

# BUILDING EMOTIONAL RESILIENCE: Burnout and Self-Care



For further information, please contact  
International Wellbeing Insights — 0203 142 8650  
[support@stress.org.uk](mailto:support@stress.org.uk)

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# WELCOME

Welcome to Building Emotional Resilience: Burnout and Self-Care. This handbook has been created to support you through today's workshop and beyond. Burnout is more than just being tired — it is the result of long-term, unrelieved stress that can leave us feeling exhausted, disconnected, and unable to perform at our best. For many of us, it can creep in quietly, showing up in disrupted sleep, irritability, loss of motivation, or simply feeling like we are running on empty.

The good news is that burnout can be prevented and managed. With awareness, healthy boundaries, and practical self-care strategies, it is possible to protect and even strengthen our resilience. Resilience isn't about being unbreakable — it's about being able to adapt, recharge, and recover when life makes demands of us.

During this session we will explore:

- What burnout really is, and how to recognise its early warning signs.
- The role of resilience in helping us manage pressure more effectively.
- Practical tools for self-care, boundary setting, and digital balance.
- Simple daily practices that help sustain energy, focus, and wellbeing.

We invite you to approach this workshop with openness and curiosity. There are no right or wrong answers here — only opportunities to reflect, share, and explore what works for you.

By the end, we hope you will feel better equipped to manage stress, prevent burnout, and take positive steps towards a healthier, more balanced way of working and living.



# UNDERSTANDING BURNOUT

Burnout is not just “feeling stressed” or “having a bad week.” It is a recognised occupational phenomenon, defined by the World Health Organization (ICD-11) as:

“a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”.

Burnout is characterised into three dimensions:

## **Exhaustion**

Feelings of physical, emotional, and mental depletion.

## **Cynicism & detachment**

Increased negativity, frustration, or disconnection from work, colleagues, or purpose.

## **Reduced effectiveness**

A sense of ineffectiveness, self-doubt, or being unable to perform at your usual standard.

Burnout is usually the end result of prolonged, unrelieved stress. Unlike everyday stress, which might ebb and flow, burnout develops over time when we don't have enough recovery, balance, or support.

## OTHER SIGNS AND SYMPTOMS OF BURNOUT:

- **Compulsion to prove oneself push to work harder, neglecting personal needs.**
- **Changes in sleep or appetite**
- **Low mood, depression and irritability.**
- **Increased perception of conflict.**
- **Withdrawal from social situations.**
- **A revision of your value system.**
- **Changes in sleep or appetite**
- **Difficulty concentrating or making decisions**
- **Obvious behavioural changes noticed by others**
- **Loss of contact with self.**
- **Feelings of inner emptiness.**
- **Frustration and mood swings.**
- **Distorted sense of time.**
- **mental, emotional or physical collapse.**

# UNDERSTANDING BURNOUT

If left unchecked, burnout can progress into more serious outcomes — chronic fatigue, depression, physical illness, and in severe cases, complete emotional and physical collapse.

## WHY IT MATTERS

Burnout isn't just about individual fatigue, it has ripple effects across every area of life.

- **For individuals:** Burnout can erode self-confidence, motivation, and physical health. It's linked to insomnia, cardiovascular disease, immune dysfunction, and mental health challenges such as anxiety and depression. Over time, people may lose their sense of purpose, creativity, and joy.
- **For relationships:** When we are running on empty, it affects the way we show up for those we care about. Burnout can cause withdrawal, irritability, and disconnection — straining friendships, families, and teams.
- **For organisations:** The costs of burnout are significant. In the UK alone, stress, depression, and anxiety account for over 17 million lost working days each year (HSE, 2023). Burnout reduces productivity, engagement, and innovation, while increasing sickness absence, turnover, and the risk of errors.
- **For society:** On a broader scale, burnout contributes to health service pressures, lost potential, and a culture where constant overwork is normalised. It's not only a personal issue — it's a wellbeing, economic, and cultural challenge.

