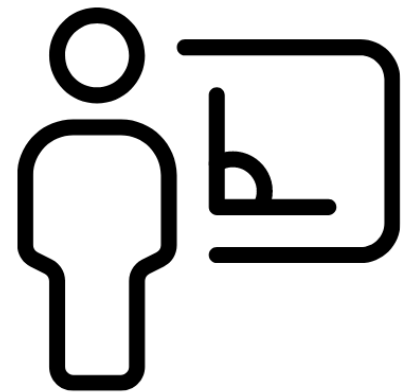


Instructors Guide



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.



Adopting the right attitude can convert a negative stress into a positive one.

Hans Selye

Module Two: Understanding Stress



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



What is Stress?

The Random House Dictionary defines stress as, “physical, mental, or emotional strain or tension,” and, “a situation, occurrence, or factor causing this.” The word “stress” actually comes from a Latin word meaning, “distress.”

Stress can be difficult to pin down because it is a very individual thing. For me, public speaking is very stressful – but it may be one of your great joys in life. Remember this during this workshop: since stress is different for everyone, your approach must be personalized, too. Typically, we interpret stress as a negative thing, but it doesn't have to be that way.

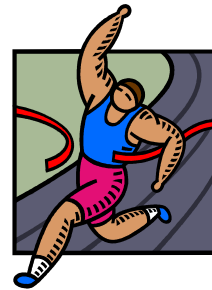
Estimated Time	10 minutes
Topic Objective	To give stress a definition.
Topic Summary	The Random House Dictionary defines stress as, “physical, mental, or emotional strain or tension,” and, “a situation, occurrence, or factor causing this.” The word “stress” actually comes from a Latin word meaning,

	“distress.”
Materials Required	<ul style="list-style-type: none"> • Flip chart paper • Markers
Planning Checklist	If you are going to do this activity in small groups, have several sets of flip chart paper and markers ready.
Recommended Activity	Brainstorm words, ideas, phrases, feelings, and actions related to stress.
Delivery Tips	This activity can be performed in large or small groups.

What is Eustress?

“Eustress” means stress with a positive effect. It was coined by psychologist Richard Lazarus in 1974. How can stress be positive, you ask? Think of the emotional strain caused by these positive events:

- Winning a race
- Being a new parent
- Riding a rollercoaster
- Watching a scary movie



In these situations, the physical, mental, or emotional strain actually produces positive emotions, rather than the negative emotions usually associated with stress. Without distress or eustress, life would be a pretty boring ride!

Estimated Time	15minutes
Topic Objective	To understand how stress can be a positive event.
Topic Summary	“Eustress” means stress with a positive effect.
Materials Required	<ul style="list-style-type: none"> • Flip chart paper • Markers
Planning Checklist	If you are going to do this activity in small groups, have several sets of flip

	chart paper and markers ready.
Recommended Activity	Ask participants to give some examples of eustress. Encourage personal disclosure where appropriate.
Stories to Share	If you are comfortable doing so, share some examples of eustress from your own life.
Delivery Tips	This activity can be performed in large or small groups.

Understanding the Triple “A” Approach

In this workshop, we will give you three main ways to approach stress. It is important to remember that you have a choice! You can choose to:

- **Alter** the situation or your approach to it.
- **Avoid** the situation.
- **Accept** the situation.



Before we explore this approach, however, let’s look at the foundation of a low-stress lifestyle.

Estimated Time	10 minutes
Topic Objective	To gain a broad overview of the approach discussed in Modules Four to Six.
Topic Summary	When faced with a stressful situation, you can choose to: <ul style="list-style-type: none"> • Alter the situation or your approach to it. • Avoid the situation. • Accept the situation.
Recommended Activity	In a large group, discuss possible situations where each of these approaches might work. Remember, this is just a broad introduction.
Stories to Share	Peter G. Hanson, M.D., says, “Stress is simply the adaptation of our bodies and minds to change, and change is about the only constant left in the workplace.”
Delivery Tips	This activity can also be performed in small groups.

Review Questions	What is the difference between stress and eustress?
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Practical Illustration



Jim was up to his ears with work. Lily, Jim's coworker, found him hiding in the break room feeling down in the dumps about his work load. Lily lent him her ear. Jim explained how anxious he was because he was drowning in work. Lily helped him understand that avoiding the stress wasn't going to solve his dilemma. In fact, avoiding it would make his work load even heavier. Lily offered suggestions to help him get out from under his stress in a more positive light. Lily showed Jim that if he tackled his to do list one item at a time that he could chip away at his work load and the burden wouldn't feel so heavy. Lily showed Jim how to prioritize his tasks and he began to make a dent in his work load and could feel the stress falling off of his shoulders.

