.

Our workshops cover 3 key areas:

- **Understanding stress** - giving employees the skills to recognise the signs, symptoms, causes and effects of stress
- **Stress reduction techniques** - these practical techniques and strategies will include time management, relaxation techniques and visualisation and breathing exercises
- **The 10 Step Stress Solution** - designed by our founder and director Neil Shah, this is dedicated to creating a more resilient workforce

You will be assigned a personal project manager who will work with you to create a unique stress awareness workshop. We can incorporate a variety of different options into your workshop, working with you to create a bespoke training experience catered to your needs.

Stress is one of the biggest issues facing the modern workplace, it prevents people from functioning at their best.

We can help employees to:

- **Recognise** the signs and symptoms of stress
- **Understand** the causes and effects of stress
- Learn **practical techniques and strategies** to deal with stress
- Create a **Resilient** Workforce



Our Workshop Options

The following modules can be incorporated into your workshop programme:

Time Management

Introduce ideas to increase productivity, plan your time more effectively and smarter approaches to dealing with high workloads.

Change Management

Ensure that your people are well equipped to cope with change, and ensure that your people are working in alignment with your organisation.

Workplace Wellbeing Techniques

Introducing practical exercises that can be completed at work stations to alleviate common tensions that build up during the day. Exercises include 'Desk Massage' and 'Desk Yoga'.

Visualising for Success

Incorporating techniques used by professional athletes to ensure that the subconscious is focused on success and goal achievement, not failure.

NLP at Work

Utilising Neuro-linguistic Programming techniques to increase confidence and maximise success, through improved internal and external communication, relationship building, and public speaking.

Communication

Often regarded as the holy grail of successful organisation, this module will allow employees to benefit from new training, refresher training or a new look at an existing strategy.

Confidence Building

Gives employees the understanding of what action they can take to boost their confidence and self-esteem.

Minimise your Risk

ICM research carried out on behalf of the Priory Group in 2012 revealed the following:

- 55% of respondents felt that their employment had an adverse effect on their mental wellbeing and daily lives
- Over 50% admitted that they found it hard to 'switch off' after a day's work
- 34% experienced feelings of lack of control over or an ability to cope with stress caused by their working lives

Our workshops can be a valuable tool in reducing the risks associated with work-related stress. You may not be able to reduce the demands that your employees have to face, but we can increase their resilience so that they are able to cope better with work challenges and pressures.

"The health and wellbeing course that you ran for ITV Leeds was absolutely brilliant and utterly inspiring. I wish everyone would take the chance to do that session."

- Caroline Lewis, Fairplace



HR Training

HR play a vital role in terms of employee's health and wellbeing, making it imperative that they are aware of how to approach stressed staff.

Through our training, we can help HR staff to:

Recognise the signs and symptoms of stress in themselves and others.

Understand the causes and effects of stress and its impact at the individual, departmental and organisational levels.

Learn how to **help employees** when they are showing signs of stress.

Discuss ways to **approach employees** if they are unable to work due to stress as well as putting preventative measures in place.

Understand how to create a **robust business case** for wellbeing to gain senior management buy in.

Understand how to create a **strategic wellbeing action plan**.

Our workshop is specifically for HR as their role and responsibilities are different in terms of their exposure to stressed staff and their need to be involved in driving organisational wellbeing.

This workshop helps HR professionals to understand what steps need be taken to build a culture of wellbeing, and how to ensure they are the champions and ambassadors of that culture. It will provide participants with appropriate return to work and absence management strategies, as well as aiding in drafting dignity at work policies appropriate for your organisation. Our HR training will also introduce the benefits of creating a culture of wellbeing, that will benefit your organisation and your workforce.

Case studies will be shared of companies that have achieved this as well as exploring a variety of best practice strategies before formulating an post workshop action plan.



Managers Managing Stress

Are you concerned about the effects of stress on the productivity and wellbeing of your team members?

Managers must be sure of how to promote wellbeing at work and to recognise when stress is having a negative effect. Acting as the first line of support to employees, they play a key role in ensuring that organisational objectives are met. Without adequate training, your managers will be ill-equipped to handle the barriers that stress and poor mental health can create.

The key topics covered in the workshops are:

- Identifying the 6 key stressors and how they can be used to reduce the effects of stress in the workplace
- Improving managers' skills and confidence in dealing with stress and wellbeing within their teams
- Discussing the duty of care responsibilities of first line managers
- Identifying areas of action to create and maintain a mentally healthy workplace.

