



MANAGING STRESS AT THE WORKPLACE TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Managing Stress at the Workplace Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with the knowledge, skills and practical techniques to identify, understand and manage workplace stress effectively. It explores the nature of stress, its psychological and physical effects, common triggers and how unmanaged stress impacts performance, relationships and overall wellbeing. Participants will learn evidence-based coping strategies, resilience-building methods, emotional regulation techniques and communication approaches for handling pressure and conflict. Through guided reflection, case studies, group activities and practical exercises, participants will develop the capability to reduce stress, increase productivity and cultivate a supportive and mentally healthy workplace culture.

OBJECTIVE(S):

- Understand workplace stress, causes and its impact on individuals and organisations.
- Identify early signs of stress and behavioural changes.
- Apply practical techniques for stress reduction and emotional regulation.
- Strengthen personal resilience and coping strategies.
- Improve communication when dealing with stressful situations.
- Develop healthy habits to maintain work-life balance.
- Support colleagues and promote a positive workplace environment.
- Reduce stress-related risks and improve overall workplace wellbeing.

TARGET GROUP(S):

- All employees
- Supervisors and team leaders
- Managers and executives
- HR and administrative staff
- Customer service and frontline personnel
- Anyone experiencing or managing workplace stress

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Understanding Workplace Stress and Its Impact
2. Identifying Causes, Triggers and Early Warning Signs
3. Emotional Intelligence and Self-Awareness in Stress Management
4. Practical Stress Reduction Techniques and Coping Skills
5. Effective Communication During Stressful Situations
6. Building Resilience and Creating Healthy Mindset Patterns
7. Work-Life Balance, Self-Care and Personal Wellbeing
8. Creating a Supportive and Mentally Healthy Workplace

LIST OF REFERENCE BOOK(S):

- Stress management and workplace wellbeing guides
- Emotional intelligence literature
- Occupational psychology and mental health references

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Stress management tools and worksheets

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Individual reflection exercises
- Practical stress-relief techniques

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Understanding Workplace Stress and Its Impact
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Causes, Triggers and Early Warning Signs
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Emotional Intelligence and Self-Awareness
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Practical Stress Reduction Techniques

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Effective Communication During Stress
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Building Resilience and Healthy Mindset Patterns
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Work-Life Balance, Self-Care and Personal Wellbeing
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Creating a Supportive and Mentally Healthy Workplace