

# Managing Workplace Anxiety

Sample



## Corporate Training Materials

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## Preface

### What is Courseware?



Welcome to Corporate Training Materials, a completely new training experience!

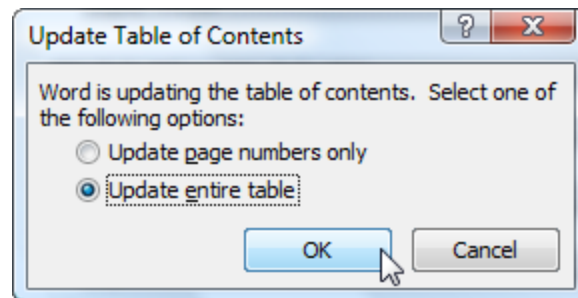
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

### How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.

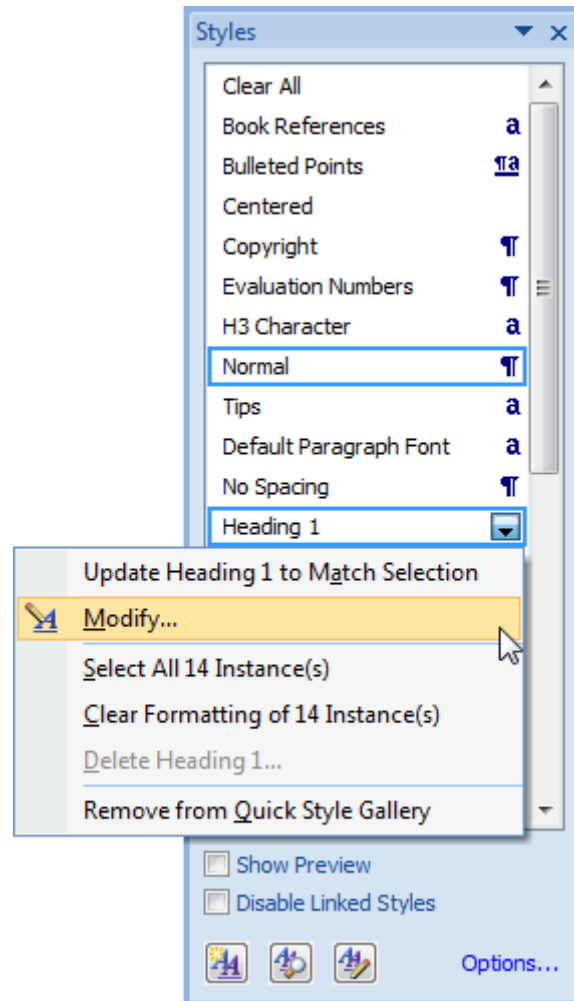


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to [Word 2007 or 2010 Essentials](#) by Corporate Training Materials.

## Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides
- Quick Reference Sheets for students to take home
- Timer or watch (separate from your laptop)
- Masking tape
- Blank paper

## Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.
  - Use examples, case studies, and stories that are relevant to the group.
  - Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.
  - Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest [Experiential Learning](#) by David Kolb.)
- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

## **Icebreakers**

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps “break the ice” with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

## **Icebreaker: Friends Indeed**

### **Purpose**

Have the participants moving around and help to make introductions to each other.

### **Materials Required**

- Name card for each person
- Markers

### **Preparation**

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

### **Activity**

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

## **Training Manual Sample**

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is then shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.



*Life is ten percent experience and  
ninety percent how you respond  
to it.*

***Dorothy M. Neddermeyer***

## **Sample Module: Coping Strategies (I)**



Once we have identified what type of anxiety problems we may be facing, we can focus on how to cope with them and keep them from controlling our everyday life. Since anxiety can affect everyone differently, not everyone reacts or displays symptoms in the same way. Therefore, they also cannot be handled in exactly the same way. Luckily, there are many treatments, therapies and self-help strategies available to the public that can be customized to our needs.

## Keeping a Journal



Keeping some sort of diary or journal is a great way to cope with episodes of anxiety or distress. Writing in a journal allows a person to write freely and openly without having fear of being judged or criticized, as it will not be seen by anyone. This can provide an outlet for our pent up feelings and allows us to express them in ways we may not be able to do in front of others. A journal is also a great place to document things such as goals, thoughts, wants and desires that we may not share very often. Some people choose to keep their journal in one spot, such as at home or in a desk drawer, while others opt to carry it with them wherever they go. Whichever you choose, be sure to write in it often and don't let feelings of anxiety build up before you can write them all down again.

