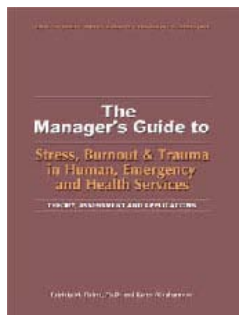


Build Capacity

Promote Resiliency

Increase Coping Skills



The Manager's Guide to Stress, Burnout & Trauma in Human, Emergency & Health Services

THEORY • ASSESSMENT • APPLICATIONS

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Publication Date: September 2002. Pages: 127, 8.5" x 11", ISBN 1-894612-02-4

This textbook, and the intensive 2-day Manager Training Program built upon it, provides managers with a solid theory base regarding the mechanisms and effects of workplace systemic and traumatic stress in the workplace. The theory and principles of management strategies are also thoroughly covered with particular attention to their impact on worker stress. Managers are provided with assessment instruments that help them to: (1) Determine their own management style and its effects on their staff; (2) Assess for levels of workplace wellness in their staff group, and (3) Determine the impact of workplace stress on unit functioning. The final section provides tools and templates assisting managers to develop immediate practical management plans for their teams.

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