

life meets work

overcoming  
**STRESS,  
FEAR AND  
ANXIETY**

**LEADER'S GUIDE**



## CONTENTS

### Introduction

About This Program  
Training Materials  
Preparation  
Agenda  
Sample Invitation  
Presentation Tips

### Training Session Overview

Giving the Pre-Test  
Presentation Outline

### Exercises

### Session Summary

Summarize  
Administer the Post-Test  
Evaluate

### Pre-Test/Post-Test

### Answer Key

### Course Evaluation

### PowerPoint® Presentation Overview

### Customizing a PowerPoint® Presentation



## INTRODUCTION

### About This Program

*Life Meets Work: Overcoming Stress, Fear and Anxiety* was developed to provide employees with the tools necessary to cope with the many feelings that are inspired by everyday workplace stressors as well as a sudden crisis or tragedy. This program explains the various reactions that may occur and recommends specific behaviors to help overcome tension, anxiety and the feelings of helplessness. These crucial coping skills can help the viewer to create more positive outcomes in the face of stress and adversity, resulting in improved mental attitudes and productivity.

This Leader's Guide is designed to help you conduct a thorough training session on *Life Meets Work: Overcoming Stress, Fear and Anxiety*. It permits you to use this program in many different ways, giving you the flexibility to determine which training format is best for your organization's needs. The video is approximately 17 minutes long and can be stopped easily for discussion of important points.

The PowerPoint® information in the Leader's Guide will assist you in the presentation of this material. You may copy the exercises, Pre-Test, Post-Test and Evaluation Form in the Leader's Guide when you use them in conjunction with the video. Illustrated employee handouts are also available for use with this program. These handouts include a quiz and should be given to participants as a helpful tool for future reference.

We recommend that you tailor the program to your organization's needs by including any relevant information unique to your employees. The specifics of how you structure the training session are up to you.

### Training Materials

You will need:

- A training room located away from major distractions or interruption
- A comfortable arrangement of chairs and tables, preferably in a circular pattern, with an opening for a TV monitor and other visual aids (Be certain all participants can see the viewing screen and each other)
- Adequate lighting that can be adjusted while viewing the video
- A location, possibly including a podium and/or flipchart, from which the trainer/speaker can lead discussion
- The training video *Life Meets Work: Overcoming Stress, Fear and Anxiety*
- TV/VCR with remote
- Copies of the class agenda (see page 3)
- Paper and pencil for each participant
- A flipchart or dry-erase board and appropriate markers
- A computer with PowerPoint® software and a projector to show the PowerPoint® Presentation
- Copies of the Post-Test (page 9) and Evaluation (page 11)

## Preparation

Preparation is the key to effective training. There are several things you need to do prior to the session:

### Invite Participants

Send out letters or memos to participants or post a notice two weeks in advance of the training date. (Sample is included on page 4.) State the location, date and time, and meeting agenda. Administer the Pre-Test in advance.

### Establish Training Objectives

Suggested training objectives for this presentation are defined for you below:

- To understand that stress, fear and anxiety are a normal part of everyday life
- To learn practical techniques to manage stress, fear and anxiety
- To understand common reactions to crisis and tragedy
- To realize the impact of stress or crisis on life at work
- To appreciate the benefits of managing stress or surviving crisis.

Feel free to edit the training objectives to meet the particular needs of your organization. Training objectives should coincide with the content of the video.

Determine the training objectives in advance so that you can identify the approach to take for the training session. It is also important to decide what level of proficiency is expected from participants upon completion of the training.

### Determine the Audience

Another aspect to consider in planning this training session is the audience. Tailor your presentation to the skills or experience of your participants. The focus of your discussion and the depth of content presented may vary, depending on whether you are providing an orientation for new managers or a refresher course for experienced managers.

The group size should range from 10 to 20 people. Most of the exercises in this program require that the group break into two smaller groups in order to increase participation. When the group is too large, individual attention may be lost.

