



Stress Management Society  
from distress to de-stress

# Corporate Wellbeing Solutions



# Contents

<b>ABOUT US</b>	<b>3</b>
<b>THE CASE FOR WORKPLACE WELLBEING</b>	<b>4</b>
<b>OUR SOLUTIONS</b>	<b>5</b>
<b>OUR FRAMEWORK</b>	<b>6</b>
<hr/>	
<b>DIAGNOSE</b>	<b>7</b>
Business Stress Risk Review	7
Individual Stress Risk Assessment	8
Stress Competency Review for Managers	9
Focus Groups and Mediation	10
<hr/>	
<b>DEVELOP</b>	<b>11</b>
HR Training	11
Directors Managing Stress	11
Managers Managing Stress	12
Excelling Under Pressure	13
Mental Health First Aid	13
Mentally Healthy Workplace For Line Managers	14
Mindfulness	15
Techno-stress/E-Resilience	15
10 Step Stress Solution Bootcamp	16
NLP at Work Workshop	16
<hr/>	
<b>MAINTAIN</b>	<b>17</b>
Health and Wellbeing Days	17
Individual Stress Coaching Session	18
Promotional Products	18

# About Us

The Stress Management Society is the UK's leading resource for advice, support and guidance on Workplace stress. We have been dedicated to leading effective universal change, with our passionate approach to recognising and reducing stress and promoting wellbeing since 2003.

We have extensive knowledge on the impact of stress and how to recognise the commercial and cultural cost of it to your organisation. This knowledge has been harnessed to develop the UK's foremost range of stress management training programmes to help both staff and managers recognise the signs and symptoms of stress, define it, and introduce personal resilience techniques to equip them with the tools to deal with the demands of the modern workplace. These training programmes are the only ones endorsed by the **Institute of Leadership and Management**.

We have worked with many national and international companies including: *Allianz, British Airways, the NHS, Mars, Sky TV, Shell, Standard Life and Crown Commercial Services*.

## Our Approach to Stress Management

We have adopted an engineer's definition of stress. Force over area equals pressure. When a bridge has too much load on it and if it is 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 being with excessive demands and challenges placed on our bridges, we will too 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.



# The Case for Workplace Wellbeing

“Nearly a third of organisations report an increase in stress-related absence over the past year and two-fifths a rise in reported mental health problems.” CIPD Absence management survey report 2016.

The increasing cost of workplace stress impacts you and your organisation.

- **11.7 million** working days were lost in 2016 due to stress (HSE 2015/2016)
- With the average cost of ‘sick days’ costing **£522 per day**, workplace stress cost the UK economy a total of **£6.1 billion** in 2016

Workplace stress is directly responsive for:

- **37% of all work related ill health cases**
- **45% of all working days lost due to ill health**
- **70% of doctor visits**
- **85% of serious illnesses**



According to the NICE business case tool for an organisation with 1000 employees, the annual cost of mental ill health was estimated to be more than £835,000. Identifying problems early – or preventing them in the first place, could result in cost savings of 30%. This is equivalent to cost savings of more than £250,000 per year.

COST OF ABSENTEEISM	
(CIPD Survey 2016)	
Workforce Size	1,000
Average number of sick days per employees (all causes)	6.3
Estimated total sick days	6,300
Estimated proportion of sick days attributable to mental health	42%
Estimated annual number of sick days attributable to mental ill health	2,688
Average cost per day per employee:	£522
Annual est. cost for workforce of 1,000:	£1,403,136

### Minimise your risk

The positive news is that once you have understood the impact of stress within your organisation, you can invest in your workforce efficiently. A Health & Safety Executive of Somerset County Council saved £1.9 million on stress-related issues through a training and development investment of £390,000 representing a ROI of 500+%.

# Our Solutions

We offer a comprehensive range of solutions designed to improve your workplace wellbeing. We take a proactive approach to guide you in devising the most effective solutions for your organisation.

