



AHC Learning Ltd.

CASE STUDY:  
Your Style and Stress

## Identifying stress triggers and tackling them

100% of learners  
would recommend.

---

---

Help individuals  
identify triggers  
for stress.

---

---

Reduce absences  
relating to stress.



# Who is this workshop for?

This workshop is ideal for a client who is proactive about the mental health of their colleagues.

This workshop will enable the client to support their team members to be able to identify how and why they may become stressed and take action to reduce this. The effect of this is to increase performance rates because colleagues will be able to spot the signs of stress in advance and to reduce overall absence rates due to stress.

## **Alison says:**

*Discussing stress in the context of the various personality styles can help individuals and organisations to identify stress at the earliest possible opportunity*

## Communication Styles:

### Driver – Preference for Extraversion and Thinking

- A bottom line, time management type. They are the kind of people who evaluate something based on how much useful information they can get from it. They are doers.

### Expressive – Preference for Extraversion and Feeling

- Very emotional and easily inspired. They seek to have a good time often allow excitement to take precedence over careful thought.

### Mediator – Preference for Introversion and Feeling

- Interested in the feelings of other people. They do not like high-pressure or wildly emotional presentations.

### Analytic – Preference for Introversion and Thinking

- Hooked on data and detail. They love to seek the cause of things and want the facts of a problem before trying to solve it.

# Challenges

The original workshop was based on a bite-size workshop, however, we felt that wasn't enough time to cover this topic in the depth it deserves so the programme we created is a full day event which can be tailored in length and content depending on the client's requirements.

## Alison says:

*I knew what I wanted to do from the outset as I'm extremely passionate about this. Delivering the bite-size workshop was just the tip of the iceberg and this motivated me to design this flexible programme.*



Stress and mental health are fast becoming one of our most commonly requested workshop topics. As mental health and stress become more widely discussed in the workplace it's useful to understand how we all handle stress differently.

This workshop was initially requested by a client whom I had worked with previously around their personality and communication style and wanted to take a more in-depth approach around the impact on the business when that style is under stress.

Using tools such as Myers-Briggs Type Indicator (MBTI) or a Communication Styles Questionnaire, learners reflect on their preferred style. Each learner considers such factors as:

- Introversiion/Extraversiion (where they get their energy from)
- Thinking/Feeling (how they make decisions)
- Sensing/Intuition (what kind of information they prefer to use)
- Judging / Perceiving (how they deal with the world around them)

## What Stresses the Styles?

### Introversiion:

Spending too much time with others  
Too many external factors

### Extraversiion:

Spending too much time alone  
Not enough external stimulation

### Thinking:

Illogical, subjective and hence unfair decisions  
Being forced to worry about people rather than the task

### Feeling:

Not having their values respected  
Conflict and a lack of harmony

## Alison says:

*I have done a lot in the past around understanding stress triggers, identifying them, and working to overcome them, but I think we sometimes forget that stress plays out differently for each individual. In this workshop, we focus on identifying our communication styles and then managing stress based on those.*

# What We Did

AHC Learning delivers many sessions on absence management, and one element that is always discussed is the impact of stress within the team. The more we engage with clients, leaders and team members, it becomes apparent that stress isn't driven by just one element, it is very much driven by personality types, experiences and situations.

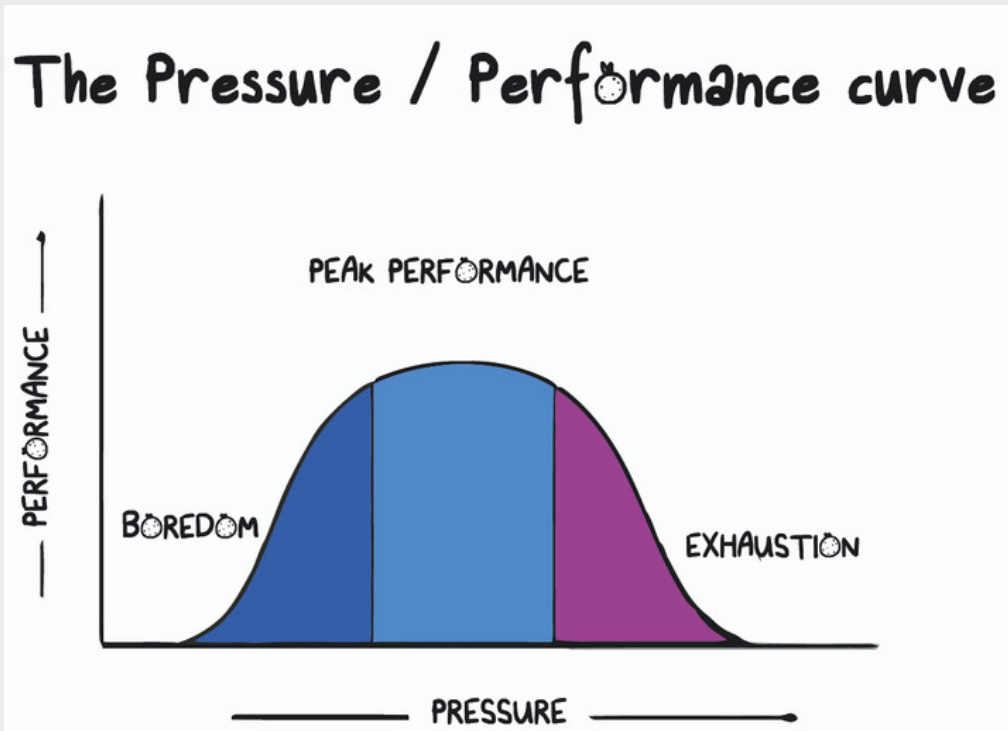
Putting the workshop together, we looked at the difference between regular high pressure (which can be motivating, such as working towards a deadline) and how someone who is working under extreme pressure on an ongoing basis will perform. We looked at the pressure/performance curve to identify and understand the relationship between pressure and stress, and this is discussed in the workshop.

The workshop begins with either an introduction to MBTI Type / Communication Styles or a learner-led recap of the different Types / Styles if this has been covered previously. We then discuss how the learners personally react to stress, identifying common themes across the various communication styles.

Learners are offered the opportunity to reflect on what stresses them and discuss how they act when at their best versus how they act when stressed.

At the end of the workshop, we look at resilience, and how to increase our resilience with a view to recovering from high-pressure situations. OPP, one of Europe's largest business psychology consultants, defines resilience as "the ability to bounce back to normal after experiencing pressure."

## Pressure vs. Stress



## Results & Feedback

"I now understand what triggers me to react and how to adapt to respond."

"Alison related the content to our business."

- 100% would recommend the workshop.
- 98% believed this was a good build on the communication styles workshop.

*"I enjoy an informal facilitated workshop which is designed around developing the knowledge of my learners. I ensure a high return on investment for my clients by pushing the learners to get as much out of these events as they can, and providing meaningful take-home resources to help with the learners' future development... Ultimately, I sit down every time and create a workshop around that client, so everything I do is bespoke." - Alison, AHC Learning Ltd.*

Does your business need support in proactively tackling workplace stress?

Since 2001, AHC Learning Ltd. have excelled in delivering personal and professional learning and development workshops. We aim to make a real difference while forming true and lasting partnerships with our clients, enabling us to deliver the right solution at the right time.

Contact

[alison@ahclearning.co.uk](mailto:alison@ahclearning.co.uk)

+44 7940 588 047

[www.ahclearning.co.uk](http://www.ahclearning.co.uk)



developing people, delivering results

ahc learning ltd