

# CASE STUDY

## DEALING WITH STRESS & COPING WITH OVERLOAD

### THE CLIENT:

Global workforce solutions firm

### THE NEED:

To deliver a stress management programme for a group of managers. The group of senior managers were in pressurised jobs and all had shown signs of stress at one point or another. Everyone was juggling priorities, working extremely long hours and there was a concern that people may burn out.

### THE SOLUTION:

Having had initial conversations with the key business sponsor to understand the needs we felt that a one day training programme was not enough to change the habits of a lifetime. Therefore we recommended that we deliver the stress management programme as a process with a mixture of formal group learning and one to one coaching sessions.

### THE STRUCTURE:

**Part 1:** Self assessment questionnaire to raise awareness about current reaction to and way of dealing with stress.

**Part 2:** One to one coaching session to understand the individual needs

**Part 3:** Formal one day training session on dealing with stress and coping with overload

**Part 4:** Follow up ½ day group coaching session to review particular skill areas

**Part 5:** Follow up individual coaching calls to support individual change

### THE RESULTS:

Following the group training day a number of key solutions and action points that were identified were put into practice to ease workload and increase effectiveness in managing workload. These included:

- ✦ Frequent effective team meetings
- ✦ Efficiencies in working processes
- ✦ Greater use of available resources

### INDIVIDUAL BENEFITS:

- ✦ Better planning/prioritisation
- ✦ Better understanding
- ✦ Better listening

### PARTICIPANT FEEDBACK:

*Excellent format. Well presented.*