



Performance under *Pressure*



Building Resilience

Mobile Team Challenge Ltd

Unleash the Potential of Your People

www.mtceurope.co.uk



Performance under Pressure: *Building Resilience*

Over 400,00 people suffer from stress related illnesses caused by their work every year. The Stressed Out survey by the Samaritans, the UK emotional support charity, found: "People's jobs are the single biggest cause of stress... with over a third (36 per cent) of Briton's citing it as one of their biggest stressors."

Our hearts and minds can face intolerable pressures from work. Overwork, bullying, low job control and satisfaction, job insecurity, new ways of working, poor work organisation and pace of work can all cause work stress.

The mental symptoms of stress range from sleeplessness and listlessness through to clinical depression and suicide. The physical effects range from appetite loss and nausea through to heart damage and stroke.

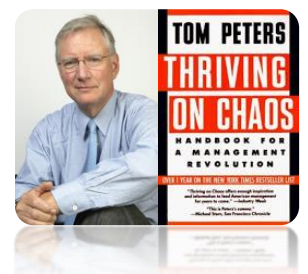
A workplace with a lot of stress may suffer from high absenteeism, higher risk of accidents, industrial relations problems, demotivation and high labour turnover.

Stress within your comfort zone can help you perform under pressure, motivate you to do your best, even keep you safe when danger looms. But when stress becomes overwhelming, it can damage your mood and relationships, and lead to a host of serious mental and physical health problems. The trouble is that modern life is so full of frustrations, deadlines, and demands that many of us don't even realize how stressed we are. By recognising the symptoms and causes of stress, you can take the first steps to reducing its harmful effects and improving your quality of life.

Tom Peters, the author known for his management books; *In Search of Excellence* and *A Passion for Excellence*, says it straight out in his preface to *Thriving on Chaos*:

"The winners of tomorrow will deal proactively with chaos, will look at the chaos per se as the source of market advantage, not as a problem to be got around. Chaos and uncertainty are (will be) market opportunities; capitalizing on fleeting market anomalies will be the successful business's greatest accomplishment."

Being able to constantly achieve peak **Performance Under Pressure** requires us not only to survive – but to actually **thrive** in an environment of pressing deadlines and target achievements.



The principle methodology and philosophy which this Performance Under Pressure Programme will utilise is from **Stephen Covey's** Best Selling Book - "**The 7 Habits of Highly Effective People**"

The programme will look at each "habit" as described by Covey as we identify the keys to the successes of highly effective people and seek our personal attainment of becoming Highly Effective and producing peak **Performance Under Pressure**.

🦋 **Habit One: "Be Proactive"** – eliminating distractors and distressors at source

🦋 **Habit Two: "Begin with the end in mind"** – taking the pressure off by effective planning and time management

🦋 **Habit Three: "Put First Things First"** – ditch the "blue-tailed fly" syndrome and learn the art of prioritisation to relieve pressures

🦋 **Habit Four: "Think Win-Win"** - Principles of Interpersonal Leadership – seeking how to dispense with small "p" politics and the pressures they bring

🦋 **Habit Five: "Seek First to Understand – then to be understood"**.
Overcome the frustrations and eliminate tensions by utilising professional communication techniques such as Transactional Analysis, NLP, Appreciative Inquiry etc.

🦋 **Habit Six: "Synergise"** – eliminate tensions and create performance teams by learning the skills of synergy development

🦋 **Habit Seven: "Sharpen the Saw"** – sustaining personal control

How DO Effective People ensure that they stay effective and don't become disillusioned with yet another stressful deadline?

The answer can be found in Covey's 7 Habits...
... that of Personal Development, Emotional Intelligence, Work-Life Balance and constant Self-Renewal...



Are those head / heart decisions and work / life balance challenges causing you or your Teams

STRESS?!

Maintaining Peak Performance under Pressure

What is *Stress*?

Stress is your body's way of responding to any kind of demand or threat. When you feel threatened, your nervous system responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Your heart pounds faster, muscles tighten, blood pressure rises, breath quickens, and your senses become sharper. These physical changes increase your strength and stamina, speed your reaction time, and enhance your focus. This is known as "fight or flight" or the mobilisation stress response and is your body's way of protecting you. There is also a "freeze" or immobilisation response that occurs if we become traumatised.



When stress is within your comfort zone, it can help you to stay focused, energetic, and alert. In emergency situations, stress can save your life—giving you extra strength to defend yourself, for example, or spurring you to slam on the brakes to avoid an accident. Stress can also help you rise to meet challenges. Stress is what keeps you on your toes during a presentation at work, sharpens your concentration when you're attempting the game-winning free throw, or drives you to study for an exam when you'd rather be watching TV. But beyond your comfort zone, stress stops being helpful and can start causing major damage to your mind and body.



