

Online Resources for Managing the Effects of Outplacement



Managing Workplace Stress (6 minutes)

Workplace stress will remain a reality of modern business for the foreseeable future, but there are strategies to consider when evaluating how best to anticipate and manage work-related pressures.

<http://tinyurl.com/managingworkplacestress>



Controlling Conflict, Stress, and Time in a Customer Service Environment (32 minutes)

Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable. For the Customer Service Representative (CSR), understanding the emotional needs of each customer, adapting to how they communicate, and solving their problems can be extremely stressful and time consuming.

<http://tinyurl.com/controllingconflict>



Managing the Stress of Organizational Change (6 minutes)

Organizational change has become commonplace in today's business world. This Business Impact examines the challenges an employee faces when his company restructures into a decentralized organization.

<http://tinyurl.com/managingorgstress>



Managing Pressure and Stress to Optimize Your Performance (26 minutes)

Meeting the challenge of high-pressure situations is a different experience for everyone. You won't always be able to control the external events that lead to pressure, but you can control your reaction, develop a solution, and implement it. In this course, you'll learn about the triggers of stress and how stress can affect you physically, mentally, and emotionally. You'll explore mechanisms for handling pressure and stress in the workplace in order to optimize performance. You'll also learn the ways in which people who possess different work-style types deal with pressure, and finally, you'll learn how to deal with stressed colleagues.

<http://tinyurl.com/managingpressureandstress>



Take a Deep Breath and Manage Your Stress (22 minutes)

If you find you're constantly adding items to your never-ending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. This means that while you may not always be able to control the external events causing you stress, you can control your reactions to them and how you handle them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where it can come from. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and meditation to help you cope.

<http://tinyurl.com/takedeepbreath>



Make the Time You Need: Get Organized (28 minutes)

You don't have to manage your time, but the stress and potential for mistakes grows when you don't. To manage time, you need to be organized. In this course, you'll learn strategies for improving your productivity depending on what type of time management personality you have. You'll also learn how to deal with time stealers, create manageable to-do lists, and maintain an organized time management approach.

<http://tinyurl.com/maketimegetorganized>



Organizations Change So Get Ready (30 minutes)

A change in your work situation – whether good or bad – can create a period of uncertainty, stress, and anxiety while you adjust. A clear understanding of what organizational change is, and what to expect when dealing with it, can shorten the period of adjustment so you can get back on track sooner. In this course, you'll explore organizational change and the typical events that can trigger it. You'll also learn about the three specific types of organizational change, common reactions to organizational change, and the stages you can expect to go through when dealing with organizational change.

<http://tinyurl.com/orgschangegetready>



Creating Work/Life Balance (15 minutes)

For working professionals, keeping up with the competing demands of office and home takes more than good time-management skills. It requires an ability to prioritize and set a healthy work/life balance. This Challenge Series exercise explores the ways that work/life balance can be created to minimize stress and maximize productivity.

<http://tinyurl.com/createworklifebalance>

