

# The ultimate stress show

**Managing stress**



A Video Arts production featuring Cornell John, David Cann, Olivia Colman, and Mark Heap.



## The ultimate stress show

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Managing stress

Published in 2001 by Video Arts Group, trading as Video Arts Limited.  
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## Titles in this series:

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**Absence minded:** managing absenteeism  
**An inside job:** meeting internal customer needs  
**Building the perfect team:** Belbin's team role theory in action  
**Can you spare a moment?:** counselling skills for managers  
**Demanding customers:** customer care made perfect  
**Does the team work?:** improving effectiveness through teamwork  
**First among equals:** leading a team  
**Going to a meeting, part 1:** messing up a meeting  
**Going to a meeting, part 2:** meeting menaces  
**How am I doing?:** the performance review  
**How to lose customers without really trying:** keeping the customer satisfied  
**I wasn't prepared for that:** overcoming the fear of making presentations  
**I'd like a word with you:** the discipline interview  
**If looks could kill:** the power of behaviour  
**It's your choice:** selection skills for managers  
**Meetings, bloody meetings:** making meetings more productive  
**More bloody meetings:** the people side of meetings  
**Negotiating - tying the knot:** a skill for life  
**No complaints?:** complaints and the customer  
**Not my type:** valuing diversity  
**On the receiving end:** making call centres more effective  
**Performance matters:** the importance of praise  
**Performance matters:** the need for constructive criticism  
**Performance review:** every manager's nightmare  
**Performance review:** every appraisee's dream  
**Project management:** leading a project team  
**Report writing:** the art of writing a good report  
**Selecting the perfect team:** utilising internal and external resources  
**Sell it to me! parts 1 & 2:** essential skills for a salesperson  
**Straight talking:** the art of assertiveness  
**Talking to the team:** how to run a team meeting  
**Team spirit?:** how to be an effective team member  
**Telephone behaviour:** the rules of effective communication  
**The balance sheet barrier:** the basics of business finance  
**The best of motives, parts 1 & 2:** informing and involving  
**The dreaded appraisal:** both sides of the appraisal interview  
**The grapevine:** communicating in a world of change  
**The helping hand:** coaching skills for managers  
**The paper chase:** cutting back on paperwork  
**The unorganised manager, parts 1 & 2:** damnation and salvation  
**The unorganised manager, part 3:** divine intervention  
**The ultimate change show:** managing change  
**The ultimate stress show:** managing stress  
**Who sold you this, then?:** effective after-sales service  
**You'll soon get the hang of it:** the techniques of one-to-one training

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**SSW-1-SSW-29** Self-study workbook\*

**OHP-1-OHP-11** Presentation 'slides'/OHPs\*

Certificate\*

\*Copies of these resources are included within this book. They are also available on the enclosed CD or DVD to allow you to customise them to your specific requirements and to print the required number of copies from the master for the sole purpose of the training envisaged by the programme, and not for any commercial purpose.

# Video-based training from Video Arts

Congratulations on choosing **The ultimate stress show** from Video Arts to help develop the skills in your organisation. Video Arts is recognised as the world leader in video-based training, with over 30 years' experience in staff development. With more than 250 video and e-learning programmes covering all the essential skills of business, you can remain confident that training with Video Arts is the most effective way to improve the skillset of the people within your organisation.



The Reverend's negativity stresses out the bride and groom.

## Why train?

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### Train hard, fight easy - Marshal Zhukov

These days, it is difficult for organisations to become successful and stay that way. The pace of change is faster, competition is tougher, customers are more demanding, innovation is more prized, but harder to achieve.

Part of the response has been to create leaner, flatter, more flexible structures, but structures don't run organisations and create success; people do - intelligent people, energetic people, reliable people and, most of all, people with the right mix of up-to-date knowledge and skills.

That means people who are trained, not for a lifetime's work, not just once in a while, but as a central, continuing part of their working lives.

## Why use video-based training?

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**Video is familiar.** Television is how most people find out what is going on in the world. It is not surprising that this is a medium they are comfortable to learn from when they are being trained.

**Video makes demonstration easy.** We can show situations being handled badly. We can contrast that with how to handle them well.

**Video is flexible.** It can be the cornerstone of a course run for a group by a specialist trainer. It can quickly provide simple, clear lessons for a team whenever it is convenient for them. It can bring interest and enlightenment to a self-study programme.

