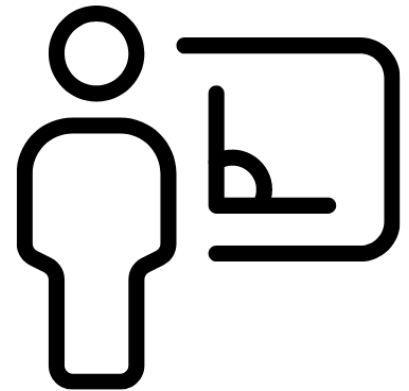


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*Our anxiety does not empty tomorrow of its sorrows, but only empties today of its strengths.*

***Charles H. Spurgeon***

## **Module Two: Types of Anxiety**



We all react to stressful situations in different ways. It's a normal biological reaction to experience anxiety or fear when faced with stressful situations, such as taking a test or making a very important decision. However, long-lasting feelings of extreme anxiety that interfere with our daily activities may be indicative of an anxiety disorder. Anxiety cannot be defined as one, isolated condition. It has many faces and can have hundreds of symptoms. Before you can begin to understand and identify any type of anxiety, it is important to know the common symptoms and characteristics of various disorders.

### **Generalized Anxiety Disorder**



Generalized anxiety disorder (GAD) is the most common type of anxiety and is usually defined as a constant state of tension and panic. People who suffer from GAD find it difficult to control their worry most days. Everyday circumstances, such as job security, health, or finances may cause uncontrollable worry, dominating an individual's thinking. The source of the anxiety may not always be identified, making it difficult to resolve the problem.

Characteristics of GAD include:

- Difficulty focusing, sleeping or concentrating
- Constant restlessness, irritation or edginess
- Feeling tired or having low energy levels
- Tense or clenched muscles

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To recognize Generalized Anxiety Disorder as a common type of anxiety.
<b>Topic Summary</b>	GAD is one of the most common types of anxiety. People who suffer from this will experience a constant state of tension and panic, along with other physical symptoms.
<b>Materials Required</b>	<a href="#">Worksheet 1: Generalized Anxiety Disorder</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all individuals.
<b>Recommended Activity</b>	Have participants complete Worksheet 1: Generalized Anxiety Disorder. Share worksheet responses.
<b>Stories to Share</b>	Generalized Anxiety Disorder affects approximately 6.8 million adults in the United States. (ADAA)
<b>Delivery Tips</b>	Worksheet responses may be discussed in small groups, or as one large group.
<b>Review Questions</b>	What is one fear people with GAD can have?

## Social Anxiety



Social anxiety, also known as social phobia, is a fear of crowds or public situations, feeling it will lead to public scrutiny or embarrassment. Fear can range from simply eating in public to being in a large crowd in a store. At work, people with social anxiety may have trouble socializing or even participating in meetings. Social anxiety affects many individuals, causing them to isolate and feel alone. Although it is difficult to escape these fears, social anxiety symptoms can be managed and responsive to treatment.

Characteristics of social anxiety include:

- Extremely fearful of unfamiliar situations and people
- Feeling overwhelmed with anxiety when in social situations
- Fearful of being judged or watched by other people
- Unable to face social situations on your own

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To recognize Social Anxiety as a common type of anxiety.
<b>Topic Summary</b>	Social anxiety, or social phobia, is the fear of crowds or public situations. People who suffer from social anxiety will feel as though these situations will lead to public scrutiny, or embarrassment.
<b>Materials Required</b>	<a href="#">Worksheet 2: Social Anxiety</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all individuals.
<b>Recommended Activity</b>	Have participants complete Worksheet 2: Social Anxiety. Share worksheet responses.
<b>Stories to Share</b>	Social anxiety will affect approximately one in ten people.
<b>Delivery Tips</b>	Worksheet responses may be discussed in small groups, or as one large group.
<b>Review Questions</b>	Who can suffer from social anxiety?