**Recognising why burnout matters is the first step in taking it seriously, both for ourselves and for those around us.**

## THE HOPEFUL TRUTH

While the impact of burnout can be serious, the hopeful truth is this: **burnout is preventable and reversible.**

- **Early awareness makes the difference:** If we can recognise the warning signs — changes in mood, energy, or motivation — we can act before stress becomes overwhelming.
- **Resilience can be built:** Resilience is not about being invincible. It's about learning strategies to recharge, recover, and adapt when challenges arise. Small, consistent practices, such as healthy sleep, boundaries, and meaningful connection — create a strong foundation for resilience.
- **Self-care is not selfish:** Looking after ourselves allows us to show up more fully in every part of life. Investing in rest, exercise, nutrition, and supportive relationships enables us to sustain energy and creativity.
- **Support is available:** No one needs to face burnout alone. Whether through colleagues, managers, friends, family, or professional support services, reaching out can provide both perspective and practical help.
- **Change is possible:** Burnout often signals that something in our work or life needs to shift. With reflection and support, many people find that recovering from burnout becomes a turning point — leading to healthier boundaries, renewed purpose, and a more sustainable way of living and working.

# STAGES OF BURNOUT

Burnout rarely happens overnight. It develops gradually, moving through identifiable stages. By recognising where you might be on this journey, you can take action early and protect your wellbeing.

## Stage 1: The Performance Zone

At this stage, you are thriving. You feel engaged, productive, and positive about your work and life. You are using your energy well, setting healthy boundaries, and balancing rest with effort.

### Characteristics:

- Excited by responsibility and challenges
- Productive, creative, and motivated
- Collaborative and connected with others
- Good energy levels and stable mood
- Boundaries between work and life feel manageable



What helps me feel in my “performance zone”? What daily practices or habits allow me to sustain this state?

## Stage 2: Early Signs

Here, stress begins to accumulate. You may still be functioning well, but small cracks start to appear. If ignored, these signals can grow.

### Warning signs:

- Irritability and impatience
- Difficulty concentrating
- Poor sleep or disrupted routines
- Feeling less satisfied with your work
- Forgetfulness or small mistakes
- Withdrawing from social interactions
- Changes in appetite or eating patterns



Which of these early signs have I noticed in myself lately? What might they be trying to tell me?

# THE STAGES OF BURNOUT

Burnout rarely happens overnight. It develops gradually, moving through identifiable stages. By recognising where you might be on this journey, you can take action early and protect your wellbeing.

## Stage 3: Intense Stress

At this stage, stress has escalated and is harder to ignore. Physical, mental, and emotional symptoms are more pronounced.

### Warning signs:

- Persistent tiredness and lack of energy
- Missed deadlines or procrastination
- Increased reliance on caffeine, sugar, or stimulants
- Physical illness or frequent headaches/stomach issues
- Withdrawal from social activities
- Anger, frustration, or resentment
- Loss of enjoyment or sense of fun



How is stress currently showing up in my body, emotions, or behaviour? What support or boundaries could I put in place right now?

## Stage 4: Burnout

This is when exhaustion and detachment reach a critical level. You may feel overwhelmed, empty, and disconnected from yourself and others.

### Warning signs:

- Emotional numbness or feeling empty
- Negative or cynical outlook
- Obsessive focus on problems without solutions
- Declining performance and confidence
- Neglect of personal needs (e.g., skipping meals, no rest)
- Social withdrawal and isolation
- Frequent headaches, stomach problems, or muscle pain



If I recognise myself here, what's one step I can take this week to begin to restore my energy and connection?

# THE STAGES OF BURNOUT

Burnout rarely happens overnight. It develops gradually, moving through identifiable stages. By recognising where you might be on this journey, you can take action early and protect your wellbeing.

## Stage 5: Chronic Burnout

At this stage, burnout has become deeply entrenched and may lead to physical or mental health collapse. Professional support is often needed.

### Warning signs:

- Chronic sadness, depression, or hopelessness
- Severe fatigue that doesn't improve with rest
- Complete neglect of self-care needs
- Disconnection from self and others
- Loss of meaning or sense of purpose
- Inability to continue with normal life without intervention

If I were to reach this stage, who or what could I turn to for help? How can I ensure I never reach this point by acting earlier?