### 2-Hour Session Agenda (using video-specific discussion issues)

Introduction .....	15 minutes
Video and Discussion .....	40 minutes
Exercise 1 .....	20 minutes
Exercise 3 .....	20 minutes
Conclusion .....	25 minutes

### 3-Hour Session Agenda (using video-specific discussion issues)

Introduction .....	15 minutes
Video and Discussion .....	40 minutes
Exercise 1 .....	20 minutes
Exercise 2 .....	40 minutes
Break .....	20 minutes
Exercise 3 .....	20 minutes
Conclusion .....	25 minutes

## Sample Of Invitation Memo

Date: December 3, 2004

To: All Managers

From: Monica Gilbert, Human Resource Manager

Re: *Life Meets Work: Overcoming Stress, Fear and Anxiety*

You are invited to attend an important training session later this month. *Life Meets Work: Overcoming Stress, Fear and Anxiety* will explore our reactions to the stressors and crises that occur in our lives and identify ways to manage our reactions. This training will help you to cope more effectively with stress and trauma and improve your well-being and productivity.

Please plan to attend the training session on December 10, 2004, at 2:00 p.m. We will be meeting in the main conference room for a two-hour session. If you are unable to attend, please contact me at 555-8890 as soon as possible.

Our goals for the training session are:

- To understand that stress, fear and anxiety are a normal part of everyday life
- To learn practical techniques to manage stress, fear and anxiety
- To understand common reactions to crisis and tragedy
- To realize the impact of stress or crisis on life at work
- To appreciate the benefits of managing stress or surviving crisis.

### Agenda:

- Introduction 2:00 - 2:15
- Video and Discussion 2:15 - 2:55
- Exercise 1 2:55 - 3:15
- Exercise 3 3:15 - 3:35
- Conclusion 3:35 - 4:00

We look forward to seeing you on December 10, 2004.

## Presentation Tips

### Overcoming anxiety

The best way to overcome anxiety about speaking before a group is to be prepared. Although it's natural to feel nervous, your sweaty palms will disappear once you focus on what you are saying. Concentrate on communicating your message and your presentation will flow naturally.

### Choosing your vocabulary

Don't lose your audience by using overly complex words or phrases. It's best to use the same comfortable language that you would use when speaking to participants one on one.

### Getting rid of the "umms"

One of the most annoying mistakes a speaker makes is saying "umm" every time there is a break between thoughts. Remain silent while you think about what you're going to say next. The silence will seem longer to you than it will to the audience. If you remember this, you'll feel less pressure to fill the silence. You can control your "umms" by jotting down notes beforehand. If you want to include personal anecdotes or examples, write down a few notes to trigger your memory. Beware of writing down too much, however. You'll deliver your message to your note cards instead of your audience.

### Controlling the speed and tone of your voice

You'll put your audience to sleep if you speak too slowly, and they won't be able to keep up with the content if you speak too quickly. Approximately 150 words per minute is the best speed (that's about two thirds of a page, typed, double-spaced). Vary your tone often, especially when making an important point. Adding emotion to your presentation will keep your audience involved. Again, strive for a conversational tone.

### Sticking to the schedule

Begin class on time and restart the session promptly at the end of the break. Except for emergencies, participants should not be interrupted for messages.

### Asking for questions

Ask for questions throughout the session. Be prepared to answer all types of questions, but don't be worried you don't know every answer. You can simply say, "Let me find out for you and get back to you." Keep in mind many questions are best answered through discussion. An appropriate response might be, "Good question. Let's hear some discussion on that one." Watch the clock, though. Too many unplanned discussions can eat up your time.

## TRAINING SESSION OVERVIEW

### Giving The Pre-Test

It is recommended that you send the Pre-Test (located on page 16) along with the Invitation before the training session. That allows you to review participants' answers and get an idea of what they already know. Otherwise, administer the Pre-Test at the start of the session, and review during the break.

