



[www.braceybusinesstraining.co.uk](http://www.braceybusinesstraining.co.uk)

Office - 01384 878810

Steve Bracey 07860 841347

Steve Humpherson 07946 308594

## The Defuser (Defusing the tell-tale signs of stress)

The most expensive cost to any businesses is staff, so it makes sense to keep your staff sickness to a minimum. How often is the term 'STRESS' used in relation to staff sickness? Many incidents of employees suffering from stress are usually triggered by a build-up of many things or one off incidents that cause a normal person to have a normal reaction to an abnormal event.

This course will provide the delegate with skills to be able to defuse a person in a controlled manner and also identify the need for more formal practices such as qualified counselling. This process is called 'Defusing' and can be used in a 1-to-1 or group situation.

It can be used where staff are concerned, upset, angry or stressed.

To have a trained 'Defuser' within your work force will not only provide support for your staff but also contribute to the saving of money to your business.

### The Course Contents

- Group discussion
- Group exercise on recognising stress
- Trigger Incidents
- Identifying good practices
- What is Post Traumatic Stress?
- Recognising Post Traumatic Stress
- Appropriate behaviour and speech when defusing
- Disclosure issues
- Questioning skills
- Active listening skills
- Communication skills
- Individual practical work
- Group practical work

### **'Stress costs business £79bn a year'**

Stress in the work place is spiralling, costing British industry £79 billion and more than 40 million working days a year, according to a recent new study.

Despite the worrying figures, companies are not doing enough to combat stress-related illness according to occupational health workers employed by UK firms.

Absenteeism resulting from stress is increasing in 83% of firms, the health workers said.

Stress can affect concentration, decision making and working relationships. It is reported that it is responsible for 60% of road accidents involving company vehicles and 75-85% of industrial accidents.

The health workers said directors and senior managers were escaping the problem, while middle management and workers were bearing the brunt.

