



Target Audience

Care and Support staff in a variety of settings, and Housing and Housing Support Teams who are providing direct care and support. Taking steps to look after your wellbeing can help you deal with pressure, and reduce the impact that stress has on your life. This is sometimes called developing emotional resilience.

Resilience is not just your ability to bounce back, but also your capacity to adapt in the face of challenging circumstances, whilst maintaining a stable mental wellbeing. Resilience isn't a personality trait – it's something that we can all take steps to achieve. (MIND)

This course has been developed to support teams to acknowledge stress and look at how to implement practical skills to support wellbeing and resilience.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, interactive polls, videos and scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ HSE – Stress at Work
- ◆ Skills for Care – Greater Resilience Better Care

Course Content

- ◆ Causes of workplace stress e.g. resulting from high pressure environment and change
- ◆ How to recognise the different signs of stress and how they present physically, mentally and emotionally on individuals
- ◆ Behavioural changes resulting from stress and how we can engage and communicate with individuals to effect positive behavioural change
- ◆ The impact of stress on the quality and continuity of care of individuals, the wider team and service overall
- ◆ How to promote psychological wellbeing and the different elements that contribute to our mental and physical health
- ◆ Practical skills which can be used by individuals and organisations to support yourself and colleagues
- ◆ A toolkit to enhance resilience, reduce anxiety and increase coping mechanisms

Learning Outcomes

After attending this course, learners will be able to:

- ◆ List causes of workplace stress
- ◆ Describe how to recognise the different signs of stress and how they present physically, mentally and emotionally on individuals
- ◆ Give an example of a behavioural change that could result from stress and how we can engage and communicate with individuals to effect positive behavioural change
- ◆ Describe the impact of stress on the quality and continuity of care of individuals, the wider team and service overall
- ◆ State how you can promote psychological wellbeing and the different elements that contribute to our mental and physical health
- ◆ List practical skills which can be used by individuals and organisations to support yourself and colleagues

Duration: 6 Hours