### Presentation Outline

Open the session. Welcome the participants and introduce yourself to the group. Give a brief explanation of the purpose of the session and quickly review the agenda. Have participants introduce themselves and state the department or area in which they work. You may want to use an "ice breaker" to get the class warmed up for group discussion and to get to know each other.

Distribute and review copies of the training objectives for this session. Be sure participants understand what you expect them to learn and what skills they need to display as a result of this training. Knowing what is expected in advance better prepares the employees and helps them to participate successfully.

Objectives for this training session are:

- To understand that stress, fear and anxiety are a normal part of everyday life
- To learn practical techniques to manage stress, fear and anxiety
- To understand common reactions to crisis and tragedy
- To realize the impact of stress or crisis on life at work
- To appreciate the benefits of managing stress or surviving crisis.

Start the video. To avoid unpleasant surprises, it's a good idea to pre-set the volume of your monitor before the training session begins.

Two discussion guides have been developed for this program. "Scene-Specific Discussion Issues" is designed to be used if you choose to stop the video for discussion after each scene. "Discussion Topics" is designed to be used after watching the video in its entirety.

## EXERCISES

### Exercise #1

#### PAIR AND SHARE

Have the group divide into pairs. Ask each pair to take turns sharing a stressful situation that is occurring in their lives right now. The person not sharing the stressful situation should ask questions to find out what, if any, steps are being taken to manage the stress and make recommendations based on the video about ways that the stress might be better controlled. After 10 minutes, ask for volunteers to share examples of helpful ideas or information that they will be able to apply as a result of the session.

### Exercise #2

#### GROUP DISCUSSION

Ask the group to recall the events of 9/11/01. This dramatic event was a crisis of global proportions that remains vivid in our memories. Ask the following questions to lead the discussion:

*What were your initial physical reactions to the news?*

*How did you feel during the days and weeks following this event?*

*Did you do anything differently in your daily routine?*

*What did you do to cope with your feelings of stress, fear and anxiety?*

*After viewing this video is there anything that you would do differently now?*

### Exercise #3

#### BRAINSTORM

Divide the group in smaller groups of four or five. Provide each group with a flip chart and a marker. Ask each group to brainstorm as many effective and creative ways as possible to combat workplace stress. After 15 minutes of brainstorming have each group choose the five best ideas and share them with the entire group.

## SESSION SUMMARY

### Summarize

One summarizing technique is to review the course objectives with the class. Another technique is to ask each participant to highlight what was learned from the training session. Ask the participants if they have any final questions.

### Administer The Post-Test

Distribute copies of the Post-Test (located on page 9) to each participant. You may wish to customize the Post-Test to fit your organizational objectives. The Post-Test is an excellent tool for determining how much each participant learned during the session. Compare the results to the Pre-Test and review the different answers.

### Evaluate

Distribute the Course Evaluation form (located on page 11) to participants when they have finished answering the questions on the Post-Test. When each participant returns the Course Evaluation form to you, thank him or her for attending the session.

PREVIEW

## PRE-TEST/POST-TEST

1. True    False    When something traumatic happens, we should work to control our feelings in order to regain control of our lives.
2. True    False    Self-medication helps to overcome stress and fear.
3. True    False    Forgetfulness is a common reaction to crisis or tragedy.
4. True    False    Regular exercise can reduce stress and anxiety.
5. True    False    Most people have a very similar reaction to stress and trauma.
6. True    False    An increase in appetite is a very unusual reaction to stressful events.
7. True    False    One way to effectively manage stress and fear is to maintain your social activities.
8. True    False    Anxiety and apprehension can be contagious.
9. True    False    It's easy to fall back into bad habits during stressful times.
10. True    False    There are no positive outcomes of a crisis or tragic events.

## PRE-TEST/POST-TEST ANSWERS

1. True
2. False Self-medication can be dangerous and does nothing to overcome stress and fear.
3. True
4. True
5. False The form, timing and intensity of reactions to stress and trauma can be very different for each person.
6. False An increase in appetite is one of the many possible reactions to stressful events.
7. True
8. True
9. True
10. False Living through crisis and tragedy often brings unexpected benefits.



