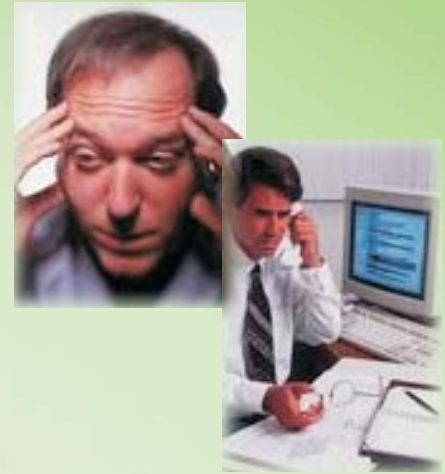




## Making Light of Stress

*Service Excellence Series*



### The Environment

Stress is a serious problem in today's society. Customer Service personnel ineffectively dealing with stress can displace their anxiety, anger and tension on the client.

**Building a relationship takes an extended effort...losing it takes 30 seconds....**

This course is designed to assist individuals lighten the daily load brought on by stress through gaining an understanding of the causes of stress and using RADAR's unique approach of the Wellness Wheel. How to cope with these complex dynamics and yet continue to provide high quality customer service is the challenge.

RADAR Solutions Group, as Customer Care Experts, recognizes this challenge and provides, solutions to managing stress in a customer environment. In this half-day seminar, participants will receive a manual and handouts to reinforce techniques learned along with a Wellness Wheel document and action plan template.

### Duration

Making light of stress is a half day course delivered for up to a maximum of 20 participants at one session.

### Course Objectives

1. To understand and respond to areas of stress.
2. To introduce coping strategies.
3. To have participants do a self evaluation of personal stress using RADAR's "Wellness Wheel".
4. Have participants build a personal coping-with-stress plan.

### Benefits

1. Improved employee satisfaction
2. Improved relationships with customers, co-workers and management
3. Improved employee productivity

**RADAR Solutions Group Inc.**

1 McLaughlin Crescent, Kanata, Ontario K2L 2P9

Ottawa: (613) 271-8075 or (888)737-2327

[www.radarinteractive.com](http://www.radarinteractive.com)

# Making Light of Stress

## *Service Excellence Series*



## Seminar Description

In today's contact centre environment service specialists must appropriately deal with the constant demand of customer-induced stress and their own personal stressors inside and outside the workplace. How to cope with these complex dynamics and yet continue to provide high-quality customer service is the challenge. It requires the service specialists to identify the sources of stress and to manage their response to the stress. Contact service agents, ineffectively dealing with stress, can displace their anxiety, anger and tension on the client. ***Building a quality customer relationship takes an extended effort...losing it takes 30 seconds.*** RADAR Solutions Group as Customer Care Experts recognizes this challenges and provides, with the "Making Light of Stress" seminar, ways of managing stress in a customer service environment.

In this seminar we will examine the root causes of stress and detail the many ways that stress affects more than just the workplace environment. With contact centres in mind we will examine the impacts of stress and introduce coping strategies. On completion of the seminar, participants will formulate a personal plan to cope with, and better manage the effects of stress in their everyday lives.

## Seminar Goals

There are three main objectives of this seminar.

### 1. Define the causes of stress and to identify the symptoms

- ▶ What is Stress
- ▶ How to we exhibit stress (the physiology of stress)
- ▶ What Causes Stress
- ▶ What are the symptoms of Stress

### 2. Gain an understanding of personal stressors.

The second objective is to understand and identify areas of stress commonly found at work and in the home environment using the unique approach of the "Wellness Wheel".

- ▶ The Wellness Wheel
- ▶ Self-Assessment
- ▶ Developing Strategies for Managing Stress

### 3. Begin a personal "living" Stress Control Plan.

This is the third objective. Individuals create a plan to meet their own needs and at their own pace.

- ▶ Committing the plan to paper
- ▶ Prioritizing
- ▶ Managing your time

## Curriculum

### ***Introduction***

Stress and the impact on the Industry

### ***Module 1***

Defining Stress

### ***Module 2***

The Wellness wheel

- ▶ RADAR's approach and methodology

### ***Module 3***

- ▶ Developing coping strategies
- ▶ Health
- ▶ Relationships
- ▶ Financial
- ▶ Spiritual
- ▶ Environment
- ▶ Career

### ***Module 4***

Building a personal stress management plan