

Staying Positive under Pressure

Stress has become the focus of much attention in recent years due to the detrimental effect it can have on personal happiness and sense of wellbeing, productivity, workplace attendance, and relationships both at work and at home. Whilst it is not regarded as an illness in itself, it is recognised that stress can adversely affect health, both on a short-term and long-term basis. Adopting effective stress management techniques **NOW** can help to alleviate and reduce the negative and harmful effects before they damage health and wellbeing and, at the same time, increase productivity and resourcefulness.

This course is fun, practical and useful for everyone, and provides an interesting and valuable introduction to the subject of pressure and stress and how to manage them.

Content includes:

- The difference between stress and pressure
- What may cause stress at work and in personal life
- What stress is, and its affects on your emotions, behaviour and body
- Why stress lowers productivity, causes fatigue and contributes to many illnesses and medical disorders
- How stress can affect health and wellbeing, both in the short-term and long-term
- The need for relaxation and life balance
- Delegates will learn very practical skills including:
 - How to assess personal stress levels
 - How to use a stress diary to record individual responses to stress and how to use this to manage stress
- Simple relaxation techniques that really work but which are so simple and easy to do they can be carried out at your desk!
- How to follow five simple rules that promote wellbeing, help withstand the rigours of stress and provide greater energy throughout the day
- How to improve life balance by focussing on the things that are most important and stop feeling pulled in all directions!
- Improved problem solving as how the way we think and approach problems can contribute to level of stress.

Pat Endicott MA Cert Ed MCGI FCMI MInstF(Cert.) MISMA

Pat is a Fellow of the Chartered Management Institute with qualifications in both general and strategic management. Pat has led a number of key projects for different charities as well as providing training in fundraising, leadership and voluntary sector governance and management.

Professionally, Pat worked for many years as a First Aid Trainer with St John Ambulance, and then sought to combine practical experience in training and development with essential knowledge of how people learn by completing two degrees at Masters level; firstly in Professional Studies in Education, and later in Training and Development. Pat then moved to East Northamptonshire Citizens Advice Bureau where she was responsible for the day-to-day management of the organisation securing funds from local government as well as grant-making Trusts and Charities.

In 2006/07 Pat became the Volunteers' Co-ordinator for the Chartered Accountant Benevolent Association's and whilst at CABA designed their highly successful 'Stress Management and Well-being Course' to combat high levels of Stress in the Accountancy profession. The course brought together theoretical understanding of the physiology of stress with practical exercises to assess current levels of stress and to foster a positive lifestyle and good relaxation techniques.

Pat is, therefore, able to draw on a wide range of knowledge and experience and would be delighted to assist you with your training and development needs.



PJEndicott
54 Conyngham Road
Northampton
NN3 9TA

Tel: 01604 785274 Tel: 07711 849865

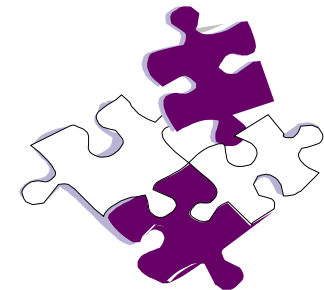
pat@pjendicott.co.uk
www.pjendicott.co.uk

PJEndicott

developing you

developing your team

developing your
organisation



professional support
you
CAN afford!

Performance Coaching

Performance Coaching can be pivotal to success for anyone who wants to increase their productivity and sense of achievement in their working or home life. Using one or more of a range of coaching models your coach will enable you to identify those areas of your life that you wish to change. You will then work together to plan for and to achieve successful outcomes within a realistic period of time.

Coaching will enable you to:

- build on existing knowledge and skills so that you always perform at your best.
- develop your creative side
- make continuous and measurable improvement. increase self-awareness,
- promote better goal setting,
- develop self-confidence and
- improve quality of life
- gain insight into yourself and others
- examine fresh perspectives on the issues you bring to your sessions.

You determine the success of each session and that of the overall process. It may be said, very accurately, that the benefit derived from coaching will be in direct proportion to the energy, drive and focus put into it. You provide the energy and drive and your coach will give you unbiased, positive and confidential support at all times to maintain your focus and motivation until you achieve your aim.

Coaching can be carried out face to face or by telephone. A typical session lasts approximately 50 minutes including time for you to summarise your immediate action points and completion date. Whilst regular contact is vital to the success of the coaching venture it is also important that you have sufficient time between sessions to complete self-set tasks without struggling to fit them in with other commitments. Nothing is more certain to demoralise and de-motivate than merely adding yet another layer of pressure. You will discuss with your coach the most appropriate time interval between. Some people prefer weekly contact, other fortnightly and some to meet once each month.

Team Building and Team Working

It is widely recognised that as teams form they can go through a number of stages before they function effectively together. Understanding how all members of a team 'tick' can be the key to working together productively and harmoniously. Even when teams are working well, it is possible for minor irritations to occur as member's actions are misunderstood by others. This can lead to major flare-ups and change the ethos of the team, adversely affecting productivity. These problems can emanate from a lack of understanding on how the working style and personality of each member affects their work and, indeed, is perceived by others in the team.

This half-day course helps delegates to appreciate individual ways of working and understand how to deal with colleagues in order to create the most productive and harmonious working environment possible.

Time Management and Information Overload

Where does all our time go! We often feel that time has flown by and we are left with too much to do in too little time. This course begins by looking at how our well-planned time suddenly disappears as if by magic, leaving us frustrated and with work left undone. Delegates learn how to recognise activities in their daily routine that take longer than expected and cost them precious minutes.

To add to the problem we are today surrounded by information emanating from all manner of sources and through many different types of media. It is essential to develop effective ways of determining how to deal effectively and efficiently with each piece of paper or email that arrives.

Time management is a massive topic but, in today's hectic world, good management of our time is the key to a productive working environment. This course takes a look at the need to establish good habits in managing time. The afternoon session tackles the factors that can lead to stress when we feel overburdened by work and feel unable to resolve this.

Emotional Intelligence

A significant amount of energy goes into hiding emotion, especially in the workplace, and yet this provides the real, powerful essence of who we are and what we achieve in life. Emotional intelligence is about recognising how negative attitudes and the emotions they trigger can prevent us from reaching our potential. These attitudes can be challenged and changed with a significant and positive impact on feelings, thoughts and behaviour. Developing emotional intelligence leads to sustainable behaviour changes that improve self-management and the way we work with others. The advantages of developing emotional intelligence include:

- More productive communication with others
- Better empathy skills
- Acting with integrity
- Improved career prospects
- Managing change more confidently
- Feeling confident and positive
- Reduced stress levels

EBW (Emotions and Behaviour at Work)

PJEndicott is an accredited facilitator for the EBW online assessment system. EBW assesses an individual's or team's Emotional Intelligence and potential for success. It is an easy to use online system that is fast, affordable and provides excellent feedback to aid the selection or development of staff. EBW is a system that is designed to be fair and perceived as fair by all users and provides the following benefits:

- Assesses and provides feedback on the key areas that predict success in individuals and teams.
- Increases performance levels and reduces costs by selecting or developing the right person to fit the organisation and the team.
- Reports are created instantly, in easy to understand language and include a graphic summary with detailed.
- Reduces subjectivity, resulting in better selection and return on staff and management investment.
- Highlights areas of development resulting in saving on training costs.