



HR DELIVERY

Making Sure HR Delivers

HR DELIVERY WORKSHOP SERIES

Stress Management

Understanding and managing work-related stress

Explore practical responses to workplace pressure through demands, resources and recovery. Participants map a stressful work pattern, rehearse a prioritisation conversation and prepare a realistic plan combining changes to work with appropriate personal support.



01 DAY

Introductory taster

IN-HOUSE

Your people. Your context.

PRACTICAL

Explore, discuss and apply

A PRACTICAL STARTING POINT

Understand the topic. Try it in practice.

Workplace pressure can reflect competing demands, unclear priorities and limited opportunities to recover. Useful stress management considers these conditions alongside individual needs and support. This introductory workshop helps participants examine a work pattern, practise a constructive conversation and identify manageable changes within their own influence.

Participants explore how demands, resources, control and recovery interact in a realistic working week. They practise prioritising, setting workable boundaries and asking for support, then develop a first response that combines practical work changes with appropriate personal and organisational resources.

WHO IS IT FOR?

Employees, supervisors, managers and HR practitioners who want a practical introduction to recognising workplace pressures, discussing priorities and using appropriate support within their professional roles.

BY THE END OF THE DAY, PARTICIPANTS CAN:

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| <p>01 Recognise work pressures</p> <p>Identify demands, uncertain priorities and resource constraints in a case without assuming that visible behaviour reveals an individual's health condition.</p> | <p>02 Map demands and resources</p> <p>Describe how workload, control, support and recovery opportunities interact during a working week, identifying specific points where pressure could be reduced.</p> |
| <p>03 Prioritise realistically</p> <p>Compare competing tasks and draft a realistic sequence that makes trade-offs, dependencies and matters requiring a manager's decision explicit.</p> | <p>04 Discuss a working boundary</p> <p>Rehearse a clear conversation about priorities, availability or support, explaining the work impact and proposing an achievable adjustment for discussion.</p> |
| <p>05 Choose appropriate support</p> <p>Identify personal, managerial and organisational support options while recognising when a concern requires qualified health advice or an urgent support route.</p> | <p>06 Plan and review a change</p> <p>Prepare one manageable work change and a review question that considers feasibility, personal experience and effects on colleagues or service delivery.</p> |

A useful first application

This one-day introduction provides non-clinical practice in managing work pressures and seeking support. It develops practical starting points; persistent health concerns, diagnosis, treatment and urgent distress require appropriate qualified professional support.

THE FRAMEWORK / WORKSHOP FOCUS

HR Delivery Organisational Wellbeing Framework

The framework covers ten wellbeing areas and six strategic enablers. This workshop focuses on Healthy Work, Mind, Life, Digital Wellbeing and Recovery Support, connecting work conditions with capability and appropriate assistance.



SIX QUESTIONS TO EXPLORE IN THE WORKSHOP

01 Pressure pattern

Which recurring demands or uncertainties make this working pattern difficult?

02 Resources and control

What resources, influence and support are available to manage those demands?

03 Priorities

Which tasks need agreement, sequencing or a different allocation of effort?

04 Boundaries and recovery

What working boundaries and recovery opportunities are realistic in this context?

05 Support

Who can help with work changes or appropriate specialist support?

06 Review

What would indicate that the first adjustment is useful and sustainable?

These six questions guide workshop practice within the existing framework. They are selected learning prompts, not its complete architecture; the original model remains the reference for wider design, diagnosis and implementation.

[Explore the full model >](#)

LEARN BY DOING

Explore. Challenge. Make the ideas useful.

Short explanations lead into lively exercises, paired discussion and small-group challenges. Participants test ideas, share experience and build a draft together. The tone is engaging and enjoyable, with time to reflect and connect learning to real work.

01 Working-week pressure map

Participants map a fictional week of meetings, urgent requests and after-hours messages, identifying pressure points and available resources. They distinguish changes within individual influence from issues requiring organisational decisions.

02 The impossible task list

Groups receive competing requests with unclear priorities and limited capacity. They build a feasible sequence, identify what cannot be promised and prepare questions for the person authorising the work.

03 Boundary conversation practice

Pairs rehearse discussing an unrealistic deadline or availability expectation, using specific work evidence and a proposed alternative. Observers check clarity, tone, negotiation and the support needed to follow through.

04 First adjustment experiment

Participants design a small change to a fictional work routine, anticipate obstacles and identify support. Peers test whether the action is realistic and how its usefulness could be reviewed.

DIAGNOSE BEFORE YOU ACT

Evidence > shared feedback > agreed priorities

Use selected diagnostic prompts to distinguish known facts from assumptions. Discuss the findings and agree their meaning before proposing a solution. Feedback is part of diagnosis, not an afterthought.

ONE CASE, DEVELOPED THROUGH THE DAY

A project coordinator receives urgent requests from three managers, attends overlapping meetings and checks messages late at night. Each manager assumes the other work is less important. The coordinator wants to work more efficiently, but no one has agreed priorities, decision authority or a workable response expectation.