## Power of Positive Thinking



Sometimes our anxieties can get the best of us simply because we let them by welcoming in the negative thoughts they bring with them. But when we use positive thinking and words of encouragement, we can change how our anxieties grab us. Phrases such as *"I'm going to faint!"* and *"I can't do it!"* can negatively affect how we handle a certain situation or problem and can make anxieties worse. But to counteract these thoughts, we can focus on calming and soothing positive thoughts that can make us feel better about ourselves and whatever situation we have to face. By putting a stop to thoughts that can lead to anxiety or stress and replacing them with positive and encouraging thoughts, we are conditioning ourselves to permanently adapt our brain to this type of behavior and improving the way we handle difficult situations.

Sample positive thinking phrases:

- *"I can do this."*
- *"These feelings may be uncomfortable, but they won't last."*
- *"I will not fail and others will see my success."*
- *"My anxiety cannot make me lose control."*

## Have a “Me” Place You Can Go



When we are feeling stressed or overwhelmed, it is important that we have a place we can go to that is just for us or a ‘me’ place. Whether you are at home or work, find a spot where you can go to be alone and take a few minutes to think to yourself. Sometimes this can include your desk or office, if in a private spot, or maybe you have a secluded table in the break room you can retreat to. At the end of the day you might go home to a cozy chair in the living room or retreat to a couch in the den where you can relax.

Having a ‘me’ place helps us feel better about our anxieties because not only do we know that this place is meant only for us, but we can be ourselves in this special place and release any pent up feelings (this also makes a great place to keep that journal we started!). So next time you walk into your office or go home at the end of the day, take a few minutes to find your ‘me’ place and designate it as such. Set it up with a couple of relaxing books, music or aromatherapy candles. It is your space, so customize it with things that will help you the most.

## Establish Attainable Goals

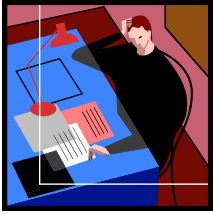


Setting goals for ourselves is always a good practice and it is especially true when coping with our anxiety. But we want to ensure that our goals are not so large and daunting that we scare ourselves away from trying to accomplish them. Focus on goals that you can realistically achieve and set attainable expectations for yourself. Start with small steps, such as changing the way we view a situation or how we react to something, and then make later goals to go from there. Keep in mind that some things you cannot change (like how you *have* to give a weekly presentation in front of the whole office), but you can make goals to change how you handle them (such as being well prepared and taking deep breaths).

Tips for setting attainable goals:

- Start small – you can work up to the big stuff later.
- Decide what you want to change or obtain now.
- Determine what is in your power to change or control.

## Case Study



Jeff has started to realize that he has increased anxiety when at work – possibly due to the amount of people and limited office space. He came to work every day and repeated phrases such as *“You can do this”* and *“You will do great”* to himself when preparing for his day to help boost his positive thinking. He then started keeping a leather journal in his desk drawer for times when he needed to let out his frustrations and anxieties. When he felt stressed, he wrote what he wanted and then put the journal back in his desk.

In the back of his journal, he kept a section for the goals he had made for himself, which included improving his relationships with his coworkers, and learning to overcome his anxiety of group meetings. Jeff knew it was still hard to face his anxiety of the office every day, but with his own encouragements and helpful coping tools at his disposal, Jeff knew he had ways to slowly help him change how he felt about it.

## Sample Module: Review Questions

1. What is the benefit of keeping a journal?
  - a) We can make it any color
  - b) It gives us a place to express our thoughts
  - c) It shows proof of how we feel to others
  - d) It can be destroyed later
2. Where can we keep our journal?
  - a) Anywhere in the house
  - b) Only at work
  - c) Anywhere we want
  - d) Only in our purse or bag
3. What is benefit of positive thinking to manage anxiety?
  - a) It reduces the anxiety that feeds on negative thoughts
  - b) It can make anxiety worse
  - c) It makes our anxiety disappear forever
  - d) It increases our level of concentration
4. Which of the following is an example of a positive statement?
  - a) "I don't think I want to do this."
  - b) "I'm going to be sick!"
  - c) "That makes me very nervous."
  - d) "My anxiety does not control me!"
5. Why is it important to have a "me" place to go to?
  - a) We have a place to store our office supplies
  - b) We have a place to relax and calm ourselves
  - c) We have a place to talk on the phone
  - d) We have a place to hide from others
6. Your "me" place should include what?
  - a) Things that relax you
  - b) Recent bills or statements
  - c) Current projects
  - d) Newspapers