## Our Diagnose Solutions

- Business Stress Risk Review (BSRR)
- Individual Stress Risk Assessment
- Stress Competency Review for Managers
- Focus Groups and Mediation

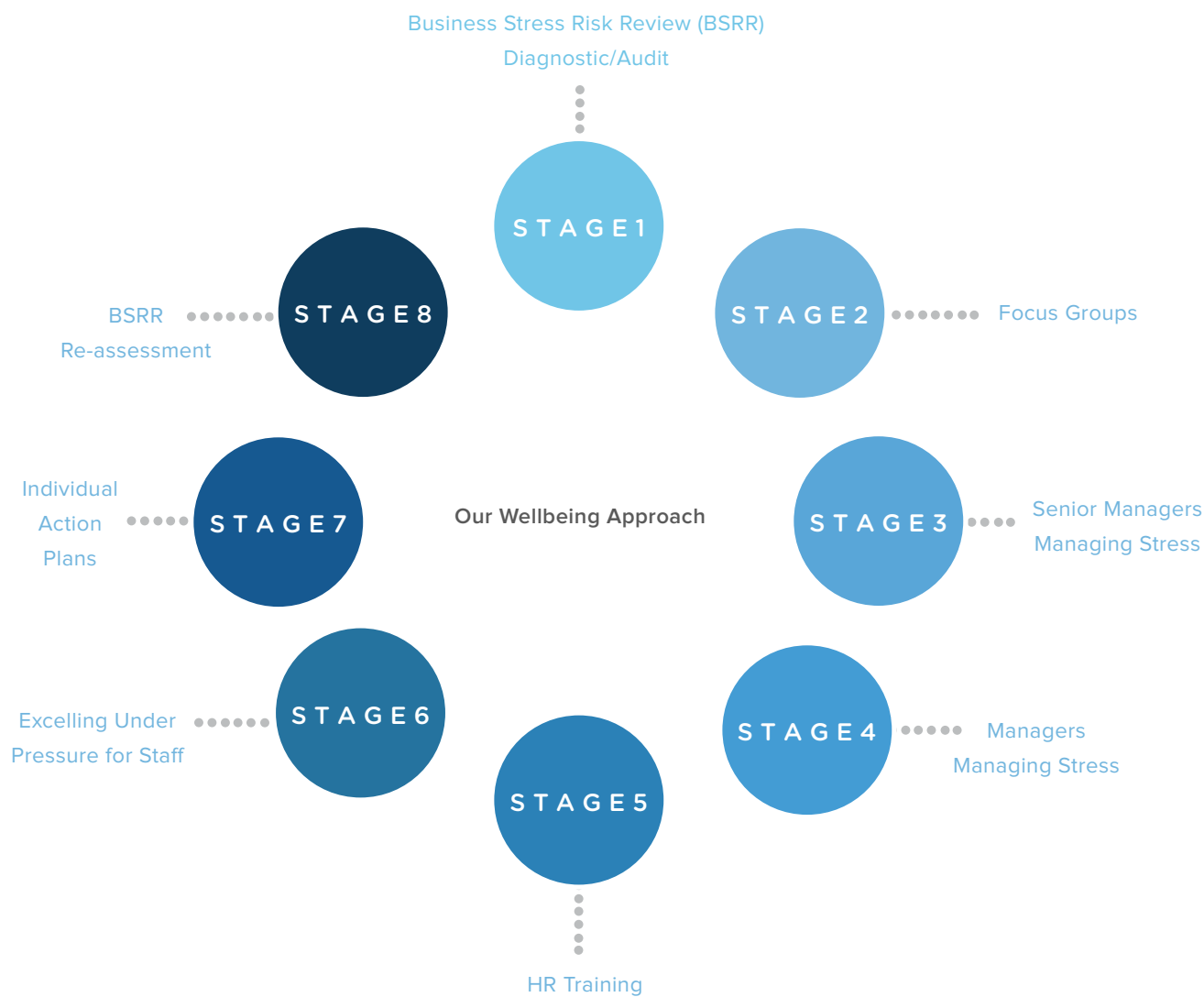
## Our Develop Solutions

- Wellbeing Strategy, Policy and Processes
- HR Training
- Senior Managers Training
- Line Managers Training
- General Stress Awareness Training