## COURSE EVALUATION

Your input is **IMPORTANT** in helping us evaluate and improve our training programs. Thank you for taking time to think about and respond to the following questions:

Course \_\_\_\_\_ Date: \_\_\_\_\_ Facilitator: \_\_\_\_\_

### About the Course

1. Were the objectives of the course clearly stated? \_\_\_\_\_ YES \_\_\_\_\_ NO

2. How well were the objectives met by the course?

Were not met      1      2      3      4      5      Were met very well

3. How applicable will this training be to your job?

\_\_\_\_\_ Almost none of the material will be applicable to my job.

\_\_\_\_\_ Some will be applicable, but some was confusing or irrelevant.

\_\_\_\_\_ Absolutely applicable! I look forward to seeing results soon!

4. Was the information presented in a logical and understandable order?

\_\_\_\_\_ Didn't seem logical at all.

\_\_\_\_\_ Some was, some wasn't.

\_\_\_\_\_ Yes, all of it seemed logical and understandable.

5. How useful were the discussions, the self-assessment tool, and the exercise in helping you learn the information?

\_\_\_\_\_ Not useful at all      \_\_\_\_\_ Somewhat useful      \_\_\_\_\_ Very useful

6. To what extent did this training meet your expectations?

\_\_\_\_\_ DID NOT MEET my expectations      \_\_\_\_\_ MET expectations      \_\_\_\_\_ EXCEEDED expectations

7. What would you add or change to improve this course?

\_\_\_\_\_

\_\_\_\_\_

### About the Facilitator

8. Was the facilitator positive and professional? \_\_\_\_\_ Very much so      \_\_\_\_\_ Could improve

9. How well was the facilitator prepared and able to explain the information?

NOT well prepared      1      2      3      4      5      VERY well prepared

10. Did the facilitator create an atmosphere that encouraged questions and learning?

\_\_\_\_\_ Yes      \_\_\_\_\_ No – Facilitator should have: \_\_\_\_\_

11. Did the facilitator explain the material in ways that made it applicable to your job?

\_\_\_\_\_ Very much so      \_\_\_\_\_ Sometimes      \_\_\_\_\_ Almost none was connected to my job

12. Your comments on the facilitator:

\_\_\_\_\_

\_\_\_\_\_



# POWERPOINT® PRESENTATION OVERVIEW



## Title Slide

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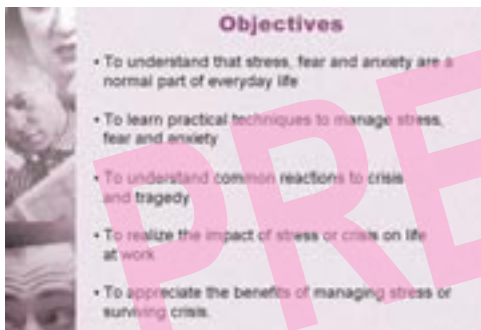
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## Slide 2

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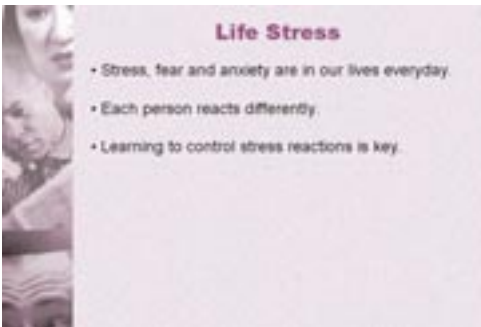
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## Slide 3

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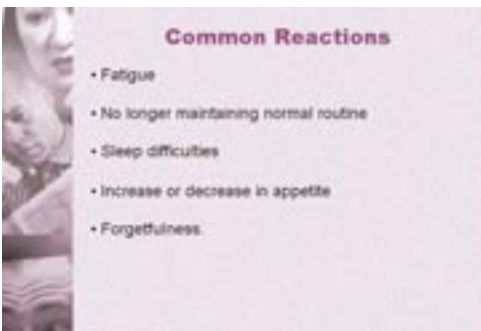
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## Slide 4

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# POWERPOINT® PRESENTATION OVERVIEW CONTINUED



**Visiting The "Emotional Gym"**

- Maintain a routine in your life.
- Continue to socialize and maintain contacts.
- Avoid staying focused on the tragedy, crisis or stress.
- Try something new and enjoy yourself.

