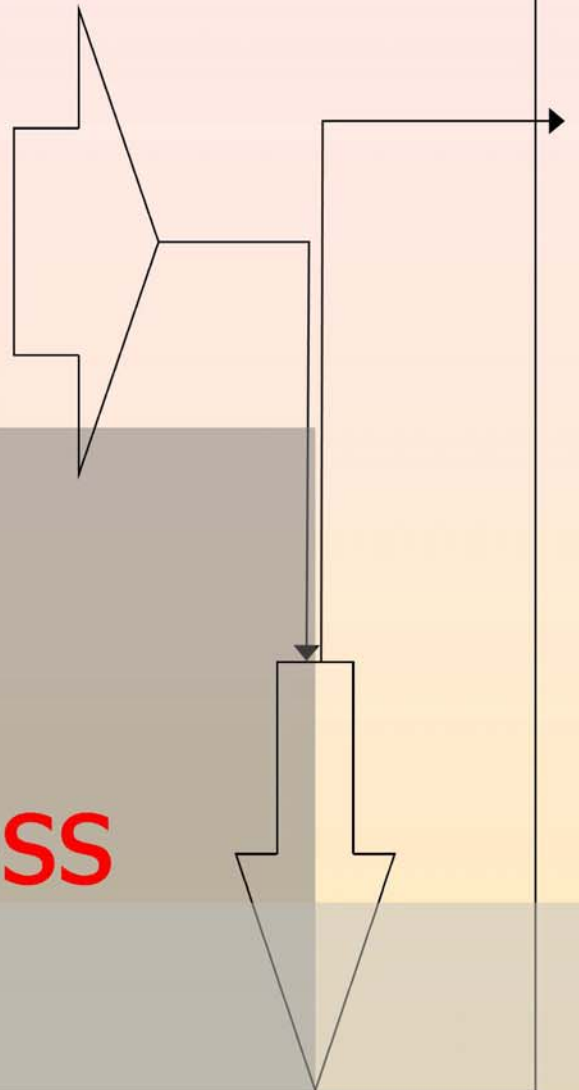


workplace

d-Stress

project

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Byron Bay, NSW

The Workplace d-Stress Project

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The Workplace d-Stress Project

Project's Aim

The aim of the project is to reduce the prevalence of stress-symptoms in the workplace.

Stress-symptoms are observed in individuals as poor concentration, irritability, anger, hiding, avoidance, absenteeism, exhaustion/burnout, etc. These symptoms that show in the workplace are of non-specific origin. The workplace *per se*, may have no or little influence in causing these symptoms, but yet these symptoms will impact on the workplace in such a way to affect the productivity and efficiency of the workplace.

Project's Structure

Ten participants attend the project's Workshop as a half-day event of four hours. Then each participant attends four one-hour coaching sessions over a period of eight weeks.

This structure has the synergistic benefits of dealing with a group of employees in the workplace, whilst at the same time managing the **privacy and confidentiality** of each individual in the project. This is because the project has two components. One component focuses on the "process" and the other focuses on the "content". The "process" is the same for everyone and is covered in the seminar workshop. The "content" is unique to everyone and is the subject matter of the individual one-on-one coaching sessions.

The workplace enterprise takes on the cost of the project and provides a seminar room for a half-day workshop; and provides an interview room for personal coaching sessions. The facilities for the individual coaching sessions need to be available for one day of each week for eight weeks to allow for 10 participants to attend four one-hour coaching sessions over the eight weeks.

The workplace enterprise locates up to ten employees who wish to participate. The ideal participant is an employee with an interest in learning about and using skills for stress-reduction.

The workplace enterprise then provides each participant with eight hours to attend the project, in the workplace during the working day, to be used over eight weeks.

Project's Evaluation

The workplace enterprise that funds a project is welcome to perform whatever outcome assessments that it sees fit. The only proviso is that each participant must provide his or her fully informed consent; and that Dr Lloyd has agreed to the validity and reliability of the outcome measures, and the evaluation method.

Each individual will be asked to complete an outcome assessment for Dr Lloyd's own confidential self-evaluation. Summary reports will only be released to HR, or the funding source, if consent is given by participants.

Privacy, Confidentiality and Disclosure

The project's structure has built-in protection for privacy and confidentiality.

There is no formal structure in the project that requires individual participants to communicate with each other or to identify with each other as a group. There is no formal channel of communication within the project between individual participants and each other.

The seminar workshop is a half-day of non-confrontational training that is designed to inform and educate. Participants are not asked to interact with each other or to make personal disclosures.

The workshop is the only time that Dr Lloyd will speak to the participants as a group. Once the workshop is over, Dr Lloyd's relationship with each participant is one-on-one, made up of four one-hour coaching sessions over eight weeks.

The formal channel of communication is between Dr Lloyd as the coach and each individual participant in relation to the four one-hour coaching sessions.

