



Course Code	How will I do this course?	Level	How long will this course take?
100594SM082	This course is delivered over the internet	Three	2 hours 55 minutes



**This course can help you work towards a formal assessment for a recognised qualification: ILM Level 3 Certificate and Introductory Certificate in First Line Management**

### Is this course right for me?

If you are uncertain how to protect your team against the causes and effects of stress, this course will give you a range of new techniques to combat the problem and improve performance as a result.

### Description

Stress can have a devastating effect on the performance of your team. It is your responsibility as a manager to tackle its causes minimise its impact in the workplace.

This course helps you to identify the main causes of stress at work and recognise the signs and symptoms of stress on those who work for you. You'll learn how to take practical steps to minimise the effects of stress on your staff and how to provide emotional support to your team during times of stress.

### What will I learn?

**Upon completion of this course you will be able to:**

- Recognise the main causes of stress
- Understand the damage stress can do to individuals and organisations
- Tackle the causes of stress
- Provide your team with the support they need to cope with stress

### What skills do I need to go on the course?

There are no formal entry requirements for this course although you should have some experience and understanding of the role of the first line manager.

### Course modules

- Understanding stress
- Managing stress