## Slide 5

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**Actions to Counter Stress**

- Exercise regularly.
- Read books.
- Watch lighthearted programming.
- Listen to your favorite music.
- Rest and relax when possible.

## Slide 6

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**Behaviors to Avoid**

- Isolation from others.
- Self – medicating with drugs or alcohol.
- Overreaction to minor upsets and irritability.
- Returning to old bad habits.
- Failure to seek help or support.

## Slide 7

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**Workplace Strategies**

- Stay objective during conflicts.
- Prioritize tasks and stay focused.
- Take short breaks throughout the day.
- Take advantage of resources in the organization.

## Slide 8

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## CUSTOMIZING A POWERPOINT® PRESENTATION

The PowerPoint® presentations included on the Coastal DVD and CD products are customizable when used on a computer loaded with Microsoft PowerPoint® software. (Note: In the following instructions, “click” implies a click with your left mouse button. If a “right” click is necessary, it will be so indicated.) Microsoft PowerPoint® has many features. The following steps will help you customize our presentations quickly. To customize a presentation:

1. If the “Customizable Version” icon is displayed on the landing screen, click on this option. If this option is not available, click on the PowerPoint® presentation to open it. Save this presentation to another location, such as your hard drive or a folder on the network. You will make your customizations on the saved version.

**To add, copy, hide or remove a slide, or to change the order of the slides in the presentation:**

2. Click on “View” on the menu bar.
3. Click on “Slide Sorter” from the “View” menu. Or, under the “Normal” view, you may use the “Outline” on the left side of the screen.
4. To add a slide, place your cursor in front of the slide where you want to add a slide. Click on “Insert” on the menu bar. Then, click on “New Slide” on the “Insert” menu. Or, click on the “New Slide” tool on the tool bar. Choose a slide format to fit your desired content, and follow the prompts given.
5. Sometimes it’s easier to copy a slide, and then change the content of the slide than to create a new one. To copy a slide, click on the original slide. Click on “Edit” on the menu bar, and choose “Duplicate.” A new copy will be created to the right of the original slide. Or, click on “Edit” on your menu bar, and choose “Copy.” You may then “Paste” the slide wherever you want it to appear.
6. To hide a slide from your presentation, but to keep it for future use, right click on the slide you wish to hide, and choose “Hide Slide” from the menu. Or, click on the “Hide Slide” tool on the tool bar.
7. To remove a slide from the presentation, click on the slide you want to remove. Click on “Edit” on the menu bar. Then, click on “Delete Slide” on the “Edit” menu. Or, click on the slide, and press the “Delete” key on your keyboard.
8. To change the order of the slides in the presentation, click on the slide to be moved and while holding the mouse button depressed, drag the slide to its new location. Release your mouse button to place the slide.

**If you wish to change or remove the animation effect as you move from slide to slide:**

1. Double click on the slide you want to change the animated transition on.
2. Double click on the text box of the slide. A border and white handles appear around the text box.
3. Click on “Slide Show” on the menu bar. Then, click on “Preset Animation.” To turn off the effect, choose “Off.” If you wish to change the effect, there are many options to consider.

**To edit content of any slide:**

1. Double click on the slide you want to change the content of.
2. Double click on the text box of the slide. A border and white handles appear around the text box.
3. Type the desired changes.

Remember to save any changes made to your presentation!

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This leader's guide is one of a series of print materials, video, interactive CD-ROM, Web-based and DVD programs produced by Coastal Training Technologies Corporation. Each product is the result of painstaking analysis, design, development and production by the instructional designers and technical specialists on our staff.

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