Module Two Review Questions

1.) Which of these would be stressful?

- a) Eating a banana
- b) Taking a test
- c) Listening to soothing music
- d) Being organized

Taking a test usually causes stress

2.) Which of these could be defined as a eustress?

- a) Losing sleep
- b) Interviewing for a job
- c) Missing a deadline
- d) Winning a race

Think of the emotional strain caused by these positive events: Winning a race

3.) Which of these could be both positive and negative?

- a) Being a new parent
- b) Stress
- c) Riding a roller coaster
- d) Watching a scary movie

Typically, we interpret stress as a negative thing, but it doesn't have to be that way.

4.) Which of these is not a way to approach stress?

- a) Yell at your coworkers
- b) Alter the situation or your approach to it
- c) Accept the situation
- d) Avoid the situation

It is important to remember that you have a choice! You can choose to:

Alter the situation or your approach to it.

Avoid the situation.

Accept the situation.

5.) Which of these is a definition of stress?

- a) A fit of laughter
- b) A job well done
- c) A physical, mental, or emotional strain
- d) A new puppy

The Random House Dictionary defines stress as, “physical, mental, or emotional strain or tension”

6.) Complete this sentence. Stress is a very _____ thing.

- a) Individual
- b) Attractive
- c) Funny
- d) Approachable

Stress can be difficult to pin down because it is a very individual thing

7.) Which one of these would be considered stressful?

- a) A great movie
- b) A night out on the town
- c) Public speaking
- d) Reading a book

Public speaking is very stressful

8.) Since stress is different for everyone, your approach must be _____?

- a) Harsh
- b) Fast
- c) Sneaky
- d) Personalized

Remember this during this workshop: since stress is different for everyone, your approach must be personalized, too.

9.) Who coined the term “eustress”?

- a) Alexander Graham Bell
- b) Sigmund Freud
- c) Richard Lazarus
- d) Thomas Jefferson

It was coined by psychologist Richard Lazarus in 1974.

10.) How many main ways are there to approach stress?

- a) A dozen
- b) One
- c) Seven
- d) Three

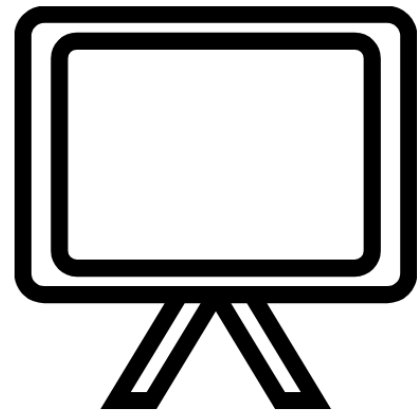
In this workshop, we will give you three main ways to approach stress

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.





MODULE TWO

Understanding Stress

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



What is Stress?

Typically, we interpret stress as a negative thing, but it doesn't have to be that way.

What is Eustress?

- Winning a race
- Being a new parent
- Riding a rollercoaster





Understanding the Triple “A” Approach

Alter

Avoid

Accept

Practical Illustration



- What is Stress?
- What is Eustress?
- Understanding the Triple “A” Approach

Module Two: Review Questions

1. Which of these would be stressful?

A. Eating a banana

B. Taking a test

C. Listening to soothing music

D. Being organized

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.



Stress Management Quick Reference Sheet



Seeing the Humor

When managing stress, it can be helpful to find ways to ease the tension by laughing. Seeing the humor in a stressful situation can be difficult, but it can also help you put things in perspective. Some tips for seeing the humor to work through stressful situations include:



Sharing a laugh with friends and family is always a good pick-me-up. When sharing jokes at work, be sensitive to others, and make sure that what you're sharing is appropriate.



Try to imagine how the situation might appear from the outside, or how you might see it down the road.



Keeping a humorous calendar in your cubicle is a good way to have a laugh at hand, particularly if it's the page-a-day type. Just make sure it's appropriate and permitted in your office.



Reading a funny story or joke can be a great way to make you laugh.

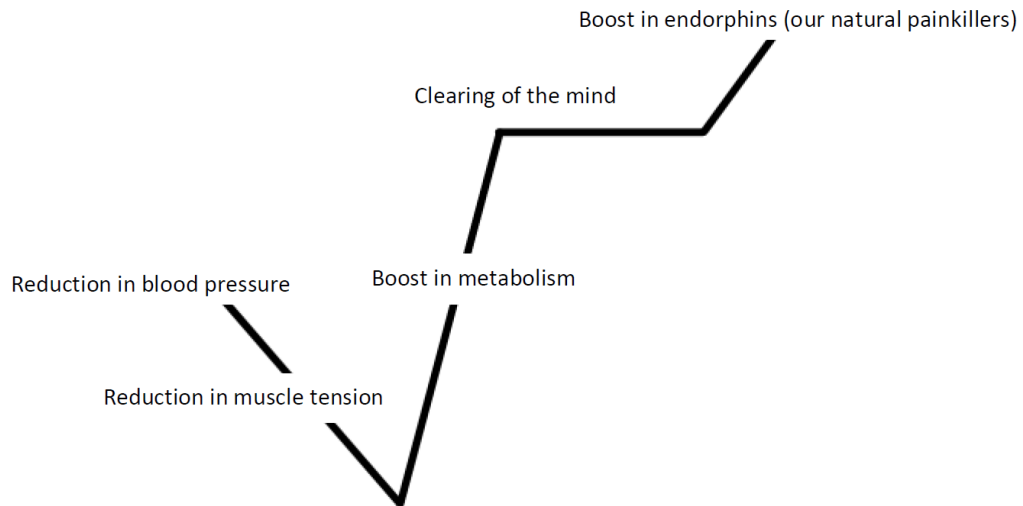
Creating a Stress Log

A stress log can help you identify your major stressors, and it can help you identify trends in those stressors.

Identifying the cause of stress can help you reduce the number and impact of stressors in your life, and it can help you manage the stress that does occur.

Deep Breathing

Deep breathing is an excellent relaxation tool that can be adapted for almost any situation. It also has some physical benefits, including:



The basic technique is just like it sounds: slowly breathe in through your nose, and then breathe out through your mouth. Try counting slowly as you do this. Each breath should take ten to twenty seconds. (You will be able to take longer breaths with practice.)

When you are in a stressful situation, it is easy to unobtrusively deep breathe to keep yourself cool. This will also help prevent some of the harmful physical effects of stress, since stress causes us to breathe faster, making our bodies work harder.

If you have a few moments to yourself, sit down, close your eyes, and spend a few minutes deep breathing. Deep breathing can also be used in conjunction with picturing your sanctuary or stretching.

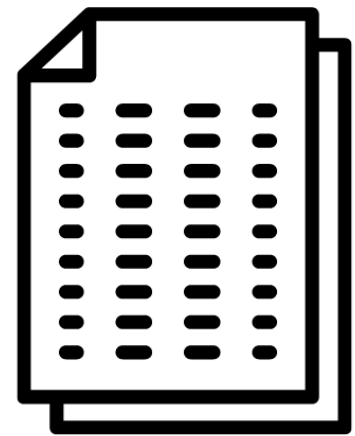
Handouts



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.



Icebreaker: Cleaning Up

PURPOSE

In order to make the most of this workshop, students should come in with a fresh mind. This activity will help participants clear their heads and it will give them a stress management tool that they can use in the future.

MATERIALS REQUIRED

1. Plenty of scrap paper, stacked in the middle of each table
2. Pens or pencils
3. Small basket, also placed in the middle of the table
4. Small prizes, if desired

ACTIVITY

Explain to participants that this activity is completely confidential: no one will see the results of the activity.

Ask participants to take a stack of scrap paper. On each sheet, they are to write one thing that is on their mind (positive or negative). Once they have written down the item, they can scrunch up the piece of paper and toss it in the basket. If you like, you can give participants a small prize for each item that they get rid of.

Explain that since stress is individual, some people will have many items and some will only have a few. That's OK! However, encourage participants to write down at least one item.

DEBRIEF

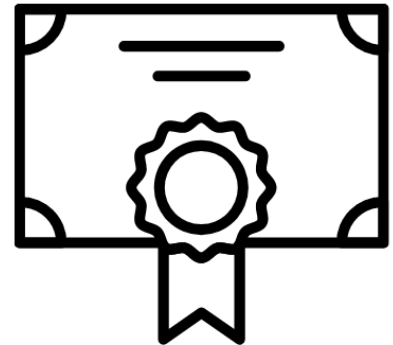
After about five minutes, discuss the activity.

5. How did the activity feel at the beginning? (Some people find the activity embarrassing or silly at the beginning.)
6. How did you feel by the end? (Some participants, particularly tactile learners, find this activity immensely stress-relieving.)
7. How could you use this technique to manage stress in your life? (Encourage participants to try this activity the next time are having a hard time concentrating, or if they feel overwhelmed.)
8. Are we ready to start learning?

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
Stress Management*

Awarded this _____ day of _____, 20____

Presenter Name and Title
