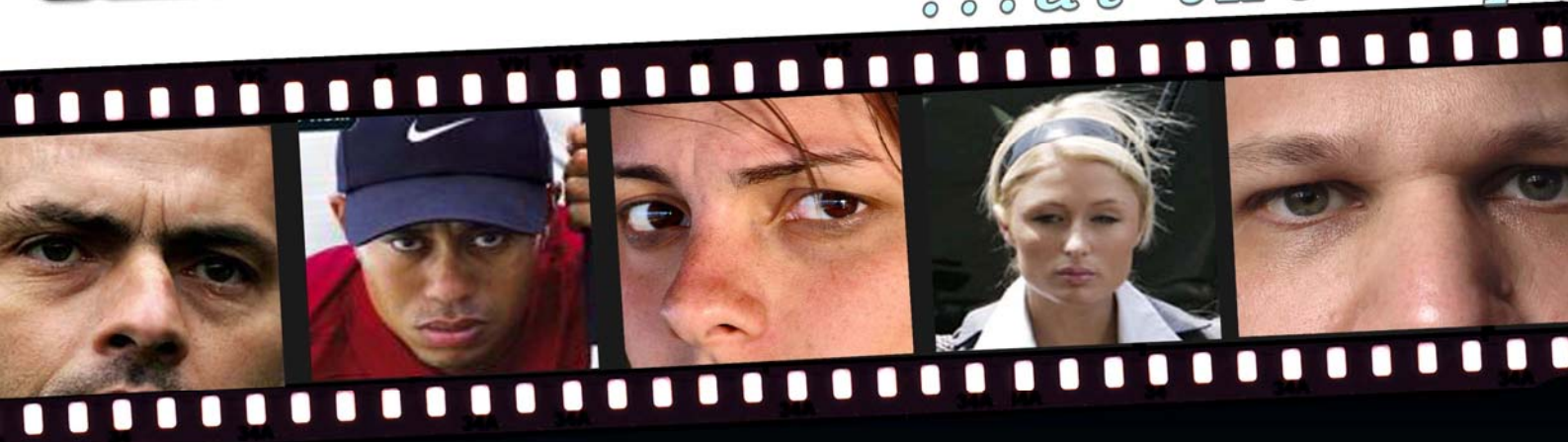


THESE ILLUSTRATIONS BELOW REPRESENT SOME OF THE MOST PHOTOGRAPHED FACES IN THE WORLD...
HOW HAVE THEY SUSTAINED THEIR DOMINANCE ???



Managing... **STRESS** ...at the Top



"A lot of stress is worry, so I try not to worry about things,
or about stress itself. Whatever the problem is,

I just accept it and deal with it.

If you sink your teeth into a problem and
deal with it, it reduces the stress load."

- N.E. 'Tuck' Vosburg, President & CEO,
Pacific Steel & Recycling, USA

Stop Stress At Its Tracks!

Join the world's renowned 'Stress Guru'...Carole Spiers
to grasp the proven stress management skills for
Increased Performance and Competitive Advantage

Call 603- 92065800

Fax 603- 92007946

e-mail ibn@intel-biznet.com

Strategic Partner:



Carole Spiers Group

Researched & Developed By:



August 8-9, 2007
JW Marriott,
Kuala Lumpur



THE FACT

"Stress levels among the world's business leaders have doubled over the last year."

- International Business Report,
Grant Thornton International, 10 January 2007

STRESS HAS DOUBLED WORLDWIDE!!!
STAKEHOLDERS PRESSURE - BOARDROOM BURNOUT
CORPORATE SCANDAL - GLOBALISATION - SEVERE BUSINESS COMPETITIONS...
THESE ARE SOME OF THE CULPRIT THATS FLOODING TODAY'S GLOBAL LANDSCAPE!!!

"When Chotisak Asapaviriya quit his post as president of Airports of Thailand last month, he told the press that the STRESS OF HIS JOB HAD BECOME SO BAD THAT HE HAS NOSEBLEEDS DURING BOARD MEETINGS."

- The Star, 5 June 2007

ASSOCHAM BUSINESS BAROMETER SURVEY REVEALED THAT...
70% OF INDUSTRY LEADERS AND CORPORATE HONCHOS COPING WITH
WORK PRESSURE SUFFERED MORE FROM MENTAL STRESS THAN PHYSICAL STRAIN

What about the other 30%? What are they doing that's so different from others who travel the same path?