## Panic Disorder



Panic disorder is a type of anxiety disorder characterized by recurrent and unexpected attacks of intense anxiety or fear. Panic attacks prohibit the feeling of having control, and cause sudden, debilitating symptoms, such as shallow breathing, sweating, increased heart rate, and physical pain. It is natural to have feelings of panic from dangerous or stressful situations. However, with panic disorders, feelings of fear can happen without warning. Identifying panic disorder and recognizing the symptoms associated with it can help individuals to better manage their symptoms, and work with the disorder.

Characteristics of panic disorder include:

- Feelings of doom or losing control
- Stomach pains, dizziness or even fainting
- Overwhelming sense of fear, usually irrational
- Sudden heart palpitations or excessive sweating

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To recognize Panic Disorder as a common type of anxiety.
<b>Topic Summary</b>	Panic disorder is characterized by recurrent and unexpected attacks of intense anxiety or fear, known as panic attacks. Panic attacks prohibit the feeling of having control, causing physical, debilitating symptoms.
<b>Materials Required</b>	<a href="#">Worksheet 3: Panic Disorders</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all individuals.
<b>Recommended Activity</b>	Have participants complete Worksheet 3: Panic Disorders. Share worksheet responses.
<b>Stories to Share</b>	Nocturnal panic attacks are panic attacks that can occur while sleeping. Those who have nocturnal panic attacks tend to experience attacks throughout the day as well.
<b>Delivery Tips</b>	Worksheet responses may be discussed in small groups, or as one large group.
<b>Review Questions</b>	How can panic attacks affect people with panic disorders?

## Phobias

Phobias are more common types of anxiety and generally focus on one thing or situation, such as a fear of spiders or a fear of public speaking. People who suffer from certain phobias begin to have an overwhelming feeling of fear and anxiety when they are faced with their phobia and can usually return to a normal state once the item or situation has been taken care of. Generally, these phobias don't interfere with our everyday lives since we may not actually have to encounter our fears on a regular basis (such as snakes, spiders, heights, fires, etc.). But phobias that can occur at work, such as a phobia of public speaking or a fear of crowded rooms, should be addressed right away since they can hinder our ability to function normally on the job.



Characteristics of phobias include:

- Fear is normally focused on one thing
- Fear is usually instantaneous
- Inability to control fears, even after facing the fear itself
- Feelings subside when phobia has passed or has been avoided

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To recognize Phobias as a common type of anxiety.
<b>Topic Summary</b>	Phobias are a common form of anxiety in which individuals will focus their fear on one thing or situation. Phobias in the workplace may include crowded rooms, or fear of public speaking.
<b>Materials Required</b>	<a href="#">Worksheet 4: Phobias</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all individuals.
<b>Recommended Activity</b>	Have participants complete Worksheet 4: Phobias. Share worksheet responses.
<b>Stories to Share</b>	The most common phobia in the world is Arachnophobia- the fear of spiders.
<b>Delivery Tips</b>	Worksheet responses may be discussed in small groups, or as one large group.
<b>Review Questions</b>	How are phobias different from anxiety disorders?

## Obsessive-Compulsive Disorder



Obsessive-Compulsive Disorder (OCD) is an anxiety disorder that involves patterns of unwanted obsessions or fears that may lead you to perform repetitive behaviors. Individuals with OCD will feel the need to perform certain rituals or compulsive acts to relieve feelings of anxiety. With this relief being only temporary, it can cause significant distress to those living with OCD, especially within the workplace.

Characteristics of obsessive-compulsive disorder include:

- Fear of being contaminated and/or the compulsion to clean
- Continuously checking items, such as locks, ovens or alarm systems
- Needing symmetry and order; requiring things to be aligned in a certain way
- Fear of harming yourself or others, either intentionally or unintentionally

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To recognize Obsessive-Compulsive Disorder as a common type of anxiety.
<b>Topic Summary</b>	Obsessive-Compulsive Disorder (OCD) is an anxiety disorder that involves patterns of unwanted obsessions, leading you to perform repetitive, compulsive acts, in attempts to relieve feelings of anxiety.
<b>Materials Required</b>	<a href="#">Worksheet 5: Obsessive-Compulsive Disorder</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all participants.
<b>Recommended Activity</b>	Have participants complete Worksheet 5: Obsessive-Compulsive Disorder. Share worksheet responses.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Worksheet responses may be discussed in small groups, or as one large group.
<b>Review Questions</b>	How long does relief from performing the rituals or compulsive acts last?

