

Course Summary:	Recent studies have found a link between chronic job stress and metabolic syndrome, a cluster of health factors that increase the risk of developing heart disease, type 2 diabetes and other health conditions. The course will teach you what you can do to reduce work-related stress and stay healthier. Work stress is extremely prevalent in today's society, and can impact happiness levels, health, and other important aspects of your life. This course will investigate the link between work stress and happiness, and find resources to have a healthier, happier life. Today probation employees are receiving and increasing number of cases. Many officers are overwhelmed with the amount of cases they are burdened with. Actuary tables show that life expectancy levels for probations officers are lower than police officers. Most police officers average only five years of life after they retire. Stress is a silent killer that if left unchecked, will decimate the life of every probation officer in the State of California.
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Performance Objectives:
<ol style="list-style-type: none"> 1) Identify the definition of stress 2) Articulate the various aspects of stress management 3) Recognize and individual's perception and stress and define the burnout process 4) Illustrate how to develop face-to-face confidence using body language for impact 5) Explain how to handle objections and precise questioning 6) Explain the techniques of advanced listening and confidence building 7) Articulate the difference between positive and negative feedback 8) Apply a better understanding of another person's position on a topic 9) Reproduce methods of creating positive outcomes without losing sight of the desired result 10) Explain the different techniques of handling stress positively as it applies to the individual's environment

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction; what is stress, stress management; individual perceptions of stress and burnout	Lecture Group Discussion
1	1000	1200	Developing face-to-face confidence, using your body language for impact; handling objections and precise questioning	Lecture Group Discussion
1	1200	1300	lunch	
1	1300	1500	gaining the confidence of others; encouraging and responding to positive & negative feedback; understanding the other person's position	Lecture Group Discussion
1	1500	1700	Creating positive outcomes; developing techniques to handle stress positively, applying these techniques to the individual's environment; wrap up and evaluations	Lecture Group Discussion Evaluation