7. What is the first step of setting an attainable goal?
  - a) Decide on a reward
  - b) Plan on what you want in the end
  - c) Start with something small
  - d) Involve your coworkers
  
8. Goals should not be what?
  - a) Done at work
  - b) Amusing or fun
  - c) Selfish
  - d) Daunting or scary
  
9. What is one thing Jeff did to help cope with his anxiety at work?
  - a) He has a squishy stress ball on his desk
  - b) He talked about it with his coworkers
  - c) He kept a journal in his desk drawer
  - d) He just kept it to himself
  
10. What was one attainable goal Jeff set for himself?
  - a) To improve his relationship with his coworkers
  - b) To better organize his desk area
  - c) To take more days off
  - d) To improve his public speaking skills



## **Instructor Guide Sample**

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.

*Life is ten percent experience and ninety percent how you respond to it.*

*Dorothy M. Neddermeyer*

## **Sample Module: Coping Strategies (I)**



Once we have identified what type of anxiety problems we may be facing, we can focus on how to cope with them and keep them from controlling our everyday life. Since anxiety can affect everyone differently, not everyone reacts or displays symptoms in the same way. Therefore, they also cannot be handled in exactly the same way. Luckily, there are many treatments, therapies and self-help strategies available to the public that can be customized to our needs.

## Keeping a Journal



Keeping some sort of diary or journal is a great way to cope with episodes of anxiety or distress. Writing in a journal allows a person to write freely and openly without having fear of being judged or criticized, as it will not be seen by anyone. This can provide an outlet for our pent up feelings and allows us to express them in ways we may not be able to do in front of others. A journal is also a great place to document things such as goals, thoughts, wants and desires that we may not share very often. Some people choose to keep their journal in one spot, such as at home or in a desk drawer, while others opt to carry it with them wherever they go. Whichever you choose, be sure to write in it often and don't let feelings of anxiety build up before you can write them all down again.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss the benefits of keeping a journal for anxiety.
<b>Topic Summary</b>	Keeping a Journal Review the benefits of keeping a journal in managing our anxiety feelings.
<b>Materials Required</b>	Flipchart/dry erase board, markers
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss with the class the various types of journals available these days, including paper and electronic ones. Ask each one which method would suit them best and why. Write some of the class's answers on the flip chart or dry erase board
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is a journal a great place to keep our private thoughts?

## Power of Positive Thinking



Sometimes our anxieties can get the best of us simply because we let them by welcoming in the negative thoughts they bring with them. But when we use positive thinking and words of encouragement, we can change how our anxieties grab us. Phrases such as *"I'm going to faint!"* and *"I can't do it!"* can negatively affect how we handle a certain situation or problem and can make anxieties worse. But to counteract these thoughts, we can focus on calming and soothing positive thoughts that can make us feel better about ourselves and whatever situation we have to face. By putting a stop to thoughts that can lead to anxiety or stress and replacing them with positive and encouraging thoughts, we are conditioning ourselves to permanently adapt our brain to this type of behavior and improving the way we handle difficult situations.

Sample positive thinking phrases:

- *"I can do this."*
- *"These feelings may be uncomfortable, but they won't last."*
- *"I will not fail and others will see my success."*
- *"My anxiety cannot make me lose control."*

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss the affects and benefits of positive thinking.
<b>Topic Summary</b>	Power of Positive Thinking Explore various ways positive thinking can help improve a situation.
<b>Materials Required</b>	07-The Power of Positive Thinking
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Share your ideas with the rest of the class.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What are some more positive thoughts we can say to help ourselves through our anxiety?