# DIGITAL DETOX

Technology is a double-edged sword; it keeps us connected but also makes us available all of the time. This survey will ask you a series of questions to unpack some of the behaviours that can often lead to digital overload. The objective of this exercise is not to be compared against a scale or receive a score but to think about areas where we could impose a tech-free zone to reduce our techno-stress.

<b>ASSESS YOUR USE OF TECHNOLOGY</b>		
DO YOU CHECK YOUR PHONE IN THE FIRST HOUR OF THE DAY?	Y	N
DO YOU USE TECHNOLOGY AS A MEANS OF ESCAPE?	Y	N
DO YOU FEEL THAT YOU STAY ONLINE FOR LONGER THAN ORIGINALLY INTENDED?	Y	N
DO YOU FEEL THE NEED TO USE THE INTERNET/GAMES/SOCIAL MEDIA WITH INCREASING AMOUNTS OF TIME IN ORDER TO ACHIEVE SATISFACTION?	Y	N
DO YOU FEEL PREOCCUPIED WITH THE INTERNET/GAMES/SOCIAL MEDIA?	Y	N
DO YOU FEEL RESTLESS, MOODY OR IRRITABLE WHEN ATTEMPTING TO CUT DOWN OR STOP INTERNET/GAMES/SOCIAL MEDIA USE?	Y	N
CAN YOU STAND IN A QUEUE WITHOUT CHECKING YOUR PHONE?	Y	N
DO YOU FEEL THE NEED TO RESPOND IMMEDIATELY TO YOUR MESSAGES?	Y	N
DO YOU CONSTANTLY CHECK THE PHONE EVEN IF IT DOES NOT RING OR VIBRATE?	Y	N
DO YOU FEEL ANXIOUS WHEN AWAY FROM YOUR DEVICE OR COMPUTER?	Y	N
WHEN DRIVING, DO YOU CHECK YOUR PHONE WHILST WAITING IN TRAFFIC?	Y	N
DO YOU CHECK YOUR PHONE DURING MEAL TIMES?	Y	N
DO YOU FEEL PANICKY AND ANXIOUS IF YOU DON'T HAVE YOUR PHONE ON YOU, OR IF THE BATTERY IS DEAD?	Y	N
SINCE YOU HAVE BEEN AT THIS WORKSHOP, HAVE YOU AT ANY POINT STOPPED TO CHECK EMAILS, SOCIAL MEDIA, TEXT MESSAGES ETC.?	Y	N
HAVE YOU EVER CHECKED YOUR EMAILS, SOCIAL MEDIA, TEXT MESSAGES, ETC. WHILE ON THE TOILET?	Y	N
HAVE YOU EVER CHECKED YOUR EMAILS, SOCIAL MEDIA, TEXT MESSAGES, ETC. IN BED?	Y	N
DO YOU CHECK YOUR PHONE JUST BEFORE GOING TO SLEEP?	Y	N
HAS ANYONE EVER TOLD YOU THAT YOU'RE ONLINE/ON YOUR PHONE TOO MUCH?	Y	N
<b>TOTAL</b>		

## HEALTHY BOUNDARIES SURVEY: LEARN TO SAY 'NO'!

This survey will ask you a series of questions to unpack some of the behaviours that can often lead to 'Yes Stress'. The objective of this exercise is not to be compared against a scale or receive a score.

The exercise is not intended to cause alarm or cast judgment, but to empower you to say 'No' when you need to.