One of our project managers will work with you to devise a bespoke training programme that will fit your organisation's specific needs. Our Managers Managing Stress Workshops are fully interactive to ensure maximum engagement of participants.

This workshop will help you to:

- **Recognise** the signs and symptoms of stress amongst your team
- Improve your **skills and confidence** to support your team by identifying areas for action
- **Risk assess** any specific issues within your teams

This is a highly specialised training course that is designed to ensure that managers comply with Health & Safety Executive standards.



Our Workshop Options

The following modules can be incorporated into your workshop programme:

Understanding stress

Helps managers to understand the purpose of stress and clarify the causes and effects of stress in the workplace.

Identifying the key factors that contribute to a mentally healthy workplace Demonstrates how to recognise stress and mental health challenges in team members and colleagues. Improves managers' skills and confidence in dealing with stress and mental health wellbeing by analysing 'the 7 E's':

- Engage people in the issue;
- Exemplify work life balance yourself;
- Encourage staff in bettering themselves through positive reinforcement
- Empathise to better understand inefficiencies
- Embed the value in everything you do;
- Empower your staff to be less reliant on you as a manager;
- Evaluate the effects and benefits over time.

Stress and mental health awareness

Ensures that managers are aware of their responsibilities in relation to health and wellbeing, including the legal aspects surrounding work-related stress. Engages managers in practical exercises that demonstrate how to deal with stress-related absences.

Time Management

Demonstrates that the effective use of time management skills can reduce work-related stress and improve productivity. Recognising the impact of stress Explores the consequences of stress to the organisation and the links between stress and absenteeism and stress and presentism.

Minimise your Risk

Training line managers is a key initiative in stress management. It is important that organisations provide adequate support and advice on mental health issues and avoid treating mental health problems as poor performance.

A Health & Safety Executive study of QVC showed that there had been a year on year decrease in sickness absence since a stress management training programme had been implemented in January 2009. Absence figures at its Knowsley depot decreased from 5.31% in 2008 to 4.96% by the end of 2009. The company also experienced a 20% decrease in the average number of employees on long-term sick between 2008 and 2009.

Dealing with stress and mental health at work is more likely to be effective and have a greater impact if managers are trained appropriately.

"As part of the Line Managers Programme, we included stress management training delivered by The Stress Management Society. More than half of our first line managers attended our bespoke workshops. Despite some initial trepidation and negativity, the sessions were universally acclaimed by those that attended."

- Alan Clarke, First Line Manager Project
Co-ordinator, HMP Pentonville



Directors Managing Stress

We will work with you from a risk management perspective and identify:

How to minimise your exposure to the negative effects of stress

How to maximise efficiency through developing a culture of wellbeing

Create a business case and recognise the potential ROI when investing in wellbeing

This is a highly specialised training programme for Directors and business leaders, designed to comply with the Health & Safety Executive's standards. Participants will learn how stress can have a negative impact on organisations and adversely affect productivity and efficiency.

How does stress impact your productivity, efficiency and profitability?

Stress can lead to employee behavioural changes such as:

- Feeling constantly rushed and unable to concentrate
- Being unable to 'switch off' from work
- Feeling tired all the time
- Dreading going to work
- Losing their sense of humour and becoming moody and irritable
- Altering their working patterns (for example, staying late or refusing to take breaks)
- Taking more sick leave

- Performing at a lower standard
- Losing their ability to exercise sound judgement, which can lead to other health and safety issues

The key topics covered in the workshops are:

- Identifying the main factors that contribute to a mentally healthy workplace
- Understanding how exposed an organisation can be from a risk management perspective
- Clarifying how to quantify the cultural and commercial impacts of stress on the organisation
- Creating a strategic plan to recognise and address the negative effects of stress in the workplace

One of our project managers will work with you to create a bespoke training programme that caters to your specific needs. Our workshops can run in one or two day sessions.



Minimise your Risk

Over 300,000 employees leave their jobs each year because of stress – and research undertaken by MIND in 2011 suggests that these numbers are increasing. According to the CIPD, recruiting a replacement can cost up to six months' salary if you include advertising costs, time spent on recruiting, training costs and loss of productivity while the new employee goes through the induction period.