"Stress is likely to become the most dangerous emerging risk to business in the early part of the 21st century"... so says the Association

of Insurance and Risk Managers in Commerce.

Pro-actively identifying the dis-stress creators and the 'early warning' signs of stress and distress is critical to our understanding as to the dangers lurking in our homes and our workplaces. Lifestyle awareness and stress management are the keys to healthy well-being and motivated individuals.

This highly interactive workshop will identify the **causes of stress**, consider the **triggers**, enable delegates to **create personal diffusers of Stress**, explore the **role of emotional intelligence** in **combatting negative feelings** and **equip them to apply simple concepts and techniques** to ensure that they are permanently working in the **"peak performance zone"** regardless of the working or domestic environments.



This interactive 1- day Workshop identifies the **Symptoms**, explores the **Causes** and provides the **Solutions** to Stress in the Workplace.

Emotionally Intelligent: Stress Resilience and Emotional Control

- Stephen Covey's 7th habit in his award-winning book "The 7 Habits of Highly Effective People" challenges us all to take care of ourselves and to become aware of those issues which can reduce our personal effectiveness.
- Identifying the dis-stress creators and the 'early warning' signs of stress and distress is critical to our understanding as to the dangers lurking in our homes and our workplaces. Lifestyle awareness and stress management are the keys to healthy well-being and motivated individuals.
- This 7th habit will identify the causes of stress and how we manage them.
- The module will include a personal Bio-Rhythm Test using state of the art Pulse sensors and software which will demonstrate what things create stress in individuals and the delegates will learn some stress management techniques – the immediate effect of which will be demonstrated by the pulse sensors and Bio-Rhythm software screen displays.



For the investment of £875 + VAT for up to 12 delegates you can protect your employees from Stress and equip them to diffuse the dis-stressors enabling them to stay in the "Peak Performance Zone" ...regardless of the hectic working environment.

Workshop Outcomes – Delegates will:

- Identify and apply The 7 Habits of Highly Effective People and increase their Effectiveness.
- Identify how to sustain Peak Performance Under Pressure - The 7th Habit.
- Identify the positive outcomes of efficient time management and prioritisation techniques.
- Self-Analyse the candidates Peak Performance Zone, Stress and Distress thresholds via personal biomedical demonstration utilising HeartMath bio-rhythm assessments.
- Learn how to apply Emotional Intelligence in order to neutralise their dis-stressors.
- Identify how we can achieve the “abundance mentality” in the Workplace.
- Demonstrate how to achieve peak mental performance from a stressful state.
- Learn how to recognise stressors and understand the cause of stress.
- Learn professional communication tools: Transactional Analysis, NLP, Appreciative Inquiry which reduce dis-stress.
- Enable a candidate to create a Personal Action Plan to improve Lifestyle Inventory.
Clarify Life Purpose and most important values so that a solid foundation can be built on which to base choices.
- Guide, through a re-focus exercise prioritising time and energy onto things about which there is passion and about which the candidate would complete with ease and joy.
- Investigate the key causes of stress and to do personal assessments of behavioural and communication styles which will increase their self-awareness of how their ‘style’ might be causing stress to others.
- Identify the Symptoms, explore the Causes and provide the Solutions to Stress in the Workplace.
Create a personal environment and “state” where constant Self Renewal sustains constant Peak Performance and High Effectiveness

Other Sample Programmes from Mobile Team Challenge Ltd

-  Creating a Leadership Change Culture
-  Team Leadership Programme
-  What IF? ..Disney ran your Hospital?
-  Lean / Six Sigma
-  Leading through and beyond CHANGE
-  The Patient Journey – 15 Steps
-  Disney Customer Service Strategy
“Mickey Mouse Customer Service?...
...I think NOT!
-  Emotional Intelligence Personality Profiling
-  Building Highly Effective SUPER Teams
-  Solution Focused Thinking: Decision Making
and Problem Solving
-  Emotionally Intelligent Leadership
-  Sales & Marketing Awareness
-  Stress Management: Performance under
Pressure
-  DeBono’s 6 Hats
-  Belbin Team Dynamics
-  Partnership Management
-  Conflict to Collaboration
-  Appreciative Inquiry
-  Coaching Skills
-  Creating an environment where
Innovation Thrives
-  Performance Management
-  Dealing with Difficult People
-  Stress Management / Work Life Balance
-  Development Organisational
Learning Cultures
-  First Line Management Programme
-  Key Account Management
-  Development Organisational
Learning Cultures
-  Coaching and Mentoring
-  Negotiating & Influencing Skills
-  Professional Communication Skills: NLP,
Transactional Analysis, Empathic Listening
-  Situational / Transformational Leadership
-  The 7 Habits of Highly Effective People
-  Adair’s Action Centered Leadership
-  Myers Briggs Individual / Team Profiling

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