## Practical Illustration



Angela was having a hard time adjusting at her new job. She often felt her new coworkers were judging her performance and making comments about her when she wasn't around. When it came time to participate in meetings, Angela often tried to hide in the corner of the office and hope her manager wouldn't call on her to speak. Soon, Angela became fearful of even coming to work, and her performance began to drop. After speaking with the office counselor, Angela began to see she was suffering from social anxiety and possibly even a phobia of public speaking or public spaces. She knew she had to get help right away if she wanted to be able to function at work.



## Module Two: Review Questions

- 1.) What is one characteristic of general anxiety disorder (GAD)?
- a) Wanting to be alone all the time
  - b) Feeling ill for no apparent reason
  - c) Forgetting important details
  - d) Tense or clench muscles

People who suffer from GAD may experience tense or clenched muscles as a physical symptom.

- 2.) What is one symptom people with GAD can experience?
- a) Decreased appetite
  - b) Increased restlessness
  - c) Increased stamina
  - d) Decreased attention span

People who suffer from GAD suffer from increased restlessness or fatigue because they are spending all of their energy being anxious all the time.

- 3.) What is one fear people with social anxiety can have?
- a) Fear of crowds or crowded places
  - b) Fear of spiders
  - c) Fear of stepping in gum
  - d) Fear of being late

People with social anxiety fear being around people, so being in a crowd or a crowded place will trigger their social anxiety.

- 4.) Which of the following is a characteristic of social anxiety?
- a) Inability to walk by ourselves
  - b) Feeling like the center of attention
  - c) Afraid of being judged by the people around you
  - d) Fear of being alone

One characteristic of social anxiety is being afraid of being judged by the group of people around you and feeling as though there is no escape from it.

5.) What is a symptom of panic disorder?

- a) Shallow breathing
- b) Sweating
- c) Increased heart rate
- d) All of the above

Panic attacks prohibit the feeling of having control, and cause sudden, debilitating symptoms, such as shallow breathing, sweating, increased heart rate, and physical pain.

6.) What is a characteristic of a panic disorder?

- a) Having an overwhelming sense of fear
- b) Wanting to sleep all of the time
- c) Having increased nausea or vomiting
- d) Trying to keep everything in its place

One characteristic of a panic disorder is having an overwhelming sense of fear about something, whether it is specific or a broad range of things.

7.) Phobias focus on what?

- a) Emotions
- b) Reaction time
- c) One specific fear
- d) Spelling errors

Phobias are usually focused onto one type of fear, such as a fear of heights or a fear of snakes.

8.) What is one way people try to cope with a certain phobia?

- a) Talk about it to everyone.
- b) Ignore it and move on
- c) Let their coworkers know about it
- d) Avoid the thing or situation altogether

Many people with some sort of phobia simply try to avoid the problem or situation, especially if it is not required of them.

9.) What does OCD stand for?

- a) Occasional-Compulsive Disorder
- b) **Obsessive-Compulsive Disorder**
- c) Obsessive-Characteristic Disorder
- d) Obsessive-Controlled Disorder

**OCD stands for obsessive-compulsive disorder.**

10.) What is a characteristic of obsessive-compulsive disorder?