## Have a “Me” Place You Can Go



When we are feeling stressed or overwhelmed, it is important that we have a place we can go to that is just for us or a ‘me’ place. Whether you are at home or work, find a spot where you can go to be alone and take a few minutes to think to yourself. Sometimes this can include your desk or office, if in a private spot, or maybe you have a secluded table in the break room you can retreat to. At the end of the day you might go home to a cozy chair in the living room or retreat to a couch in the den where you can relax.

Having a ‘me’ place helps us feel better about our anxieties because not only do we know that this place is meant only for us, but we can be ourselves in this special place and release any pent up feelings (this also makes a great place to keep that journal we started!). So next time you walk into your office or go home at the end of the day, take a few minutes to find your ‘me’ place and designate it as such. Set it up with a couple of relaxing books, music or aromatherapy candles. It is your space, so customize it with things that will help you the most.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Review the importance of having a special place just for you.
<b>Topic Summary</b>	Have a “Me” Place You Can Go  Discuss the benefits of having a ‘me’ place and how it can help cope with anxiety.
<b>Materials Required</b>	08-Creating Your ‘Me’ Space
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the handout individually. Share your answers with the rest of the class.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Where can we set up our ‘me’ place for ourselves?

## Establish Attainable Goals



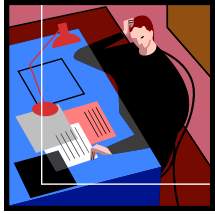
Setting goals for ourselves is always a good practice and it is especially true when coping with our anxiety. But we want to ensure that our goals are not so large and daunting that we scare ourselves away from trying to accomplish them. Focus on goals that you can realistically achieve and set attainable expectations for yourself. Start with small steps, such as changing the way we view a situation or how we react to something, and then make later goals to go from there. Keep in mind that some things you cannot change (like how you *have* to give a weekly presentation in front of the whole office), but you can make goals to change how you handle them (such as being well prepared and taking deep breaths).

Tips for setting attainable goals:

- Start small – you can work up to the big stuff later.
- Decide what you want to change or obtain now.
- Determine what is in your power to change or control.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss the importance of setting goals we can achieve.
<b>Topic Summary</b>	Establish Attainable Goals Discuss the benefits of creating goals for our self and how we can keep them attainable.
<b>Materials Required</b>	09-Setting Attainable Goals
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the handout individually. Share your answers with the rest of the class.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important to set attainable goals for ourselves?

## Case Study



Jeff has started to realize that he has increased anxiety when at work – possibly due to the amount of people and limited office space. He came to work every day and repeated phrases such as *“You can do this”* and *“You will do great”* to himself when preparing for his day to help boost his positive thinking. He then started keeping a leather journal in his desk drawer for times when he needed to let out his frustrations and anxieties. When he felt stressed, he wrote what he wanted and then put the journal back in his desk.

In the back of his journal, he kept a section for the goals he had made for himself, which included improving his relationships with his coworkers, and learning to overcome his anxiety of group meetings. Jeff knew it was still hard to face his anxiety of the office every day, but with his own encouragements and helpful coping tools at his disposal, Jeff knew he had ways to slowly help him change how he felt about it.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Outline the Coping Strategies (I) case study
<b>Topic Summary</b>	Case study Explore various helpful tool and self-help strategies for coping with anxiety.
<b>Materials Required</b>	None
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss the results of the case study. Was Jeff’s anxiety affecting his work?
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why did Jeff think he had anxiety at work?

## Sample Module: Review Questions

1. What is the benefit of keeping a journal?
  - a) We can make it any color
  - b) It gives us a place to express our thoughts
  - c) It shows proof of how we feel to others
  - d) It can be destroyed later

Keeping a journal allows us to freely write and express our feelings and opinions without feeling judged by them.

2. Where can we keep our journal?
  - a) Anywhere in the house
  - b) Only at work
  - c) Anywhere we want
  - d) Only in our purse or bag

One advantage of a journal is that it is portable and can be kept anywhere we choose. Just ensure that it is accessible to you but not to anyone around you.

3. What is benefit of positive thinking to manage anxiety?
  - a) It reduces the anxiety that feeds on negative thoughts
  - b) It can make anxiety worse
  - c) It makes our anxiety disappear forever
  - d) It increases our level of concentration

When we think positive thoughts, it reduces the anxiety that we normally spend on our negative thoughts and clears our mind for more important things.

