

Managing Stress and Emotional Intelligence: For the Post Office Managers

Having stress at work and hard to handle emotions?

Does not know how to handle stress and emotions?

Want to learn skills to handle stress and emotions effectively?

Introduction

Stress management is set to become a primary strategic and operational concern for all organisations because of the direct relationship between decency and humanity, good employment practice, and successful business. Stress places a cost burden on organisations in all locations and sectors, and there is also a human price among those who work in stressful situations or suffer from stress-related injuries and illnesses. With effective stress management skills, the organisation would be able to boost productivity in sustainable ways to create a happier and stress-free organisation workplace! This training does not only focus on the stress management technique; this program helps participants to handle emotion to achieve high emotional intelligence.

Program Objectives

This program aims to:

- Attack stress behaviour, thought and attitudes
- Relax and communicate needs and feeling and emotions
- Increase the emotional intelligence when handling stress

Learning Outcomes

After completing this training, participants should be able to:

- Understand and handle stressors and stress agents effectively
- Handle stress and emotions effectively in the workplace
- Apply stress management and emotion modification techniques through emotional intelligence

Who should attend?

Post office officers, post office managers

Methodology

Case studies, forum discussion, role-play, presentations, gamification, videos, group discussion, quiz

Program Outline

Time	Day One
9.00am– 10.30am	<p>Making Friends with Stress and Emotions</p> <p>In this module, participants would understand the fundamentals of stress and uncontrolled emotion of human beings. At the same time, the participants would learn how to identify stressors that trigger their emotions. The participants would start to understand how stress and emotions impact themselves in the short and long term.</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>Hidden Killer Within Us</p> <p>Symptoms of stress, health and stress are the topics to be discussed in this module. The participant would identify their stress index and their impact physically and mentally.</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>
2.00pm-3.30pm	<p>Revealing Power Within Us</p> <p>The participants would have the practice session to learn how to manage body inventory, body awareness, conduct stress and emotional awareness diary, and record of general tension in their body. This practice helps the journey to manage stress and emotion.</p>
3.30pm-4.00pm	<p>Break and Networking</p>
4.00pm-5.00pm	<p>Breathing as Relaxation Method</p> <p>Stress management techniques such as abdominal breathing, alternate breathing, chest or thoracic breathing and meditation are the topics to be taught to the participants.</p>

Time	Day Two
9.00am– 10.30am	<p>Progressive Relaxation and Visualization as Stress Emotional Management</p> <p>To handle stress and emotion effectively, participants would learn how to apply visualization and progressive relaxation. The participants would use these techniques to manage cognitive stress and emotions.</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Autogenic training as Stress Emotional Management Techniques</p> <p>Autogenic training is a type of relaxation technique that can be used to help reduce anxiety, including that experienced as part of social anxiety disorder (SAD). It can be incorporated into regular treatment such as cognitive-behavioural therapy (CBT) or used on your own as a self-help strategy.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>Emotional Intelligence Practical Session: Rational Emotional Behavioural Therapy (REBT)</p> <p>In this module, participants would learn techniques such as REBT and stress, the concept of irrational beliefs and how to apply behavioural therapy in managing stress and emotion.</p>
3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Emotional Management Enhancement Methodology</p> <p>Human emotion is like a crazy monkey. This module shares the secret of how to tame the crazy monkey. In this module, participants would learn how to apply thought stopping and eye movement desensitisation as the method to handle emotion.</p>