- a) Wanting to sleep all of the time
- b) **Needing symmetry and order**
- c) Having increased nausea or vomiting
- d) Feeling like the center of attention

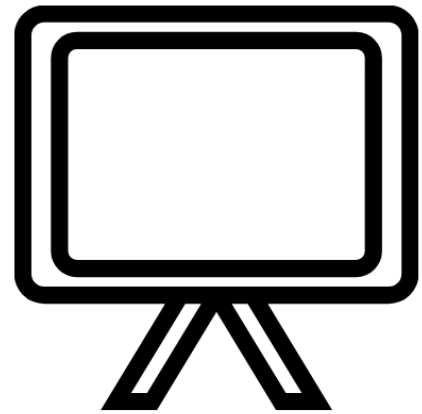
**Common characteristics of OCD include the fear of being contaminated and/or compulsion to clean, continuously checking items such as locks, ovens or alarm systems, needing symmetry and order, or the fear of harming yourself or others (either intentionally or unintentionally).**

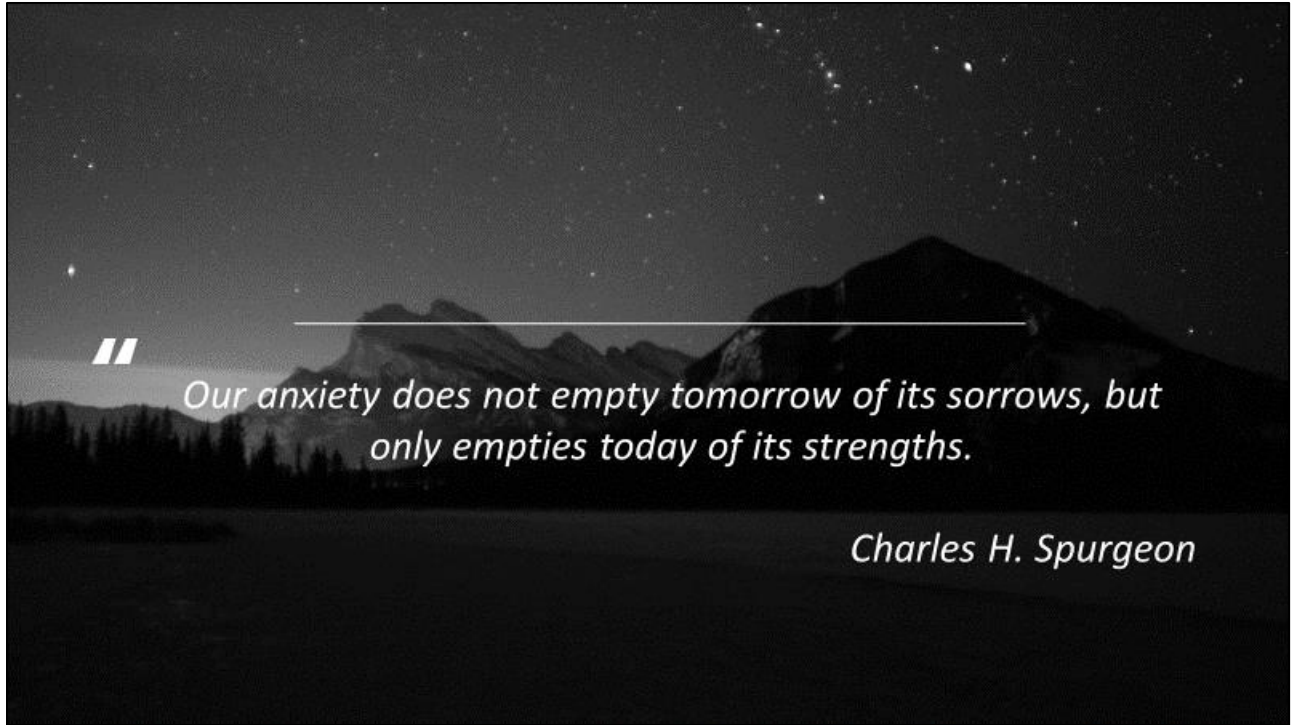
# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





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*Our anxiety does not empty tomorrow of its sorrows, but only empties today of its strengths.*

*Charles H. Spurgeon*

MODULE TWO

# Types of Anxiety

Anxiety cannot be defined as one, isolated condition. It has many faces and can have hundreds of symptoms.



## Generalized Anxiety Disorder

---

Difficulty focusing

Constant restlessness

Low energy levels

Tense or clenched muscles

## Social Anxiety

---

- Extremely fearful of unfamiliar situations and people
- Fearful of being judged or watched by other people





## Panic Disorder

---

Feelings of doom

Stomach pains, dizziness

Sudden heart palpitations

## Phobias

---

- Fear is normally focused on one thing
- Fear is usually instantaneous
- Inability to control fears, even after facing the fear itself





## Obsessive-Compulsive Disorder

---

Fear of being contaminated

Needing symmetry and order

Fear of harming yourself or others

## Practical Illustration



- Generalized Anxiety Disorder
- Social Anxiety
- Panic Disorder
- Phobias
- Obsessive-Compulsive Disorder



## Module Two: Review Questions

1. What is one characteristic of general anxiety disorder (GAD)?

A. Wanting to be alone all the time

B. Feeling ill for no apparent reason

C. Forgetting important details

D. Tense or clench muscles

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



# Managing Workplace Anxiety

## Quick Reference Sheet



### Social Anxiety

Social anxiety, also known as social phobia, is a fear of crowds or public situations, feeling it will lead to public scrutiny or embarrassment. Fear can range from simply eating in public to being in a large crowd in a store. At work, people with social anxiety may have trouble socializing or even participating in meetings. Social anxiety affects many individuals, causing them to isolate and feel alone. Although it is difficult to escape these fears, social anxiety symptoms can be managed and responsive to treatment.

- Extremely fearful of unfamiliar situations and people
- Feeling overwhelmed with anxiety when in social situations
- Fearful of being judged or watched by other people
- Unable to face social situations on your own



### Generalized Anxiety Disorder

Generalized anxiety disorder (GAD) is the most common type of anxiety and is usually defined as a constant state of tension and panic. People who suffer from GAD find it difficult to control their worry most days. Everyday circumstances, such as job security, health, or finances may cause uncontrollable worry, dominating an individual's thinking. The source of the anxiety may not always be identified, making it difficult to resolve the problem

Common symptoms of GAD:

Difficulty focusing, sleeping or concentrating



Constant restlessness, irritation or edginess



Feeling tired or having low energy levels



Tense or clenched muscles



## Accept the Situation and Move On

- Always take a few minutes to let the information sink in
- Look at the whole situation and what your role is in it
- Look at the anxiety feeling you're having and try to resolve them
- Realize what you have to and move on from there

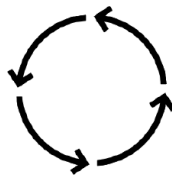


## Ending the Cycle

If we train our mind to fear situations or problems that cause us anxiety, we are creating *more* anxiety and it becomes part of a cycle of anxiety. The only way to end the cycle is to face the situation and symptoms and work through the feelings that come with it.

Things to Remember:

- Anxiety feeds on avoidance – this makes our symptoms worse
- Avoiding symptoms doesn't make them go away or disappear
- The problem will not just go away – we can't avoid them forever



## Power of Positive Thinking

By putting a stop to thoughts that can lead to anxiety or stress, and replacing them with positive and encouraging thoughts, we are conditioning ourselves to permanently adapt our brain to this type of behavior and improving the way we handle difficult situations.

Sample of positive thinking phrases:

- "I can do this."
- "These feelings may be uncomfortable, but they won't last."
- "I will not fail and others will see my success."
- "My anxiety cannot make me lose control."

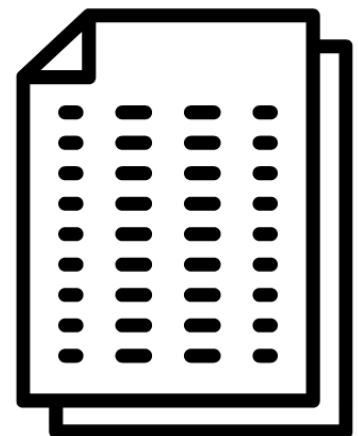
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



## Sample Worksheet 1

# ***Generalized Anxiety Disorder (GAD)***

### Part One: Identifying characteristics

In this part of the worksheet, check each box that is a characteristic of generalized anxiety disorder.

- Restless feeling or fatigue.
- Fears unfamiliar people or places.
- Tense or clenched muscles.
- Constant worries or fears.
- Fears someone may be talking negatively about them.
- Fears everything for no obvious reason.

### Part Two: How to help someone with generalized anxiety

In this part, explain how a manager can help someone with generalized anxiety at work. What kind of tips and behaviors should they avoid/use?

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

## Sample Worksheet 2

# *Social Anxiety*

### Part One: Identifying characteristics

In this part of the worksheet, check each box that is a characteristic of social anxiety.

- Fears everything for no reason.
- Fears unfamiliar people or places.
- Fears spiders and bugs.
- Fears being judged by surrounding people.
- Fears someone may be talking negatively about them.
- Fears getting on an airplane.

### Part Two: How to help someone with social anxiety

In this part, explain how a manager can help someone with social anxiety at work. What kind of tips and behaviors should they avoid/use?

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

## Sample Worksheet 3

# *Panic Disorders*

### Part One: Identifying characteristics

In this part of the worksheet, check each box that is a characteristic of panic disorder.

- Feelings of overwhelming irrational fears.
- Fears being judged by surrounding people.
- Fears someone may be watching them.
- Has constant stomach pains or nausea.
- Feelings of doom or losing control
- Fears bugs or snakes.

### Part Two: How to help someone with panic disorders

In this part, explain how a manager can help someone with panic disorders at work. What kind of tips and behaviors should they avoid/use?

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



## Sample Worksheet 4

# *Phobias*

### Part One: Identifying characteristics

In this part of the worksheet, check each box that is a characteristic of phobias.

- Fears they are always being watched.
- Fears unfamiliar people or places.
- Fears spiders and bugs.
- Fears speaking in public.
- Has a constant fear of everything.
- Has a specific fear or worry.

### Part Two: How to help someone with phobias

In this part, explain how a manager can help someone with certain phobias at work. What kind of tips and behaviors should they avoid/use?

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

## Sample Worksheet 5

# *Obsessive-Compulsive Disorder*

### Part One: Identifying characteristics

In this part of the worksheet, check each box that is a characteristic of phobias.

- Fear of harming others.
- Continuously checking items.
- Fear of contamination.
- Requiring things to be align in a certain way.
- Compulsion to clean.

### Part Two: How to help someone with OCD.

In this part, explain how a manager can help someone with obsessive-compulsive disorder at work.  
What kind of tips and behaviors should they avoid/use?

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

## Icebreaker: Five Adjectives

### PURPOSE

To help participants get to know each other.

### MATERIALS REQUIRED

- 8.5 X 11 sheet of paper
- Pen

### PREPARATION

None

### ACTIVITY

Divide the meeting participants into groups of three or four (depending on the number of participants). Explain to the groups that each person must write down five adjectives that describe how they view themselves emotionally. Each participant will have a chance to present their adjectives to the group.

Bring the smaller groups together to form the larger group and ask three or four participants to share their adjectives. Note the similarities and differences between how the participants view themselves.

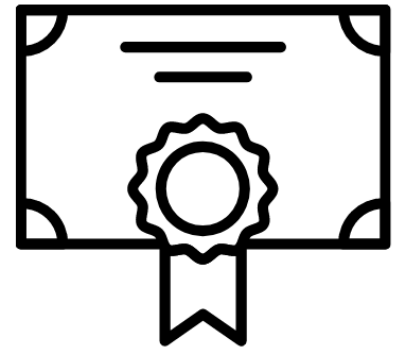
**Considering the subject matter, some participants may choose not to participate.**

This teambuilding icebreaker takes 10 – 15 minutes, depending on the number of groups

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Managing Workplace Anxiety*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_