

# Managing Tele-Pressure

## *Dealing with Stress in the Contact Centre*

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*Stress in the workplace costs the UK economy billions of pounds each year and poses a serious health hazard for employees. Risks are increased for those working in inherently stressful roles such as the contact centre environment. Symptoms of stress can be subtle at first – reduced employee effectiveness and performance, low morale, an increase in mistakes and a rise in interpersonal conflicts. This can lead to an increase in absenteeism and high employee turnover.*

*This workshop, developed specifically for the contact centre sector, provides attendees with the tools to enable them to deal effectively with the stressors intrinsic to their role.*

### Course Objectives

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*By attending, delegates will:*

- ✓ Understand the personal effects of stress
- ✓ Learn to identify and eliminate unhelpful thinking patterns
- ✓ Learn how to relax in an instant as a means of gaining control
- ✓ Understand the importance of lifestyle management

### Target Audience

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Contact centre personnel who wish to cope more effectively with the pressures and stresses associated with the contact centre environment.

### Duration

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2 days

### Content

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- Defining stress
- The importance of self-awareness
- The stress response – how and why our bodies react to stress
- Learning to identify the body's stress signals
- The relationship between performance and stress
- Strategies for dealing with stress
- Identifying sources of stress in the contact centre
- Effective coping mechanisms
- Thinking skills that maximise performance
- Anger management
- Relaxation skills
- Lifestyle management & the importance of self-care
- Developing a personal action plan

### Learning Approach

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*This workshop is highly participative, combining trainer's input, group discussion and practical sessions. Attendees will be given the opportunity to practice many of the techniques introduced in the workshop.*

**Best Practice  
Training & Development Ltd**

t + 44 (0)1923 225225  
f + 44 (0)1923 224100  
info@bestpractice.uk.com  
www.bestpractice.uk.com