

# Primary Certificate in Occupational and Organisational Stress Management

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### COURSE CONTENT

This 2-day course includes the theory of stress and its management with specific reference to occupational and organisational settings. The course is based on current research and practice. Some of the topics included are individual and organisational symptoms of stress, primary/secondary/tertiary interventions, stress auditing, HSE stress risk assessment, thinking errors and thinking skills, stability zones, pressure and stress, management of the personal work environment, Type A behaviour, locus of control, factors intrinsic to the job, career development, structure and climate, relationships, legal issues, role conflict and ambiguity, time management and coping strategies. A book, manual and handouts are provided. A number of questionnaires will need completing at the end of the first day of the course. As some of the content in this course overlaps with the Primary Certificate in Stress Management, we do not recommend students to do both.

### AIMS

- To become knowledgeable about the nature of stress, its management and prevention
- Be able to apply this knowledge in the workplace to recognise stress in self, employees and the organisation

## **OBJECTIVES**

- Define stress and understand how it differs from pressure
- Have a working understanding of modern models of stress
- Identify the main physical, psychological and behavioural symptoms of stress in self and others
- Examine primary, secondary and tertiary stress management interventions at the individual and organisational levels
- Develop a range of strategies and techniques to tackle stress at work and home including thinking skills, coaching skills and Type A modification
- Understand Type A behaviour, Locus of Control and Coping Strategies
- Examine a number of relevant legal cases
- Recognise organisational symptoms of stress
- Examine the HSE guidelines and guide for employees
- Understand the HSE stress risk assessment
- Be aware of the main sources of occupational and organisational stress
- Identify what managers, health professionals and trainers can do to prevent and manage stress at work
- Develop a personal stress management action plan, if appropriate

## **STAFF**

The trainer is Prof Stephen Palmer PhD or Dr Siobhain O'Riordan PhD.

[National Wellbeing Service Application Form](#)

[Course/workshop dates, fees and location](#)