"I think POSITIVE STRESS IS GOOD. That's what competition is about. But, I try to stay away from a long-term period of negative stress."

- Scott Crump, Co-Founder & CEO, Stratasys, USA

Knowing how to handle stress is a vital tool for corporate executives and senior government officers. Some stress is necessary and healthy for you and your organisation. After all, nothing happens unless there is a driving force..

The Secret... **MANIPULATE STRESS TO YOUR ADVANTAGE...**

Optimistic corporate icons like Donald Trump has been in billion dollars of debt before, but have been able to persist and turn their failures into billions!

"A lot of times, STRESS HAS MORE TO DO WITH FOCUS THAN ANYTHING. I've learned that it's important to focus on the solution, not the problem... Acknowledge the problem, and move on to a more positive level... The more focused I am, the less stress I experience."

- Donald Trump, Trump University, New York

Whatever your tonic, the need to relieve stress has never been greater. Just as athletes strive on adrenaline, top executives welcome a sense of urgency to sharpen their locus. Join Carole Spiers in this 2-day highly interactive master class and she will demystify your stress and pressure challenges thru' a framework for building appropriate interventions along with proactive template for dealing with stress before it getting worse.

12

Concrete Reasons on WHY You Should Attend

- ✦ **Demystify** the nature of stress and its impact and responses
- ✦ **Discover** the secrets of today's most successful leaders in handling stress
- ✦ **Cogitate** creative and innovative solutions to ongoing stress problems
- ✦ **Develop** resilience under pressure for personal stress control
- ✦ **Develop** new and innovative solutions to handle pressure and stress
- ✦ **Enhance** your chances for business and personal success by manipulating your stress
- ✦ **Proactive** in untangle complex situations
- ✦ **Benefit** from best practices and stress management insights from world-class organisations
- ✦ **Look** at stressful situations differently and to avoid panic and anxiety
- ✦ **Focus** with laser precision on the task at hand and get more done in less time
- ✦ **Hone** the skills on stress prevention and pressure management
- ✦ **Draw** upon experiences from other delegates while exploring your own stress management skills

"Stress is a part of people's lives. You can't avoid it, but you can try to manage it."

- Peter Buttrick, University of Colorado Health Sciences Center, USA



"It's highly unlikely for a CEO to admit he is stressed out for fear of showing any sign of weakness."

- Paul J. Rosch, President,
The American Institute of Stress, New York

THE AGENDA

DAY 1

DISCOVERING THE INNER SECRETS TO THE UNIQUE TRIPLE 'A' APPROACH® TO STRESS MANAGEMENT: AWARENESS - ANALYSIS - ACTION

AWARENESS

MODULE 1 STRESS MANAGEMENT – A NATIONAL AND INTERNATIONAL PERSPECTIVE

- ⊕ Learning from the UK and European experience
- ⊕ Up-to-date research on what stress is costing industry and commerce in terms of lost productivity and profitability
- ⊕ Learning from the UK legal position on stress

MODULE 2 STRESS MANAGEMENT – AN IMPORTANT HEALTH AND SAFETY ISSUE

- ⊕ The role and responsibility of the Manager
- ⊕ The dual role of the employer and employee
- ⊕ Taking on board a proactive approach to stress management

MODULE 3 DEFINITION OF STRESS

- ⊕ Understanding the differences between pressure and stress
- ⊕ Appreciating the individual nature of stress and how people can create pressure within themselves
- ⊕ The role of personality, life experiences, major life events and self-induced stress

ANALYSIS

MODULE 4 WHERE IT ALL STARTS - WORKPLACE PRESSURES IN INDUSTRY AND COMMERCE TODAY

- ⊕ Calculating the true cost of workplace stress resulting from absence, ill health, disruption, reduced morale, general under-performance etc
- ⊕ Key components of organisational stress, including workplace culture, too many demands, lack of control, poor relationships, uncertain roles
- ⊕ The part that ineffective management styles has to play

MODULE 5 OTHER COMMON CAUSES OF STRESS

- ⊕ Poor work / life balance
- ⊕ Lack of confidence and low self-esteem
- ⊕ Lack of recognition / feeling undervalued

MODULE 6 SYMPTOMS OF AN UNHEALTHY WORKPLACE CULTURE

- ⊕ Workplace bullying and harassment
- ⊕ Low morale and poor staff retention
- ⊕ Reduced productivity

ABOUT THE WORKSHOP

Carole's workshops are designed to deliver clear understanding of complex issues through interactive exercises and discussions. The workshop value the expertise of the delegates and uses this input to add a 'Real World' understanding to the subject matter. Exercises will be used to provide first hand examples of the issues addressed and also to practice the skills and knowledge acquired during this workshop. Stress Guru, Carole Spiers, will alert you to these serious problems and prepare you to combat them. She will equip you with a range of specialist stress-management skills that will enable you to ensure increased performance and competitive advantage.

