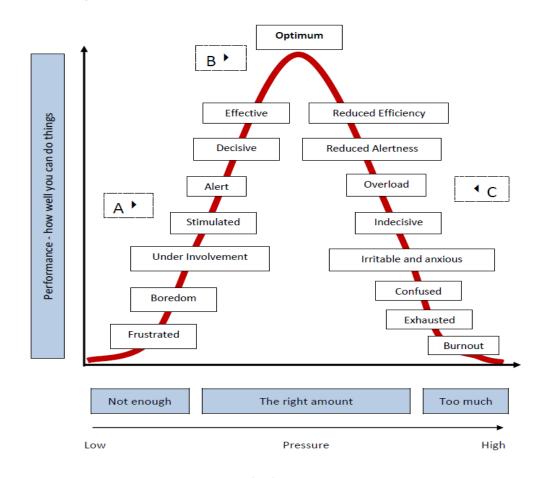


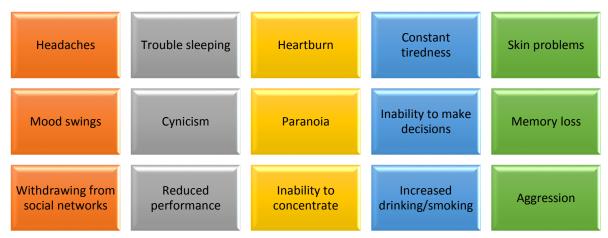


# **Stress Management**

#### The Pressure/Performance Curve



### **Recognising Stress - Symptoms include:**



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## **Controlling Stress**

#### The 4 'A's



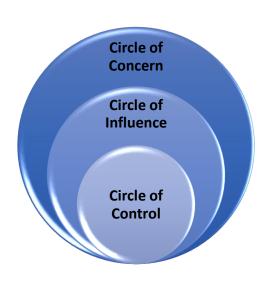
Alter the situation (rules/parameters)

Adapt your approach to the stressor

Accept what can't be changed and let it go

#### The Circle of Control (Steven Covey)

Only put your time, energy and 'worry' into things that you have control or influence over. Spending emotional energy on things outside of these circles serves no positive purpose.



# Learn to Say 'No'

Remember your Rights Do it sooner rather than later

Keep it simple

Take responsibility

Be Clear

Don't overapologise Be respectful

Suggest alternatives Remain calm but firm

Don't feel bad

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