## Our Maintain Solutions

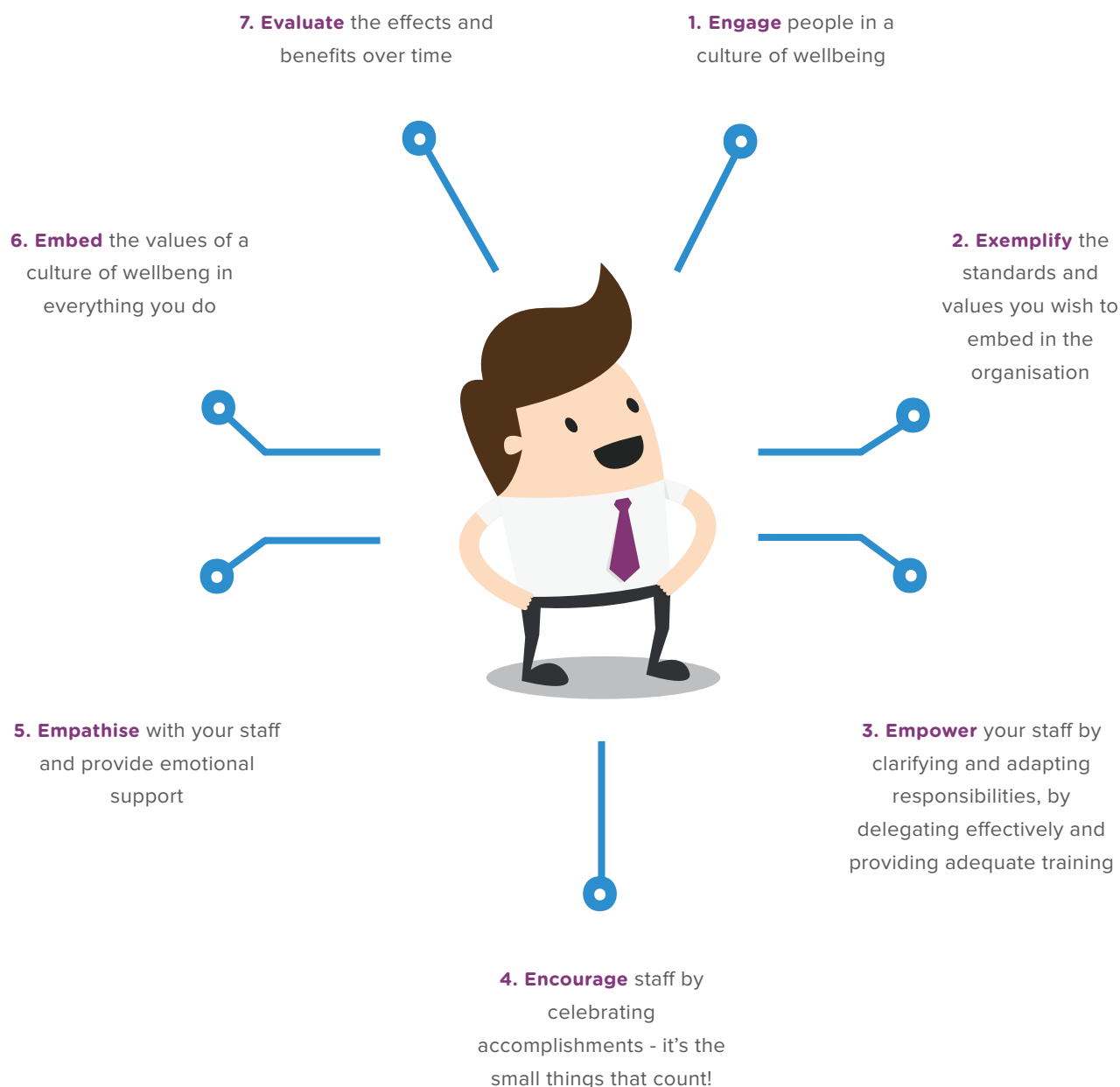
- BSRR Reassessment
- Health & Wellbeing Days
- Individual Stress Coaching Sessions
- Lunch and Learn
- Communications templates
- Wellbeing Resources

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



## Our Framework

Since 2003 we have had the opportunity to work with organisations from a broad spectrum of industries and many different global locations which have given us an opportunity to understand the core components required to create a culture of wellbeing. Based on our experience and observations we have developed a unique 7 Es framework to create a culture of wellbeing. To maintain a happy and healthy workforce, we suggest implementing systems, process and procedures that incorporate the following aims:



The **7 Es framework** is an integral part of our senior management and line management trainings where we will elaborate on each E, discuss real-life examples and provide practical tools and techniques.