The workshop will guide you to the bottom of the problem and help your subordinates to develop new strategies to get clear of stress. Carole will help you to unclog your human system - so that your company's profits soar, productivity increases, and market share enhanced... and your life given a boost!

This workshop aims to provide a relaxed and enjoyable interactive session, enabling all delegates to feel at ease and able to contribute freely. This workshop will include presentation slides, video clips, flipcharts, syndicate groups and discussions to enhance learning experience.

DAY 2

EXPLORING THE INDIVIDUAL NATURE OF 'THE POINT OF BALANCE' WHEN PRESSURE BECOMES STRESS

PRESSURE OR STRESS?

MODULE 7 ARE YOU COPING WITH PRESSURE NOW?

- ⊕ How stressed are you in your daily life?
- ⊕ Using the Human Function Curve to assess your position
- ⊕ Assessing your stress levels with the stress questionnaire

MODULE 8 IDENTIFYING STRESS-RELATED SIGNS IN SELF AND OTHERS

- ⊕ Spotting familiar signs and signals that indicate a stressed employee
- ⊕ The 'rust out', 'peak performance' and 'burnout' continuum
- ⊕ Damaging stress – chronic health problem

ACTION

MODULE 9 CREATING A HEALTHY WORKPLACE CULTURE

- ⊕ Change management - managing employees' differing reactions to change without 'pain'
- ⊕ Implementing regular appraisal and performance reviews with a two-way dialogue
- ⊕ Communicating effectively with the team

MODULE 10 THE MANAGER AS 'ENABLER'

- ⊕ New communication skills to motivate individual talent
- ⊕ 'Active listening' techniques to identify and rectify grievances
- ⊕ Improving performance by increasing commitment and loyalty

MODULE 11 THE 4 KEY PRINCIPLES OF BUILDING RESILIENCE TO THE STRESS AND PRESSURE IN YOUR BUSINESS LIFE

- ⊕ How to develop a **resilient mental attitude**
- ⊕ The right way to achieve a practical **work-life balance**
- ⊕ How to convert unproductive stress into **energy & enthusiasm**

MODULE 12 ORGANISATIONAL 'PRESSURE-PROOFING'

- ⊕ Counselling and coaching support – the importance of support as and when needed
- ⊕ Personal / professional limitations and boundaries
- ⊕ Referral
 - Knowing when and where to refer on
 - In-house and external support

PERSONAL STRESS MANAGEMENT STRATEGIES

MODULE 13 PERSONAL, PROACTIVE AND PREVENTIVE STRESS MANAGEMENT STRATEGIES

- ⊕ Resilience tips, resources, techniques and strategies for work and life
- ⊕ Effective time management, delegation and assertiveness - learning to say 'no'
- ⊕ Learning to relax - recognising the importance of sleep, exercise, leisure

MODULE 14 THE ESSENTIAL 3-STEP PLAN FOR A STRESS MANAGEMENT CONTRACT

- ⊕ Using a contract for effective stress management
- ⊕ The inner secrets to moving forward for long-term benefits
- ⊕ Personal goal-setting

REVIEW / EVALUATION OF THE TWO-DAY WORKSHOP

"Malaysia's medium to large enterprise owners are the seventh most stressed in the world"

- Global Business Stress Index 2006,
The Star, 20th February 2006

THE GURU

'Pressure is the vital stimulus to effort, and the root of achievement. Too much of it, handled wrongly, is called Stress'

- Carole Spiers -

A PRESENTER - A SPOKESPERSON - AN AUTHOR - A COACH - A TRAINER AND A LADY WITH UNCONDITIONAL COMPASSION, CHARISMA AND CHALLENGE...



CAROLE SPIERS AKA. "STRESS MANAGEMENT GURU" is the founder and Managing Director of Carole Spiers Group (CSG), a leading-edge stress management consultancy with a team of over 250 counselors nationwide.

A speaker of rare credibility and charisma, Carole's profound insights in human aspects in the field of stress management, coupled with her practical realism about solutions; have made her one of the most sought-after speakers in this field. Her inspirational presentations on 'Change', 'Challenge' and 'Coping with Stress' have enthralled business audiences over five continents.