Groups map the demands and available support, construct a realistic task sequence and rehearse a priority-setting conversation that proposes one adjustment and identifies what requires a manager's decision.

THE FACILITATOR WILL

Invite different perspectives.

Make assumptions visible.

Welcome constructive debate.

Capture practical learning.



SAMPLE WORKSHOP AGENDA

A working day, with room to think.

09:00-16:30 | Six hours of facilitated learning, plus lunch and breaks. The agenda, emphasis and timings are always agreed with the client, including local scheduling needs.

09:00-09:20	Understand pressure in its work context Explore the case and distinguish observable demands from assumptions about individuals, agreeing the workshop's practical and non-clinical learning boundaries.
09:20-10:15	Map demands, resources and recovery Use selected wellbeing areas to map the working week, identifying pressure patterns, available support and changes requiring a wider decision.
10:15-10:30	Break
10:30-11:30	Make the task list realistic Compare urgent requests, dependencies and capacity, then prepare a prioritised sequence with explicit trade-offs and questions for the work owner.
11:30-12:30	Explore practical working boundaries Examine communication, meeting and availability routines, choosing a feasible adjustment and considering its effect on colleagues and service requirements.
12:30-13:30	Lunch
13:30-14:30	Practise the priority conversation Rehearse explaining a pressure point with work evidence, proposing alternatives and asking for a clear decision about priorities or support.
14:30-14:45	Break
14:45-15:30	Identify suitable support routes Map individual, managerial and organisational options, recognising role limits and situations that need appropriate qualified advice or urgent assistance.
15:30-16:10	Design and review a first adjustment Present a small routine change, anticipate barriers and choose practical review questions about its usefulness, feasibility and effect on others.
16:10-16:30	Prepare a supported application Choose one manageable workplace step, identify who must agree it and set a review point before making further changes.

Understand the pressure pattern, clarify priorities and test one realistic adjustment with appropriate support.

FROM THE SESSION TO YOUR DESK

Useful models. Practical working records.

The day combines reference materials with drafts developed in the exercises. Each has a clear use beyond the workshop; the work reflects the evidence and perspectives available in the room.

01 Working-week pressure map

A case-based picture of demands, resources and recovery opportunities, showing pressure points and distinguishing changes within personal influence from those requiring a manager's or organisation's decision.

Use it to explain a recurring pressure pattern at work.

02 Priority and trade-off sheet

A worked task sequence recording urgency, importance, dependencies and capacity assumptions, with explicit questions about what should change when all requests cannot be met.

Use it when preparing to negotiate priorities with a manager.

03 Boundary conversation outline

A structured conversation draft combining a specific work concern, its practical effect and a proposed alternative, with prompts for checking understanding and agreeing follow-through.

Use it before discussing availability, deadlines or competing work demands.

04 Support route map

A reference to support categories explored during the workshop, with space to add verified local contacts, role boundaries and arrangements for seeking appropriate qualified help.

Use it to clarify where a work or health concern belongs.

05 First adjustment proposal

A draft change to one work routine, identifying the intended benefit, agreement needed, likely obstacles and questions about practical effects on colleagues or service delivery.

Use it to discuss a feasible first change with others.

06 Personal review prompts

A short set of questions about the adjustment's usefulness, obstacles and ongoing support needs, avoiding clinical conclusions and linking the review to practical work decisions.

Use it to reflect on a change after initial practice.

CONTINUE EXPLORING

Continue with the models, diagnostic manuals and development resources on the HR Delivery website. Workshop exercises provide a first application; a full organisational diagnostic or implementation assignment can be agreed separately.

[Open the framework >](#)

[Explore diagnostic resources >](#)



MAKE THE LEARNING COUNT

A better conversation. A practical next step.

Discuss one pressure point and a proposed adjustment with the relevant work owner. Agree realistic priorities or boundaries, use appropriate support and review whether the change helps, adapting the plan when demands or circumstances change.

YOUR FIRST 30 DAYS

01

Days 1-7

Clarify the pressure point

Use the working-week map to describe one recurring difficulty without collecting private health information. Discuss priorities and available support with the appropriate person, then agree a manageable first adjustment.

02

Days 8-21

Try the agreed adjustment

Apply the change within the agreed boundaries, noting practical obstacles and effects on the work. Seek appropriate support when needed and avoid taking on additional commitments that undermine the agreement.

03

Days 22-30

Review and seek support

Consider whether the adjustment is workable and useful, then discuss changes with the work owner. Confirm continuing support needs and use qualified professional advice for persistent or concerning health difficulties.

Follow-through is participant-led. Additional facilitation, a full diagnostic or specialist support can be agreed separately.

AVAILABLE IN-HOUSE

Shaped around your organisation

The client confirms relevant working arrangements and support contacts. Participants bring a non-sensitive example of competing work demands or an availability issue; personal health disclosures are unnecessary, and fictional scenarios are available throughout the day.

PLAN YOUR IN-HOUSE WORKSHOP

Talk to Dr Phillip Welsh

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Discuss your workshop



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