Dr Lloyd's role in the project will not include involvement with the workplace in any other capacity to exclude any possible conflicts of interest.

Dr Lloyd is bound by the Code of Professional Conduct as defined in the NSW Psychologist Act 2001, which outlines issues such as confidentiality and ethical standards.

Project's Price

The following price assumes a maximum of ten participants and the provision of suitable facilities on-site at the workplace, provided by the workplace enterprise.

Total cost including GST is \$7,455.00. This is for a total of 45 hours. The cost also includes all the project content material such as session-notes, handouts, and homework instructions. Each participant will be presented with a folder that contains all the project's content materials.

The Workshop

The workshop is a half-day of non-confrontational training that is designed to inform and educate. Participants are not asked to interact with each other or to make personal disclosures. There is no group bonding for example.

The workshop is focused on the "process", the "how" question. So, we don't ask, "why am I stressed", we ask, "how am I stressed?" The "how" question describes stress-symptoms as an outcome, due to a process made up of steps. The process is the same for everybody.

The content, on the other hand, is unique to each individual and is quite probably sensitive and private. Content is not discussed in this workshop. Also, participants will *not be given time* in the workshop to ventilate their gripes and complaints about the workplace. The seminar workshop is not intended in any way to be a forum. It is intended to inform and educate at the "process" level, or the "how it happens" level.

The seminar workshop assumes no prior knowledge. People will commonly claim to possess accurate knowledge about stress from their own experiences. The seminar workshop is not about personal experiences, it is about developing a sound knowledge-base for how it works and what to do about stress-reduction.

At the conclusion of this seminar workshop participants will...

- Ψ understand what "stress" is,
- Ψ understand what "internal and external stressors" are, and
- Ψ to be able to explain how stress-symptoms are an outcome from a process, and
- Ψ to be able to explain the steps in the process for stress-reduction.

The individual coaching sessions step-off from the seminar workshop.

Individual Coaching Sessions

Each individual's "content" is addressed solely within the four one-hour coaching sessions. The workshop is a necessary prerequisite for this activity because it provides the framework for working with each individual's content. The coaching sessions need to be focused and productive during the valuable time provided.

For example, coaching session time will not be used by participants to ventilate gripes and complaints about the workplace or co-workers. Dr Lloyd will always assist participants to raise an issue and then to move quickly in to strategies for resolving stressors, particularly internal stressors.

Where "workplace issues" are presented by an individual into a coaching session, confidentiality will be protected. "Workplace issues" can be a genuine stressor in any individual case. Therefore "workplace issues" could be content in a coaching session if the discussion is focused on stress-reduction as a process of resolving stressors, particularly internal stressors.

The individual coaching sessions assume that our mental landscape only correlates with the world outside our heads. Our inertia and exterior worlds do not match perfectly and nor are they the same thing. Our failure to recognise this can get us stressed; our ability to understand this gives us the competitive edge when battling against life itself. So an exploration of one's internal stressors is more than worth the effort. We all need to have this ongoing curiosity about ourselves for sustainable stress-reduction.

At the conclusion of the coaching sessions participants will have practical knowledge and use of the skills for stress-reduction. Participants will be encouraged to integrate the skills into their lives to continue on with their own ongoing *d*-Stress project.

Dr Lloyd's Contact Details

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Dr Brendan Lloyd

Dr Lloyd's Resumé

Academic Qualifications

- Ψ *Doctor of Philosophy (PhD)*: Southern Cross University 5th of May 2001.
- Ψ *Master of Health Science (MHLthSc)*: Southern Cross University 21st March 1997.
- Ψ *Bachelor of Arts (BA)*: James Cook University 31st of May 1980.
- Ψ *Psychologist registration*: NSW Psychologist Registration Board 4th of May 1999, PS 54571.
- Ψ *Intern Psychologist*: NSW Psychologist Registration Board February 1998, CR17774.

Current Professional Activities

- Ψ ***Association Membership***: Member of the Australian College of Private Consulting Psychologists (MACPCP), which is confederated with the Psychology Private Australia Inc (PPAI).
Vice President of the ACPCP elected August 2009 to 2010.
www.acpcp.com.au
- Ψ ***Clinical Practice***. Started in Byron Bay in March 1998. Using the stress-reduction model for treating a general range of psychological problems, depression, anxiety, panic, PTSD, addictions, relationships, etc. Extensive experience in workplace issues such as bullying, pain-management, trauma, in conjunction with return to work plans.
- Ψ ***Professional indemnity***. \$5M & \$10M public liability cover through Insurance House policy No. PSY/0000238.

Publications in Refereed Journals/Symposia

Dr Lloyd is an author in six articles published in internationally refereed journals and has presented twice at the National Conference for Psychology Private Australia.

Ongoing Professional Development

Dr Lloyd participates with his peers in activities that keeps him up to date with professional standards, codes of conduct, and clinical and business practices.