4. Which of the following is an example of a positive statement?
  - a) "I don't think I want to do this."
  - b) "I'm going to be sick!"
  - c) "That makes me very nervous."
  - d) "My anxiety does not control me!"

This phrase boosts confidence in ourselves by exclaiming that we are not controlled by our anxiety, which can also boost positive thinking.



5. Why is it important to have a “me” place to go to?
- a) We have a place to store our office supplies
  - b) We have a place to relax and calm ourselves
  - c) We have a place to talk on the phone
  - d) We have a place to hide from others

It is important to have somewhere you can call your “me” place so that you can have a place where you can go to relax and calm yourself after a stressful situation.

6. Your “me” place should include what?
- a) Things that relax you
  - b) Recent bills or statements
  - c) Current projects
  - d) Newspapers

Your “me” place should include things that help your relax, such as a good book, scented candles or soft music.

7. What is the first step of setting an attainable goal?
- a) Decide on a reward
  - b) Plan on what you want in the end
  - c) Start with something small
  - d) Involve your coworkers

When setting goals that are attainable, it is important to start with something small to achieve first and then work yourself up to the bigger tasks.

8. Goals should not be what?
- a) Done at work
  - b) Amusing or fun
  - c) Selfish
  - d) Daunting or scary

Goals should not seem so large or outrageous that they become too daunting to try and accomplish or too scary to think about.

9. What is one thing Jeff did to help cope with his anxiety at work?

- a) He has a squishy stress ball on his desk
- b) He talked about it with his coworkers
- c) He kept a journal in his desk drawer
- d) He just kept it to himself

Jeff kept a journal in his desk at work so that he could write in it any time he felt stressed or anxious.

10. What was one attainable goal Jeff set for himself?

- a) To improve his relationship with his coworkers
- b) To better organize his desk area
- c) To take more days off
- d) To improve his public speaking skills

Jeff decided he wants to improve his relationship with his fellow coworkers and set goals for himself to do so.

## **Activities**

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.

## The Power of Positive Thinking

On this worksheet, list how positive thinking and encouragement can help turn an anxious situation around.

- 1.) You have to deliver a speech about your job duties to the new employees.

Positive thoughts: \_\_\_\_\_

- 2.) You have to take a plane ride to a work conference – even though you're afraid of heights.

Positive thoughts: \_\_\_\_\_

- 3.) The manager says he wants to see you in his office after lunch, but doesn't say why.

Positive thoughts: \_\_\_\_\_

- 4.) You have a large report due next week and your team leader wants to know how it is coming along.

Positive thoughts: \_\_\_\_\_

## Creating Your 'Me' Space

Use this handout to help design and build your 'me' place. Think of where it will be and what helps you relax the most.

Where will my place be? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What will it include? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What will help me relax the most in this space? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Setting Attainable Goals

Using the spaces below, create goals for yourself in different aspects of your life.

Think about how you can manage your anxiety in every aspect while working toward an ultimate goal.

### Business goals:

1.) \_\_\_\_\_

2.) \_\_\_\_\_

3.) \_\_\_\_\_

### Personal goals:

1.) \_\_\_\_\_

2.) \_\_\_\_\_

3.) \_\_\_\_\_

How will managing my anxiety symptoms help me achieve these goals?

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## **Quick Reference Sheets**

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

# Managing Workplace Anxiety

## Social Anxiety

Social anxiety, also known as social phobia, is a type of anxiety where a person fears crowds or public situations because they feel it will lead to public scrutiny or embarrassment. This can range from simply eating in public to being among a large crowd in a store. Sometimes this person can be mistaken for having a shy demeanor, but these people have serious trouble socializing at work or even participating in meetings. This can keep them from being a team player since they frequently withdraw from the group.



- Extremely fearful of unfamiliar situations and people
- Feeling overwhelmed with anxiety when in social situations
- Fearful of being judged or watched by other people
- Unable to face social situations on your own

## Generalized Anxiety Disorder

Generalized anxiety disorder (GAD) is the most common type of anxiety and is usually defined as a constant state of tension and panic. People who suffer from GAD generally do not have anything particular that they are worrying or obsessing about. They cannot identify the source of the anxiety, and therefore cannot find a way to resolve the problem. So they continue to feel anxiety every day with either no apparent reason, or will find a number of problems to fret about without knowing why.