# Business Stress Risk Review (BSRR)

Diagnosing the effects stress is having on your organisation's performance is the starting point for taking a strategic approach to investing in the right areas to mitigate those affects.

Our **Business Stress Risk Review** is a market leading process to give you absolute clarity on how stress impacts your workforce. Building on the HSE's framework, we have created a comprehensive online questionnaire that will build an accurate picture of your organisation, so that you can take positive action to maximise productivity and efficiency and minimise risk exposure.

## Why conduct an BSRR?

- **Get an objective** insight into your wellbeing landscape
- **Identify and addresses** issues before they become a costly disaster
- **Demonstrate** a commitment to the wellbeing of your employees
- **Benchmark** your organisations against the HSE database
- **Create a strategic** wellbeing action plan with short term, medium and long term goals
- **Minimise the risk** of long-term stress related illnesses, high staff turnover and lower productivity

When conducting a BSRR you can also select your own demographics (e.g. departments, locations, gender, tenure etc.), allowing you to differentiate and compare the results between your subgroups. Where there are known issues in a particular subgroup, we can arrange groups that will provide deeper insight into the concerns of the staff.

## Outcomes from the BSRR

### ● Comprehensive Reports

A full report is created based on the survey results, which provides an analysis of all quantitative and qualitative data and identifies your organisation's performance in relation to stress management.

### ● Action Plan

The Business Stress Risk Review is not a tick box exercise. It is a powerful enabler for business and process improvement, so we also produce you with an action plan that includes recommendations with tailored activities to tackle the issues that have been identified in the review.

### ● Reassessment

Establishing a culture of wellbeing is not a one off exercise. Your organisation needs to constantly monitor and review your wellbeing landscape to ensure that it is providing a healthy and happy working environment. Therefore as part of the BSRR process we automatically retest after 12 months. Not only will this provide you with useful benchmarking data, but it will also enable you to see whether you need to reassess your action plans.

“

*The Stress Management Society carried out a Business Stress Risk Review for us. Their service is impeccable. They are clearly knowledgeable, super efficient and they make all possible efforts to provide a top customer service. We were absolutely delighted with their service and would highly recommend them.* ”

**Sanja Taylor**

HR Manager, 1625 Independent People



# Individual Stress Risk Assessment

**Our Independent Stress Risk Assessment is a one to one discussion with an individual to address their perception of their work related and personal stressors.**

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

Topics covered in the discussion are based on the HSE's management standards (role, control, demand, support, relationships and change). We will also discuss solutions based on the individual's needs.



## Why conduct an ISRA?

- **As part of a proactive measure** when showing early signs of stress to prevent long term stress related illness in an employee
- **A useful structure** as part of a return to work policy to help with the employees individual needs
- **An independent expert** for situations where communication has become strained between employee and employer
- **Find a way to support** the individual based on the findings
- **Understand** an individual employees perception of their stress-related challenges

## Outcomes from the ISRA

- A report will be produced and provided to the employer on the basis of the one to one discussion.



# Stress Competency Review for Managers

## 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 **Stress Competency Review for Managers** 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.

### 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.

### 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.



## Focus Groups and Mediation

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

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.

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.

“

*Working with The Stress Management Society has been stress free! From first phone call to aftercare the level of service has been first class, but the key thing for me is that it has actually left a positive legacy!*

”

**Anglian Water**



# 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.

Our workshops for **HR professionals** are specifically designed to reflect their exposure to stressed staff and their importance in being involved in driving organisational wellbeing. The workshop helps HR professionals to understand what steps need to be taken to build a culture of wellbeing, and how to ensure they are the champions of that culture.