**Video injects realism.** It lets us present those being trained with emotional, as well as rational, problems to solve. Ask a group '*how would you deal with an angry customer?*' and you will get a tidy, textbook answer. Use video to confront them with an angry customer and you will get a much more realistic reaction.

**Video provides variety.** Different people learn in different ways and none of us have an infinite attention span. Video provides us with a powerful means of injecting variety into our training.

## Why use Video Arts' programmes?

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### Winston Churchill once said that he loved to learn, but hated being taught.

That is the secret of successful training: how to help people who want to learn. We do it by combining:

- A storehouse of professional knowledge and expertise, developed over 30 years and drawing on some of the best minds in the business
- The highest possible production values, both in the videos we produce and in the support material that goes with them
- The magic ingredient - humour - which can make a delight of the dullest subject

# Introduction

**Pressure is all part of simply being alive. If there were no pressure we wouldn't do anything. Excess pressure, however, leads to stress, and that can be a very bad thing.**

This video is all about limiting the potential stressors at work that can lead to damaging stress.

Admitting to and dealing with stress isn't a weakness, it's a positive action that can reap huge personal and organisational rewards.

There is often confusion between the words 'pressure' and 'stress'. Often people say the following:

- "Stress is good for you"
- "I thrive under stress"
- "Stress makes things happen"

When people make positive remarks about stress they actually mean pressure. It's pressure that is positive and drives us towards our goals. However, when the amount of pressure we are experiencing rises above what we believe we can cope with it can easily turn to stress.

In the United Kingdom it is estimated that one-third of absence from work is stress-related. Other industrial countries (USA, Australia) report similar findings. It represents a very large financial cost to organisations and an equally large personal cost to individuals in the form of physical and behavioural symptoms.

## Objectives

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Those who work their way through **The ultimate stress show** programme will:

- Recognise the nature of stress and how it affects people
- Understand the eight key points of the video
- Prepare an action plan they can take back to work for implementation

## Using the ultimate stress show

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- **Dual use.** The programme can be used either as a conventional training course with a small group, or for self-study by individuals. The pack contains guidance and appropriate materials for each use
- **Electronic resources.** Most of the support materials, such as OHPs and the workbooks, are supplied CD-ROM or DVD. This makes it easy for you to customise them to your specific requirements and allows you to print as many copies as you need for group or individual use

## The target audience

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The programme is designed to be of use to people at all levels in an organisation. It is particularly suitable for:

- Directors and senior managers
- Middle managers
- Supervisors and team leaders

## The course leader

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You do not have to be a professional trainer to lead a group through the programme. Line managers will be able to deliver this course with confidence by using the materials and detailed guidance provided.

# What the pack contains

## The ultimate stress show video

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**The ultimate stress show** is a 30-minute video showing how our own behaviour can be stressful to ourselves and others and how changes to that behaviour can lead to a more stress-free working environment

The video shows a host of characters in a multitude of scenes. Some are stressed and others are causing stress. All are guided by the **Guardian Angel** on how to relieve stress.

## Course clips video

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A Course clips video cassette is included as part of the full purchase package.

It contains isolated scenes from **The ultimate stress show**. These clips are referred to in the training course programme within this manual.

This video is to be used by the course leader running a particular session or by an individual working through the Self-study workbook.



course clips

This symbol will appear to indicate when to play the clips video.

The DVD contains the same material. Its additional benefits are:

- Significantly increased flexibility, ease of use and interactivity. Course leaders can tailor the programme to suit the immediate needs of the group by, for example, recapping on a particular topic or illustrating a specific point at the touch of a button
- Sharper sound and picture quality
- English subtitles are included as standard on all Video Arts' DVDs

## Course leader's guide

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- An outline of a one-day programme
- How to prepare the programme
- A detailed session plan. This tells the course leader precisely what to do and which resources to use in each session of the programme

## Group training workbook

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This workbook allows those taking part in a group training course to record the conclusions they reach during the various sessions and the actions they propose to take as a result of the course. The workbook is supplied both in this manual, and on CD-ROM or DVD.

It also contains a copy of the course objectives and programme and a set of notes that summarise the main points from **The ultimate stress show**.

## Self-study workbook

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This workbook, which is supplied both in this manual and on CD-ROM or DVD, contains detailed instructions that enable individuals to work systematically through the programme. Users are prompted to record their answers to questions about what they have seen and to produce an Action plan.