Common symptoms of GAD:

- Difficulty focusing, sleeping or concentrating
- Constant restlessness, irritation or edginess
- Feeling tired or having low energy levels
- Tense or clenched muscles

## Accept the Situation, and Move On

- Always take a few minutes to let the information sink in
- Look at the whole situation and what your role is in it
- Look at the anxiety feeling you're having and try to resolve them
- Realize what you have to and move with that





## **Certificate of Completion**

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.

CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course*

*Managing Workplace Anxiety*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Presenter Name and Title

\_\_\_\_\_

## **PowerPoint Sample**

Below you will find the PowerPoint sample. The slides are based on and created from the Training Manual. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

## Sample Module: Coping Strategies (I)

Once we have identified what type of anxiety problems we may be facing, we can focus on how to cope with them and keep them from controlling our everyday life. Since anxiety can affect everyone differently, not everyone reacts or displays symptoms in the same way. Therefore, they also cannot be handled in exactly the same way.

*Life is ten percent experience and ninety percent how you respond to it*

*Dorothy M. Neddermeyer*

## Keeping a Journal

- Keeping some sort of diary or journal is a great way to cope with episodes of anxiety or distress.
- This can provide an outlet for our pent up feelings.
- A journal is also a great place to document things such as goals, thoughts, wants and desires that we may not share very often.



## Power of Positive Thinking

- *“I can do this.”*
- *“These feelings may be uncomfortable, but they won’t last.”*
- *“I will not fail and others will see my success.”*
- *“My anxiety cannot make me lose control.”*



## Have a “Me” Place You Can Go

- Having a ‘me’ place helps us feel better about our anxieties because not only do we know that this place is meant only for us, but we can be ourselves in this special place and release any pent up feelings.
- It is your space, so customize it with things that will help you the most.



## Establish Attainable Goals

- Start small – you can work up to the big stuff later.
- Decide what you want to change or obtain now.
- Determine what is in your power to change or control.



## Case Study

- Jeff has started to realize that he has increased anxiety when at work – possibly due to the amount of people and limited office space.
- Jeff knew it was still hard to face his anxiety of the office every day, but with his own encouragements and helpful coping tools at his disposal.



## Sample Module: Review Questions

1. What is the benefit of keeping a journal?
  - a) We can make it any color
  - b) It gives us a place to express our thoughts
  - c) It shows proof of how we feel to others
  - d) It can be destroyed later
  
2. Where can we keep our journal?
  - a) Anywhere in the house
  - b) Only at work
  - c) Anywhere we want
  - d) Only in our purse or bag

## Sample Module: Review Questions

3. What is benefit of positive thinking to manage anxiety?
  - a) It reduces the anxiety that feeds on negative thoughts
  - b) It can make anxiety worse
  - c) It makes our anxiety disappear forever
  - d) It increases our level of concentration
  
4. Which of the following is an example of a positive statement?
  - a) "I don't think I want to do this."
  - b) "I'm going to be sick!"
  - c) "That makes me very nervous."
  - d) "My anxiety does not control me!"

## Sample Module: Review Questions

5. Why is it important to have a “me” place to go to?
  - a) We have a place to store our office supplies
  - b) We have a place to relax and calm ourselves
  - c) We have a place to talk on the phone
  - d) We have a place to hide from others
  
6. Your “me” place should include what?
  - a) Things that relax you
  - b) Recent bills or statements
  - c) Current projects
  - d) Newspapers

## Sample Module: Review Questions

7. What is the first step of setting an attainable goal?
  - a) Decide on a reward
  - b) Plan on what you want in the end
  - c) Start with something small
  - d) Involve your coworkers
  
8. Goals should not be what?
  - a) Done at work
  - b) Amusing or fun
  - c) Selfish
  - d) Daunting or scary



## Sample Module: Review Questions

9. What is one thing Jeff did to help cope with his anxiety at work?
  - a) He has a squishy stress ball on his desk
  - b) He talked about it with his coworkers
  - c) He kept a journal in his desk drawer
  - d) He just kept it to himself
  
10. What was one attainable goal Jeff set for himself?
  - a) To improve his relationship with his coworkers
  - b) To better organize his desk area
  - c) To take more days off
  - d) To improve his public speaking skills

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