Workplace stress also has a number of indirect costs. A 2008 Government report entitled 'Links Between Wellbeing at Work and Productivity' identified them as:

- Increased accidents and mistakes
- Increases in workplace conflict and grievances
- Damage to brand and reputation
- Damage to goodwill and motivation
- Increased liability for personal injury

Our Directors Managing Stress Workshop evaluates the cultural and commercial costs of stress to your organisation. We work with senior executives to create a strategic approach to reduce the risks associated with stress and improve wellbeing in a way that will deliver maximum return on investment.

"Our overall experience with The Stress Management Society was great and we would most definitely recommend their services to other organisations. They made the course thoroughly enjoyable and are obviously experts in the field of stress. The presenter was excellent and relaxed."

Banu Gajendran, Occupational Health and Safety Manager, Allianz Insurance



Focus Groups and Mediation

Our bespoke sessions allow you the opportunity to pin point any potential issues. Our focus group can coincide with our Business Stress Risk Review and is created to suit your organisations needs.

We pride ourselves on not relying on only quantitative data, giving you the opportunity to gain qualitative feedback via employees express views and opinions on any potential issue. Think of our focus group as an additional diagnostic tool.

A focus group is ideal for company who has either internally recognised a potential issue or with our Business Stress Risk Review.

In terms of our mediating process we will work closely with all participants to identify and diagnose any potential problems and causes through our mediation process which allows us to focus on the interpersonal and peer related issues which may exist.



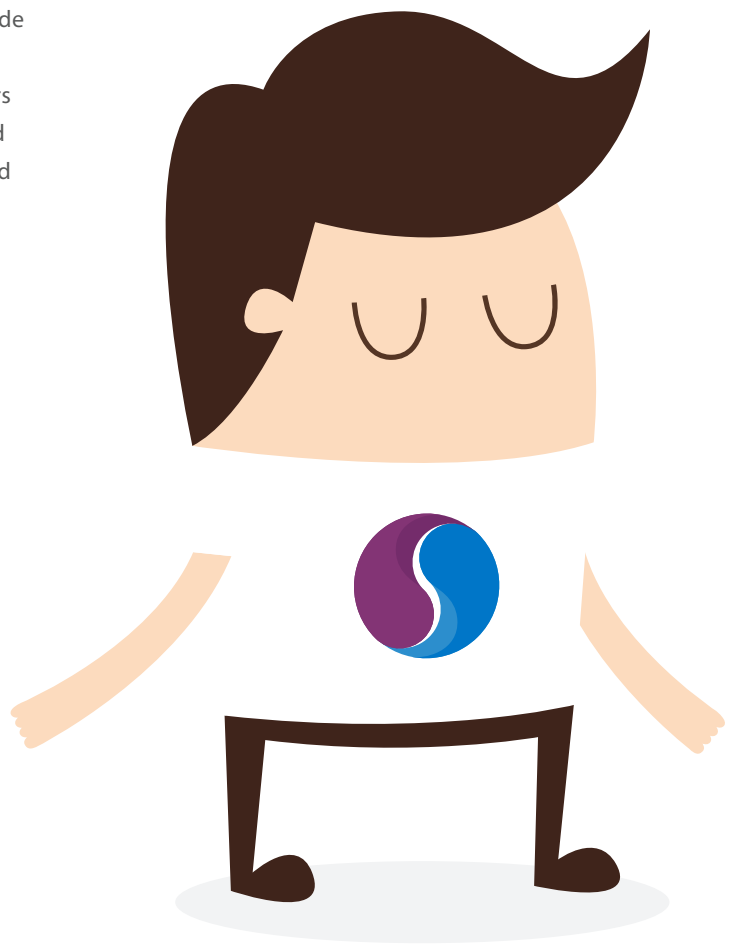
Individual Stress Coaching Session

Although we recommend stress management training as a preventative measure for all staff, sometimes it's necessary or more effective for an individual to receive one to one coaching.

Our one to one coaching will equip an individual with the bespoke skills and tools needed to cope with their personal stressors and support them in making long term changes to prevent unnecessary stress in the future.

This personalised course can be delivered in person or via video-link/teleconference, making it easier to fit around an individuals work schedule. No matter which format the session takes, we always ensure the participant feels safe and able to discuss their stressors freely with one of our professional consultants.

We take our duty-of-care very seriously; due to the delicate nature of some individuals stress levels, we pride ourselves on our after session support. We continue to stay in contact with the individual to ensure the matters discussed within the sessions have been addressed and they are progressing against the agreed action plan and also to support them in solidifying their newly learnt skills.



