

## Stress@Work™

Long term, unresolved stress can affect performance and damage health. Stress however is not always bad, it depends on our reaction and how we respond to it. Resilience is a mechanism by which we respond to stress, it is tested by adversity and is developed by a conscious process of changing how we think and how we behave.



**We enable you to identify and understand the sources of stress.** Work and life carry a degree of stress, some of which is necessary and positive. When the level of stress increases beyond an individual's ability to manage, then it impacts on health, behaviour, performance, and relationships. Stress responses at a negative level contribute to breakdown in interpersonal communications across organisations, as well as creating personal challenges for employees.

**We train your people in techniques and strategies to build personal resilience.** We have delivered hundreds of stress management and resilience building training programs to small businesses and large corporations all over Australia; they are especially popular with businesses that have high performing, customer facing teams aiming to excel in customer service.

**Your people complete the training with the skills and expertise to manage stress more effectively.** Our facilitators understand the pressure your people experience when their customers are frustrated, angry and loud. We believe in equipping employees with empathetic insights, specialist frameworks, positive psychology and optimistic outlooks that work time and again to lower stress levels and enhance your level of customer service from good to great.

- ▶ Resilience Training Programs for Employees, Managers and HR Professionals
- ▶ Individual Coaching
- ▶ Self Management and Time Management
- ▶ Sleep and Relaxation Strategies

*'interventions to achieve enhanced resilience and reduced risk in the workplace'*

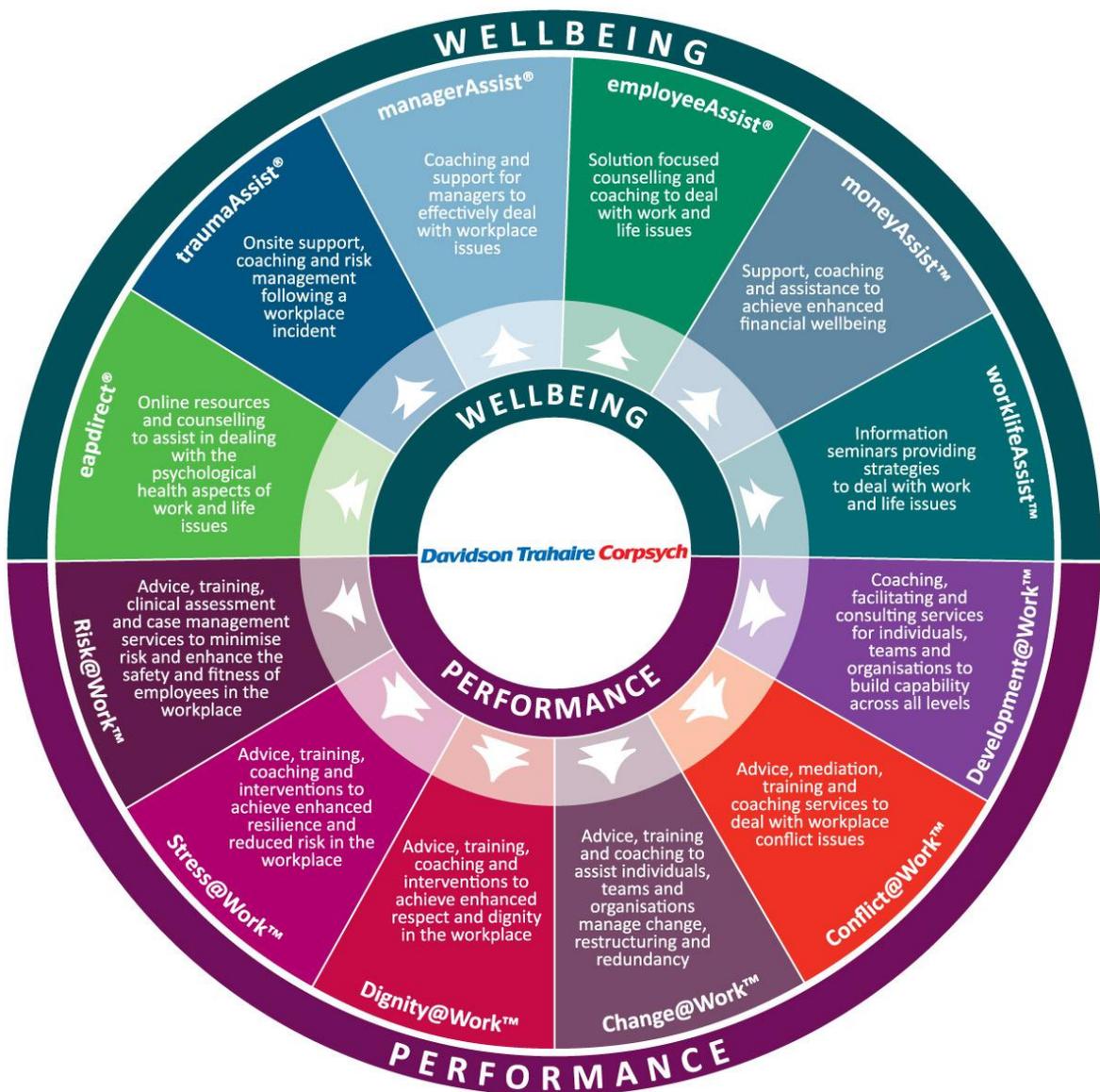
Stress@Work™ Workshop participant feedback



## Our Services

DTC provides an integrated and comprehensive range of services to support the care and wellbeing of individuals and their family members, to guide and support managers, to minimise risk at an organisational and individual level, and to build capability and increase productivity.

The **Wellbeing** Services are all included as part of our EAP services. The **Performance** Services are complementary services that serve to directly address existing or potential organisational issues, increase capability and confidence, and increase individual and organisational effectiveness.



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