<b>ASSESS YOUR ABILITY TO ASSERT YOURSELF</b>	<b>AGREE</b>	<b>DISAGREE</b>
I TAKE ON MORE THAN I CAN DEAL WITH	<input type="checkbox"/>	<input type="checkbox"/>
I DO MORE TASKS FOR OTHERS THAN OTHERS DO FOR ME	<input type="checkbox"/>	<input type="checkbox"/>
I FEEL PEOPLE TAKE ADVANTAGE OF ME	<input type="checkbox"/>	<input type="checkbox"/>
I AGREE TO THINGS TO AVOID CONFRONTATION	<input type="checkbox"/>	<input type="checkbox"/>
I FEEL STRESSED BECAUSE OF TASKS THAT OTHERS HAVE GIVEN ME	<input type="checkbox"/>	<input type="checkbox"/>
I CANNOT TELL OTHERS WHEN THEIR BEHAVIOUR IS NOT ACCEPTABLE TO ME	<input type="checkbox"/>	<input type="checkbox"/>
I CANNOT EXPRESS MY HONEST OPINION TO OTHERS	<input type="checkbox"/>	<input type="checkbox"/>
I CANNOT SAY 'NO' WITHOUT FEELING GUILTY OR ANXIOUS	<input type="checkbox"/>	<input type="checkbox"/>
I OFTEN DEPRIORITISE MY NEEDS TO FULFIL SOMEONE ELSE'S DEMANDS	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL</b>		

### MY PERSONAL ACTION PLAN

I promise myself I am going to decrease my 'YES-stress' by taking these actions:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Enter your commitments to log your actions and progress.

# PRACTICAL TIPS TO AVOID BURNOUT

1. Identify the source of your burnout: Understanding the cause of your burnout is the first step to finding a solution.
2. Take a break: Taking a break from work or your routine can help you recharge your batteries and gain perspective.
3. Take small breaks throughout the day:  
Give yourself short breaks throughout the day to help you stay refreshed and energised.
4. Practice mindfulness: Mindfulness meditation can help you stay present and reduce stress.
5. Stay active: Exercise can help release endorphins that improve your mood and reduce stress.
6. Practice good sleep hygiene: Getting enough quality sleep is essential for physical and mental well-being.
7. Practice self-compassion: Be kind and understanding towards yourself, and don't be too hard on yourself.
8. Connect with others: Maintaining social connections can help you feel supported and boost your mood.
9. Set boundaries: Learn to say no to things that are not essential, and set boundaries to protect your time and energy.
10. Prioritise self-care: Make time for activities that bring you joy and relaxation, like taking a bath or reading a book.
11. Get organised: Use a planner or calendar to help manage your schedule and avoid feeling overwhelmed.
12. Try new hobbies: Engaging in new activities can help you find new interests and passions.
13. Learn to delegate: Don't take on too much responsibility, and delegate tasks to others when possible.
14. Practice deep breathing exercises: Deep breathing can help you relax and reduce stress.
15. Limit your exposure to news and social media: Constantly checking the news or social media can cause anxiety and stress.
16. Seek support from a professional: If you're experiencing severe burnout, seek help from a mental health professional.
17. Set achievable goals: Break down your goals into smaller, achievable tasks, and celebrate your progress.
18. Practice gratitude: Focus on the positive things in your life, and practice gratitude regularly.
19. Take a holiday: Take a break from your routine and go on a vacation to help you recharge and relax.
20. Learn to say "No": Don't be afraid to say no to requests or obligations that are not essential or would cause additional stress.

# UNDERSTANDING RESILIENCE

Resilience is not about being unbreakable, or never experiencing stress. It is about how we adapt, recover, and keep going when challenges arise. Think of resilience as your inner toolkit: the skills, habits, and mindset that help you manage pressure and bounce back from difficulties.

Key qualities of resilience include:

**Flexibility — adapting to change instead of resisting it**

**Recovery — restoring your energy after challenges**

**Perspective — keeping challenges in proportion**

**Support — leaning on trusted relationships**

**Growth — learning from setbacks**

*When was the last time you faced a setback or challenge? What helped you get through it?*

## Reactive Resilience

**Reactive resilience** is about how we respond after challenges arise. It's the ability to recover when something difficult has already happened.

### Examples of reactive resilience:

- Finding healthy ways to cope after a stressful event
- Reframing setbacks as learning opportunities
- Practising self-care when you feel depleted
- Seeking support when stress becomes overwhelming

## Proactive Resilience

**Proactive resilience** is about prevention. It's the steps we take to strengthen ourselves before challenges occur — building a buffer of wellbeing so stress doesn't tip us into burnout.

### Examples of proactive resilience:

- Keeping healthy routines (sleep, exercise, nutrition)
- Setting boundaries with workload and technology
- Practising mindfulness, gratitude, or reflection daily
- Building strong relationships and support networks
- Making time for joy, hobbies, and play.

# BUILDING YOUR RESILIENCE TOOLKIT

## Both proactive and reactive resilience are important.

Together, they give you the flexibility to handle life's ups and downs. Now that you've explored the difference between proactive and reactive resilience, the next step is to bring it all together in a way that works for you. Your toolkit is personal — no two people's will look the same — but there are some guiding principles that can help you design one that is effective and sustainable.

## Steps to strengthen resilience:

1. Notice your stress signals early — listen to your body and emotions.
2. Build daily practices that recharge you.
3. Create boundaries that protect your time and energy.
4. Connect with others — resilience is rarely built alone.
5. Seek professional support if needed — resilience is not about struggling in silence.

## How to Build Your Toolkit

1. **Map your strengths and gaps** Notice where you naturally shine — perhaps you're good at bouncing back after setbacks (reactive), but less consistent with daily habits (proactive). Knowing this balance helps you focus your energy.
2. **Collect your "go-to" strategies** Create a short list of practices that help you in the moment (breathing exercises, reframing thoughts, taking a pause) alongside practices that protect you long term (good sleep, boundaries, social connection)
3. **Keep it simple and realistic** Resilience doesn't require a dozen new habits. A toolkit is most effective when it's small, practical, and easy to use — especially under stress. Think: What can I realistically turn to on a busy day?
4. **Update it regularly** Your needs will change with different seasons of life. A resilience toolkit is not static — it's something to revisit, adapt, and refine as circumstances shift.
5. **Make it visible** Many people find it helpful to write their toolkit down, keep reminders on their phone, or place visual cues (like a sticky note on the fridge) to prompt them when resilience is most needed.

*If you were to create your personal resilience toolkit right now, what 3 things would you include? Which ones are proactive, and which are reactive?*

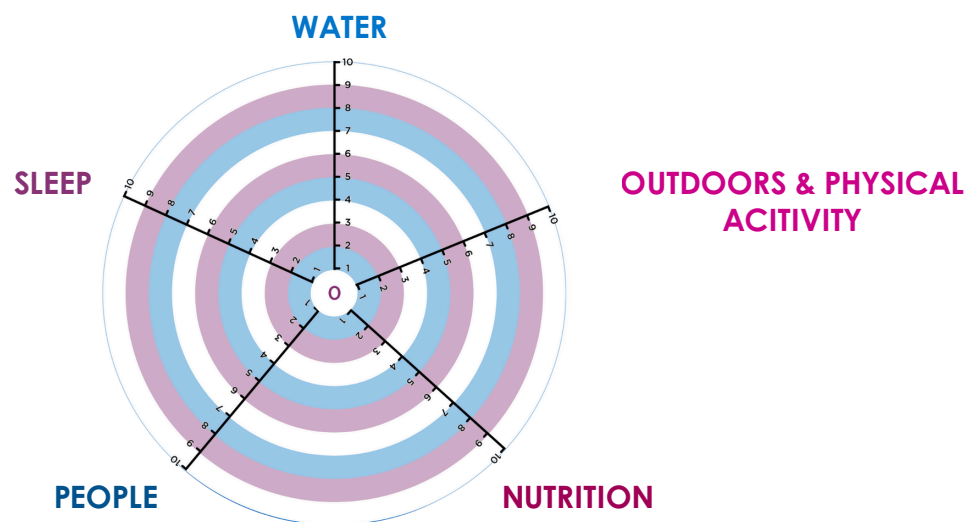
## 5 DAILY ESSENTIALS: SELF - EVALUATION

This activity is designed to help you reflect on the five key areas that support resilience and prevent burnout. The wheel gives you a clear snapshot of where you are thriving and where there may be opportunities to strengthen your routine.

### Step 1: Rate Each Area

On the wheel provided, give yourself a score out of 10 for each area:

A score of 10 means you are fully satisfied with your habits in this area. A lower score highlights a space where there may be room for improvement.



### Step 2: Reflect

Where do you feel strongest? Take a moment to acknowledge and celebrate those areas.

Where are the gaps? Notice any patterns — do the lower ratings cluster in a particular area, or are they spread out?

### Step 3: Strategies for Improvement

Consider what would help you move one step closer to a 10. Small, consistent changes are often more sustainable than big overhauls.

**Outdoors & Exercise:** Could you add a walking meeting, stand for phone calls, or block time for movement in your calendar?

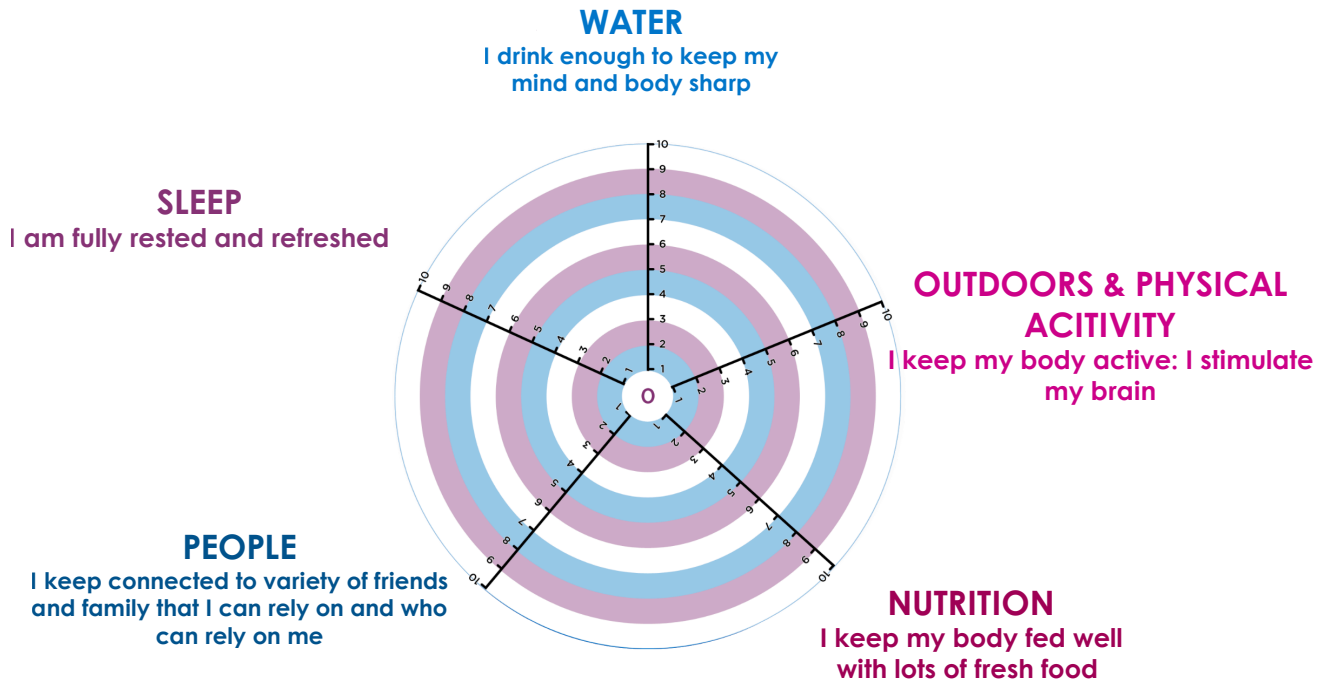
**Diet:** Is there an opportunity to plan balanced meals, add more fresh foods, or reduce reliance on quick fixes during busy days?

**Water:** Would keeping a refillable bottle at your desk or setting reminders help increase hydration?

**Sleep:** Can you protect a consistent bedtime, reduce screen time before bed, or create an evening wind-down routine?

**People:** Are there connections you want to strengthen? Could you schedule regular check-ins with colleagues, friends, or family?

# 5 DAILY ESSENTIALS: SELF - EVALUATION



## YOUR REFLECTIONS

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## 5 DAILY ESSENTIALS

### WATER

Hydration is fundamental to maintaining concentration and mental sharpness. Even small levels of dehydration can cause fatigue, headaches, or slower thinking. Drinking enough water throughout the day supports endurance and keeps the mind alert.

### OUTDOORS & PHYSICAL ACTIVITY

Movement and time outdoors are essential for maintaining energy and clarity. Regular activity helps reduce stress, sharpen focus, and improve stamina. Even short breaks outside or a walk during the day can reset attention and improve overall performance.

### NUTRITION

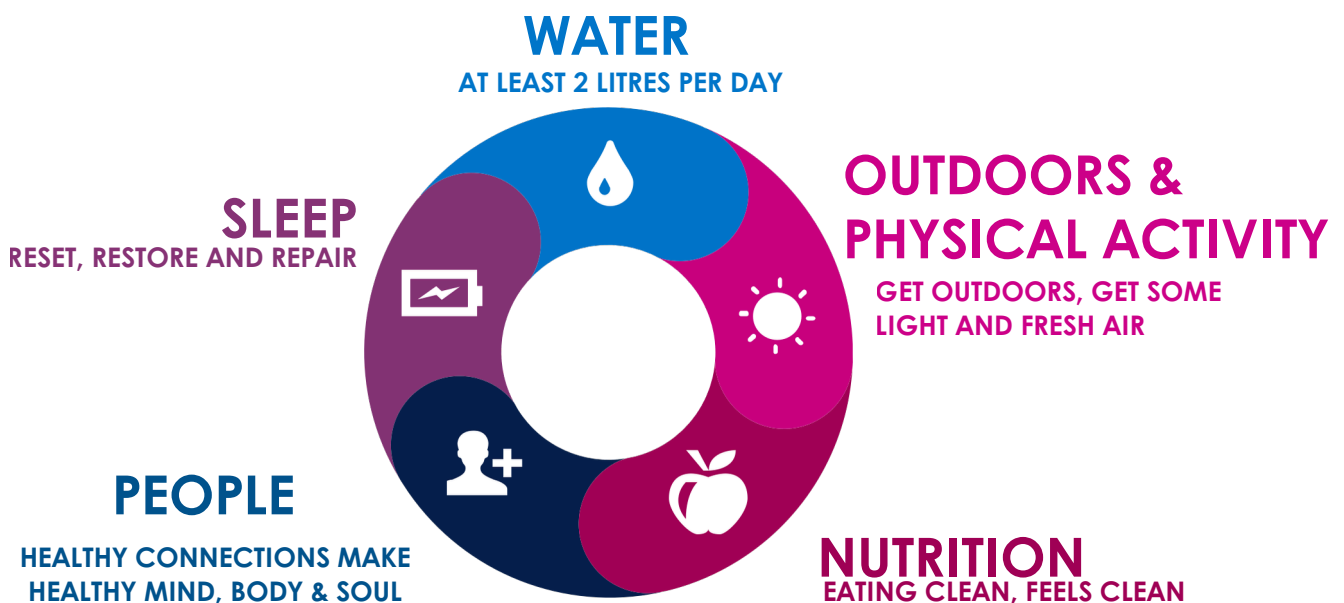
What we eat directly shapes how we think and feel. Fresh, balanced meals provide steady energy and support clear decision-making. When nutrition is overlooked, energy dips and loss of focus are often the result. Consistency in food choices is a key part of sustaining both health and effectiveness.

### PEOPLE

Strong relationships provide balance, perspective, and support. Staying connected with trusted colleagues, friends, and family helps reduce stress and build resilience. Meaningful connections create the foundation for wellbeing, making it easier to manage challenges and maintain stability.

### SLEEP

Sleep restores and resets both body and mind. It strengthens memory, regulates mood, and repairs the impact of daily stress. Without sufficient rest, concentration falters and resilience is diminished. Protecting the time and quality of sleep is one of the most effective ways to safeguard long-term performance.



# BREATHING EXERCISES

(**Please do not** use this if you are pregnant, have high blood pressure, heart disease or musculo-skeletal issues)

## Benefits

- Balances the nervous system
- Tones the heart
- O<sub>2</sub> and CO<sub>2</sub> exchange increases



## RELAXATION TECHNIQUE—4/8/10 BREATHING

### INSTRUCTIONS

Scan the room—colour, sound, energy, how do you feel?

- Imagine a triangle from the corners of your hips to your belly button, inside the triangle is a ball or balloon. Every time you take a breath, imagine that ball/balloon filling up with air.
- Exhale to empty your lungs, then counting to 4, inhale to the belly, filling up the ball/balloon.
- Once you reach 4, hold this breath for 8 seconds and then slowly exhale to the count of 10.
- Repeat 2/3 times
- Before doing anything else, scan the room again, how do you feel now?

## 1-MINUTE FOCUS PRACTICE

### INSTRUCTIONS

This breathing exercise is an easy mindfulness technique that allows us to practice being purposeful, in the present moment, and non-judgmental:

- Close your eyes and breathe normally
- Watch your breath, focusing your awareness
- Notice the sensation of your breath around the nostrils
- Where is your breath coming in to?
- Is your breath fast or is it slow?
- Do not force the breath, just observe it for a few minutes

## SUPPORT RESOURCES



Connect ♦ Engage ♦ Recognise ♦ Reward ♦ Appreciate

# Download CERRA Global to appreciate your peers

CERRA Global fosters a culture of appreciation, drives higher employee engagement and brings the best rewards for your team.



# MY ACTION PLAN

KNOWLEDGE IS POWER...ONLY IF YOU APPLY IT OR TAKE ACTION

GO TO [STRESS.ORG.UK](https://www.stress.org.uk) FOR HUNDREDS OF TIPS

THINK OF **THREE COMMITMENTS** YOU ARE GOING TO TAKE TO ENSURE YOU ARE BUILDING YOUR PERSONAL RESILIENCE. THIS IS ABOUT LIFESTYLE BALANCE, MAKE YOUR ACTIONS FOCUSED ON **BURNOUT**, **DIGITAL DETOX**, AND **HEALTHY BOUNDARIES**...

## ACTION POINT 1: (BURNOUT): I WILL...

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## ACTION POINT 2 : (DIGITAL DETOX) I WILL...

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## ACTION POINT 3 : (HEALTHY BOUNDARIES) I WILL...

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## WHO WILL I MAKE MYSELF ACCOUNTABLE TO OVER THE NEXT 30 DAYS?

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## HOW WILL WE STAY IN TOUCH? HOW MANY TIMES OVER THE NEXT 30 DAYS?

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## ABOUT INTERNATIONAL WELLBEING INSIGHTS

Big ideas, inspiring stories, robust ethics and strong principles and a values driven approach have been at the heart of our organisation since our inception.

We believe that wellbeing isn't just a perk — it's the foundation of a thriving, high-performing, and sustainable workplace. Our mission is simple but powerful: to empower organisations and individuals to take control of their wellbeing, creating cultures where people don't just survive but truly thrive.

We've been at the forefront of workplace wellbeing since 2003, helping organisations worldwide build happier, healthier, and more resilient teams. But we're not here to tick boxes or promote one-off initiatives — we're here to drive meaningful, lasting change.

Our mission is to maximise physical, mental, emotional and social health as well as improve relationships, performance, productivity, creativity, morale, recruitment and retention by creating a resilient workforce and equipping them to cope with change and adversity.

**For more information or to book a workshop or a free no-obligation consultation, see [www.wellbeing.work](http://www.wellbeing.work) or call 0203 142 8659 or email [info@stress.org.uk](mailto:info@stress.org.uk)**

**If you would like more information about stress and how to manage it, visit [www.stress.org.uk](http://www.stress.org.uk)**



# NOTES

A large rectangular area defined by a dashed blue border, intended for taking notes.



We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you.

We look forward to supporting your wellbeing journey.

Find Us Here:

The Lighthouse Suite S, Quay  
West Salamander Quay  
Harefield, Middlesex  
UB9 6NZ

Call Us On:

Switchboard: +44 (0) 203 142 8659

Email Us On:

[info@stress.org.uk](mailto:info@stress.org.uk)

Visit Us On:

[www.stress.org.uk](http://www.stress.org.uk)  
[www.wellbeing.work](http://www.wellbeing.work)



The Commonwealth