Health & Wellbeing Days

Improve staff productivity by engaging your workforce in health and wellbeing

- Create a more healthy and resilient workforce
- Increase staff awareness around health and reduce absence rates
- Our service is fully bespoke and we can provide a number of different options tailored to your specific training objectives.

We can conduct on-site mini health checks on a drop in basis, taking you and your colleagues through a health and lifestyle evaluation. This would give you a better idea of how stress and lifestyle choices are impacting an individual's health and wellbeing.

Stress Thermometer – A biofeedback device to measure stress

Resperate – Measures respiration rate (breaths per minute)

Blood Pressure Monitor – Reads blood pressure and heart rate

Em-Wave – Reads heart rate variability to test stress levels

Body Analysis Test – Calculates body weight, body mass index, body fat and body water

All the above are non-medical and non-invasive processes. The tests show participants immediate results. Our consultant would provide feedback and tips how to reduce stress levels and demonstrate their effectiveness through re-testing the individual concerned.



Health and wellbeing days are a clear way of demonstrating commitment to the wellbeing of the workforce. As well as providing information and advice to employees, we find that these types of events generate an enormous 'feel good' factor and encourage staff to talk about good mental health with their families and friends.

Stress and Wellbeing Workshop

We ensure interaction by asking engaging questions and providing simple stress management techniques, such as breathing exercises that the group can try together. The workshops educate staff on a range of techniques to help them manage stress better. These methods relax stressed individuals by helping them to rebalance body and mind. Once learned, they can be applied in any work environment. We work with you to create a bespoke training programme to meet the needs of your organisation. We can deliver this workshop to small groups and audiences as large as several hundred if the right facilities are in place.

Promotional Products

We offer a variety of promotional products to reinforce the stress management message to your employees. These include stress mood cards, a 10 second stress test that can be branded with your organisation's details.

Minimise your Risk

Long-term absence accounts for a major proportion of all working time lost through employee absence. A 2013 CBI 'Fit for Purpose' report revealed that long-term absences lasting more than 4 weeks made up 30% of all total working time lost. Mental health conditions, including stress, anxiety and depression, emerged as the single most widespread cause of long-term absence among manual and non-manual workers. Health and wellbeing days will give your employees the tools they need to recognise when they need help to manage stress better, thereby reducing the risk of long-term absence due to mental health problems.



Promotional Stress Products

Welcome to the home of bespoke wellbeing products. Our promotional products are an easy way to encourage your employees and customers to open up dialogues about stress.

Brand Awareness

By branding your products with your organisation's details, you will increase brand awareness and gain a competitive edge by aligning your offering with a positive message of wellbeing.

Stress Mood Cards

The business cards that test stress in ten seconds!

Our Stress Mood Cards are portable, pocket-sized, stress testing products designed to increase stress awareness. Brand them with your corporate details and message to create memorable campaigns for your customers and staff!

Research has shown that company branded Stress Mood Cards generate 3 times more brand awareness than conventional branded marketing products. Often labelled 'the business cards that are never thrown away', these cards will help to link the issue of positive stress management and wellbeing with your brand.

How do Stress Mood Cards Work?

Stress Mood Cards use a bio-feedback technology which gives a colour indication of a person's stress level based on their body temperature.

When in the state of stress, the body prepares to 'fight or flight' the danger and blood is diverted to vital organs and muscles away from extremities and unrequired functions such as lateral thinking. Relax, and your hands become warmer as blood flows freely once more.

The business cards are 85mm by 55mm, matt or gloss laminated on both sides for long life, with a 12.7mm square LCD biofeedback square attached.

We can also produce A6 size postcards. If the card doesn't have enough room to get your message across, ask us to attach them to an A5 leaflet - the card can be removed and retained once the leaflet has been read!

Be creative with your artwork – or let our expert team of designers take care of that for you!



Stress Management Society
from distress to de-stress

Our top tips to

Avoid Stress



- Eat, sleep and exercise well
- Avoid nicotine, caffeine and alcohol
- Take time out to relax

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Corporate: www.stressmanagementsociety.com
Stress Audit: www.stressriskaudit.co.uk | General: www.stress.org.uk
Mood Cards: www.stressmoodcards.com



Stress Management Society

Relaxed, your hands are
When you're stressed, the
your blood supply to the
you for 'fight or flight'.
your hands get cooler.

So what colour did
your square end up?

