

Relate Cambridge

Relate Business Solutions

This is a preventative service which offers learning opportunities to enhance professional and business performance. We can also help with training needs in the following areas:

- communication skills
- managing professional relationships and performance
- stress management
- telephone call handling and relationship skills
- managing the impact of the recession and redundancy.

Our in-house training courses include:

Building emotional capital for your business and professionals

Learn to be emotionally intelligent
Increase engagement and communication
Improve work and business performance.

From emotions to solutions (Law Society accredited)

For solicitors and other professionals that have face to face contact with clients this course helps:
To identify and use questioning and listening skills
Be aware of which techniques to use effectively with emotional clients.

Effective communication training for professionals

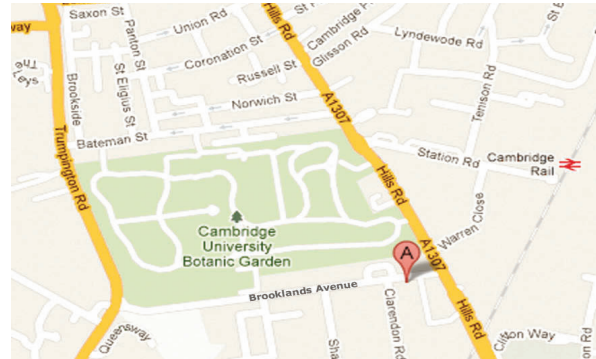
This is designed for those in a helping, supporting or management role to:

Increase awareness of the communication processes and skills required
Develop the ability to manage interviews
Develop a sensitivity to, and awareness of, the process of change.

To book a programme or to discuss your needs call our training manager on 07810 516800 or email education@relatecambridge.org.uk

Relate Cambridge, 3 Brooklands Avenue,
Cambridge, CB2 8BB. Tel: 01223 357424

www.relatecambridge.org.uk



Testimonials from employees who have benefited from the Employee Assist Programme:

“I was struggling with work relationships. I was debating leaving. Now I feel assertive and in control of how I feel and how people make me feel.”

“When times are hard and difficult, finding support that’s independent and non-involved can be difficult. Employee Assist has removed that difficulty.”

“I am less stressed and more in control. I am calmer at work and the knowledge I now have can be passed on at work too.”

“It made me more aware of my own worth.”

“Great support every week and it’s helped me in different aspects of my situation.”

“It gives me comfort and security knowing that this service is available.”

Relate Cambridge Registered Charity 1096975
Registered Company 4664883

relate
the relationship people

relate
the relationship people

Building
Better
Businesses

Employee

Relating to the workplace

Tough economic times bring challenges. People's stress levels rise and the pressure on employers and employees increases. All of which can be counterproductive in this recessionary climate. How we view and deal with the increased anxiety and stress is the key to overcoming these obstacles.

Employers have a duty of care for the psychological wellbeing of their employees, who also need to feel empowered, be responsible and have a sense of achievement. Often the cracks appear too far down the road.

Having systems and procedures in place at work to counteract the problems arising from stress and anxiety can pay dividends for all concerned. And that's where the importance of a solid Employee Assist Programme (EAP) comes in. If the symptoms of stress such as physical, psychological and behavioural issues are tackled early, there's less absence due to sickness and workers performance improves. Productivity and happiness increases.

Last year, due to the recession, 10% of workers saw their GP for stress and anxiety. One in seven started taking antidepressants. Eight out of ten felt their manager wouldn't help them cope with stress. A mental health report states that 26% of employees are so anxious they dread Monday morning.

To book a programme or discuss your needs

Assist

Helping employers and employees



The EAP can be tailored to your specific needs and requirements, covering how occupational stress can be prevented and giving timely and relevant support. We provide training and education to understand the causes of stress and advise on simple ways of dealing with it, such as relaxation techniques and ways of improving people's lifestyle. Relate's specialised counsellors can also offer psychological support through the programme with one to one counselling. The prompt identification of mental health issues and the use of psychological intervention can help reduce the need for a referral and ultimately prevent absence of work.

Stress related problems cost UK employers £26 billion or £1,035 each employee every year.

Stress, anxiety and depression can result from various factors including:

- work load and work/life balance
- personal development
- low self-esteem
- relationship problems
- bullying
- loss and bereavement.

call Relate Cambridge 01223 357424

Programme

Tackling the issues together

There are many advantages to Relate's EAP. These include:

- happier, more productive staff who feel supported to carry out their work
- less down time due to sickness
- people feeling valued, being energised and more creative
- relationships with colleagues improving, promoting more effective work practices
- a cost effective scheme as the benefits are often offset by the employer gaining a reduction in health insurance premiums
- it can be offered as a non-salary benefit to staff
- the EAP can be delivered in-house.

The benefits of an effective EAP are substantial and extend far beyond the workplace. If people are unhappy at work it often affects family members and becomes a vicious circle.

Feeling rewarded by our jobs is a win-win situation for employees and also employers, who not only save money, but have a valued, more productive workforce.

9.8 million work days were lost in 2010/11 through work related stress. Over half of employees who received counselling through an EAP claimed they would have missed work without the support.

or email manager@relatecambridge.org.uk