

## Making Light of Stress

### About RADAR Solutions Group

RADAR Solutions Group Inc. is a privately-owned Ottawa based company specializing in Customer Service Delivery Consulting and Training within the IT industry.

The company has an excellent reputation for delivering high quality, value added consulting and training services to their clients and providing them with skilled, competent resources. Having many years of experience in customer services, the partners founded RADAR in 1998. In addition to practical field experience with Quality processes, RADAR personnel are ITIL and HDI Instructor certified.

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada. As of March 2013, RADAR is now an HDI Gold Partner offering all HDI products and services in Canada

*"The course was awesome; the instructor was very enlightening and did a great job of passing on knowledge from experience gained in the field. Overall, I have a number of years in the roll but I learned a lot, frankly speaking. I highly recommend you take the course if you are looking for a means to refine your desktop support and develop in your career!"*

S. Bukhari,

Aecon Group Inc

### Course Overview

In the Making Light of Stress course we will examine the root causes of stress and detail the many ways that stress affects more than just the workplace environment. With service specialists in mind we will examine the impacts of stress and introduce coping strategies. On completion of the course, participants will formulate a personal plan to cope with, and better manage the effects of stress in their everyday lives.

### What You Will Learn

On completion of this course, the participants will:

- Define the causes of stress and identify the symptoms
- Gain an understanding of personal stressors commonly found at work and in the home environment.
- Create a personal "living" Stress Control Plan

### Who Should Attend

- Support professionals working in highly stressful environments. This session can be of benefit to all levels within an organization.

### Available as:

**Public Classroom:** Interactive half-day course among peers.

**Onsite Training:** A half-day course conducted at your company's site.

### To Register or for Pricing Details:

Visit our website [www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

**Module 1:** Defining Stress and its Effects on the Human Body

**Module 2:** The Wellness Wheel - RADAR's Approach to Identifying Stressors Impacting Individuals

**Module 3:** Developing Strategies to Cope with Stress

**Module 4:** Building Your Personal Stress Management Plan

**The 6 areas of life that are reviewed during the MLoS session**

1. **Health**
  - Physical
    - Exercise
    - Nutrition
  - Mental
    - Humour
2. **Relationships**
  - Work
  - Family
  - Social
3. **Spirituality**
  - Belief System
  - Meditation
  - Down-time
4. **Financial**
  - Budget
  - Long-Term Plans/Goals
  - Investment
5. **Environment**
  - Work
  - Ergonomics
  - Tools
  - Home
6. **Career**
  - Communication
  - Career Options