■ Relaxed

■ Calm

■ Nervous

■ Tense



26 | Page Praesto Training and Development Ltd is a partner of The Stress Management Society Head Office: Suite C, Quay West, Salamander Quay, Harefield Middx, UB9 6NZ, UK. For more information please contact us on 020 3371 3219.

Aroma Dough

Aroma dough is a multi-sensory, pliable, fun product. According to research undertaken by Oxford University, touch is essential to our emotional wellbeing. The aroma dough's combination of touch, smell and satin-soft texture has a calming and relaxing effect.

Our Aroma Dough is made with top quality essential oils and uses no artificial fragrances. These essential oils are absorbed through the skin and through inhalation.

We have 13 different fragrances of Aroma Dough, each specially developed to support a unique function.

Our most popular are:

Health and Wellbeing - lemon, lime and lavender combined for recovery and wellbeing

- **Calming** - lavender, lemon balm and neroli to ease agitation and alleviate anxiety
- **De-Stress** - lavender, neroli and sandalwood essential oils for calmness and mental clarity

Essential oil formulations and colours can be customised to match your marketing message and corporate colours. Let us design your label for a conference, training, workshop or as a promotional hand out.

Stress Balls

If you've got a business to advertise or a new product to talk about then you'll want to make an instant impression to get noticed. Brightly coloured, squeezezy branded stress shapes do exactly that!

UK manufactured stress squeezers are the only slow release foam stress products available anywhere in the world. This is what gives them a quality feel, staying on your clients' desk long after you've introduced yourself, giving you and your business maximum exposure.

Health Benefits:

Stress squeezers work the reflexology points of the hand and are useful for reducing tension and anxiety, while also benefiting those who suffer from repetitive strain injury (RSI) pains. No harmful substance - Our products are free from life threatening cadmium and dangerous phthalates which are absolutely forbidden in European manufacturing. Customise a classic stress relieving product to create a truly individual marketing campaign that will differentiate you from your competitors!

You can:

Choose a shape - from the classic ball to animal

- shapes to characters, the flexibility of design means you can have novel unique ideas whenever you want

Choose colours - to match your brand guidelines

- **Incorporate your company details and logo** - to communicate your marketing message

Minimise your Risk

Simple but effective products such as these are easy ways of encouraging staff to open up about stress, which usually has a stigma around it in the workplace, and how it affects them. We will work with you to design the best supporting materials to highlight your health and wellbeing programmes and increase staff awareness of stress management.



Brand And Awareness

Promotional Activities

The Stress Management Society is proactive with various mediums to raise brand awareness and engage with customers and stakeholders. It is part of our marketing objective to provide a service before, during and after any marketing activities undertaken on the behalf of our customers.

Social Media

Our recent social media campaigns allow customers and stakeholders to instantly share views, opinions and thoughts. In addition to receiving information and promotional activities instantaneously. Social Media has significantly improved our brand awareness.

TV

We have been involved with a number of live and pre-recorded programmes which have been used by the likes of the BBC and SkyNews.

Radio

We have extensive experience with radio broadcasts, promoting both our expertise on stress, as well as customer products and services. We have worked with BBC, Big City Radio and LBC amongst others.

Print

We have frequently endorsed a number of research topics in both newspapers and Magazines such as the Huffington Post, Metro, The Daily Mail, Cosmopolitan, Vogue and Men's Health in regards to stress and wellbeing issues.

Endorsement

The Stress Management Society has been involved in a number of endorsements ranging from

- **British Airways** - having been instructed by Porter and Novelli to co-create and endorse in-flight stress management techniques for British Airways passengers.
- **Allianz** - We chair the Allianz Annual Wellbeing Conference.
- **UKTV** - On the behalf of Taylor Herring we participated in National radio activity to promote the launch of new UKTV schedule which was created to broadcast programmes according to peoples mood.
- **Shiseido** - We supported Beauty Seen PR in undertaking media activities surrounding Shiseido product launches.
- **Aveda** - We supported 4Media Relations in undertaking media activities around Aveda's Stress Fix wellbeing range.