With her vibrant personality and unique flamboyance for establishing rapport with any audience, she handles sensitive issues with utmost respect, empathy and understanding born of experiences; encouraging that crucial two-way dialogue that brings about positive change in people's lives.

With over 20 years as a top industry guru on stress management and wellbeing, Carole's energy and dynamism extends to providing professional comment to the media such as television (BBC, ITV Sky, NBC, CNN), prints (Sunday Times, Daily Telegraph and other trade and professional journals) and not forgetting countless radio interviews.

Carole Spiers will not be forgotten for her contribution as the leading authority on issues pertaining to stress at work. Her array of expertise circles around ageism, workplace bullying, effective listening and communication skills, organisational change, executive coaching, trauma support and management, mediation, counseling and risk assessment.

She is also a Vice President of the International Stress Management Association (UK) and a President of the London chapter of the Professional Speakers Association.

Her contribution to publication brought success when she became the author of Tolley's 'Managing Stress in the Workplace' - a comprehensive guide to Stress Management published by LexisNexis (UK). She is also a occasional writer to periodicals, trade and professional journals, and national press. Her expertise also extends her to act as an Expert Witness on Stress Risk Assessment before the Courts.

Her much talked about energy, determinism and commitment in her presentation style, will deliberately deliver an experience not to be missed!

"I learned a great deal about Stress Management and have been able to pass on valuable advice to colleagues within work. As a direct result, our company has now implemented a "Stress Policy", whereby we hold a meeting every week to discuss aspects of our work and any possible problems we are having. Consequently, our work rate has improved and a better rapport within the office is evident."

Kevin Gaines (AMinstLM)
Edlington Community

"Excellent workshop from Carole Spiers and vital for those who want their organisations to become less stressful and practice 'Health Workplace Culture'."

Ministry of Health
Malaysia

"Her powerful presentations of this vital skill area ensure that we benefited greatly and her expertise in communicating her knowledge indicated to us the skills we need to manage ourselves and others correctly. There is no doubt that Carole brings her subject to life and we will certainly put the techniques we learnt from her into everyday working practice."

Mavis Dulieu
HR Administrator, Thames Power Services



Originally established in 1987, **Carole Spiers Group (CSG)** is a dynamic, leading-edge, consultancy specialising in Stress Management and Employee Wellbeing, with extensive experience in the field of Stress Management training and Employee Counselling. Supported by a nation-wide network of professionally trained Counsellors, Consultants and Trainers, CSG offers tangible solutions to organisations - enabling them to demonstrate a Duty of Care to their employees, follow Best Practice guidelines and, most importantly, ensure compliance with current legislation as it affects employee health and safety.

CSG focuses on the demands of today's challenging business environment and offers a personalised and cost-effective service for clients that addresses specific organisational needs. Their services complement any existing in-house resources to ensure consistency and quality control. They value the importance of Best Practice, and this is reflected in the fact that their services have been utilised by many leading commercial and industrial organisations operating in both the public and corporate sectors.

Carole's Impressive Client List Include...

- Amerada Hess
- Astra Zeneca
- BAE Systems
- BASF
- BAT (UK & Export)
- BBC
- BP AMOCO
- British Airport Authority
- British Gas
- British Nuclear Fuels
- British Rail
- British Steel
- British Telecom
- Brown & Root (UK)
- BP Exploration
- Campbells
- Canon UK
- Chevron
- Civil Aviation Authority
- Debenhams
- Department of Environment
- Electricity Council
- Gillette
- Guardian Royal Exchange
- Gulf Oil
- Halifax
- Harrods
- Heathrow Airport
- Heinz
- ICI Agrochemicals
- Inland Revenue
- Lloyds TSB
- London Underground
- London Stock Exchange
- Lucas Aerospace
- Motorola
- NatWest Bank
- Newcastle International Airport
- Northern Ireland Electricity
- Nuclear Electric
- Occidental Petroleum
- Panasonic
- Powergen
- Rolls Royce
- Scot Rail
- Shell UK
- SmithKline Beecham
- Thames Power
- Unilever
- University of Cambridge
- Warwick University
- Walt Disney

*Carole Spiers would also be chairing and delivering a presentation paper on 'You Can Only Pull Elastic So Far Before It Snaps!' in a 2-day Conference on Women of Independence from 6-7 August 2007, JW Marriott, Kuala Lumpur. See next page for further details.