**Through our training, we can help HR Staff:**

- **Recognise** the signs and symptoms of stress
- **Understand** the cause and effects of stress and its impact on the individual, department and organisation
- **Learn** how to help employees when they are showing signs of stress
- **Discuss** appropriate return to work and absence management strategies
- **Draft** dignity at work policies appropriate for your organisation
- **Understand** how to create a strategic wellbeing plan
- **Understand** how to create a robust business case for wellbeing to gain senior management buy in

# Directors Managing Stress

This is a highly specialised training programme for **Directors and business leaders**, designed to comply with the HSE’s standards. We will review how stress can have a negative impact on organisations and adversely affect productivity and efficiency.

We work with you from a risk management perspective to identify how to minimize your exposure to the negative effects of stress, how to maximize the efficiency through a culture of wellbeing.

**Through our training, we can help Directors:**

- **Identify** the main factors that contribute to a mentally healthy workplace
- **Understand** how exposed an organisation can be from a risk management perspective
- **Clarify** how to quantify the cultural and commercial impacts of stress
- **Create a strategic plan** to recognise and address the negative effects of stress in the workplace

# Managers Managing Stress

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 they play a key role in ensuring that organisational objectives are met. Without adequate training you managers will be ill-equipped to handle the barriers that stress and poor mental health can create.

**This workshop is designed to develop a manager's personal resilience and coping strategies to deal with stress in themselves and others.**



## Through our training, we can help line managers

- **Understand stress** in themselves and others
- **Discover** the physical, mental and emotional signs and symptoms of stress
- **Find optimal performance** within the team
- **Understand the link** between stress and absenteeism
- **Deal with stress-related absence**
- **Tackle Presenteeism**
- **Learn** the legal regulations on stress at the workplace
- **Risk assess** any specific issues in their teams
- **Use the 'Seven Es' framework** on effective leadership to create a wellbeing culture (Engage, Exemplify, Empower, Encourage, Empathise, Embed and Evaluate).
- **Work with increasing job demands** and work pressure
- **Improve** their skills and confidence to support their team
- **Create and maintain** a work-work balance

## Excelling Under Pressure Workshop

**Stress is one of the biggest issues facing the modern workplace, it prevents people from functioning at their best. Can your employees cope with their work demands?**

Our **‘Excelling Under Pressure’ workshop** is designed to build self-awareness, resilience and to empower individuals to recognise workplace stress and tackle stress-related challenges at work through effective coping strategies. In the workshop, we explore some of the flawed strategies that people commonly use to deal with stress at work and provide more beneficial alternatives including practical exercises and techniques designed to increase personal resilience.

### Through our training, we can help you employees:

- **Recognise** the signs and symptoms of stress
- **Learn practical techniques** and strategies to deal with stress
- **Build** their own personal resilience
- **Work** with increasing job demands and work pressure

“

*I can honestly tell you that ‘Excelling Under Pressure’ it is cost effective because delegates do walk away with skills and techniques to manage stress more efficiently.*

”

**Zoya Sears,**  
*Learning & Development Lead, Islington Council*

## Mental Health First Aid\*

**Mental Health First Aid (MHFA) is an internationally recognised two-day course ideal for HR practitioners, managers, employees, volunteers or anyone with an interest in mental wellbeing.**

MHFA is valuable in providing information on a range of mental health problems, along with reducing stigma and encouraging early intervention. MHFA does not intend to train people to become therapists, but to provide them with knowledge of the first signs and symptoms of a range of mental health problems, and the confidence to intervene when a problem is observed – in the same way that they might in physical First Aid programmes. Once your employees have been through the course they are able to call themselves Mental Health First Aiders.

### The aims of MHFA are:

- **To pre-empt** work related stress, anxiety and depression
- **To prevent** mental health problems becoming more serious
- **To promote** recovery
- **To provide** support to an employee experiencing mental health problems
- **To raise** awareness of mental health problems in the community and in the workplace
- **To reduce** stigma and discrimination
- **To preserve** life where a person may be a danger to themselves or others

*\*this course can also be run as one-day or half-day options.*



# Mentally Healthy Workplace For Line Managers

Line managers have a crucial role in supporting the health and wellbeing of employees. From communication, to clarity of job role, managers can influence the success of a team. They also need to be certain about how to apply your wellbeing policies at work properly, so without adequate training your best-laid plans may be going to waste.