Contact Us

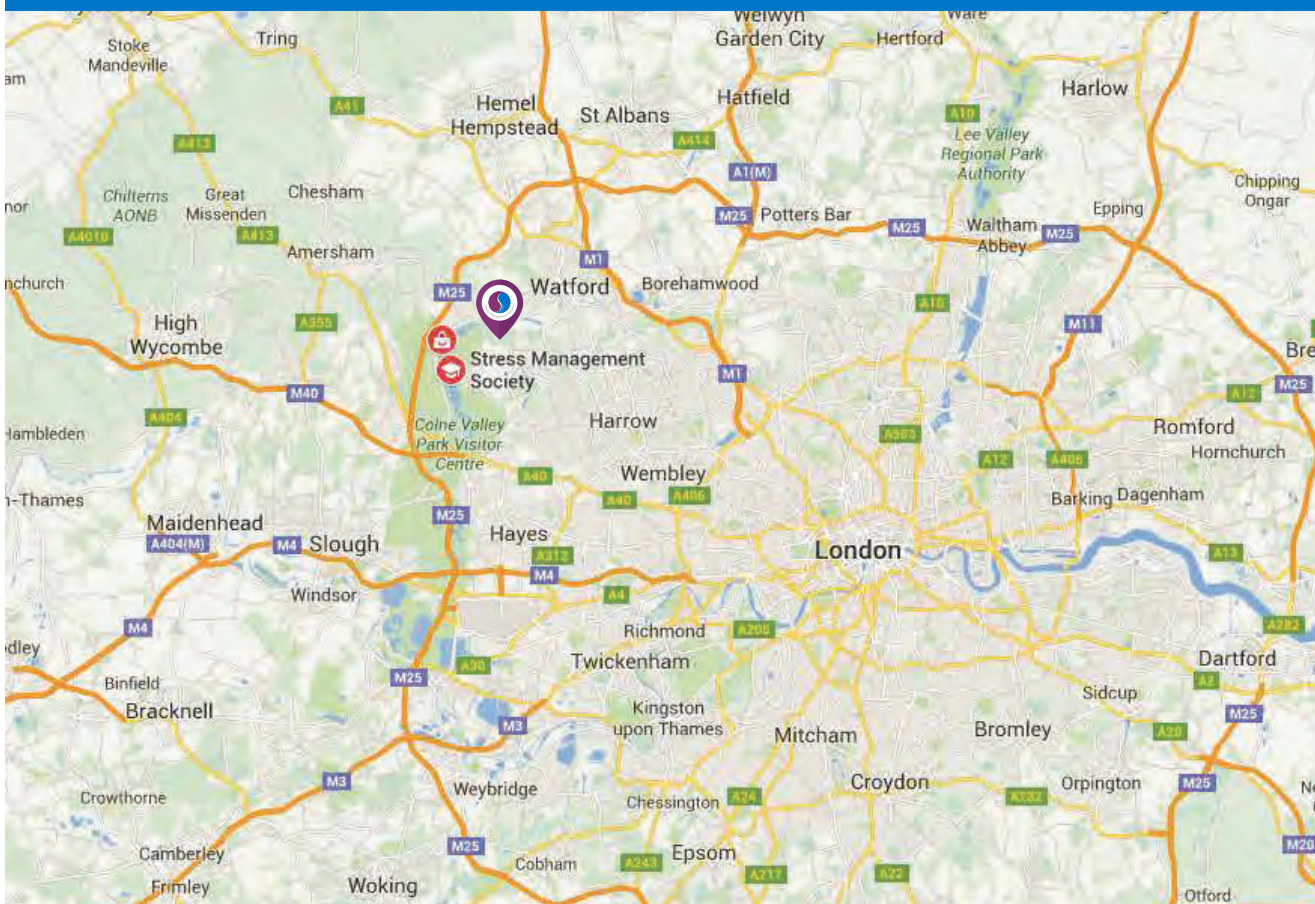
Our head offices are based in Harefield, Middlesex located a few miles away from Uxbridge in West London.

The nearest underground and rail stations are Uxbridge (Piccadilly or Metropolitan Lines) and Denham, we are then a short taxi or bus (U9) journey away.

We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you – please get in touch today and take the first step in reducing the impact of stress in your organisation.



Suite C, Quay West Salamander Quay Harefield Middlesex UB9 6NZ



For more information please contact us:

0203 371 3219

solutions@stress.org.uk

www.stressmanagementsociety.com





'Most of us experience stress in situations where it is not the most appropriate response - it's not that stress is the problem, it's just the way we use it in modern society. Whether you are hoping to understand the effect of stress and minimise its impact or to promote a sense of wellbeing in your life or in your organisation, The Stress Management Society is here to support you.'

Neil Shah - Director of The Stress Management Society
and author of 'The 10-Step Stress Solution'

We have supported many organisations, including:

