

# Stress at Work 2006

Professional Stress Management for a Healthier Workplace



## 3<sup>rd</sup> Annual Stress Management Summit

Tuesday 12<sup>th</sup> September 2006 – The Law Society's Hall, London WC2

- **Carole Spiers MIHPE, MISMA** - Stress Consultant, *Carole Spiers Group*. Broadcaster, Author and a Vice President of the *International Stress Management Association (UK)*
- **Chris Rowe** - Head of Strategy and Business Development, *Health & Safety Executive*
- **Emma Donaldson-Feilder MA MSc C.Psychol** - Chartered Occupational Psychologist, *Affinity Health @ Work*
- **Sue Bourne CMIPD, MISMA, Dip SMT**- HR Director, *Forum Bioscience* and Head of Consultancy, *Work Stress Management*
- **Dr Derek Mowbray PhD, DipPsych. CPsychol. FIHM** - Organisational Health Psychologist and Director, *Mind Your Business* and Visiting Professor in Psychology, *Northumbria University*
- **Tim Cuthell** - Consultancy and Sales Director, *Employee Advisory Resource, Accor Services*
- **Dr Carolyn Yeoman MSc, PhD** - Director of Consultancy, *OSA Limited*
- **Dr Olivia Carlton FRCP, FFOM** - Head of Occupational Health, *Transport for London*
- **Nick Hine** - Partner and Head of Employment Team, *Thomas Eggar*

  
Symposium **events**

 **Employee Advisory Resource**  
PENSION SERVICES

**The Stress Management Society**  
...from distress to de-stress

  
**Carole Spiers Group**  
International Stress Management and  
Employee Wellbeing Professionals  
Established 1987

  
**HSE**

  
westfield **health**

  
work **management**

# Stress at Work 2006

## Professional Stress Management for a Healthier Workplace

### Introduction

Nearly two years since the launch of the Health and Safety Executive's (HSE) Stress Management Standards, a new look at proactive management techniques for handling pressure and encouraging a better workplace atmosphere is needed. This conference is unique in taking a preventative view of tackling stress, combating the damage it causes to organisations and focussing on real management solutions.

Pro-active stress prevention requires both the input of practical training in stress management and detailed knowledge of your legal and ethical position relative to it. This stimulating programme brings together an unprecedented range of top talent across stress counselling and consultancy, occupational medicine and psychology, legal practice and government health policy planning.

### Why You Should Attend

This conference starts where routine lectures leave off. Delegates will be equipped for active prevention of absenteeism, bullying and other stress-related issues that are costing industry more every year. With highly interactive sessions in varied and creative formats, delegates will hone skills of immediate cash-value to their organisations. In addition to presentations by key specialists, a series of associated workshops and panels will provide delegates with the opportunity to learn about stress prevention through better management practice, drawing upon the experience of others while exploring their own management skills.

### Who Should Attend?

- Human Resources Professionals
- Occupational Health Managers and Providers
- Health and Safety Managers
- Chief Medical Officers
- Company Directors
- Employment Law Specialists
- Risk Management Specialists
- EAP Managers and Providers
- Employee Counsellors
- Health and Wellness Consultants
- Stress Policy Consultants and Suppliers
- HR Management Consultants
- Management Trainers
- Trade Unions and Employee Groups

### Benefits of Attending

- Hear guidance on how to implement the HSE stress management standards
- Receive crucial legal update on work-related stress, practical implications for employers and what to do to minimise risk
- Learn what managers can do to prevent stress and create healthier working cultures
- Obtain practical advice on how to manage stress-related absence, bullying, and how to design a stress policy that fits with your organisation
- Benchmark best practice from the experience of London Underground

### Speakers

- **Carole Spiers MIHPE MISMA** is a BBC broadcaster, a Vice President of the International Stress Management Association (UK) and President of the London Chapter of the Professional Speakers Association. She is an internationally recognised occupational stress consultant with more than 20 years experience in the field of stress management consultancy, training and industrial counselling within the corporate, public and voluntary sectors. Carole was instrumental in establishing National Stress Awareness Day™, and acts as an expert witness on stress.



- **Dr Carolyn Yeoman** has worked in personnel management for Marks and Spencer and been a research fellow with the Manchester School of Management, UMIST. She conducted the first nationwide independent assessment and evaluation of British Workplace Counselling Programmes, for The Health and Safety Executive.



- **Chris Rowe** has lead, for over three years, the HSE's work to develop and implement new Management Standards for work-related stress. He is currently the Head of Strategy and Business Development in HSE's Stress Programme Team.



- **Nick Hine** is a partner, with leading solicitors Thomas Eggar. He is Head of the Commercial Division and Employment Team and Solicitor Advocate (formerly Barrister). He has specialised in employment law since 1993.



- **Dr Derek Mowbray** is a chartered psychologist, a visiting professor in psychology and independent technical expert for the European Commission. He is also Joint Managing Director of Mind Your Business. His academic interests have focused on leadership, teams, stress, risk and quality, all of which combine to either hinder or improve performance.



- **Emma Donaldson-Feilder** is a chartered occupational psychologist who specialises in helping organisations assess and manage work-related stress. She was invited by the HSE to give expert feedback on their stress management standards. She is also co-director of an HSE funded research programme investigating the link between leadership/management and employee stress/well-being.



- **Dr Olivia Carlton** is an Occupational Physician. She has worked for Transport for London (TfL) for 17 years. She advises London Underground's Board on occupational health policy and strategy. She heads TfL's multidisciplinary occupational health team which includes medical and nursing advisers, counselling and trauma services, drug and alcohol assessment and treatment services and physiotherapy services.



- **Tim Cuthell** is an acknowledged expert in the EAP field and has commented on counselling and workplace mental health issues in the national press and broadcast media and in technical publications. He has also chaired professional conferences on employee assistance programmes and work life balance. Tim is responsible for sales and consultancy at EAR.



- **Sue Bourne** is Head of Consultancy at Work Stress Management. She has worked within senior management for a diverse range of companies including the NHS and the retail and pharmaceutical industries for the past 20 years. Sue is a qualified stress management trainer, a certified practitioner of stress management and an experienced coach and business neuro linguistic programming practitioner.

# Programme

Tuesday 12<sup>th</sup> September 2006  
The Law Society's Hall, London WC2

20% Multiple  
Booking Discount

9.00 - 9.30 Registration

## SESSION ONE

9.30 - 09.45 **Introduction by Conference Chair  
A Health-Conscious Culture in which Stress  
Management can Flourish**  
**Carole Spiers MIHPE MISMA**, Stress Consultant,  
*Carole Spiers Group*. BBC Broadcaster, Author and a  
Vice President of the *International Stress  
Management Association (UK)*

09.45 - 10.15 **Implementing the Stress Management  
Standards**  
**Chris Rowe**, Head of Strategy and Business  
Development, *HSE Stress Programme Team*  

- Focussing on prevention and improving  
working conditions
- Commitment to reduce stress-related absences
- Where can employers, HR and managers find help?

10.15 - 10.45 **Legal Update and the Cost of Getting it Wrong**  
**Nick Hine**, Partner and Head of Employment Team,  
*Thomas Eggar*  

- Employers' risks and responsibilities
- Steps that can be taken to minimise risk
- Deal with stress-related disciplinary cases & dismissal

10.45 - 11.15 **HSE Stress Auditing : Just Enough?**  
**Dr Carolyn Yeoman MSc, PhD** Director of Consultancy,  
*OSA Limited*  

- Three stage stress management Interventions
- Stress risk assessment and stress auditing
- The role of Employee Assistance Programmes (EAPs)

11.15 - 11.30 **Q & A Panel Session with Previous Speakers**  
11.30 - 12.00 **Coffee, Networking and Exhibition**

## SESSION TWO - WORKSHOPS

12.00 - 1.00 Three focussed workshops encouraging interactive  
discussion on key issue areas. Please specify when  
booking

**A) Taking the Lid off Workplace Bullying**  
**Carole Spiers**

**B) Designing and Implementing a Stress  
Management Policy**  
**Sue Bourne CMIPD, MISMA, Dip SMT**, HR Director,  
*Forum Bioscience* and Head of Consultancy,  
*Work Stress Management*

**C) The Role of EAPs in Managing Workplace Stress**  
**Tim Cuthell**, Consultancy and Sales Director,  
Employee Advisory Resource, *Accor Services*

12.45 - 2.00 Lunch, Networking and Exhibition

## SESSION THREE

2.00 - 2.20 **Developing Organisational Commitment**  
**Derek Mowbray PhD. DipPsych. CPsychol. FIHM**,  
Organisational Health Psychologist and Director, *Mind  
Your Business* and Visiting Professor in Psychology,  
*Northumbria University*

- What is a high performing organisation?
- Carrot, stick or organisational dance?
- Psychological contract
- Developing organisational commitment and trust

2.20 - 2.40 **Putting Management into Stress Management**  
**Emma Donaldson-Feilder MA MSc C.Psychol**,  
Chartered Occupational Psychologist, *Affinity  
Health @ Work*

- Why are line managers important?
- Management competencies and behaviours
- How to integrate stress management competencies  
into general good management process
- Supporting line managers

2.40 - 3.00 **Case Study - Implementing a Stress Plan for  
the London Underground**  
**Dr Olivia Carlton FRCP, FFOM**, Head of Occupational  
Health, *Transport for London*

- Overview of London Underground's approach to  
stress
- Managing stress-related absence
- Building employee resilience
- Impact of the plan

3.00 - 3.15 **Q & A Panel Session with Previous Speakers**  
3.15 - 3.30 **Coffee, Networking and Exhibition**

## SESSION FOUR - DEBATE

3.30 - 4.30 **Managing Stress through Cultural Change -  
Where do we Start and how Far do we have to Go?**

Chair:  
**Carole Spiers**

Speakers:  
**Emma Donaldson-Feilder**  
**Chris Rowe**  
**Sue Bourne**  
**Dr Olivia Carlton**

4.30 **Conclusion and End of Conference**

# Stress at Work 2006

## Conference Booking Form

**20% Multiple  
Booking Discount**

Delegate 1 \_\_\_\_\_

Organisation \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Please indicate your choice of workshop

A.  B.  C.

Delegate 2 \_\_\_\_\_

Job Title \_\_\_\_\_

Please indicate your choice of workshop

A.  B.  C.

### Invoice details, if different from above

Invoice name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

**Venue:** The Law Society's Hall,  
113 Chancery Lane, London,  
WC2A 1PL

**Date:** Tuesday 12<sup>th</sup> September 2006

**Cancellations:** Cancellations received in writing up to one month before the event (i.e. 12<sup>th</sup> August 2006) will be refunded in full, less an administration charge of £100 + VAT.

### Sponsorship & Marketing Opportunities:

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**Documentation:** All delegates will receive full conference documentation, complete with copies of presentations. Non-attendees can purchase a copy of the conference documentation for £145 + VAT

**CIPD and Law Society CPD Points:** This conference carries both CIPD training accreditation points and Law Society CPD hours. Our CPD code is CXN/SYEV

### Delegate Rates

Standard Rate  delegates @ £499 + VAT = £586.33

Public Sector Rate\*  delegates @ £349 + VAT = £410.08

Charities Sector Rate\*\*  delegates @ £249 + VAT = £292.58

### Documentation (Delegates receive one copy free)

Additional copies for attendees  @ £75.00 + VAT = £88.13

Copies for non-attendees  @ £145.00 + VAT = £170.38

**Discounts\*\*\*** Minus 10% early booking discount **Or** minus 20% multi-booking discount.

Plus 2% credit card surcharge

**TOTAL**

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\*\*Charities Sector Rate: Applies to registered charities only

\*\*\* Booking and payment must be received within 30 days of invoice date.

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Attach purchase order if required

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Signature \_\_\_\_\_

**20% Multiple Booking Discount:** when two or more people book to attend one (or a combination) of our HR events:

- **Stress at Work 2006** - 12<sup>th</sup> September
- **Childcare & Employers 2006** - 13<sup>th</sup> September
- **Learning & Training Technologies Summit** - 12<sup>th</sup> October
- **Dispute Resolution & Workplace Mediation** - 18<sup>th</sup> October
- **Employee Well-being Summit** - 19<sup>th</sup> October
- **Measuring & Reporting Human Capital** - 2<sup>nd</sup> November

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