This training will enable your managers to learn how to spot the early signs of stress and risk assess for the issue amongst their teams.

## Key things that are covered in this session include:

- Give line managers a broad understanding of Stress and Mental Health issues in the workplace
- Identify the key factors that contribute to a mentally healthy workplace
- Recognise stress and mental health challenges in team members and colleagues
- Increase awareness of stress and mental health issues in the workplace
- Improve managers' skills and confidence in dealing with stress/mental health and wellbeing in the workplace
- Ensure that managers are aware of their responsibilities in relation to health and well-being

- To increase awareness of the extent of mental health problems
- To clarify the causes and effects of stress in the workplace
- To identify the Six Key Stressors and how they can be used to identify and improve the effects of stress in the workplace
- Duty of care responsibilities for line managers
- To identify areas for action to create/ maintain a mentally healthy workplace



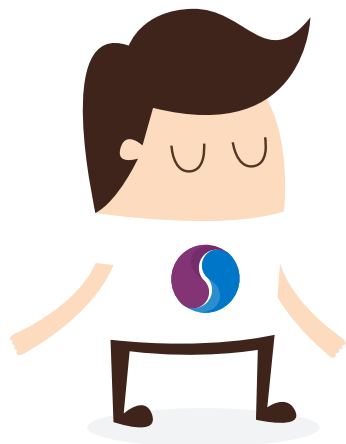
# Mindfulness Workshop

Mindfulness in the workplace is credited with helping people to be healthier, smarter, happier, more efficient, creative and resilient.

This half-day workshop encourages new ways of working that increase staff engagement and reduce absenteeism. Attendees will get personal strategies to reduce stress and anxiety and increase their resilience and emotional intelligence. Participants will leave having regained balance and improved focus in their life.

### Our half-day workshop covers:

- Understanding mindfulness and how it can help with stress
- Using mindful communication to improve workplace communication, including empathetic listening exercises
- Mindfulness as a stress and pain management tool
- Mindfulness techniques such as mindful movement, body and breath, and body scan



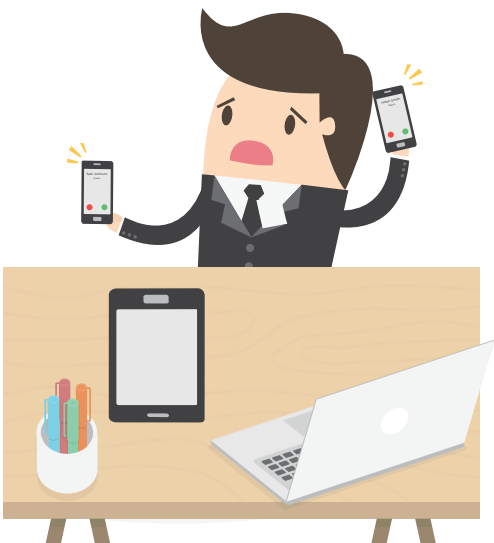
# Techno-stress/ E-Resilience Workshop

Recent surveys show that 60% of people cannot go for more than an hour outside of work without checking their emails!

Technostress is a form of stress that develops through constantly working with computers and/or technology. This half-day workshop helps participants discover ways in which to cope with technology and become more 'e-resilient'. It will also encourage your employees to consider ways to "switch off" without having to really switch off their technology.

### Our half-day workshop covers:

- Understanding signs and symptoms of technostress
- Managing multitasking
- Building your personal e-resilience
- Coping strategies to balance technology use in and out of the workplace
- "Switching off" through basic mindfulness and breathing techniques



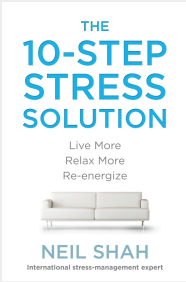
# 10 Step Stress Solution Bootcamp

Neil Shah, author of the 10 Step Stress Solution and Founder of The Stress Management Society brings you this powerful one-day workshop.

You will find out the 10 Steps needed to equip you with unique life enhancing tools. They are tried and tested techniques accumulated by Neil over the last 15 years through working with thousands of people and companies from all over the world to help him understand the key to living a happy and healthy life, free from detrimental effects of stress.

### Our one-day workshop covers:

- Manage your time more effectively
- Improve your concentration and motivation
- Adopt a positive mindset
- Learn to say no
- Build an action plan with practical solutions to ease the pressure and regain control of your life



A private consultation with a stress expert will cost hundreds of pounds and the tools they give you will cost of a few hundred more. The value of this training includes:

- A whole day’s training in handling stress and building resilience
- Practical techniques to help you manage your stress
- 30 Day Buddy Challenge to ensure support continues after the completion of the Bootcamp

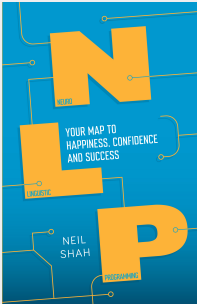
# NLP at Work Workshop

Neurolinguistics Programming (NLP) is the art and science of personal excellence. Art because everyone brings their own unique personaility and style to what they do, and this can never be captured in words or techniques. Science because there is a method and process for discovering the patterns used by outstanding individuals in any field to achieve outstanding results.

NLP at Work reflects Neil Shah’s best-selling book “Neurolinguistics Programming (NLP): A Practical Guide” where you will be introduced to NLP techniques and how they can be employed in your professional life. You will learn how to effectively use NLP to speak the language of success and achieve your goals and influence others.

### NLP addresses the full range of challenges that we are likely to encounter at work such as:

- Improved communication
- Influence others
- Build rapport
- Achieve your goals
- Negative habits
- Learning challenges
- Improved personal and professional effectiveness



NLP is used extensively within the workplace, and our NLP courses that can be delivered to your organisation include:

- NLP for Managers
- NLP for Sports performance
- NLP for Sales Teams



# Health and Wellbeing Days

Wellbeing days create a more healthy and resilient workforce and can increase staff awareness around health and wellbeing as well as reduce absence rates. We offer different types of workshops depending on what you would like to achieve. For small groups of employees, we suggest running the workshops consecutively over the course of one day. For larger groups, we suggest dividing employees into smaller groups and running the workshops by rotation.

- **Excelling Under Pressure**

Staff members will learn what stress is, how it affects their daily lives, when it is beneficial and when it is harmful. We explore some of the flawed strategies that people commonly use to deal with stress and provide alternative solutions designed to de-stress at work and at home.



- **Personal Resilience**

We will teach you how to increase your personal resilience by taking you through a range a practical relaxation techniques including breathing and visualisation techniques that you can do at work and at home.

- **Stress Screenings and Meditation**

Our on-site consultants will use the HeartMath device, a non-medical and non-invasive process, to show you how your heart is directly affected by stress. We will demonstrate the power of relaxation techniques by taking you through a breathing technique while looking at the change in your heart rate variability live on screen.



- **Desk Yoga™**

This Desk Yoga™ workshop is a fun, informative and engaging session. We teach you essential movements to improve posture and overall wellbeing at work. The workshop covers a head to toe breakdown of the muscles, joints and areas at risk from a sedenary lifestyle, a demonstration of good posture at work, stretches, core work and breathing techniques on yoga mats.

**Other sessions we can also include:**

- Mindfulness workshops
- Technostress Workshops
- Body Analysis Test

# Individual Stress Coaching Session

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**.

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.



# Promotional Products

Our promotional products are an easy way to encourage your employees and customers to **open up dialogues about stress**.



The Stress Moods cards are **portable, pocket sizes stress testing** products that use bio-feedback technology to give a colour indication of a person’s stress level based on their body temperature. They can be branded with your organisations details to align with your wellbeing message.

Research has shown that company branded Stress Mood Cards generate **3 times more brand awareness** than conventional branded marketing products.

**The business cards that test Stress in ten seconds!**



## FREE Business Stress Consultation

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.

*We look forward to supporting your wellbeing journey.*



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[www.stressmanagementsociety.com](http://www.stressmanagementsociety.com)

**We have supported many organisations, including:**

