

Stress management

Training material



Module One: Getting Started

- Welcome to the stress management workshop.
- Positive and negative stress is a constant influence in all our lives.
- The trick is to maximise positive stress and minimise negative stress.

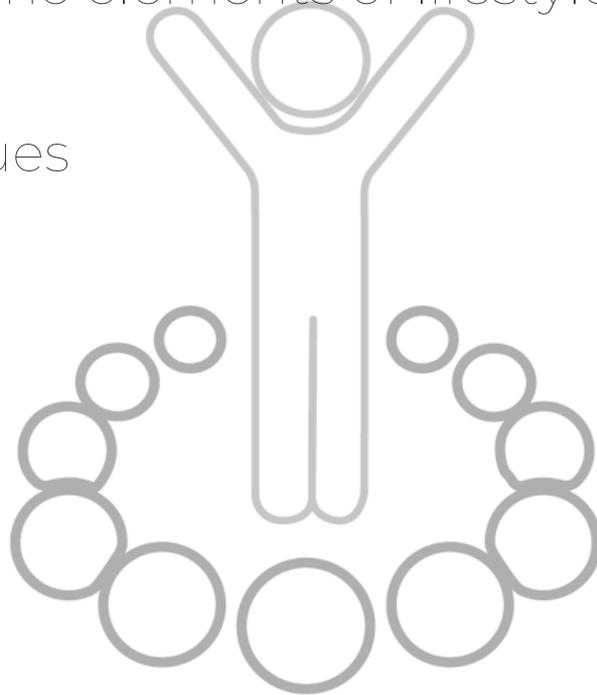


When stress is at its highest, know that it can only go down.

Tom Rataj

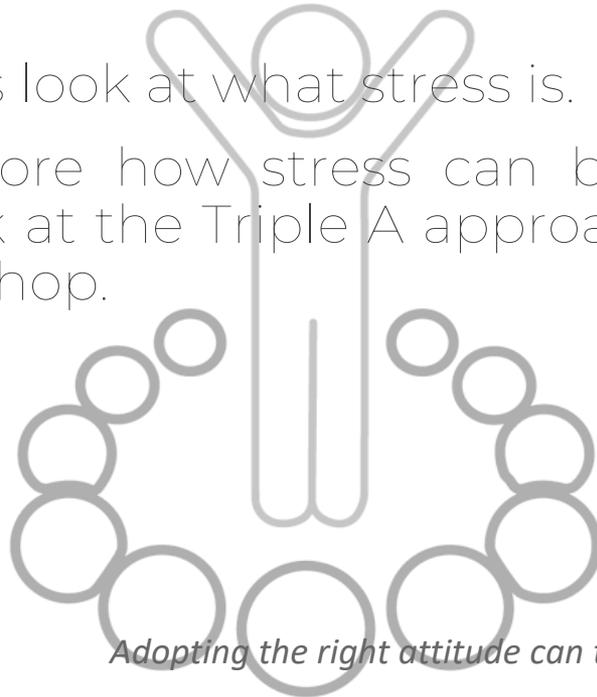
Objectives of the workshop

- Understanding the elements of lifestyle
- Reducing stress
- Coping techniques



Module two: Understanding stress

- To begin with, let's look at what stress is.
- We will also explore how stress can be both positive and negative, and look at the Triple A approach that will form the basis of this workshop.

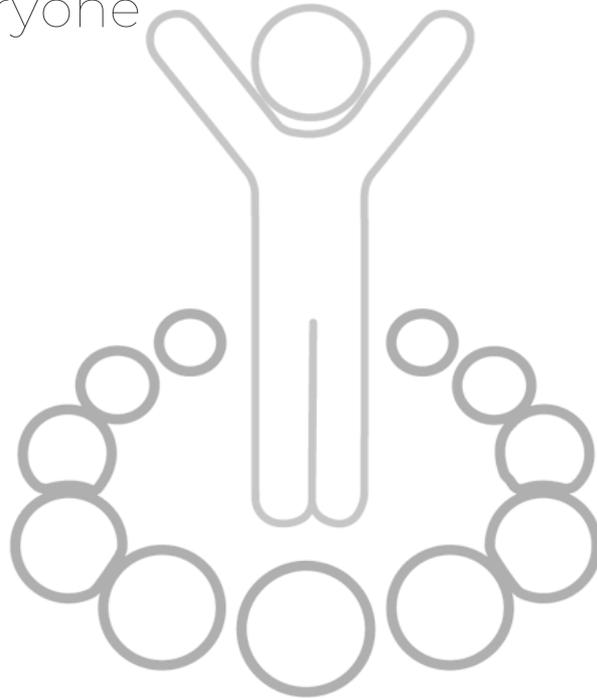


Adopting the right attitude can turn negative stress into positive stress.

Hans Selye

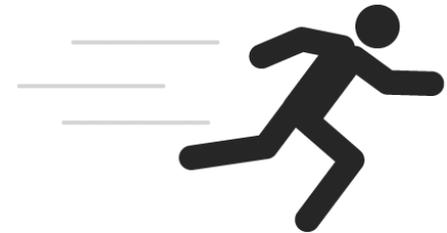
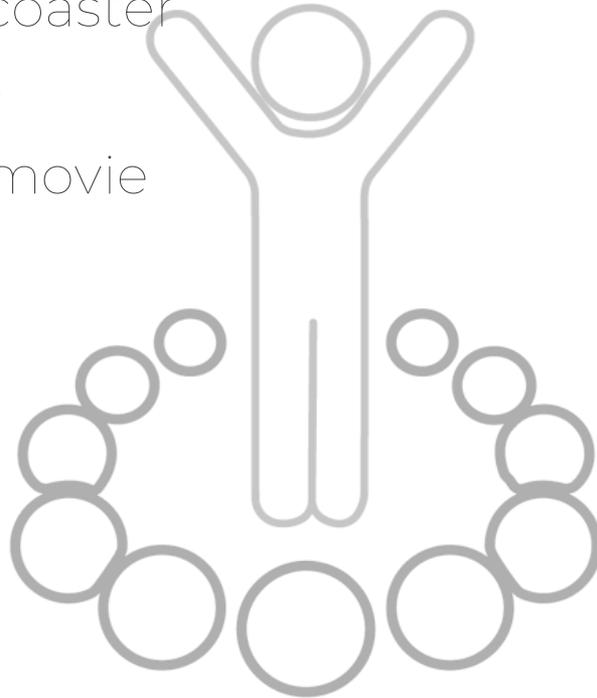
What is stress?

- Individual meanings
- Different for everyone
- Stress or strain



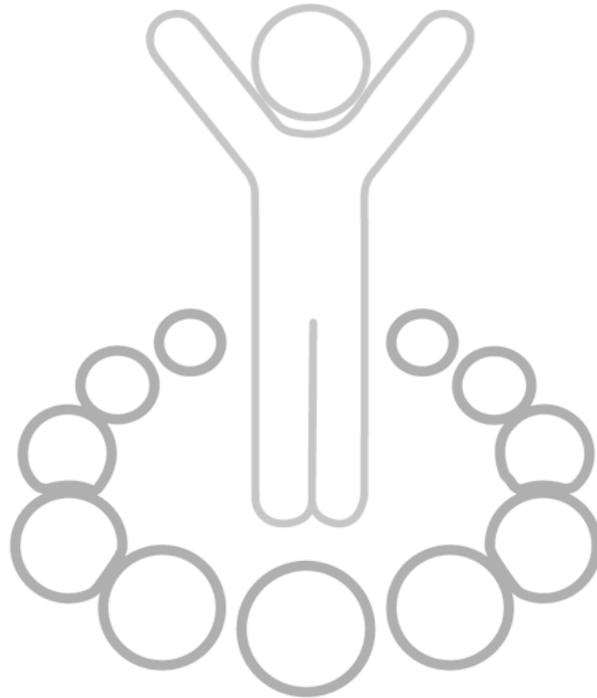
What is eustress?

- Positive effect
- Riding a roller coaster
- Winning a race
- Watch a scary movie



Understanding the Triple A approach

- The situation:
- Alter
- Avoid
- Accept



Practical illustration

- Jim was swamped with work. Jim's co-worker Lily found him hiding in the break room, depressed about his workload. Lily lent him her ear. Jim explained how anxious he was because the work was stifling him. Lily helped him understand that avoiding stress would not solve his dilemma. In fact, avoiding it would make his workload even heavier. Lily offered suggestions to help him get out of his stress in a more positive way. Lily taught Jim that if he tackled his to-do list one at a time, he could reduce his workload and his workload would not be so heavy. Lily taught Jim to prioritise his tasks and he began to make a dent in his workload and feel the stress lifted off his shoulders.

Module two: Review questions

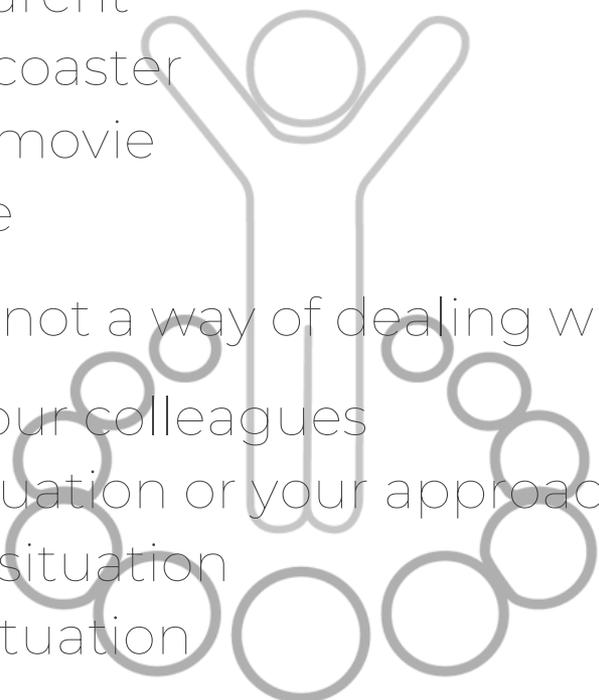
1. Which one would be stressful?
 - a) Eating a banana
 - b) Taking an exam
 - c) Listening to relaxing music
 - d) Being organised

2. Which of these could be defined as eustress?
 - a) Losing sleep
 - b) Job interview
 - c) Failure to meet deadlines
 - d) Winning a race



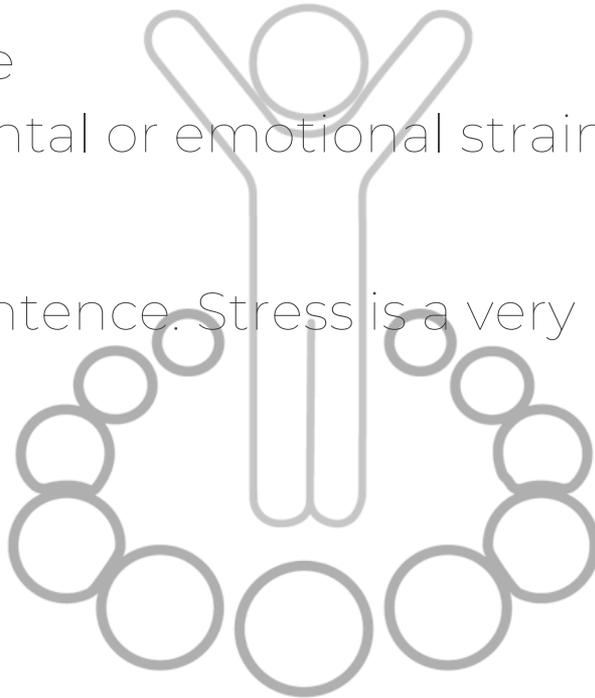
Module two: Review questions

3. Which of these could be both positive and negative?
 - a) Being a new parent
 - b) Riding a roller coaster
 - c) Watch a scary movie
 - d) All of the above

 4. Which of these is not a way of dealing with stress?
 - a) Shout out to your colleagues
 - b) Altering the situation or your approach to it
 - c) Accepting the situation
 - d) Avoiding the situation
- 
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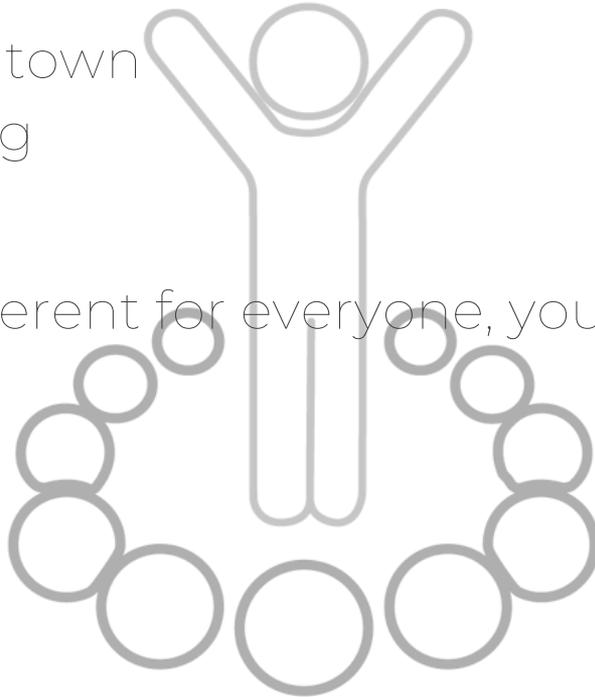
Module two: Review questions

5. Which of the following is a definition of stress?
- a) A laughing fit
 - b) A job well done
 - c) A physical, mental or emotional strain
 - d) A new puppy
6. Complete this sentence. Stress is a very big deal _____.
- a) Individual
 - b) Attractive
 - c) Fun
 - d) Accessible



Module two: Review questions

7. Which of these would be considered stressful?
- a) A great film
 - b) A night on the town
 - c) Public speaking
 - d) Read a book
8. Since stress is different for everyone, your approach should be _____?
- a) Harsh
 - b) Quick
 - c) Sneaky
 - d) Personalised



Module two: Review questions

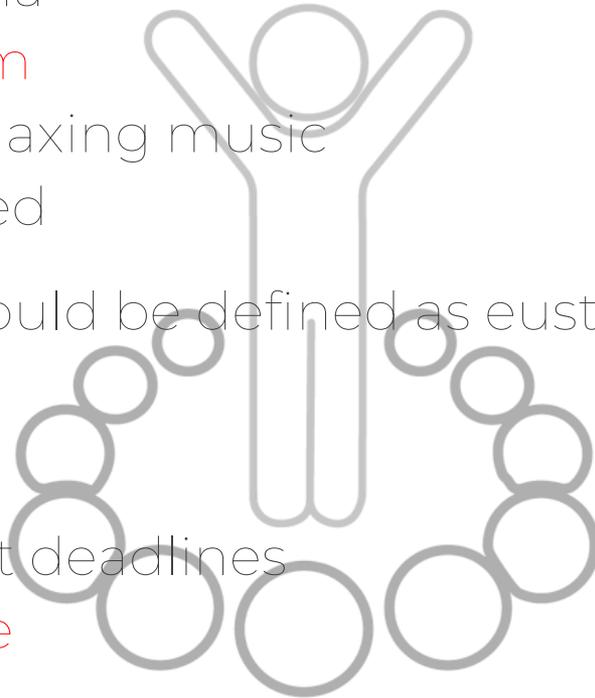
9. Who coined the term "eustress"?
- a) Alexander Graham Bell
 - b) Sigmund Freud
 - c) Richard Lazarus
 - d) Thomas Jefferson
10. How many main ways are there to deal with stress?
- a) A dozen
 - b) A
 - c) Seven
 - d) Three



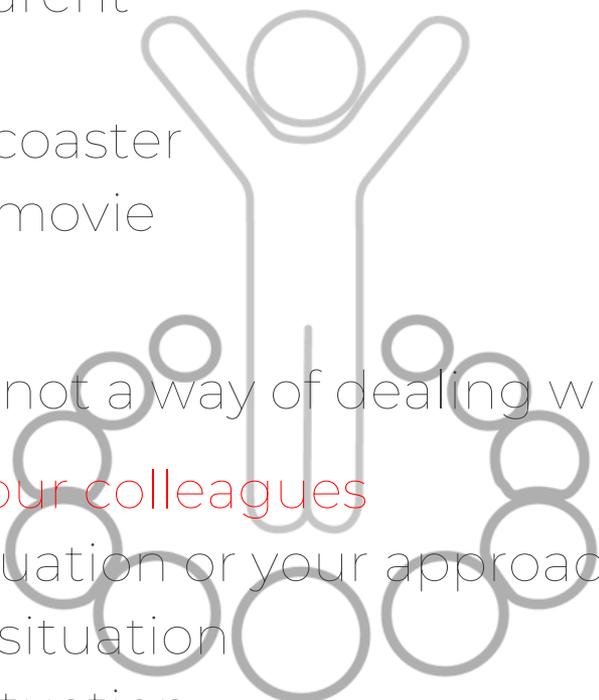
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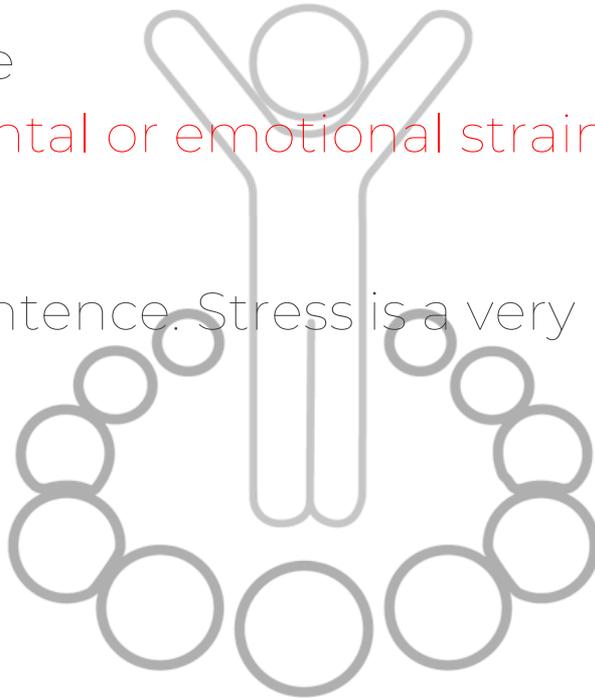


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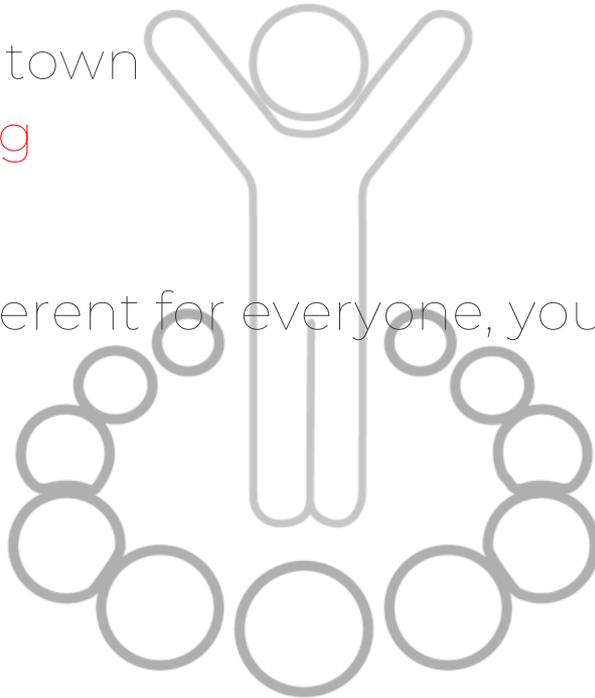
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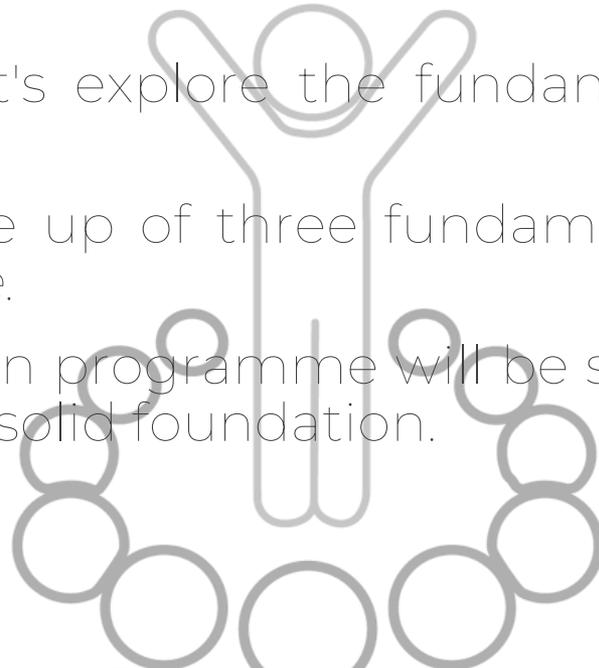
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Module three: Creating a stress-reducing lifestyle

- To begin with, let's explore the fundamentals of a positive, low-stress lifestyle.
- This base is made up of three fundamental elements: *Diet, sleep and exercise.*
- No stress reduction programme will be successful in the long term without this solid foundation.

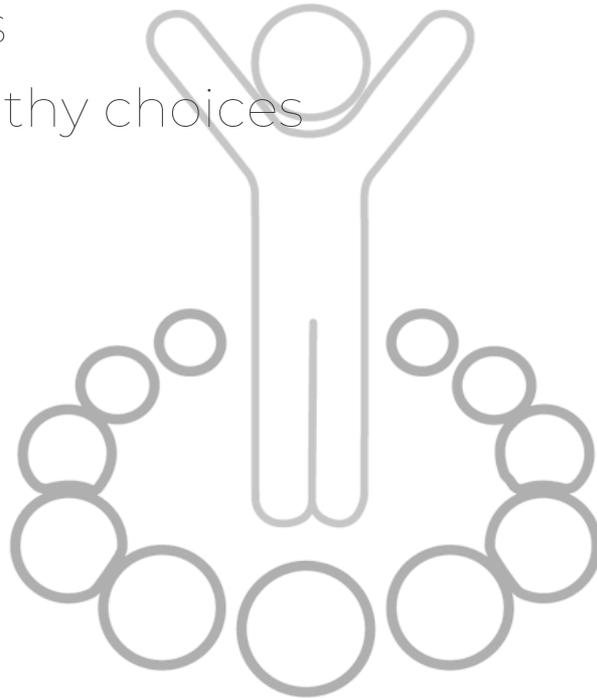


Tension is what you think you should be. Relaxation is what you are.

Chinese proverb

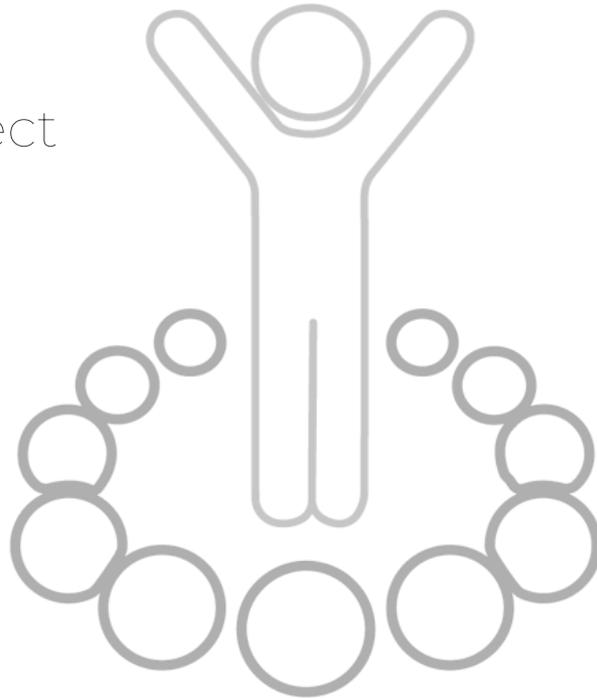
Eating right

- Key to stress management
- Set small targets
- Celebrating healthy choices



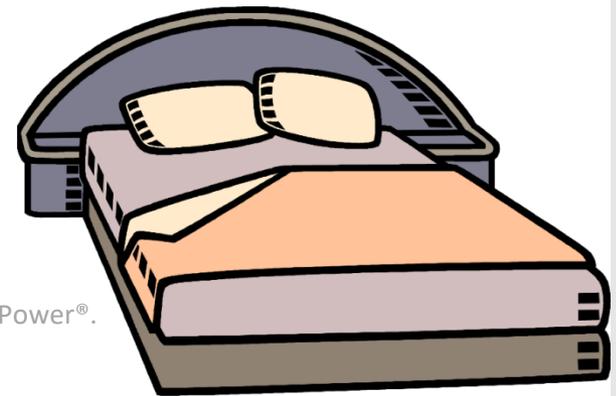
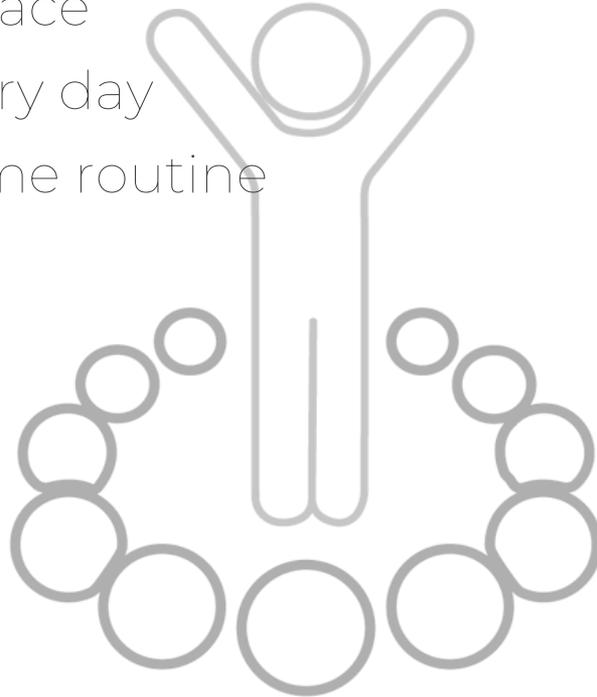
Exercise regularly

- Makes you resistant to stress
- Reduce stress
- Clear your mind
- Helps you to reflect



Getting a good night's sleep

- Use the bed only for sleeping
- Comfortable place
- Same time every day
- Follow a bedtime routine

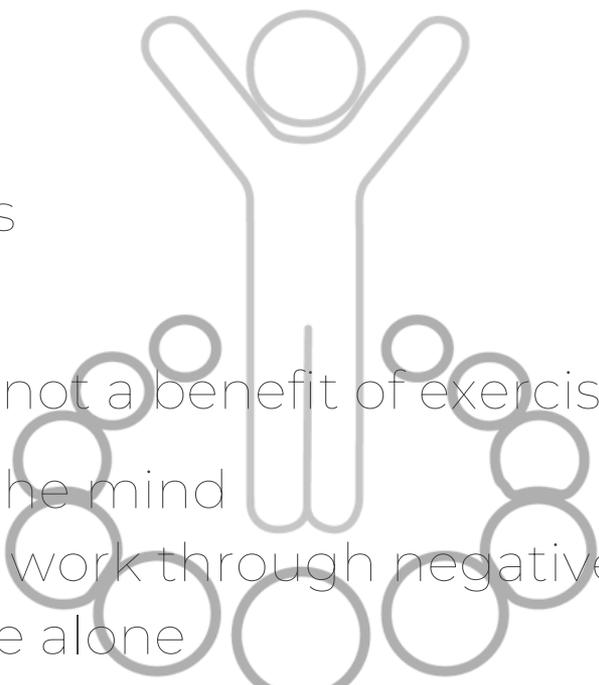


Practical illustration

- Pete was asleep at his desk. Lori walked by and had to climb a mountain of junk food to get to him and wake him up before his boss saw him. She told Pete that he had to stop being a lump on a log and get going. Pete had a monster deadline and had been skipping meals and sleep to beat the clock. Lori warned him that junk food and lack of sleep would kill him. She reached into the snack drawer and pulled out an allotment of healthy snacks and encouraged Pete to get up and walk around. Taking her advice, Pete felt more energetic immediately and was encouraged to exercise more and eat healthier things to keep his engine revving and promised to sleep at home rather than at his desk.

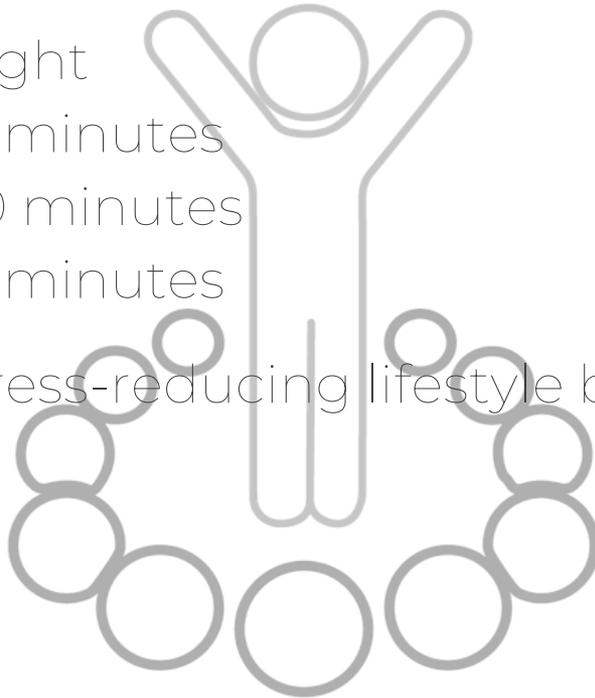
Module three: Review questions

1. Which of the following is not one of the basics of a low-stress lifestyle?
 - a) Diet
 - b) Sleep
 - c) Skipping meals
 - d) Exercise

 2. Which of these is not a benefit of exercise?
 - a) Helps to clear the mind
 - b) It can help you work through negative emotions
 - c) Giving you time alone
 - d) Reduces the need for sleep
- 
- A large, light gray outline of a human figure with arms raised in a 'V' shape, positioned centrally behind the text of the questions. The figure is composed of simple lines and circles, with a circular head and a torso that tapers towards the bottom. The arms are raised and curved upwards.

Module three: Review questions

3. Which of these is the recommended amount of sleep for an average adult?
- a) 10 hours per night
 - b) 4 hours and 15 minutes
 - c) 6 hours and 40 minutes
 - d) 7 hours and 18 minutes
4. What should a stress-reducing lifestyle be based on?
- a) Wood
 - b) A chair
 - c) Foundation
 - d) Roof



Module three: Review questions

5. How many elements make up this foundation?
- a) A
 - b) Two
 - c) Five
 - d) Three
6. In 2010, the US Centers for Disease Control estimated that fewer than how many adults consume the recommended serving of fruits and vegetables?
- a) A room
 - b) Two thirds
 - c) Half of the
 - d) Three quarters



Module three: Review questions

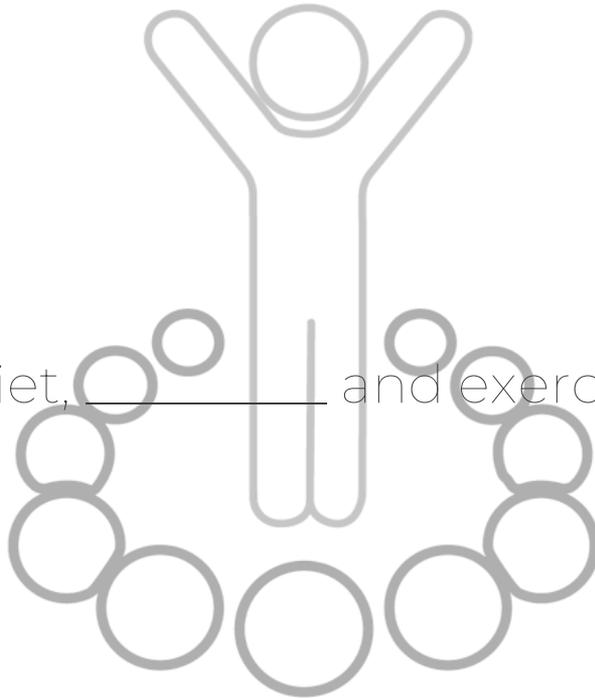
7. The key to stress management is to follow the website

_____.

- a) Healthy diet
- b) High fat diet
- c) Meat-free diet
- d) Liquid diet

8. Any changes in diet, _____ and exercise should be lifestyle oriented.

- a) Hair colour
- b) Height
- c) Work
- d) Sleep



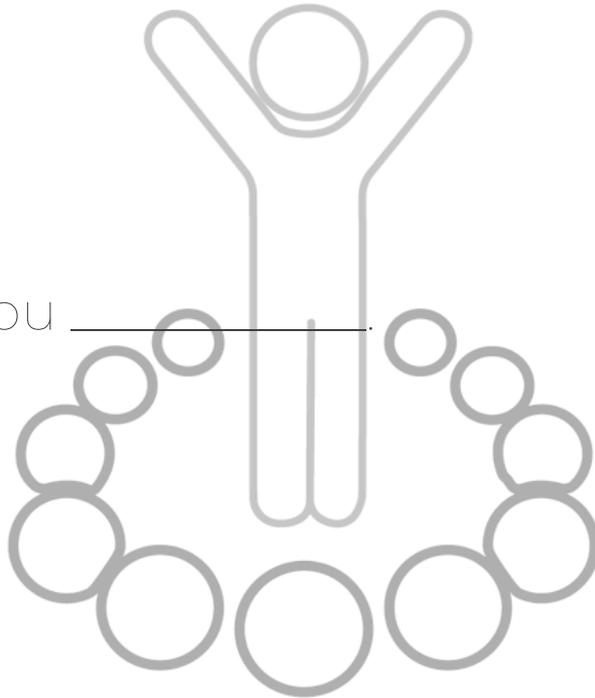
Module three: Review questions

9. Set yourself goals at _____.

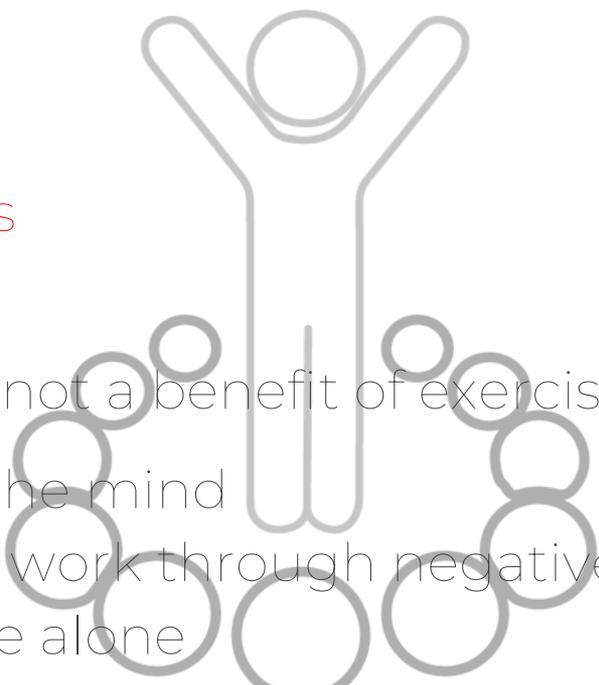
- a) Impossible
- b) Easy
- c) Small
- d) Difficult

10. Exercise makes you _____.

- a) Tired
- b) Stronger
- c) Angry
- d) Hunger

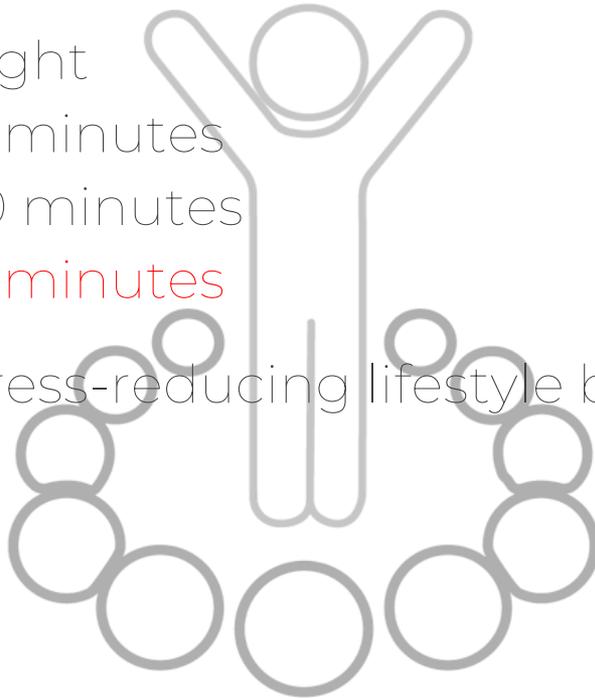


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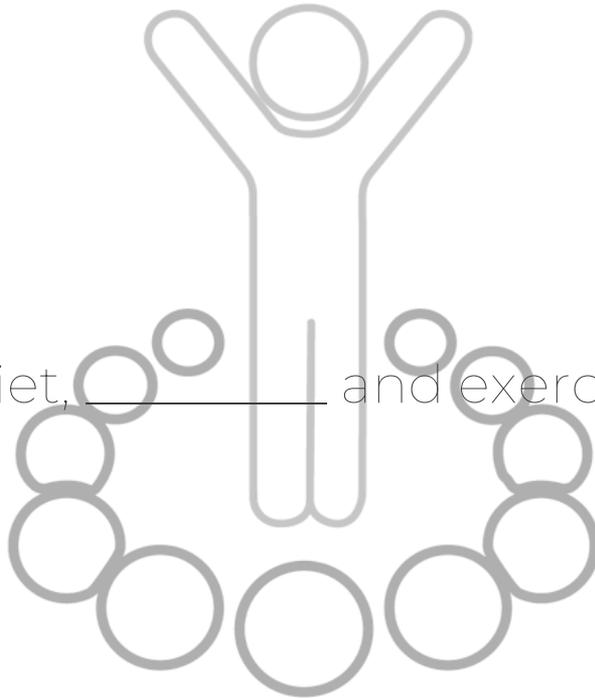
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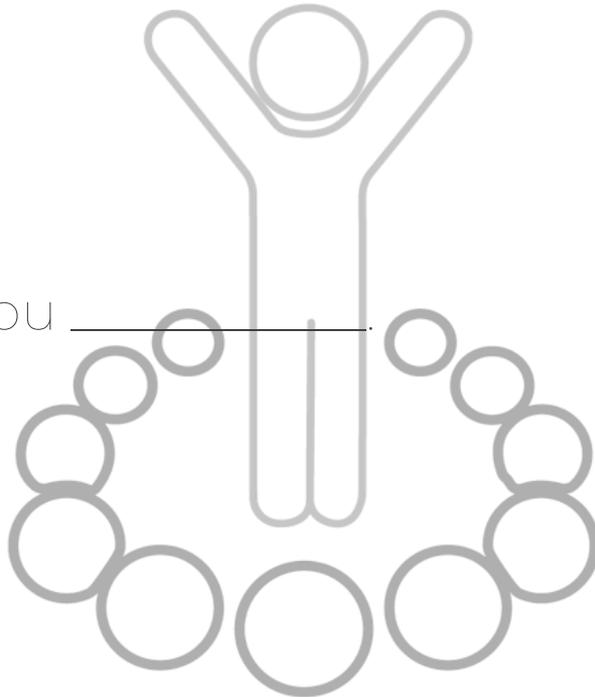
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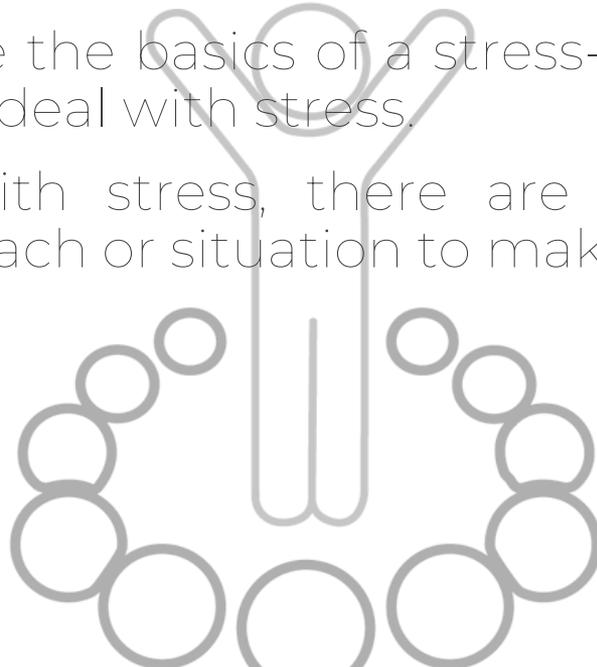
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- c) Angry
- d) Hunger



Module four: Changing the situation

- Now that we have the basics of a stress-reducing lifestyle, let's talk about how to deal with stress.
- When dealing with stress, there are often many ways to change the approach or situation to make it less stressful.

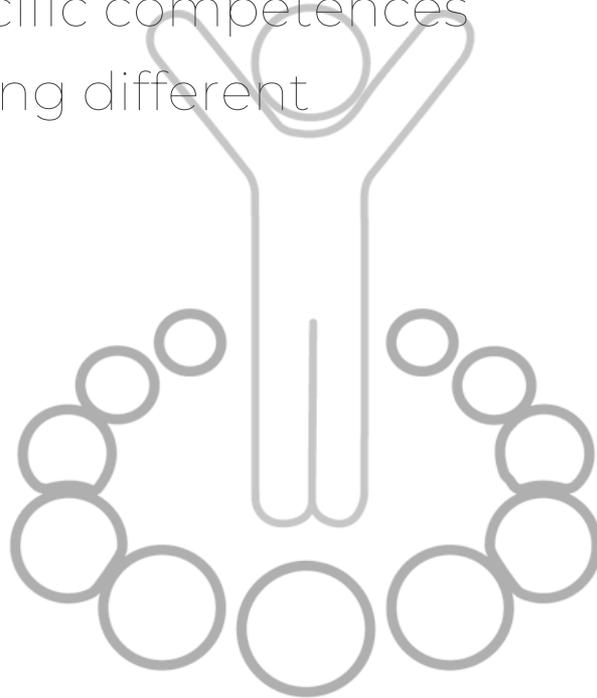


The best weapon against stress is our ability to choose one thought over another.

William James

The first A

- Think positive and have a positive attitude
- Improving specific competences
- Doing something different



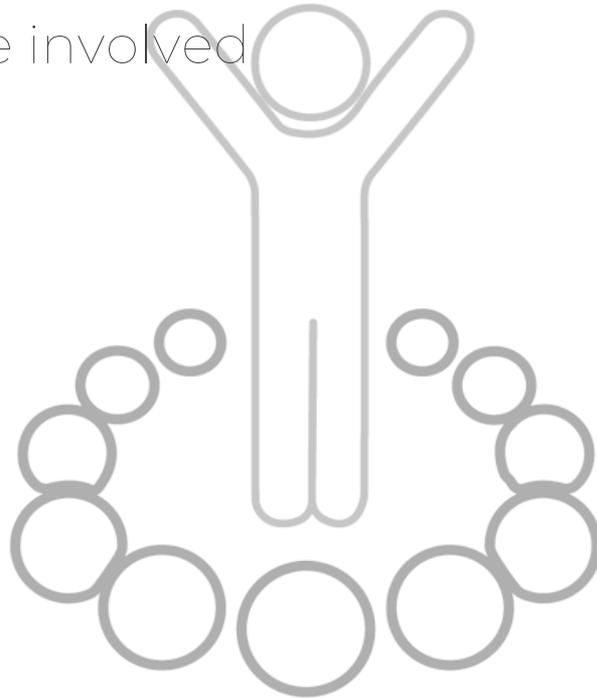
Identifying appropriate situations

- Taking control of the situation
- Only where appropriate
- Do not transfer stress to another person
- Maintaining security



Creating effective actions

- Make sure the benefit is worth it
- Useful actions
- Respect all those involved



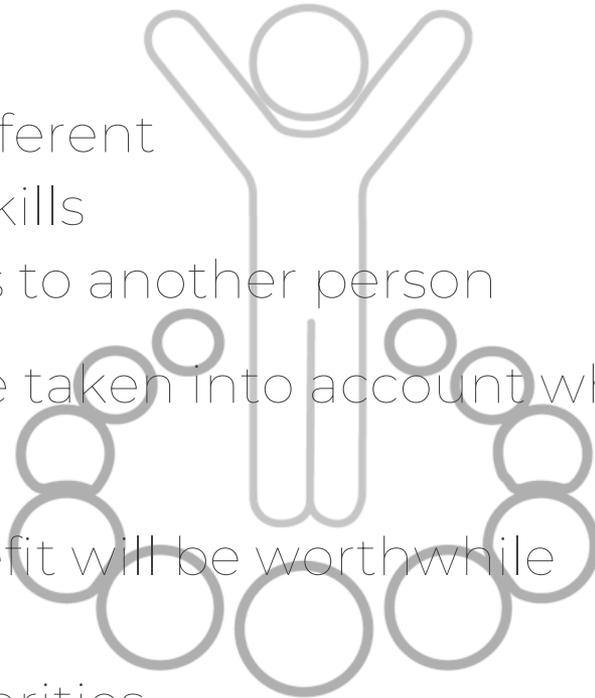
Practical illustration

- Sally was about to lose her mind. Her next-door neighbour was a chatterbox. He interrupted her all day long. Sally had had enough and complained to her boss, John. He was no stranger to the constant buzzing of Sally's neighbour. John suggested Sally take aim at herself and correct her reaction to the never-ending neighbour to nip the problem in the bud. Sally decided to give it a try and returned to her cubicle determined to turn the tables and informed him that the noise was bothering her and that she would be happy to chat during the lunch break, but not during working hours. The neighbour agreed and allowed them to work in peace.



Module Four: Review Questions

1. Which of the following is not an appropriate way to modify a stressful situation?
 - a) Think positive
 - b) Do something different
 - c) Improve specific skills
 - d) Transferring stress to another person
2. What needs to be taken into account when modifying a situation?
 - a) Whether the benefit will be worthwhile
 - b) Avoiding traffic
 - c) Create a list of priorities
 - d) How claustrophobic is the feeling of claustrophobia caused by seat belts?



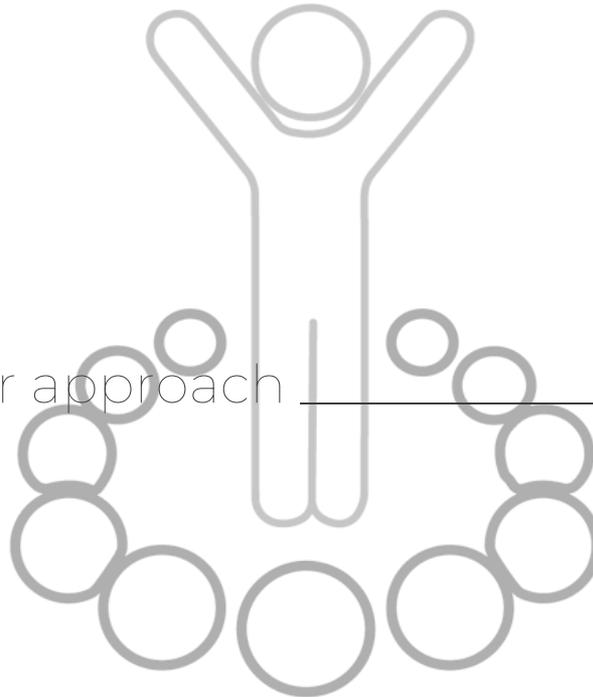
Module Four: Review Questions

3. Which of these options is the first when it comes to dealing with stress?

- a) Execute
- b) Hide
- c) Alter
- d) Shout

4. You can alter your approach _____ positively.

- a) Thinking
- b) Singing
- c) Laughing
- d) Hide



Module Four: Review Questions

5. _____ skills will help you manage the situation.

- a) Without taking into account
- b) Resign
- c) Improve
- d) Forget

6. What is one of the most effective stress management measures?

- a) Staying at home
- b) Pass it on to another person
- c) Without ever trying
- d) Altering the situation



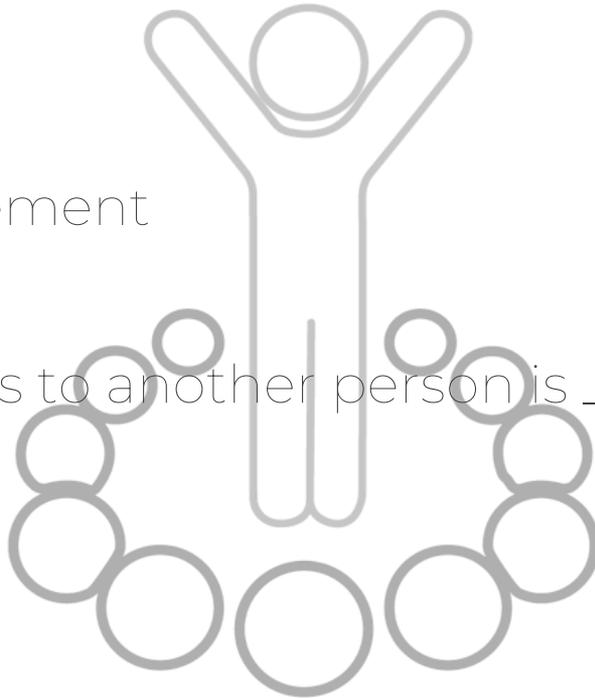
Module Four: Review Questions

7. Not wearing a seat belt would be an example of which of these?

- a) A smart decision
- b) A safe choice
- c) An insecure movement
- d) A lazy movement

8. Transferring stress to another person is _____.

- a) Great
- b) Intelligent
- c) Medium
- d) Planned



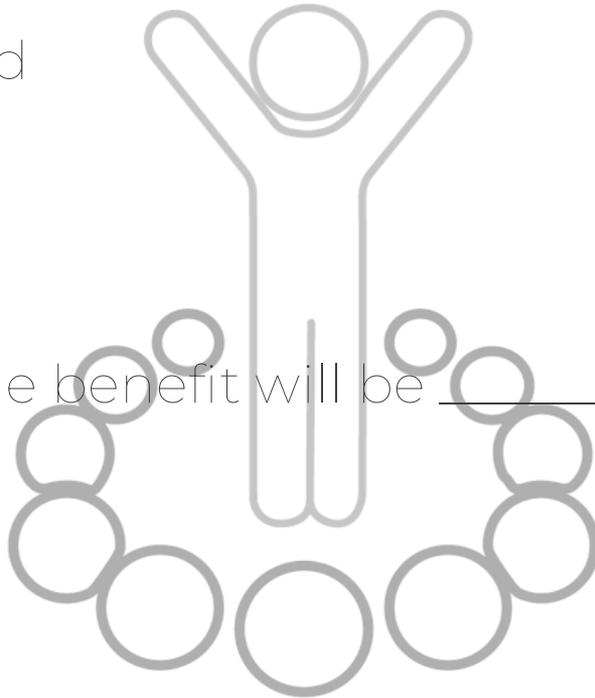
Module Four: Review Questions

9. Complete this sentence. Make sure your actions are _____ and _____ for everyone involved.

- a) Stealthy, unnoticed
- b) Intelligent, witty
- c) Helpful, friendly
- d) Tortuous, mean

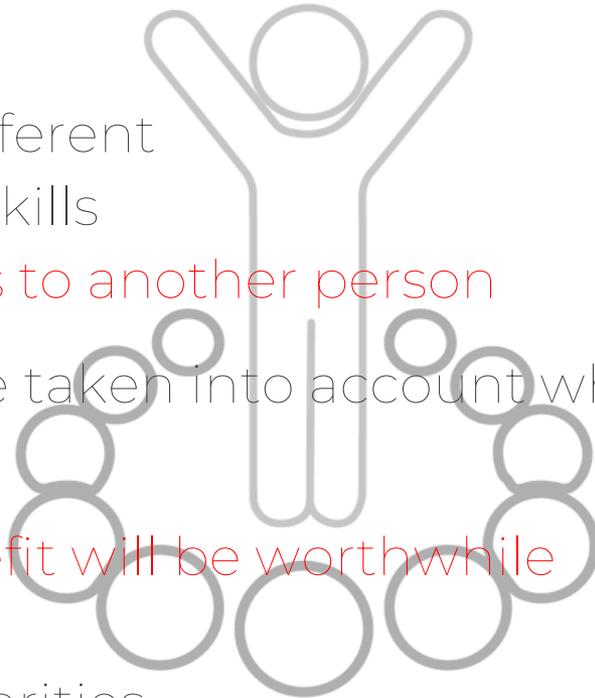
10. Make sure that the benefit will be _____ the effort in the long run.

- a) Greater than
- b) Equality
- c) It is worthwhile
- d) Less



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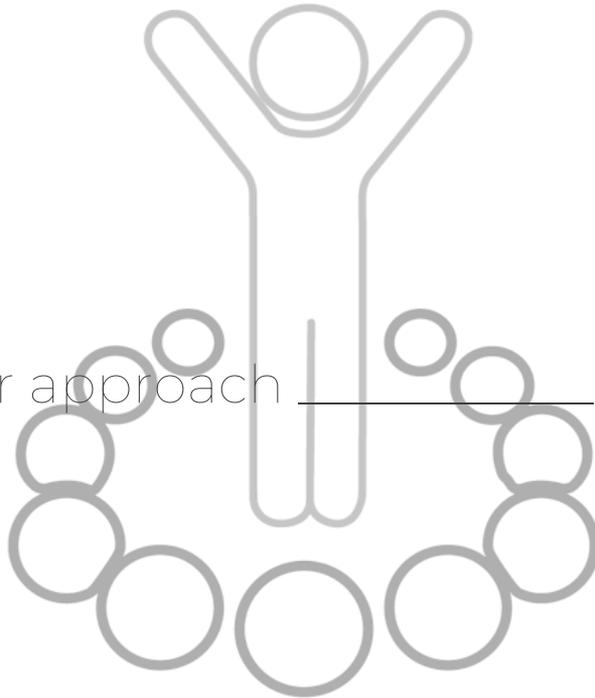
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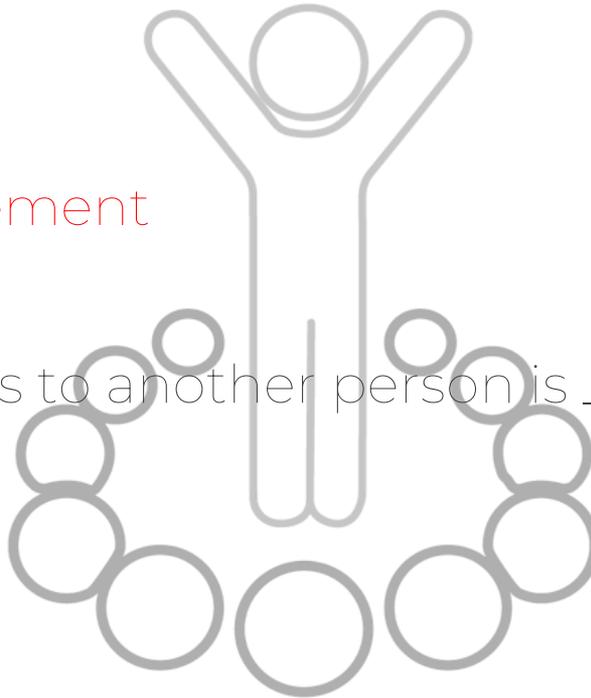
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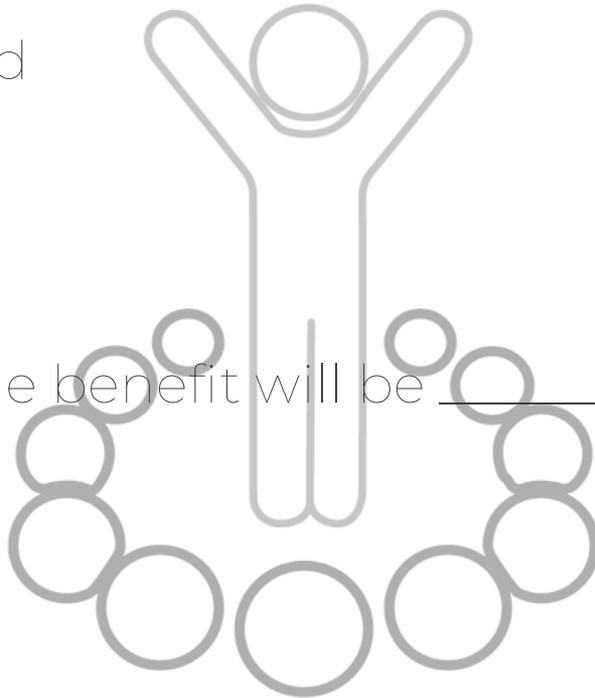
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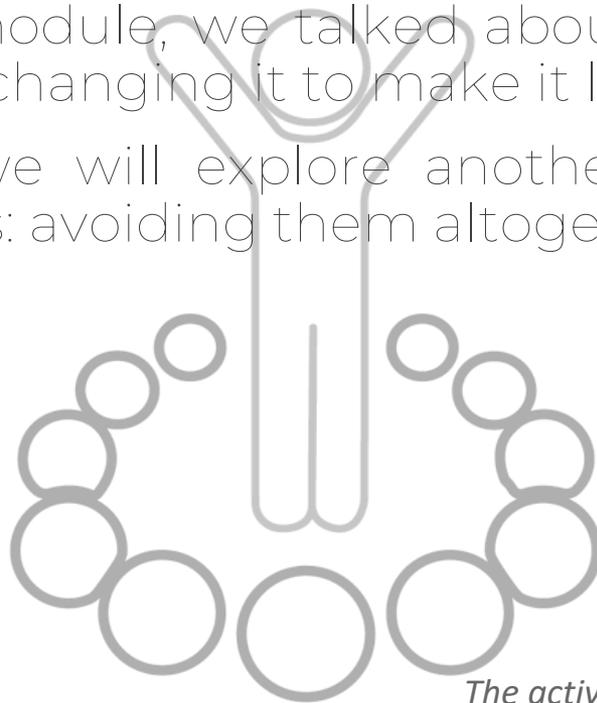
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Module five: Avoidance of the situation

- In the previous module, we talked about taking power over the situation and changing it to make it less stressful.
- In this module we will explore another way of managing stressful situations: avoiding them altogether.

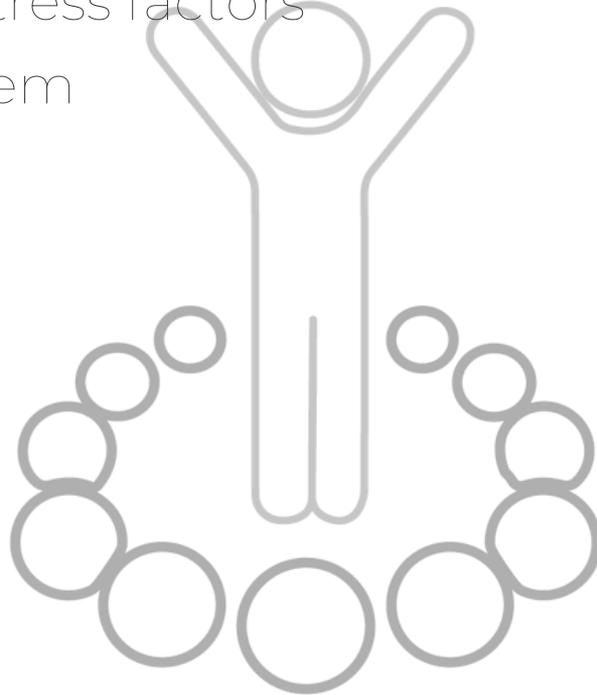


The activity of worrying keeps you immobilised.

Wayne Dwyer

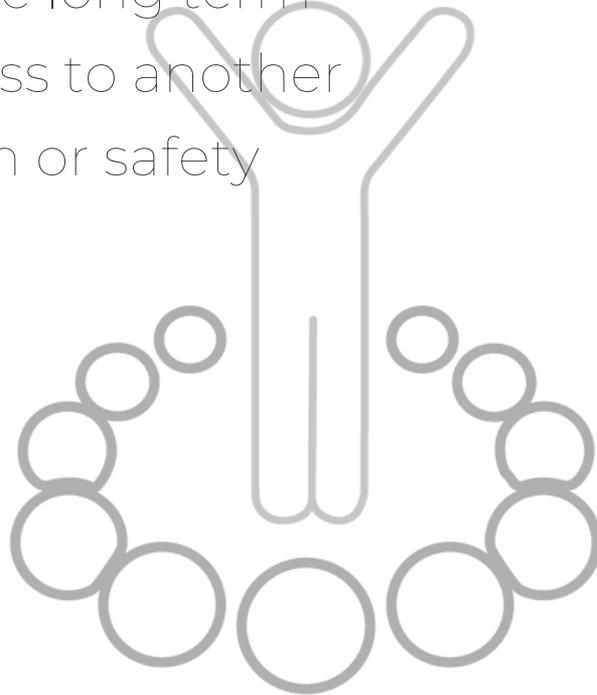
The Second A

- Identifying stress factors
- Eliminate them
- Avoid



Identifying appropriate situations

- Do not avoid if...
- More stress in the long term
- Transferring stress to another
- Impact on health or safety



Creating effective actions

- Say no and...
- Here is an honest explanation
- Clarify your reasoning
- Give an alternative
- Repeat the request with empathy
- Providing assertive refusal



Practical illustration

- Frank was going over Eddie's head by putting more work on him. Eddie already had a growing list of tasks to complete and Frank had harpooned him for more work. Eddie felt exhausted. As long as Eddie allowed Frank to pile on the tasks, Eddie would sink into the abyss. Eddie decided to assert himself on the advice of other colleagues and called Frank in to witness the mountain of tasks taking over his office. Eddie told Frank that while he would like to help, he had his own hill to climb and could not let Frank drag him down any further. Frank saw that he had pushed Eddie too far and decided to tighten his own reins and do his own work.

Module Five: Review Questions

1. Which of the following is a way to take control of a stressful situation?
 - a) Let the work pile up for later.
 - b) Pass it on to someone else
 - c) Do just enough to make it look good
 - d) Avoid if appropriate

 2. When is it appropriate to avoid a stressful situation?
 - a) If the impact is non-existent or extremely minor
 - b) If it's someone else's fault
 - c) If no one notices
 - d) If it puts someone in danger
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- A faint, light gray background graphic of a hand with fingers spread, holding a cluster of circles of various sizes, resembling a brain or a network of nodes.

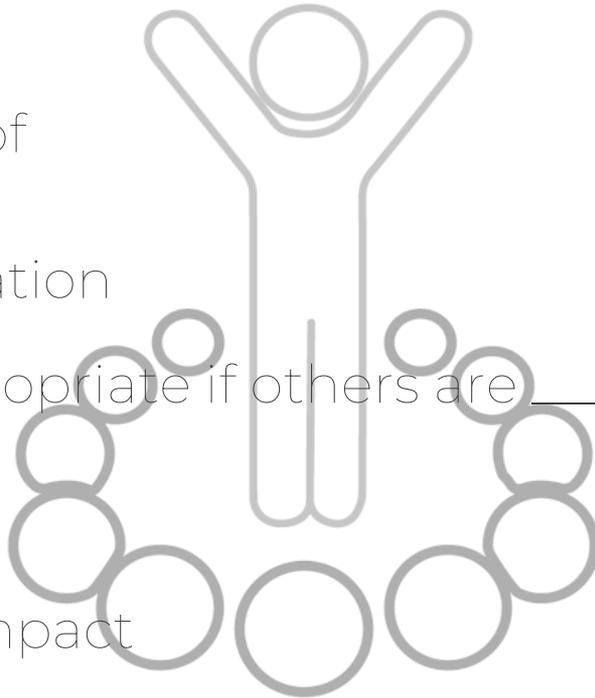
Module Five: Review Questions

3. Which of the following is a positive tool you can use to avoid a stressful situation?
- a) Hiding under the desk
 - b) Less sleep
 - c) Commissioning someone else to do the job
 - d) Use Positive No
4. What does the second A stand for?
- a) Arrogance
 - b) Aroma
 - c) Arithmetic
 - d) Avoid



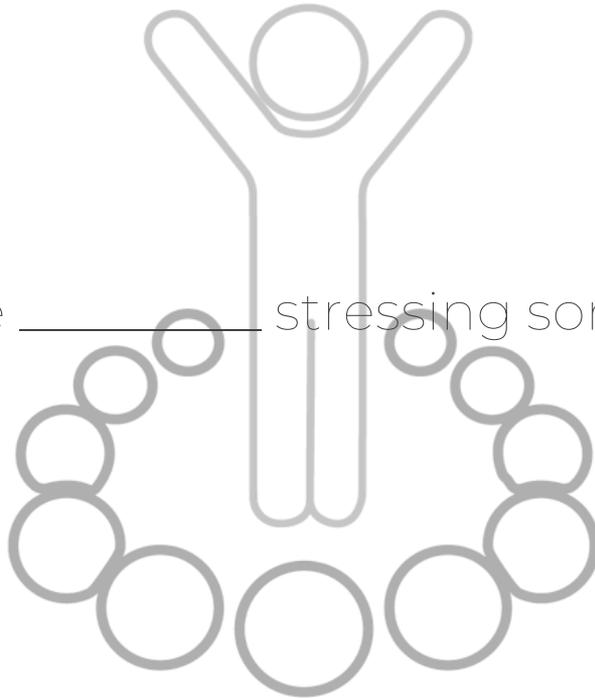
Module Five: Review Questions

5. The second A is about _____ the things you stress about unnecessarily.
- a) Avoid
 - b) Identification of
 - c) Help
 - d) Smoking cessation
6. Is avoidance appropriate if others are _____?
- a) At
 - b) Gone
 - c) No negative impact
 - d) At



Module Five: Review Questions

7. Do not avoid it if doing so will affect your health _____.
- a) Positively
 - b) Favourably
 - c) Negatively
 - d) Likely
8. Avoiding it will be _____ stressing someone else.
- a) Cause
 - b) Transfer
 - c) Take
 - d) Undermine



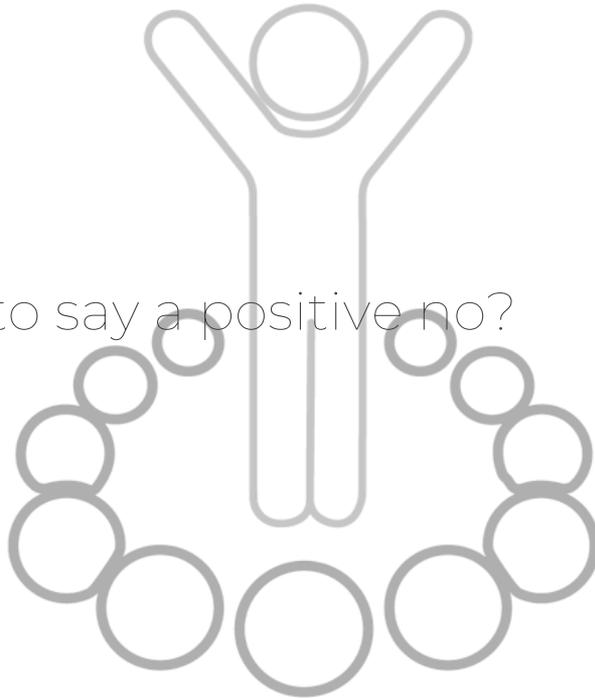
Module Five: Review Questions

9. Avoidance will cause more stress when?

- a) Today
- b) Yesterday
- c) Long-term
- d) Never

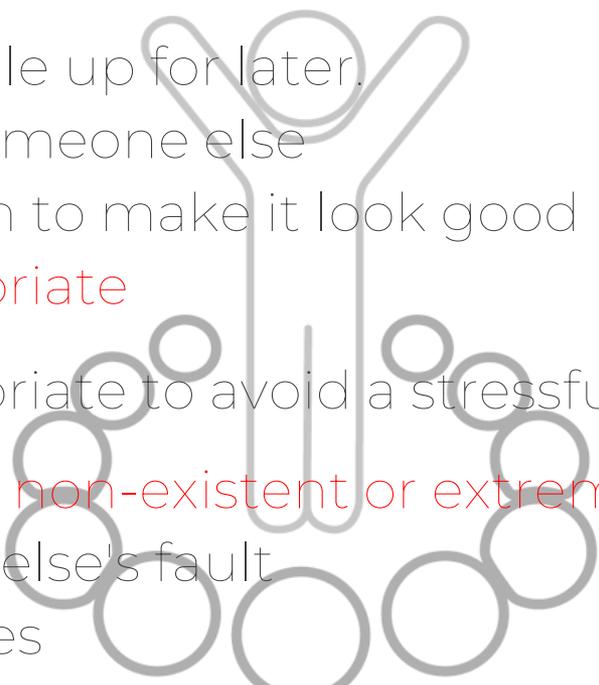
10. What allows you to say a positive no?

- a) Yes
- b) Of course
- c) Absolutely
- d) No



Module Five: Review Questions

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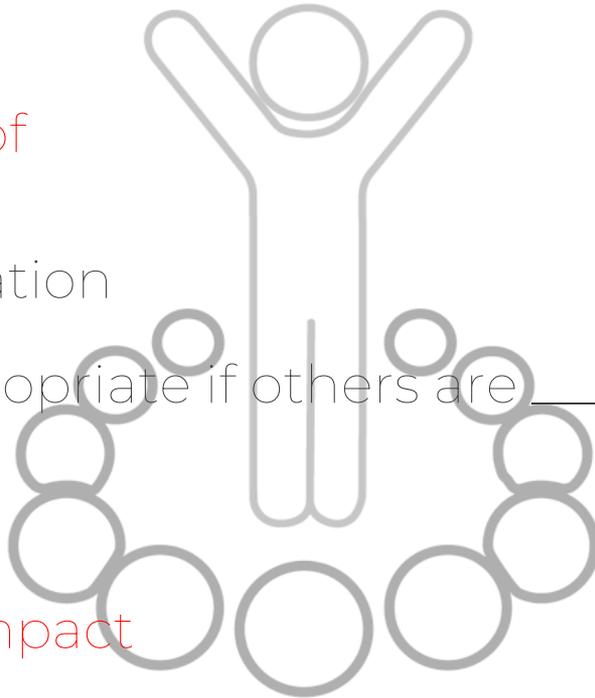
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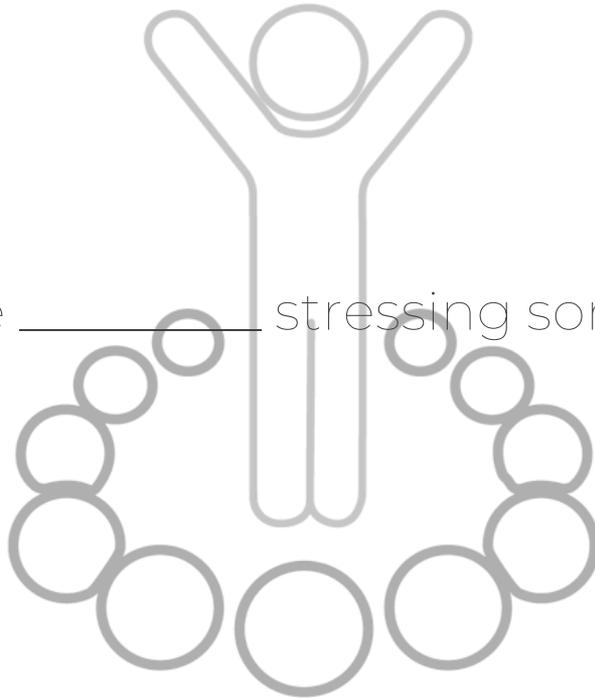
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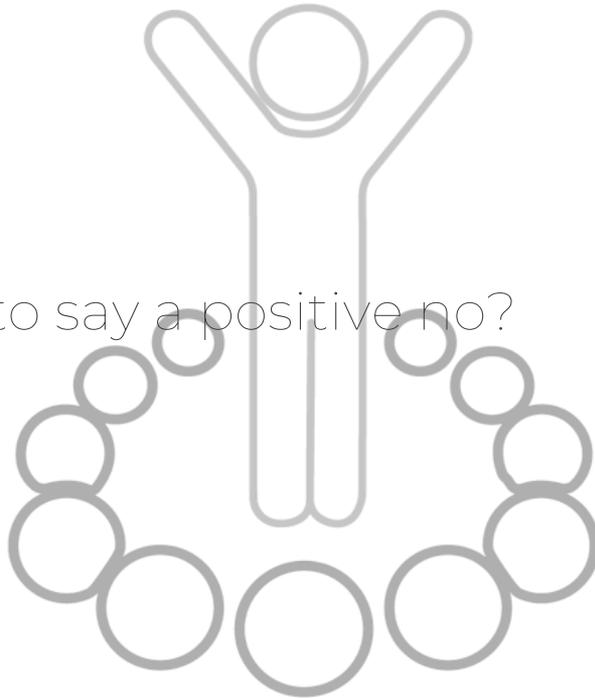
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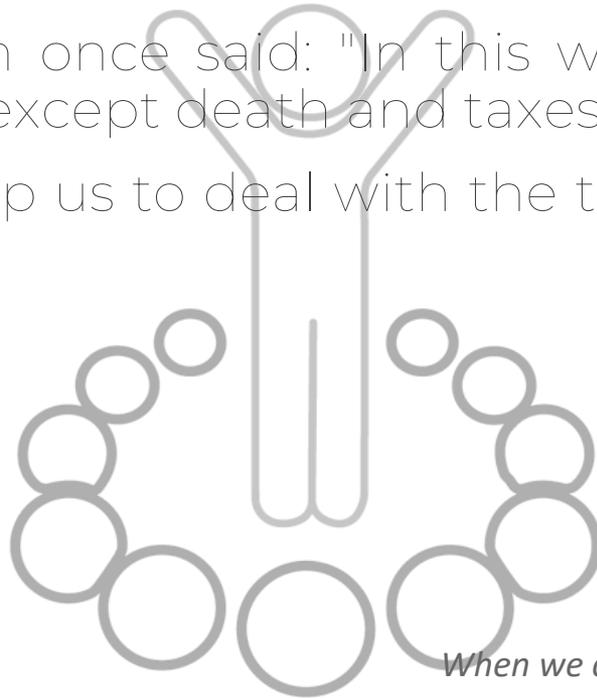
- a) Yes
- b) Of course
- c) Absolutely
- d) No



Module six:

Coming to terms with the situation

- Benjamin Franklin once said: "In this world nothing can be said to be certain except death and taxes".
- Our final A will help us to deal with the things that cannot be changed.

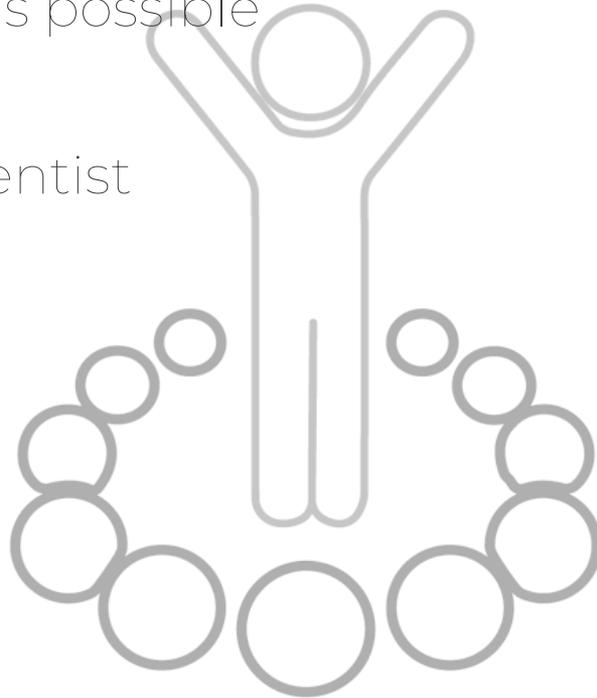


When we change our perception, we gain control.

Greg Anderson

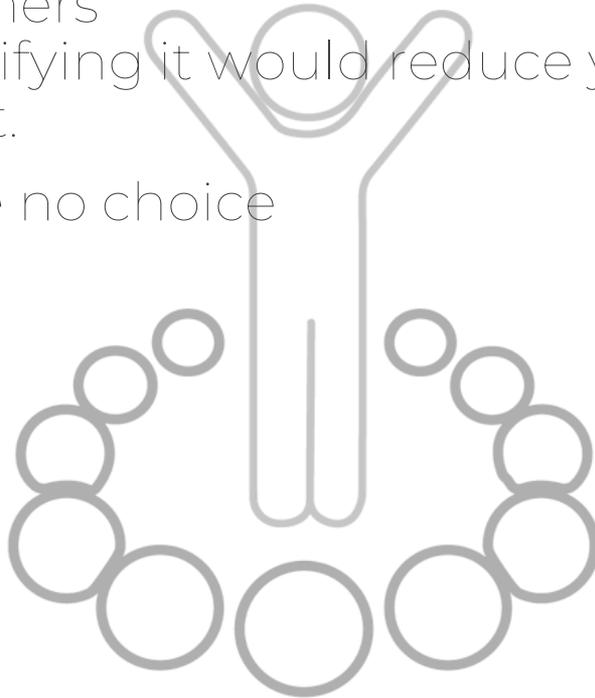
The Third A

- Accept it.
- Be as positive as possible
- Needs
- Going to the dentist



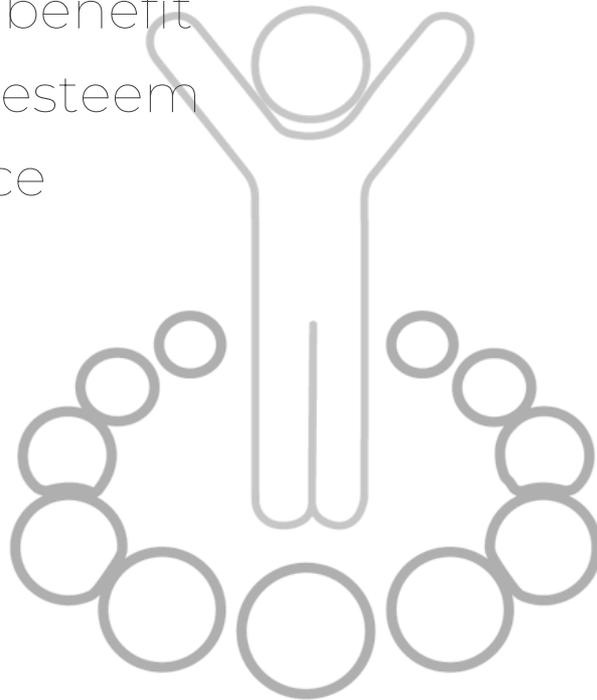
Identifying appropriate situations

- It is not appropriate when...
- Just to please others
- Avoiding or modifying it would reduce your stress more than accepting it.
- Feeling you have no choice



Creating effective actions

- Having that power of choice
- Identifying the benefit
- Increasing self-esteem
- More confidence



Practical illustration

- Richard dreaded public speaking. It was his turn to take the bait and make a speech in front of a packed auditorium. The thought alone made him nervous. Janine felt his pain and offered to help Richard overcome his fear. Richard had the words, but the cat had his tongue and wouldn't let them out of his mouth. Janine modelled her public speaking techniques using the words Richard wrote until Richard found the wind in his sails and, with Janine's brilliant advice, was able to put one foot in front of the other, get on stage in front of his peers and put his ideas into practice. Janine beamed with pride as Richard swept through his eloquent speech.

Module Six: Review Questions

1. When is it appropriate to accept the situation?
 - a) You do it just to please others.
 - b) When avoiding or altering it would reduce your stress rather than accept it
 - c) When you feel you have no choice
 - d) Avoiding or altering it would cause undue stress to you or someone else.

2. What tactic will help you to come to terms with the situation?
 - a) Impotence
 - b) Avoiding the situation
 - c) Pass it on to someone else
 - d) Positive thinking

Module Six: Review Questions

3. Instead of passing up a project and presenting it yourself, what could you gain from the experience?
 - a) Stress reduction
 - b) Impotence
 - c) Self-esteem
 - d) Fear

4. To whom is the phrase "nothing in this world can be said to be certain except death and taxes" attributed?
 - a) Abraham Lincoln
 - b) Eleanor Roosevelt
 - c) Benjamin Franklin
 - d) Winston Churchill



Module Six: Review Questions

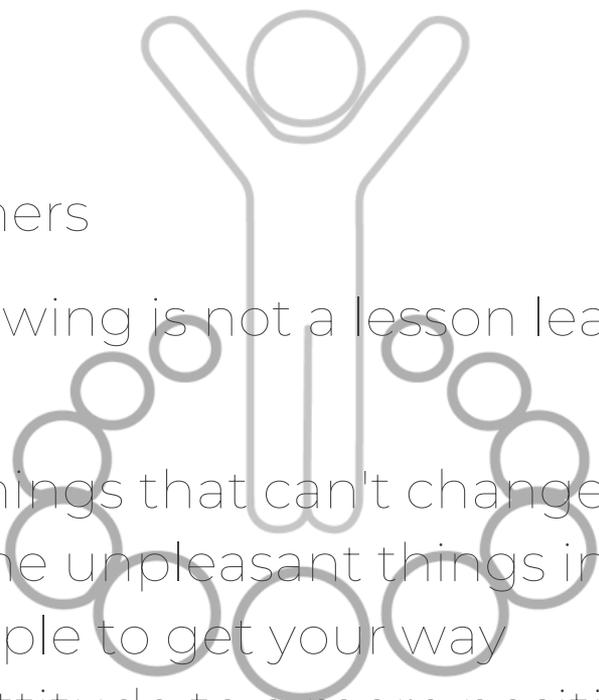
5. Which of these is not the right time to accept the situation?
- a) The task must be carried out at some point in time
 - b) You do it just to please others
 - c) Avoiding it would cause stress to someone else
 - d) Visiting an unpleasant neighbour
6. Complete this sentence. Some people believe that accepting stressful situations and living through them turns them into _____.
- a) Respected
 - b) Altered
 - c) Trust
 - d) Impotent



Module Six: Review Questions

7. Which of these is another tactic that can help you come to terms with a situation?
- a) Positive thinking
 - b) Crying
 - c) Public speaking
 - d) Going to the dentist
8. Which of these would not gain from taking turns to present a project as a team?
- a) Respect from bosses and colleagues
 - b) More confidence and experience in public speaking
 - c) Undue stress
 - d) Self-esteem
- 
- A faint, light gray illustration in the background. It features a central figure with arms raised in a 'V' shape, and below it, a cluster of several smaller circles representing a group of people.

Module Six: Review Questions

9. Which of these is an example of a positive attitude?
- a) Discomfort
 - b) Irritability
 - c) Stress
 - d) Respect for others
10. Which of the following is not a lesson learned from this module?
- a) Facing up to things that can't change
 - b) Dealing with the unpleasant things in life
 - c) Intimidate people to get your way
 - d) Change your attitude to a more positive one
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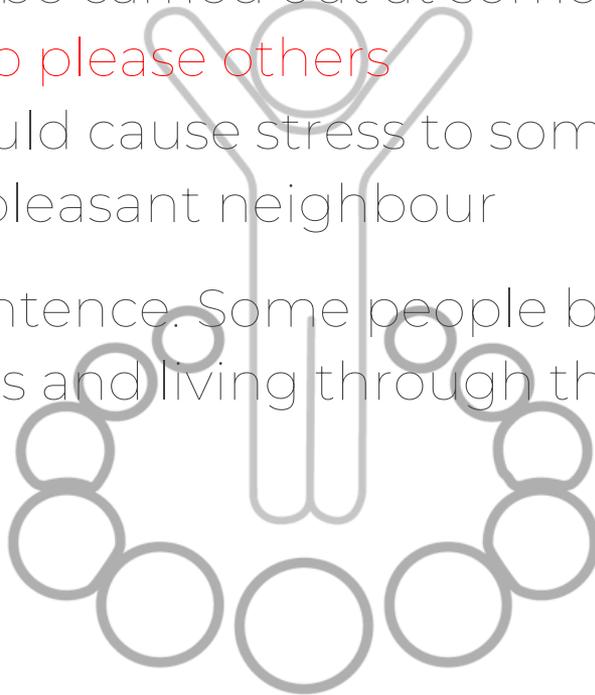
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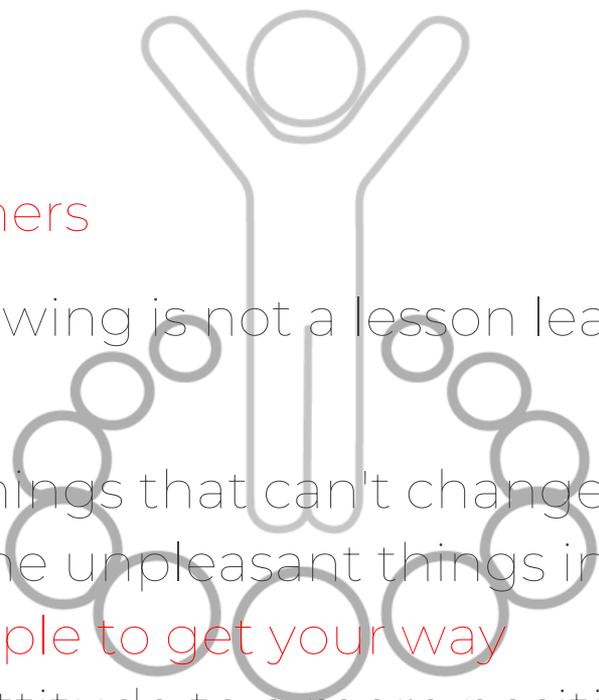
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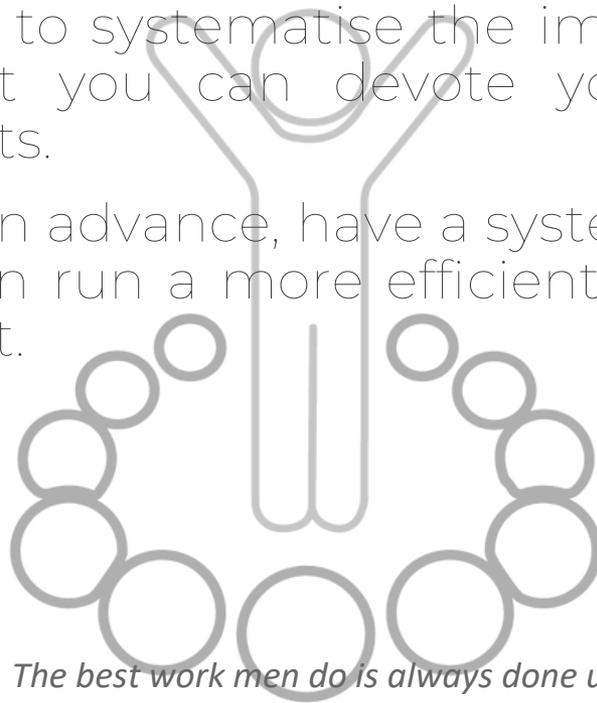
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Module Seven:

Using routines to reduce stress

- Routines allow us to systematise the immutable elements of our lives, so that you can devote your energy to more worthwhile projects.
- If you plan meals in advance, have a system for chores and use to-do lists, you can run a more efficient household and have less to worry about.

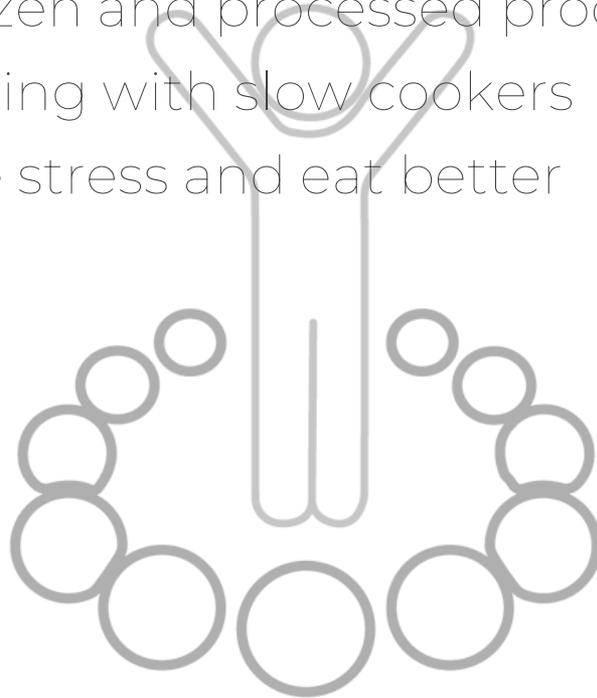


The best work men do is always done under stress and at great personal cost.

William Carlos Williams

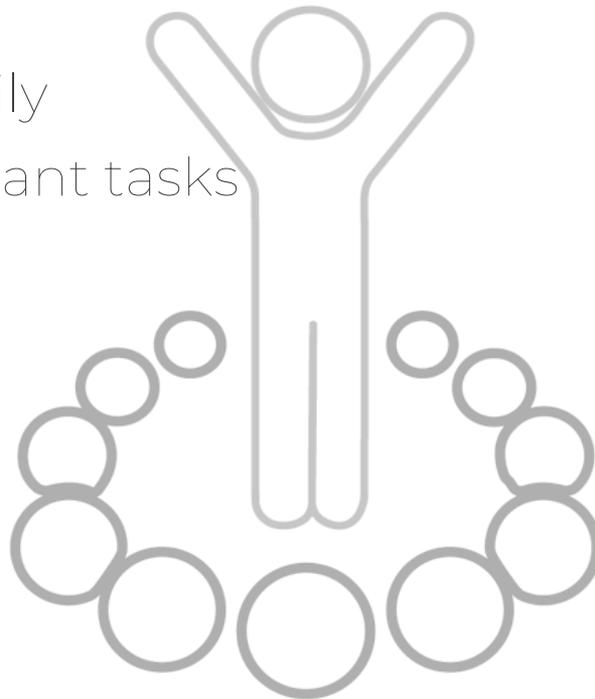
Meal planning

- Spend an hour at the weekend planning meals.
- Try to avoid frozen and processed products.
- Try experimenting with slow cookers
- You will reduce stress and eat better



Organising tasks

- Building routines
- Make a list
- The whole family
- Rotate unpleasant tasks

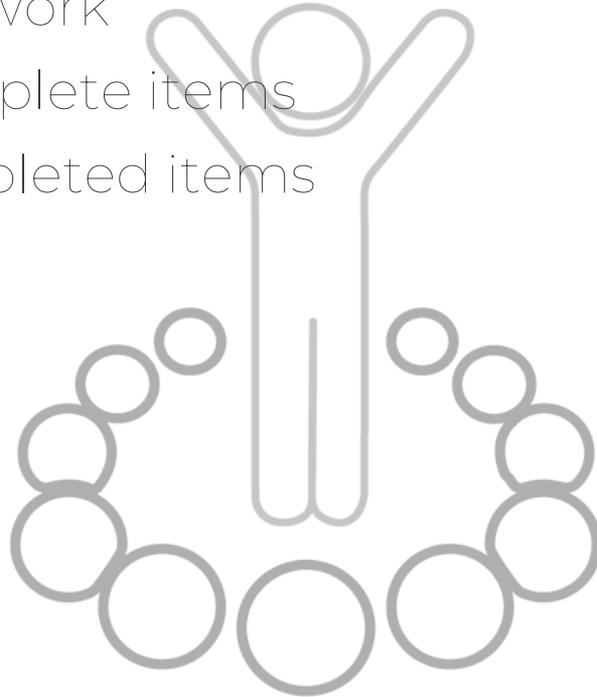


1.
2.
3.
4.



Using a task list

- Powerful life management tool
- At home or at work
- Transfer incomplete items
- Cross out completed items



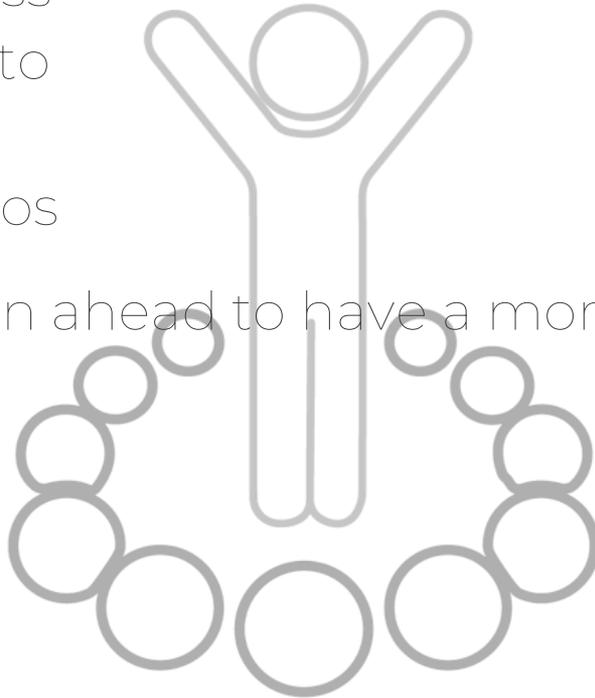
Practical illustration

- Joe had a lot of work to do. With his boss breathing down his neck, Joe was up to his neck in to-dos. Mike came to the rescue and taught Joe how to tame the chaos by organising the clutter on his desk into a manageable productivity folder, breaking giant tasks into small chores, and developing a solid plan of action to conquer his growing lists of work responsibilities without losing his mind or his job. With Mike's help, they were able to put these plans into action and make Joe's life easier by reducing his stress, which gave him more energy not only to stay creative, but also to become a rising star in his workplace.

Module Seven: Review Questions

1. What do routines allow us to do?
 - a) Increasing stress
 - b) Giving priority to
 - c) Losing energy
 - d) Thriving in chaos

2. What can you plan ahead to have a more efficient environment?
 - a) Meal planning
 - b) Interruptions
 - c) Weather
 - d) Deadlines



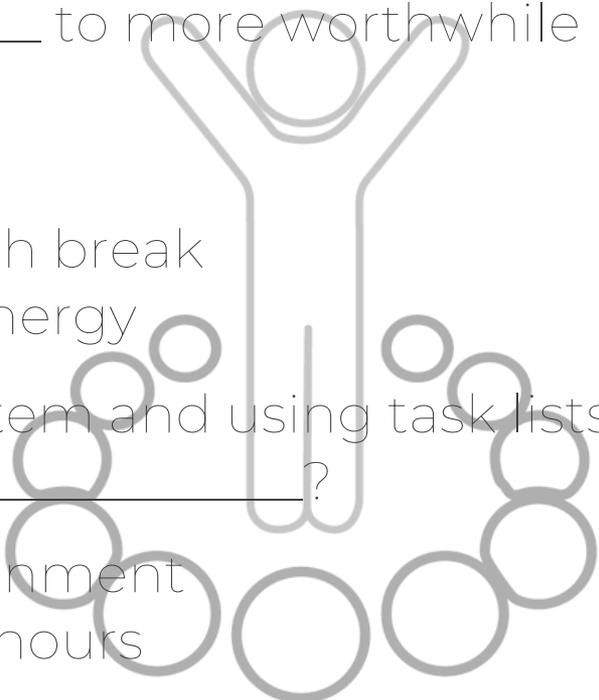
Module Seven: Review Questions

3. Name a task that younger children can do to help at home.
 - a) Helping to cook
 - b) Loading and unloading the dishwasher
 - c) Setting the table
 - d) Folding clothes

4. How can older children help with homework?
 - a) Making their beds
 - b) Tidying up clothes
 - c) Feeding pets
 - d) Helping to cook



Module Seven: Review Questions

5. Complete this sentence. Routines allow us to _____ the immutable elements of our lives, so that you can devote your _____ to more worthwhile projects.
- a) Avoid, money
 - b) Alter, time
 - c) Eliminate, lunch break
 - d) Systematise, energy
6. Having a task system and using task lists can make running a business more _____?
- a) Efficient environment
 - b) Rigid working hours
 - c) Stressful home
 - d) Dispersed work area
- 
- A faint, grey background illustration of a person with arms raised in a 'V' shape, surrounded by several circles of varying sizes, suggesting a group of people or a community.

Module Seven: Review Questions

7. Which of these is an example of how to make a proper meal?
- a) Daily shopping for dinner provisions
 - b) Ordering takeaway food every day
 - c) Eating on the go
 - d) Meal planning
8. When you're in the grocery shop, be sure to visit _____
_____?
- a) Frozen food aisles
 - b) Processed food aisles
 - c) Candy aisles
 - d) Outer perimeter of the shop
- 
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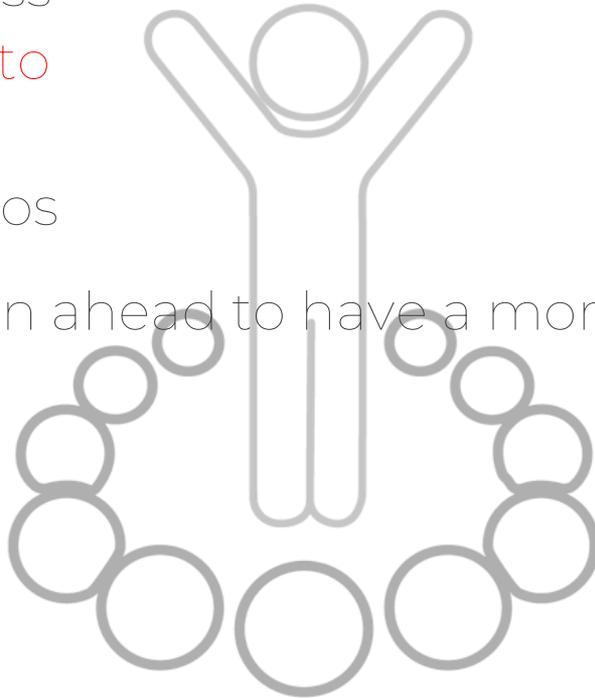
Module Seven: Review Questions

9. In the shop you should take advantage of unprocessed shortcuts such as _____?
- a) Ice cream
 - b) Canned meat
 - c) Pre-shredded cheese
 - d) Sweetened cereals
10. Which of these is not an example of how to make the right foods part of your home?
- a) Theme nights
 - b) Experimenting with slow cookers
 - c) Stock up on frozen fruit
 - d) Night orders
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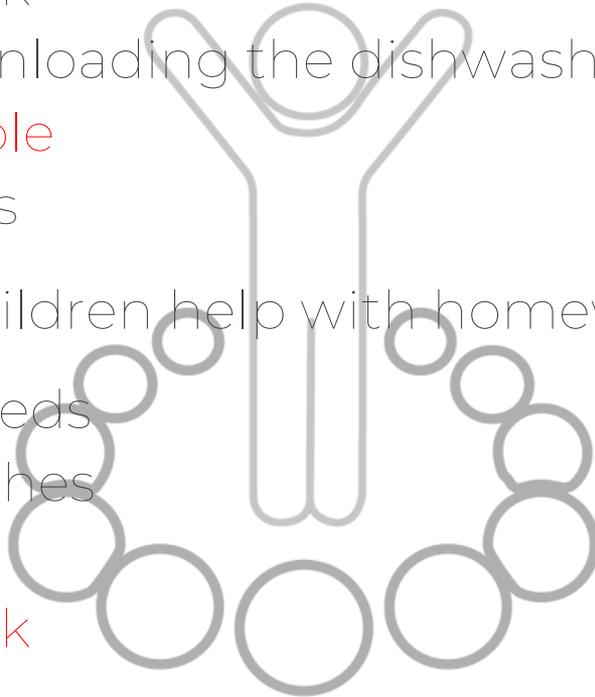
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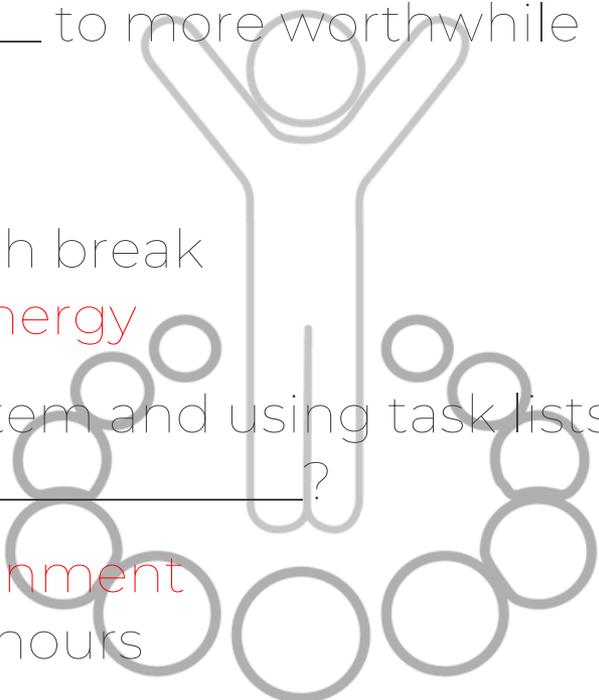
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Module Seven: Review Questions

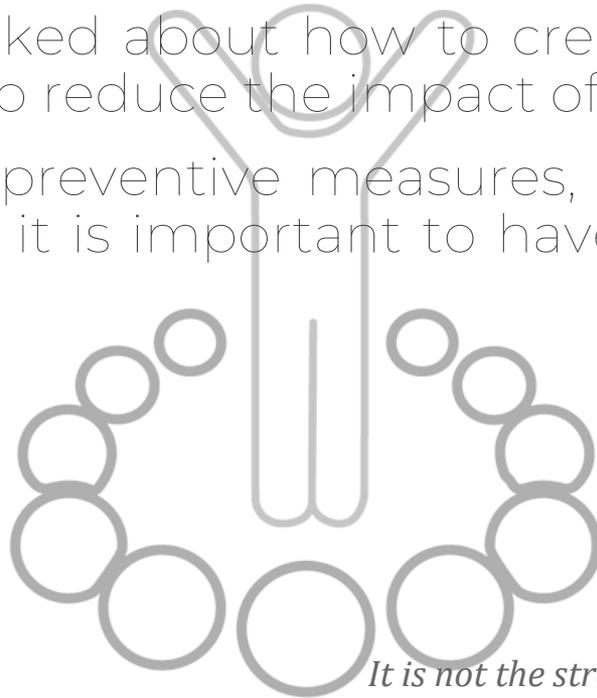
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Module Eight: Environmental relaxation techniques

- So far we have talked about how to create a stress-reducing lifestyle and how to reduce the impact of stressful situations.
- Despite all these preventive measures, stress will still occur. When it happens, it is important to have some tools to keep calm.

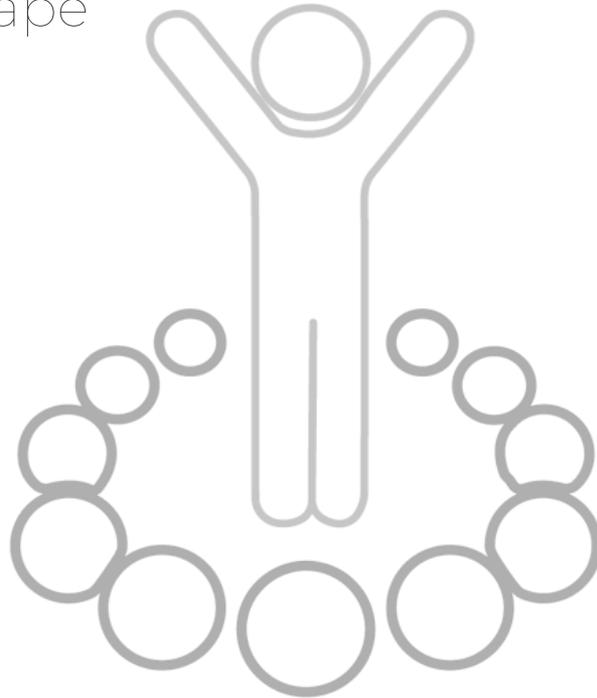


It is not the stress that kills us, but our reaction to it.

Hans Selye

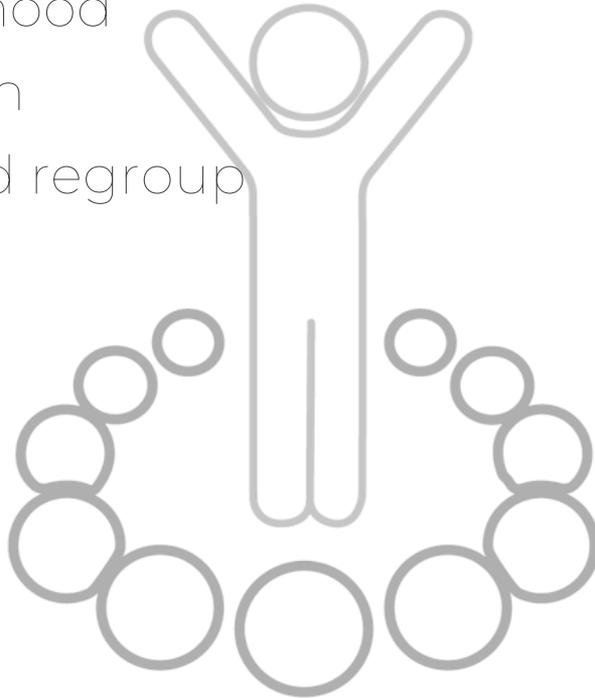
Finding sanctuary

- Useful tool
- Temporary escape
- Visualisation



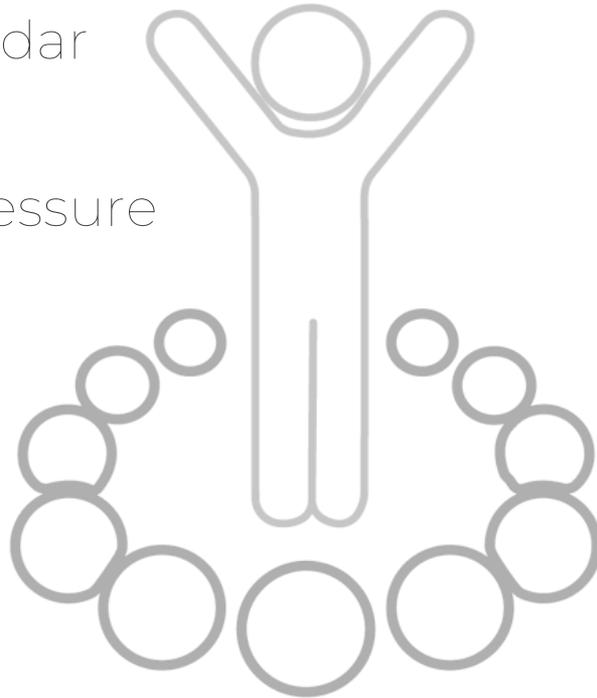
Using music

- Powerful effect on our body
- Change your mood
- Relieves tension
- Disconnect and regroup



See the humour

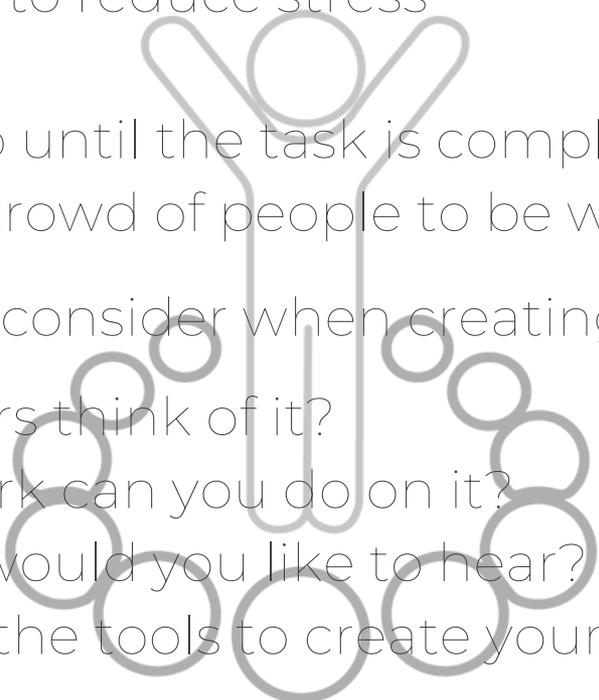
- Scientifically proven
- Humorous calendar
- Adequate
- Lowers blood pressure



Practical illustration

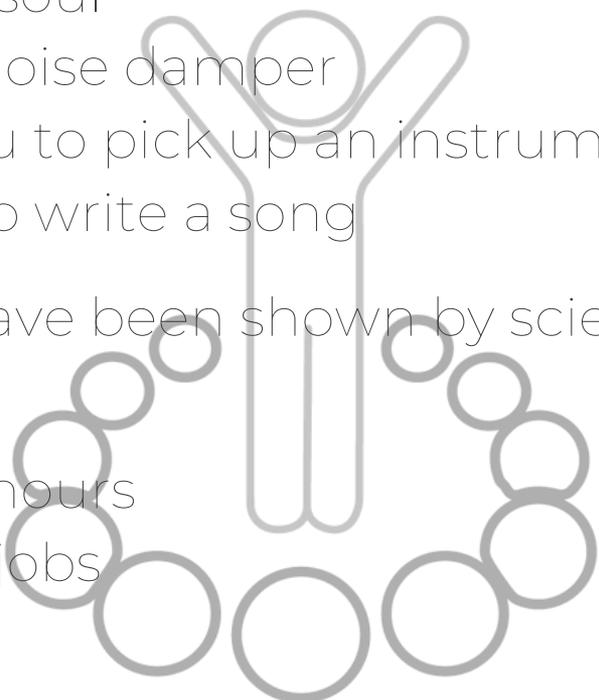
- Sylvia needed a break from her stress. Her co-worker, Ann, approached her cautiously. Ann asked what she could do to help her. Sylvia spat out an answer that almost sent Ann running. Realising that Sylvia needed to get it off her chest, Ann listened and offered advice. After an eternity, Sylvia agreed that playing her favourite songs and creating a little oasis at her desk gave her stress a mini-vacation and allowed her to continue working without letting off steam. Ann's advice to dig out the treasures Sylvia loves and include them in her daily routine saved her a lot of time and allowed her to become a happier and more productive employee.

Module Eight: Review Questions

1. Which of these is a relaxation tool?
 - a) Using humour to reduce stress
 - b) Shouts
 - c) Work non-stop until the task is completed
 - d) Go and find a crowd of people to be with
 2. What should you consider when creating your sanctuary?
 - a) What will others think of it?
 - b) How much work can you do on it?
 - c) What sounds would you like to hear?
 - d) That you have the tools to create your to-do list.
- 
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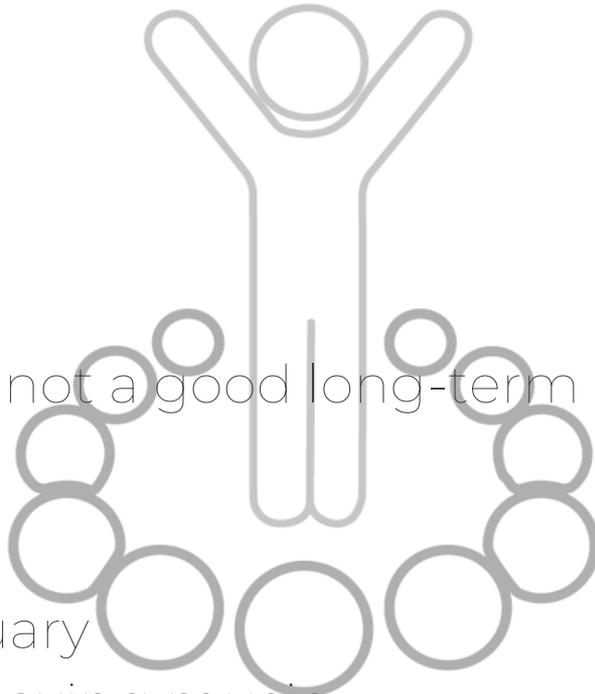
Module Eight: Review Questions

3. How can music relieve stress?
 - a) Soothing your soul
 - b) By creating a noise damper
 - c) Convincing you to pick up an instrument
 - d) Inspiring you to write a song

 4. Which of these have been shown by scientists to lower blood pressure?
 - a) Working long hours
 - b) High demand jobs
 - c) Humour
 - d) Crying
- 
- A large, light gray outline of a human figure with arms raised, positioned in the center of the page. The figure is composed of simple lines and circles, with a circular head, a vertical torso, and two arms raised upwards. The base of the figure is formed by several overlapping circles.

Module Eight: Review Questions

5. When stress occurs, it is important to have _____ to keep calm...
- a) Chocolates
 - b) Tools
 - c) Noise
 - d) Extra work
6. Which of these is not a good long-term plan to reduce stress?
- a) Escapism
 - b) Finding sanctuary
 - c) Listening to relaxing music
 - d) Exercise



Module Eight: Review Questions

7. Which of the following is not one of your senses?

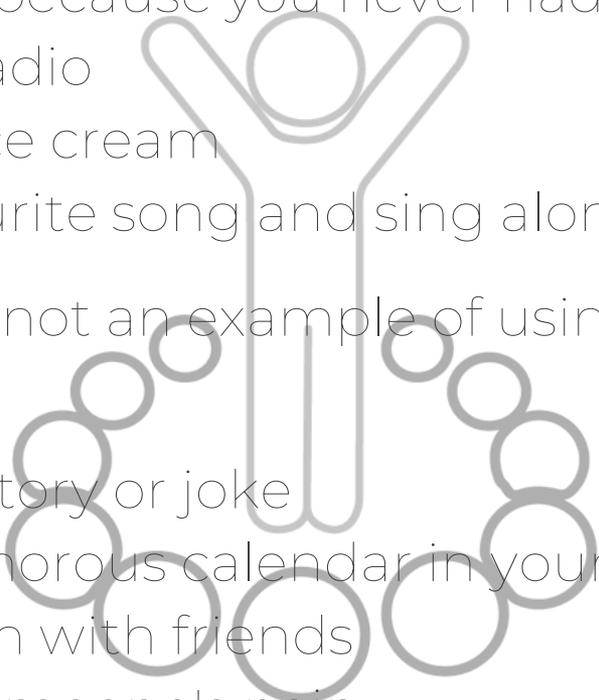
- a) Oler
- b) Try
- c) Avoid
- d) Feel free to visit

8. Complete this sentence. Experts believe that _____ has powerful effects on our bodies?

- a) Rhythm
- b) Stress
- c) Public speaking
- d) Fear



Module Eight: Review Questions

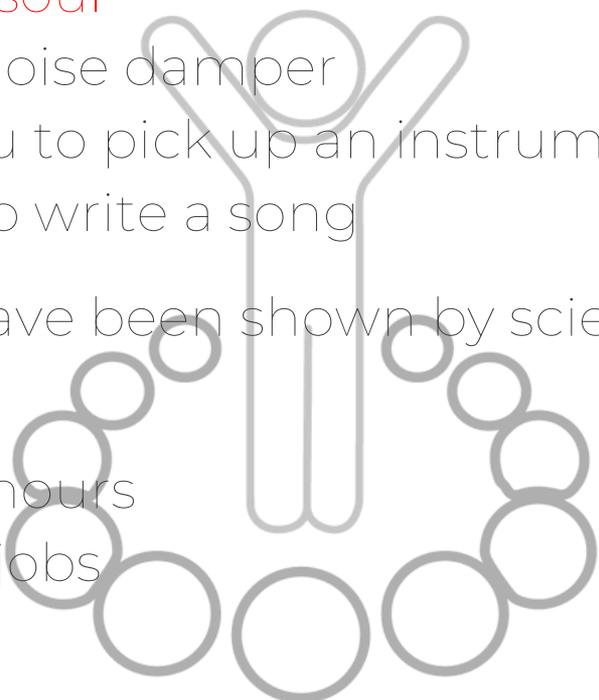
9. If you don't like music, what can you do to relieve stress?
- a) Getting angry because you never had music lessons
 - b) Destroy your radio
 - c) Eat a bowl of ice cream
 - d) Play your favourite song and sing along
10. Which of these is not an example of using humour to relieve stress?
- a) Read a funny story or joke
 - b) Keeping a humorous calendar in your cubicle
 - c) Sharing a laugh with friends
 - d) Laughing at someone's pain
- 
- A large, light gray outline of a human figure with arms raised, standing on a base of several circles, positioned behind the list of options for question 10.

Module Eight: Review Questions

1. Which of these is a relaxation tool?
 - a) Using humour to reduce stress
 - b) Shouts
 - c) Work non-stop until the task is completed
 - d) Go and find a crowd of people to be with

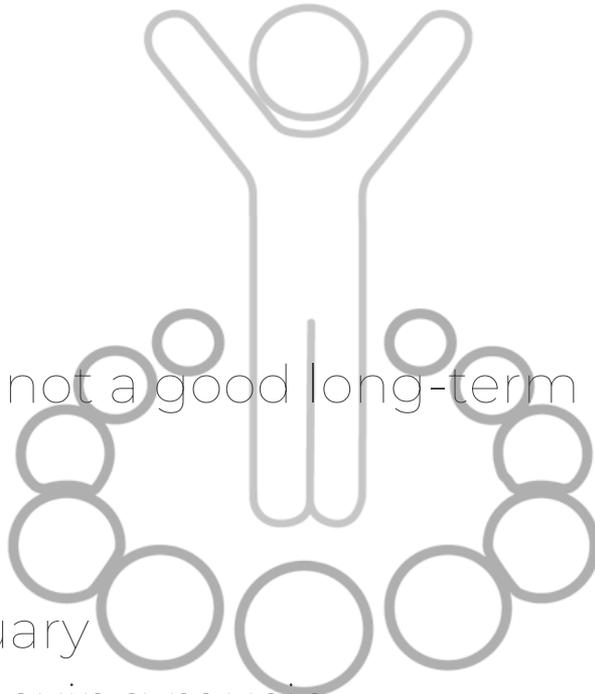
2. What should you consider when creating your sanctuary?
 - a) What will others think of it?
 - b) How much work can you do on it?
 - c) What sounds would you like to hear?
 - d) That you have the tools to create your to-do list.

Module Eight: Review Questions

3. How can music relieve stress?
- a) Soothing your soul
 - b) By creating a noise damper
 - c) Convincing you to pick up an instrument
 - d) Inspiring you to write a song
4. Which of these have been shown by scientists to lower blood pressure?
- a) Working long hours
 - b) High demand jobs
 - c) Humour
 - d) Crying
- 
- A large, faint, grey outline of a human figure with arms raised, positioned in the center of the page. The figure is composed of simple lines and circles, with a circular head and two raised arms. The base of the figure is surrounded by several circles of varying sizes, suggesting a crowd or a group of people.

Module Eight: Review Questions

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Module Eight: Review Questions

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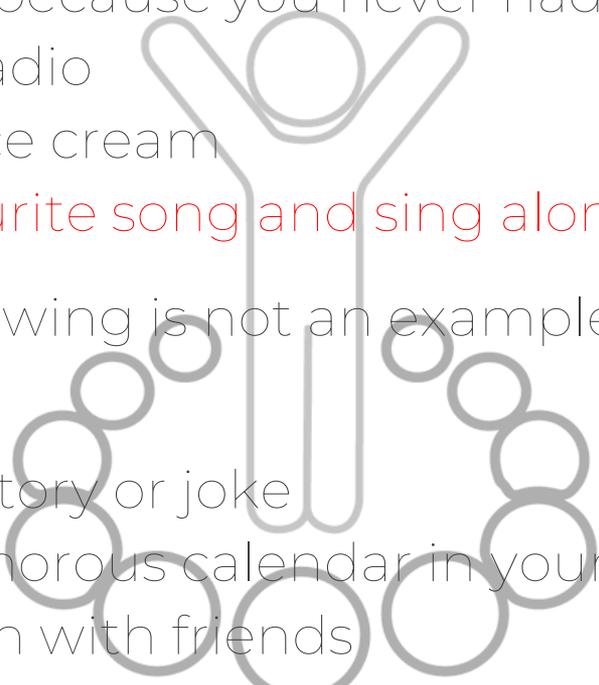
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Module Eight: Review Questions

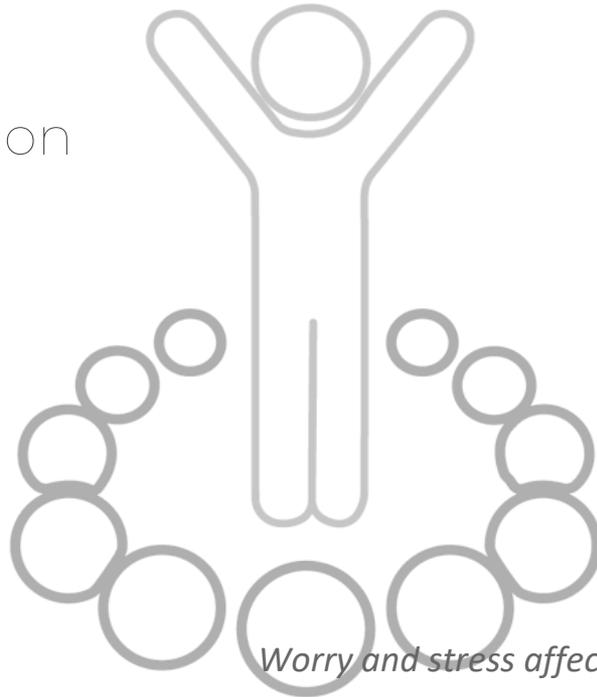
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- 
- A faint, grey line-art illustration of a person with their arms raised in a 'V' shape, standing on a base of several circles. This graphic is centered behind the text of the questions.

Module Nine:

Physical relaxation techniques

Stress can cause many physical side effects, among them:

- Muscle tension
- Headaches
- Arterial hypertension
- Insomnia
- Depression
- Obesity

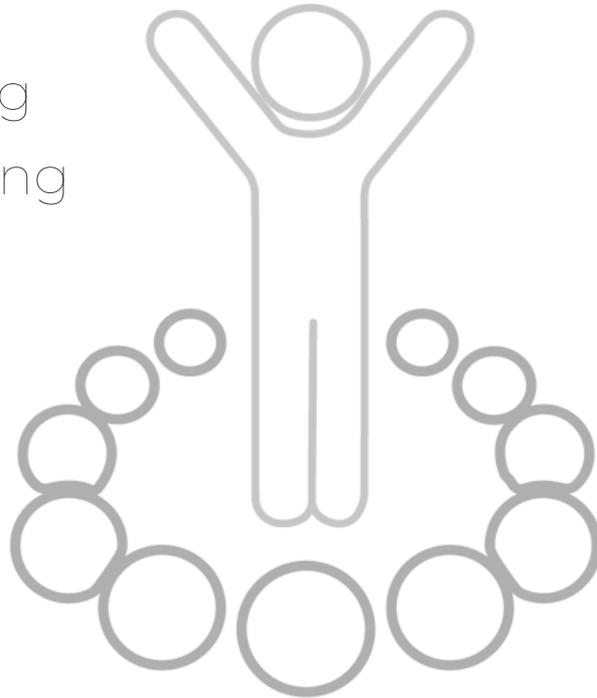


*Worry and stress affect the circulation, the heart, the glands
the heart, the glands, the entire nervous system, and profoundly affect heart action.*

Charles Mayo

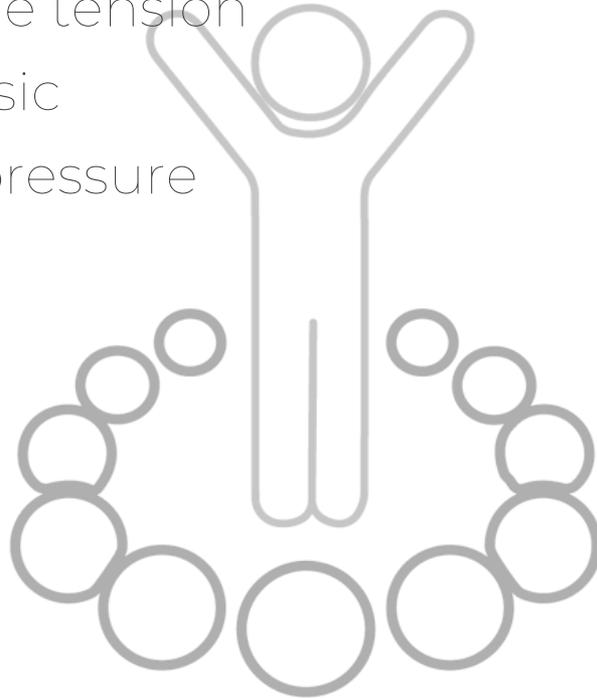
Relaxing stretches

- Neck roll
- Shrugging
- Lateral stretching
- Lumbar Stretching



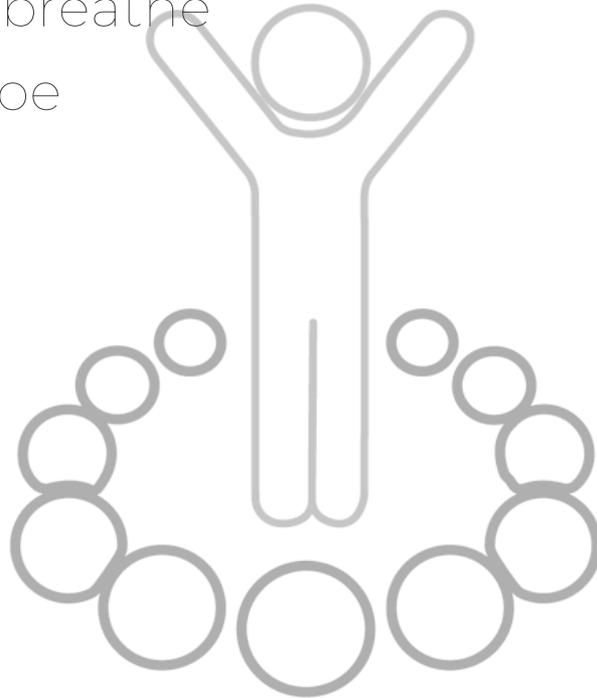
Deep breathing

- Clear your mind
- Reduces muscle tension
- Natural analgesic
- Lowers blood pressure



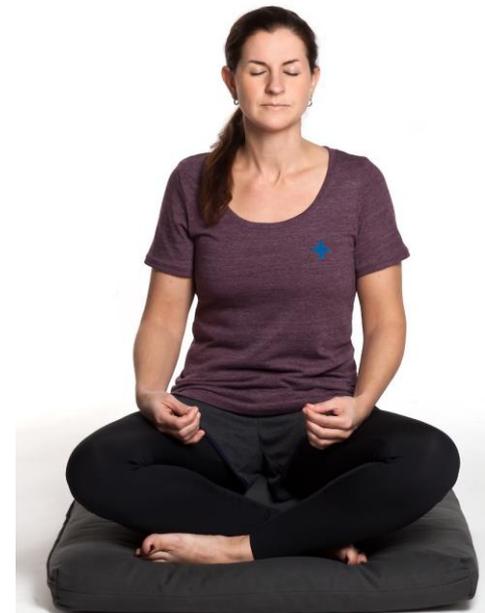
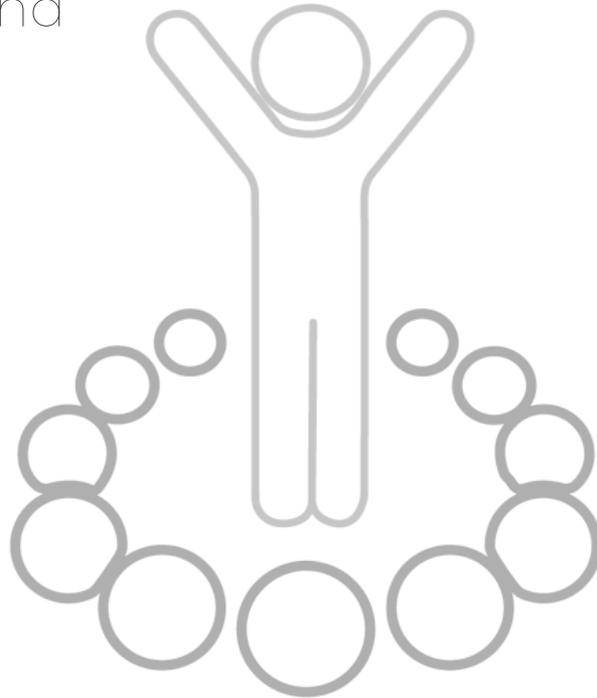
Tighten and relax

- Feel the tension drain away
- Don't forget to breathe
- From head to toe



Meditation

- Comfortable position
- Empty your mind
- Once a day



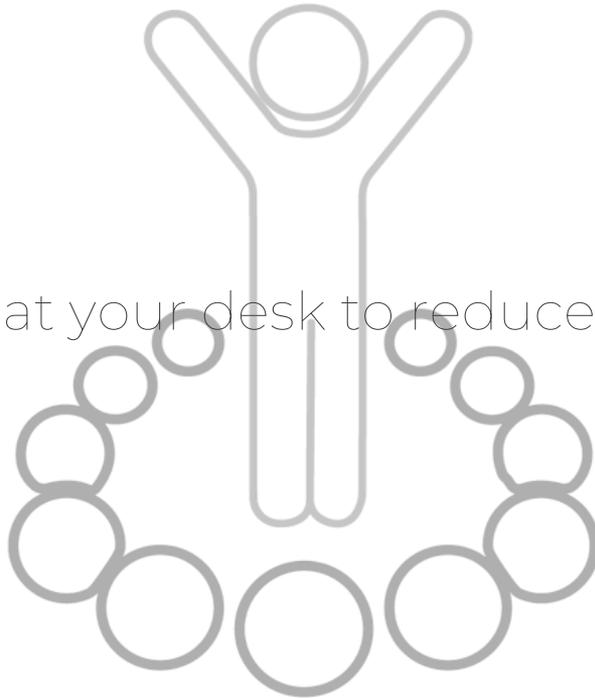
Practical illustration

- Steve was foaming at the mouth after a long day of interruption after interruption. His co-workers, Earl and James, had survived eight long hours with Steve so far. They wanted to help before Steve exploded. Deciding it was probably better to show than tell, they sat in their chairs and modelled relaxation techniques. Earl started breathing deeply while James did lateral stretches. Steve wondered if everyone had lost their minds and grumbled at their circus routine. They convinced him to try some stretching. He did so in the hope that they would stop bothering him. After a few moments, he felt better. Pleased with the results, Steve continued to apply the techniques and declared that from then on, his cubicle would be a stress-free zone.

Module Nine: Review Questions

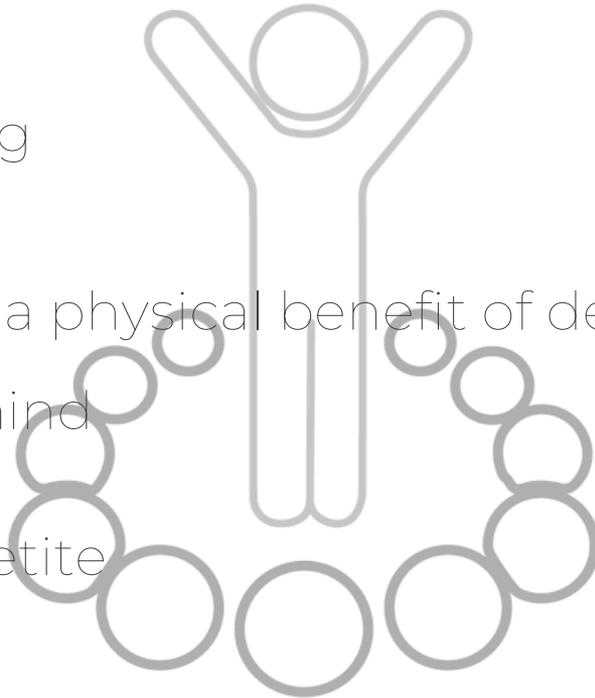
1. Which of these is a physical side effect of stress?
 - a) Insomnia
 - b) Laughter
 - c) Music
 - d) Good health

2. What can you do at your desk to reduce stress right now?
 - a) Stretch
 - b) Shout out
 - c) More work
 - d) Come



Module Nine: Review Questions

3. Which of these is not a stretching technique?
- a) Lumbar
 - b) Collar
 - c) Deep breathing
 - d) Side
4. Which of these is a physical benefit of deep breathing?
- a) Clearing the mind
 - b) Laughter
 - c) Increased appetite
 - d) Shoulder rolls



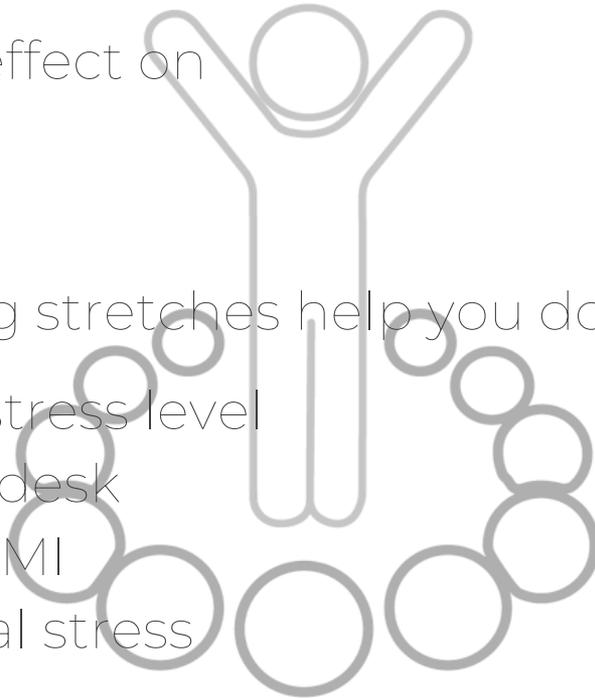
Module Nine: Review Questions

5. Which of these is a relaxation technique?
- a) Faster breathing
 - b) Working faster
 - c) Crinkling eyes
 - d) Going to crowded places
6. These are all physical side effects of stress except _____?
- a) Obesity
 - b) Increased susceptibility to disease
 - c) Increased risk of myocardial infarction and stroke
 - d) Higher income levels

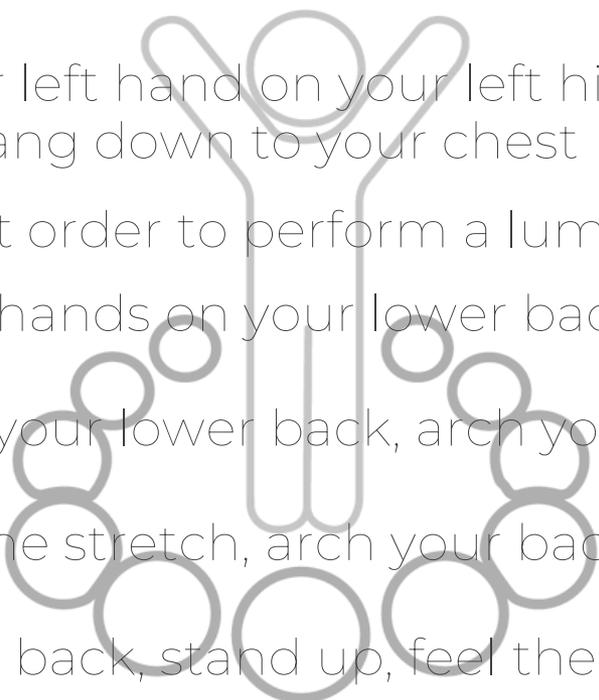


Module Nine: Review Questions

7. The above effects _____ the longer you are stressed.
- a) Decrease
 - b) They have no effect on
 - c) Increase
 - d) Eliminate
8. What can relaxing stretches help you do?
- a) Increase your stress level
 - b) Organise your desk
 - c) Reduce your BMI
 - d) Relieve physical stress



Module Nine: Review Questions

9. Which of these is the right first step to make a neck roll?
- a) Relax your shoulders
 - b) Turn your head
 - c) Stand with your left hand on your left hip.
 - d) Let your chin hang down to your chest
10. What is the correct order to perform a lumbar stretch?
- a) Standing, both hands on your lower back, arch your back, feel the stretch.
 - b) Both hands on your lower back, arch your back, stand up, feel the stretch.
 - c) Standing, feel the stretch, arch your back, hands on your lower back.
 - d) Hands on lower back, stand up, feel the stretch, arch your back
- 
- A large, faint, stylized human figure is centered in the background. It is composed of simple lines and circles, with arms raised and a head represented by a circle. The figure is light gray and serves as a decorative element.

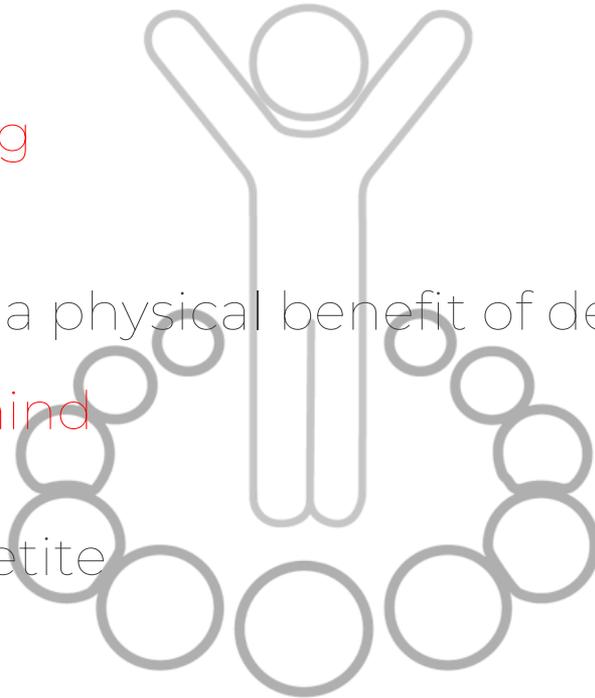
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 - d) Come



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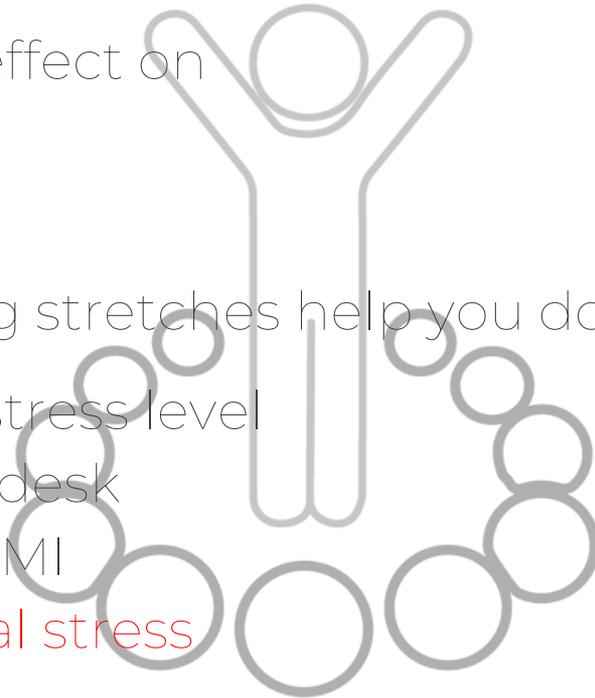
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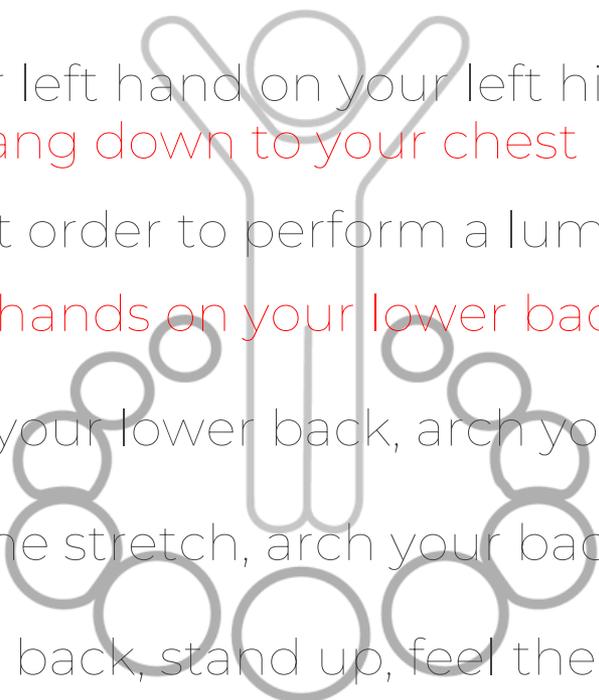


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- 
- A large, faint, stylized human figure in the background, composed of circles and lines, with arms raised.

Module ten: Coping with major events

- The tools we have discussed so far will help you to manage and reduce stress in your daily life.
- However, as you encounter stressful events, your toolbox will also have to grow.
- This module will look at how to prepare for major stressful events and what to do when they occur.

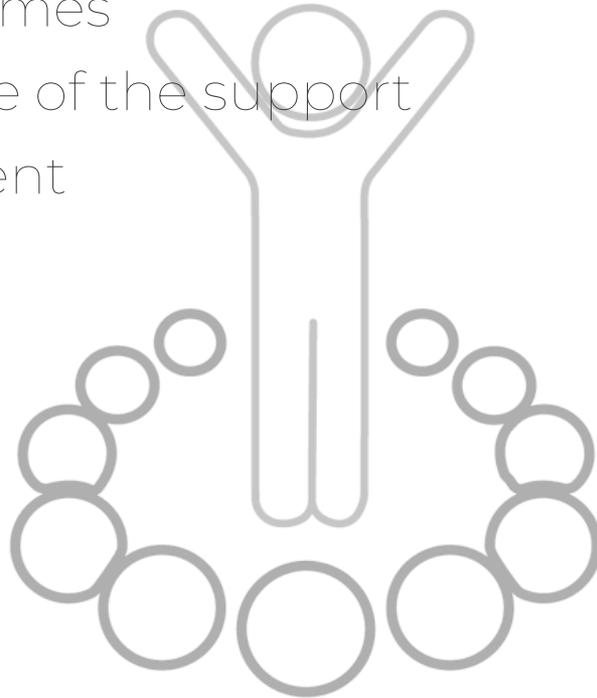
A large, faint, light-gray illustration of an iceberg is centered on the page. The iceberg is depicted with a small, pointed tip above the water line and a much larger, rounded base below the water line, representing the visible and hidden parts of stress.

Stress is like an iceberg. We can see an eighth of it on top, but what about what's underneath?

Patrice O'Connor

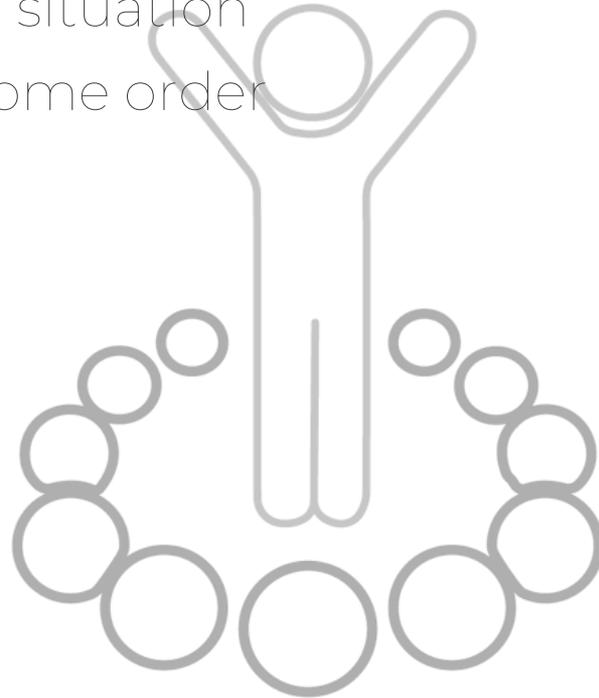
Establish a support system

- Network of family and friends
- Even in good times
- Take advantage of the support
- Major investment



Creating a plan

- Keeps you in the loop
- Power over the situation
- It can restore some order



Knowing when to seek help

- Third objective
- Comments
- Upcoming events
- Not a sign of weakness
- Sign of intelligence and strength



Practical illustration

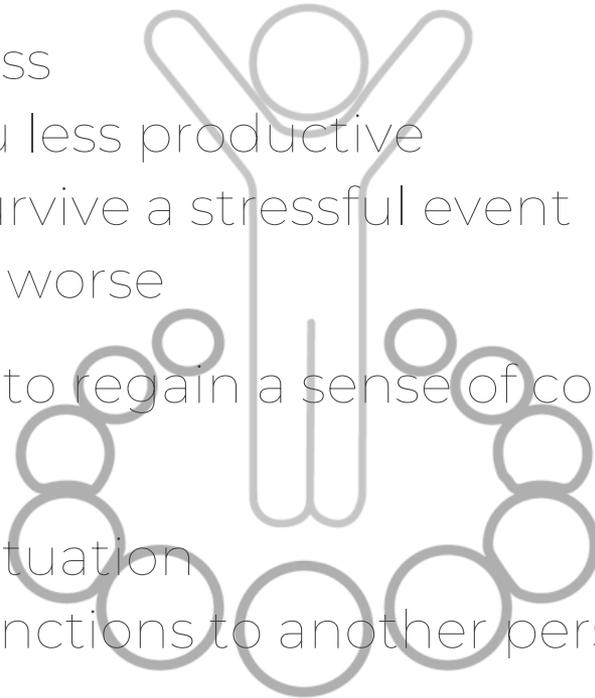
- Dave and Sue were organising a meeting to help their co-worker, Paula, through a difficult time in her life. They joined forces to bring together a support network of Paula's friends and family to give her the help she needed and to show her that, despite their individual obligations, they all took responsibility for their team members and would move mountains to help her through difficult times. With the dedicated help of some friends and a supportive network of enthusiastic co-workers, Dave and Sue were able to pull Paula out of any problems she might have and help her through.



Module ten: Review questions

1. What can having a strong bond with your family and friends do for you?
 - a) Increasing stress
 - b) They make you less productive
 - c) Helping you survive a stressful event
 - d) Making things worse

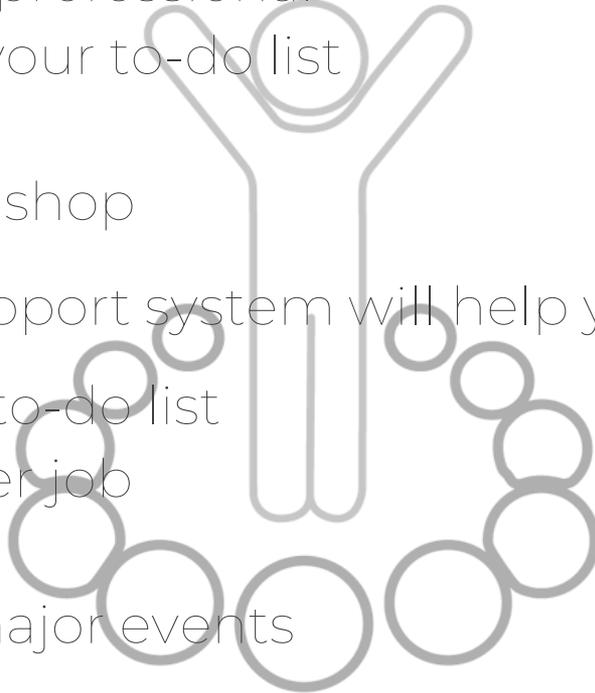
2. What can you do to regain a sense of control in times of stress?
 - a) Avoiding the situation
 - b) Transferring functions to another person
 - c) Setting a table
 - d) Creating a plan



Module ten: Review questions

3. Where can you find help if stress gets the better of you?
 - a) Mental health professional
 - b) Buried under your to-do list
 - c) At the dentist
 - d) In a doughnut shop

4. Establishing a support system will help you to what?
 - a) Conquer your to-do list
 - b) Getting a better job
 - c) Exercise more
 - d) Coping with major events



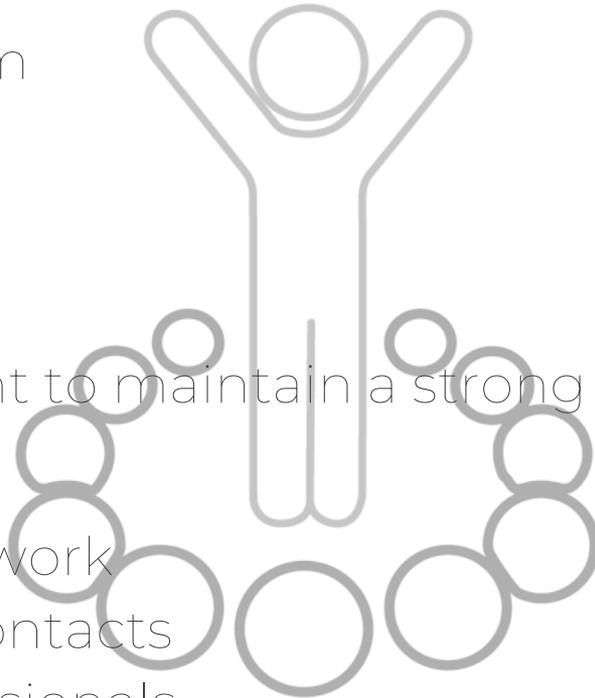
Module ten: Review questions

5. What do you need to stay one step ahead when faced with a stressful event?

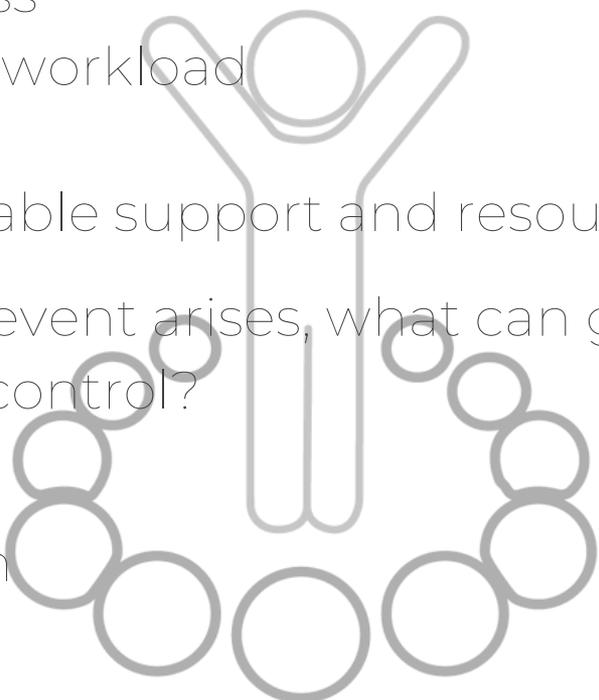
- a) Support system
- b) Stress
- c) Difficult tasks
- d) Obesity

6. It is also important to maintain a strong network of _____.

- a) Colleagues at work
- b) Professional contacts
- c) Medical professionals
- d) Family and friends

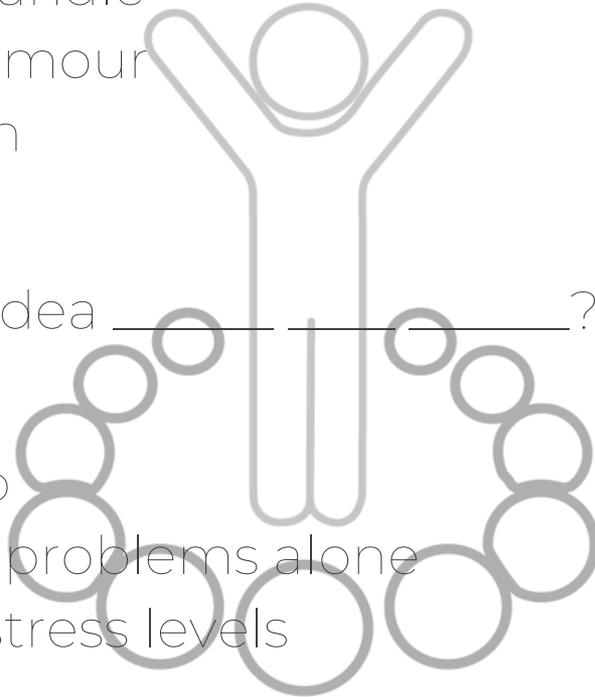


Module ten: Review questions

- 
- A large, light gray outline of a human figure with arms raised, positioned in the center of the slide. The figure is composed of simple lines and circles, with a circular head, two vertical lines for arms, and a circular base for the torso. The figure is surrounded by several smaller circles of varying sizes, some of which are partially overlapping the figure's base.
7. What can your family and friends do for you?
 - a) Add more stress
 - b) Increasing the workload
 - c) Shame on you
 - d) Providing valuable support and resources
 8. When a stressful event arises, what can give you a much-needed sense of control?
 - a) A good meal
 - b) Creating a plan
 - c) Exercise
 - d) New diet

Module ten: Review questions

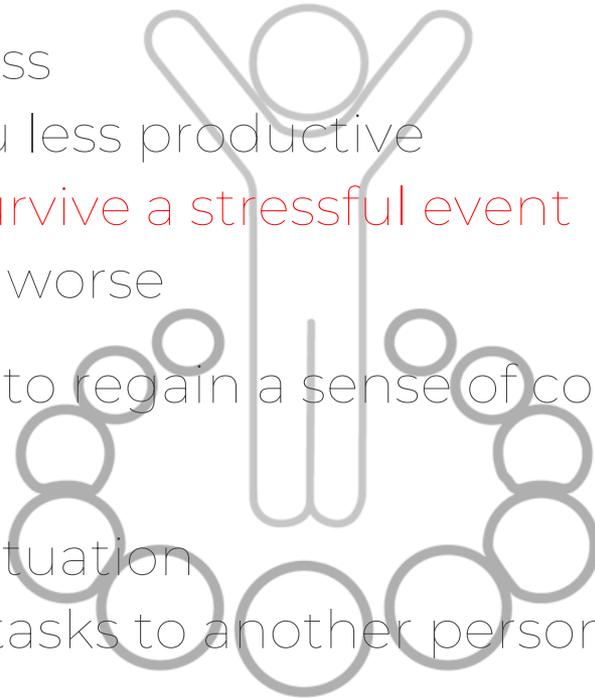
9. Remember that stress is _____?
- a) Too much to handle
 - b) Better than humour
 - c) Good for health
 - d) Individual
10. It's never a bad idea _____?
- a) Avoiding work
 - b) Calling for help
 - c) Trying to solve problems alone
 - d) Increase your stress levels



Module ten: Review questions

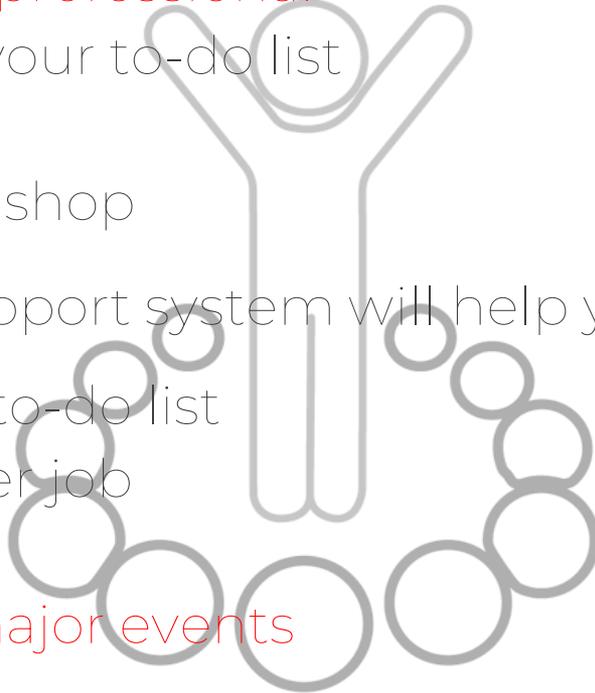
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Module ten: Review questions

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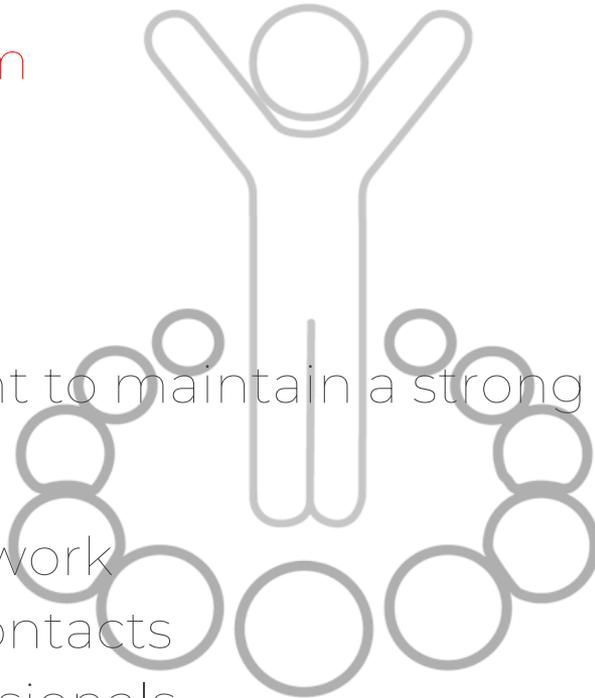
Module ten: Review questions

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6. It is also important to maintain a strong network of _____.

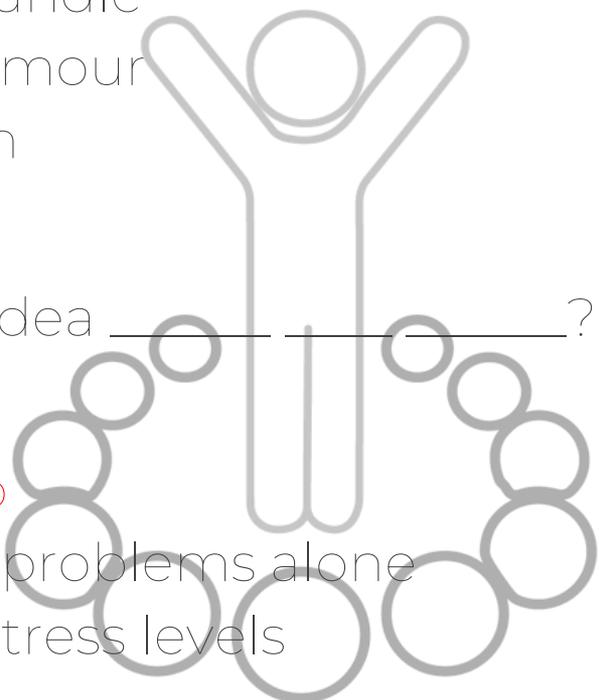
- a) Colleagues at work
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Module ten: Review questions

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 - d) New diet
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- A large, light gray outline of a human figure with arms raised, positioned in the center of the page. The figure is composed of simple lines and circles, with a circular head and a body that tapers towards the bottom. The arms are raised in a V-shape, and the legs are also raised, creating a sense of upward movement or support.

Module ten: Review questions

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 - c) Trying to solve problems alone
 - d) Increase your stress levels
- 
- A large, light gray watermark graphic is centered on the page. It depicts a stylized human figure with arms raised in a 'V' shape. The figure's head, torso, and limbs are composed of simple outlines. Surrounding the lower half of the figure are several circles of varying sizes, some overlapping each other, creating a cloud-like or thought-bubble effect.

Module Eleven: Our Challenge

- It is difficult to know how to solve a problem if you don't know what the problem really is.
- This module will explore how to use a stress registry system to identify, reduce and manage stressors.

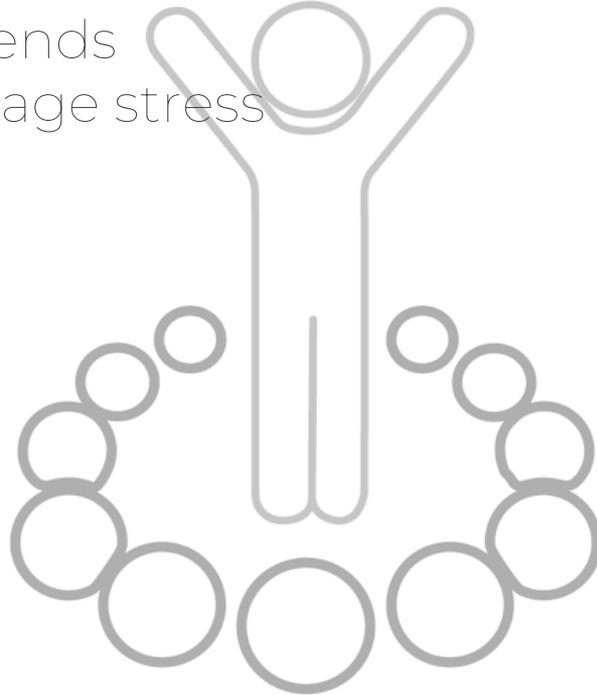


*In times of great stress or adversity, it is always best to keep busy,
invest your anger and energy in something positive.*

Lee Iacocca

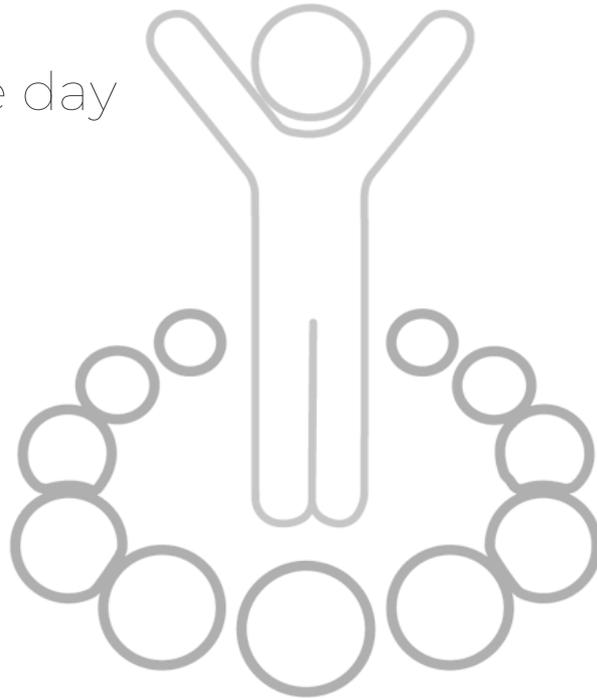
Create a stress log

- Identifying stress factors
- Identifying trends
- Helps to manage stress



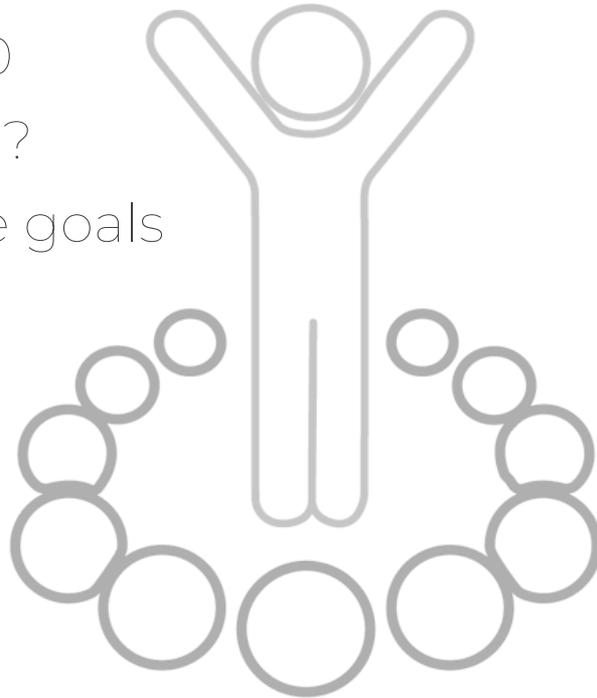
First week: recording of events

- Whenever you feel stressed
- Every night
- Summarise the day



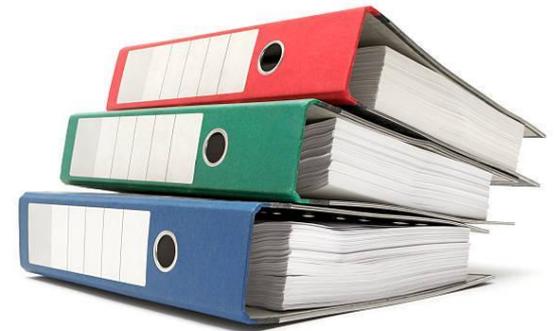
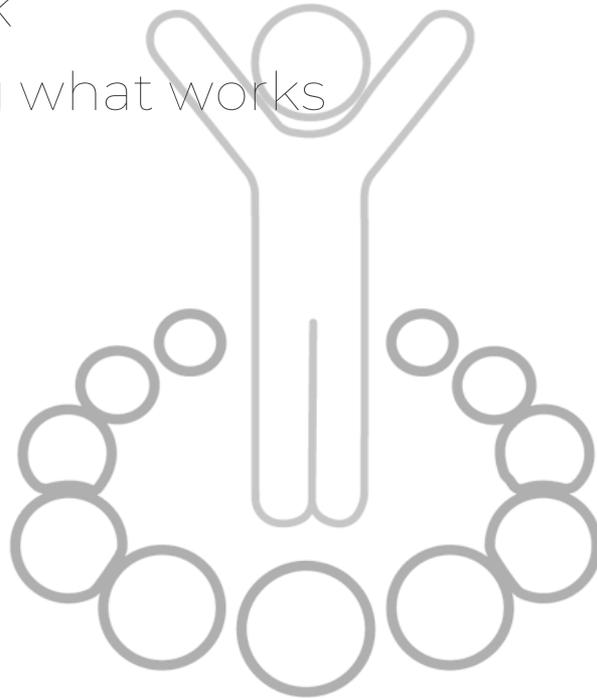
Week 2: Identifying stressors and creating a plan

- Overall stress level
- Scale from 1 to 10
- Which "A" to use?
- Small achievable goals



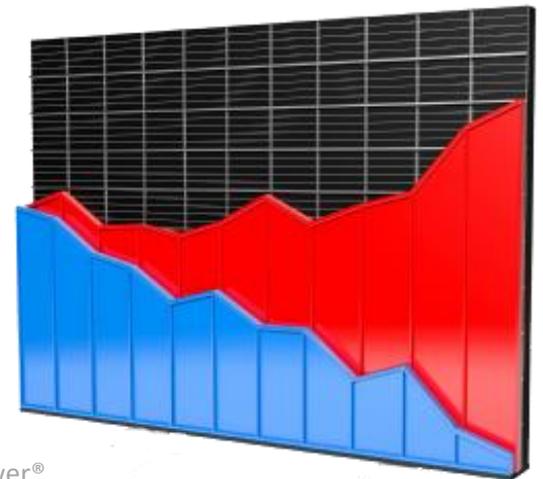
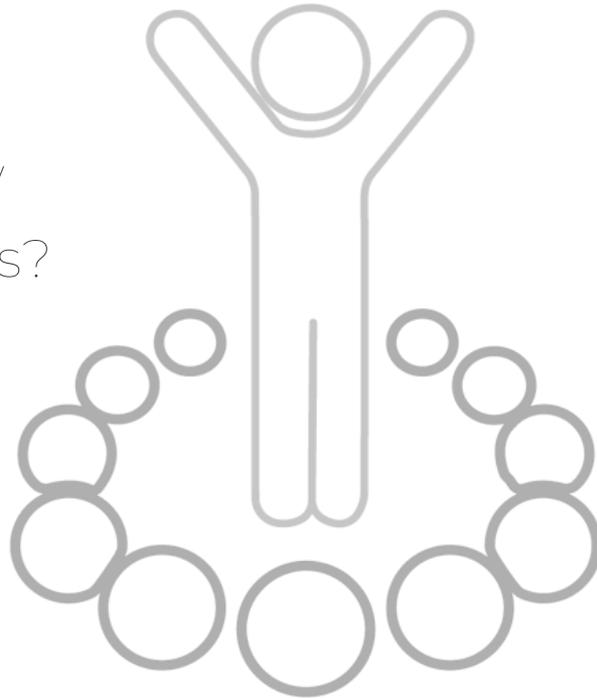
Third week: Creating new habits

- In action
- Try it for a week
- Mainstreaming what works



Review and evaluation

- What has changed?
- What works?
- What doesn't?
- Monthly review
- Added stressors?



Practical illustration

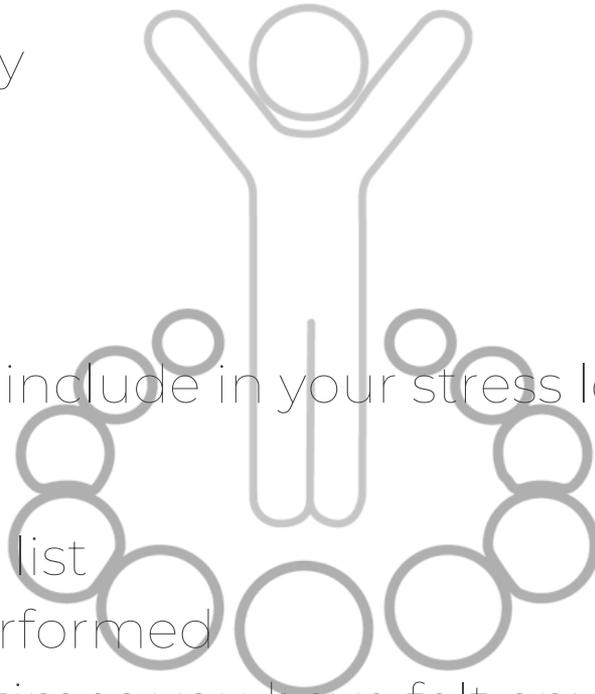
- Sam scratches his head, not understanding why the notebook marked "stress log" is on top of the mountain of work on his desk. Gilles notices his confusion and tells him that he can combat his frustrations by writing down all the things that stress him out. Sam protests, but finally agrees to keep a log. Gilles volunteers to help him. Within a week, Sam realised that he was letting excessive stress control his life and he and Gilles investigated ways to control it. One day, Sam was able to stop a situation from wreaking havoc on him and implemented techniques that allowed him to breathe better.



Module Eleven: Review Questions

1. Which of these tools can help you identify stressors in your life?
 - a) A stress registry
 - b) A yoga mat
 - c) A colleague
 - d) A child

2. What should you include in your stress log?
 - a) Your to-do list
 - b) Your shopping list
 - c) List of tasks performed
 - d) A list of all the times you have felt anxious or stressed.

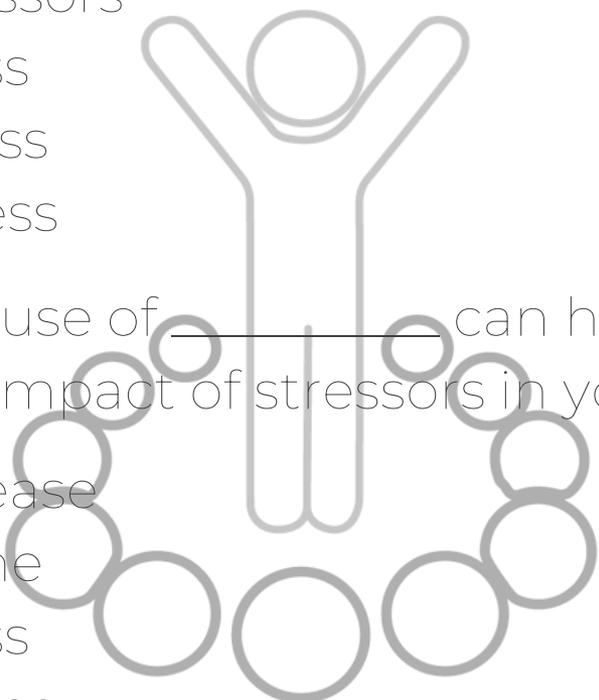


Module Eleven: Review Questions

3. What can help you to get a stress register?
 - a) Identify areas of work
 - b) Best calligraphy
 - c) Increased workload
 - d) List of gift ideas for friends and family
4. What can you do today to start creating new habits?
 - a) Write it down and forget it
 - b) Keep doing the same until it works
 - c) Surrender
 - d) Incorporate new tools and habits into your life



Module Eleven: Review Questions

5. You can use a stress log to do all this except:
- a) Managing stressors
 - b) Reducing stress
 - c) Increasing stress
 - d) Identifying stress
6. Identifying the cause of _____ can help you to _____ the number and impact of stressors in your life.
- a) Laughter, increase
 - b) Sadness, decline
 - c) Reducing stress
 - d) Tension, increase
- 
- A large, light gray watermark graphic is centered on the page. It depicts a stylized human figure with arms raised in a 'V' shape, standing on a base of several circles. The figure is composed of simple outlines.

Module Eleven: Review Questions

7. Which of these questions would you not include in your stress log?
- a) What do I have to buy at the market today?
 - b) What happened?
 - c) When did this happen?
 - d) What did I do about it?
8. Which of these would not be a good indicator of your stress level in a stress log?
- a) 10 close to a nervous breakdown
 - b) Moderately stressed
 - c) Sitting in my cubicle again
 - d) Stress-free
- 
- A faint, grey outline of a person with arms raised, standing on a base of several circles, serving as a background graphic.

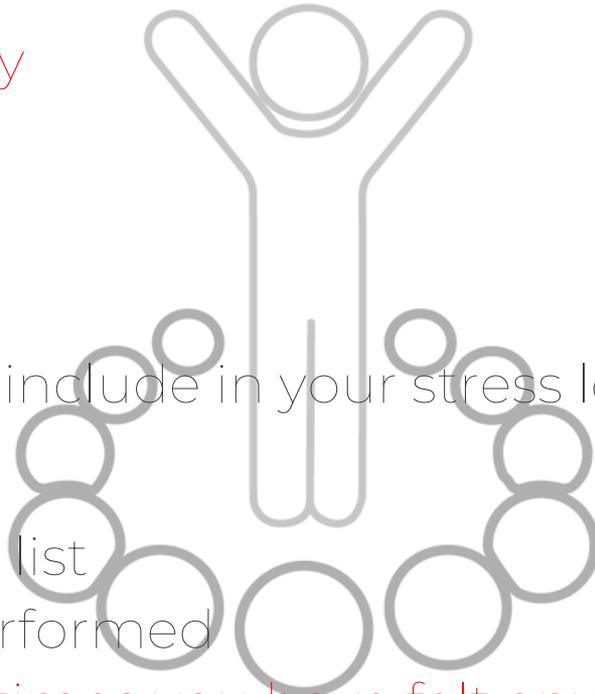
Module Eleven: Review Questions

9. At what stage in the use of a stress register is the recording of events?
- a) Second week
 - b) Third week
 - c) First week
 - d) Fourth week
10. To be successful, your final stress management plan should be set out _____, _____?
- a) Big and stressful targets
 - b) Small and achievable goals
 - c) Small and unnecessary targets
 - d) Big and impossible goals
- 
- A large, light gray outline of a human figure with arms raised, standing on a base of several circles of varying sizes, resembling a stylized person or a logo element.

Module Eleven: Review Questions

1. Which of these tools can help you identify stressors in your life?
 - a) A stress registry
 - b) A yoga mat
 - c) A colleague
 - d) A child

2. What should you include in your stress log?
 - a) Your to-do list
 - b) Your shopping list
 - c) List of tasks performed
 - d) A list of all the times you have felt anxious or stressed.



Module Eleven: Review Questions

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Module Eleven: Review Questions

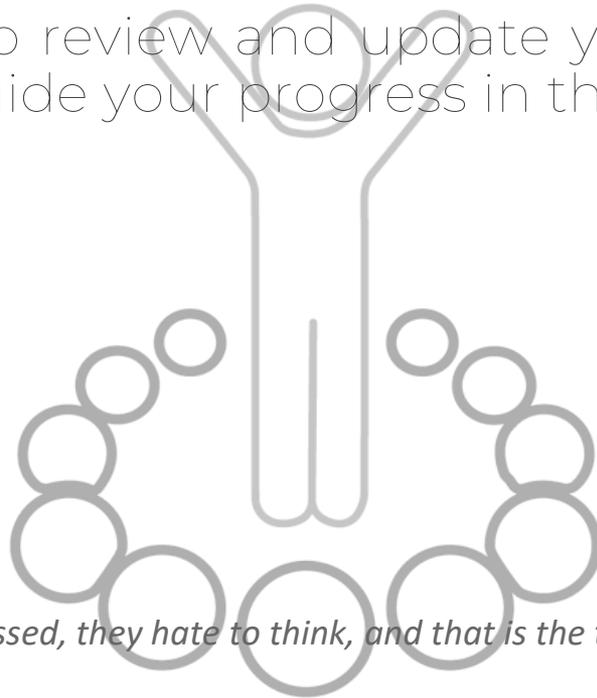
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Module twelve: Conclusion

- Take a moment to review and update your Action Plan. It will be a key tool to guide your progress in the coming days, weeks, months and years.

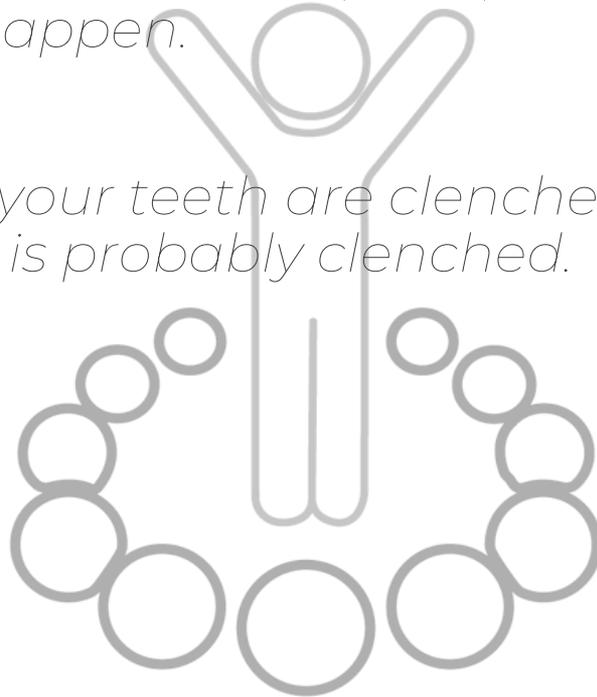


Sometimes when people are stressed, they hate to think, and that is the time when they need to think the most.

Bill Clinton

Words of the Wise

- Benjamin Franklin: *Don't anticipate problems or worry about what may never happen.*
- Adabella Radici: *If your teeth are clenched and your fists are clenched, your life is probably clenched.*





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