## Presentation 'slides'/OHPs

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These are master copies supplied both in this manual and in Microsoft® PowerPoint® on CD-ROM or DVD for printing onto acetate or for use as a computer-driven 'slide' show.

## Certificate

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This manual and the CD-ROM or DVD contain a blank certificate, which users can customise and issue to those who have completed the course based on **The ultimate stress show**.

## Computer disks

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As explained above, the computer disks contain copies of:

- Objectives and programme (Microsoft® Word®)
- Group training workbook (Microsoft® Word®)
- Self-study workbook (Microsoft® Word®)
- Presentation 'slides'/OHPs (Microsoft® PowerPoint®)
- Certificate (Microsoft® Word®)

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# Course leader's guide

Course programme

How to prepare the programme

How to run the programme

**Session 1** Introduction

**Session 2** What is stress?

**Session 3** How does stress affect us?

**Session 4** The stress quiz

**Session 5** The ultimate stress show

**Session 6** Get your priorities right

**Session 7** Consider needs and workloads

**Session 8** Listen to your people

**Session 9** Communicate clearly

**Session 10** Be positive

**Session 11** Earn the respect of your people

**Session 12** Learn to say 'no'

**Session 13** Be flexible

**Session 14** The song

**Session 15** Action plan



**video arts**

# Course programme

**This is a suggested programme for a full-day course based on *The ultimate stress show*.**

You may choose to incorporate additional sessions to cover points specific to your organisation, or just take elements of the course and run a series of short sessions covering each aspect of ***The ultimate stress show*** individually.

If you would like help in facilitating this course or in adapting it to your specific requirements, call Video Arts Training Services. An experienced training consultant can advise you or, for an agreed fee, design and run a course for you.

**Video Arts Training Services can be contacted at:**  
Tel: 020 7400 4800 Email: [info@videoarts.co.uk](mailto:info@videoarts.co.uk)

The programme overleaf is an outline of the course.

Each session is covered in detail later in the Course leader's guide.

"What is the secret to a pressure-free life?" asks the seeker.



<b>Session no.</b>	<b>Session content</b>	<b>Approx. timing</b>
<b>9.30</b>	<b>Start</b>	
<b>Session 1</b>	<b>Introduction</b> • Welcome and housekeeping • Objectives • Structure of the course	<i>20 mins</i>
<b>Session 2</b>	<b>What is stress?</b> • Introduction • Discussion	<i>10 mins</i>
<b>Session 3</b>	<b>How does stress affect us?</b> • Exercise • Discussion • Summary	<i>40 mins</i>
<b>10.40</b>	<b>Break</b>	<i>15 mins</i>
<b>Session 4</b>	<b>The stress quiz</b> • Exercise • Discussion	<i>25 mins</i>
<b>Session 5</b>	<b>The ultimate stress show</b> • Introduction • Video • Discussion • Exercise • Discussion	<i>50 mins</i>
<b>Session 6</b>	<b>Get your priorities right</b> • Video excerpt • Discussion • Summary	<i>15 mins</i>
<b>Session 7</b>	<b>Consider needs and workloads</b> • Video excerpt • Discussion	<i>20 mins</i>
<b>12.45</b>	<b>Lunch</b>	<i>60 mins</i>
<b>Session 8</b>	<b>Listen to your people</b> • Video excerpt • Exercise • Discussion	<i>30 mins</i>
<b>Session 9</b>	<b>Communicate clearly</b> • Video excerpt • Discussion	<i>20 mins</i>
<b>Session 10</b>	<b>Be positive</b> • Video excerpts • Discussion • Discussion • Discussion	<i>25 mins</i>
<b>3.00</b>	<b>Break</b>	<i>15 mins</i>
<b>Session 11</b>	<b>Earn the respect of your people</b> • Video excerpt • Discussion • Discussion • Exercise • Summary	<i>25 mins</i>
<b>Session 12</b>	<b>Learn to say 'no'</b> • Video excerpt • Discussion • Discussion • Discussion	<i>30 mins</i>
<b>Session 13</b>	<b>Be flexible</b> • Video excerpt • Discussion • Discussion • Exercise • Take feedback	<i>40 mins</i>
<b>Session 14</b>	<b>The song</b> • Video	<i>5 mins</i>
<b>Session 15</b>	<b>Action plans</b> • Action plans • Course summary	<i>15 mins</i>
<b>Total:</b>		<i>7 hours 40 mins (including break)</i>