

Effective Working Relationships & Managing Stress



Peabody are one of the oldest and largest housing providers in London with more than 27,000 homes across the capital, housing around 80,000 residents. Founded in 1862, their mission is to make London a city of opportunity for all by ensuring that as many people as possible have a good home, a real sense of purpose, and a strong feeling of belonging.



Case Study: Peabody

We worked with the company to create unique training that would help their employees recognise and manage stress and allow them to overcome limiting beliefs. This extremely successful workshop then led to us providing a second, this time for Professional Boundaries. Building from initial conversations between Peabody and Beyond Training Solutions, we created a training package that would help them develop more effective relationships, not only within their company, but with their clients.

Creating bespoke training

We aligned the following objectives around Peabody's requirements for the Managing Stress workshop:

- ⇒ Identify where the stress comes from, using a simple tool to step back from a situation and analyse it.
- ⇒ Model other peoples ability to handle situations at your workplace or home.
- ⇒ Reconnect with that sense of high energy and productiveness, when you feel at your best.
- ⇒ Overcome limiting beliefs and remove past experiences to enable you to move forward.

The objectives for the Professional Boundaries workshop were agreed as followed:

- ⇒ Understanding of the importance of setting and keeping healthy professional boundaries.
- ⇒ Providing a safe and stimulating environment to discuss "grey areas" of boundary crossings and how to deal with pressure to cross "the line".
- ⇒ Understanding how adhering to professional boundaries helps the client.
- ⇒ Knowing how to recognise warning signs, and how to identify situations before things go wrong.

Delivering the workshop

With both workshops, we clarified the objectives with Peabody, and begun crafting work plans that would best suit those attending, allowing them to fully achieve their goals for that day.

A full day workshop that was both enjoyable and interactive for all, the delegates of the Managing Stress workshop learnt tools and techniques that would help them to recognise stress and allow them to sit back, reflect and work out their own stress trigger points and how they can manage these going forward. Working in small groups, partners, or individually, the members of staff on this workshop had a fun and interactive day that both challenged and engaged them. It enabled them to see things from other people's perspectives, along with how to utilise rapport and different communication skills.

The second workshop was split over two days, utilising the teams abilities to communicate, engage and understand the differences between personal and professional relationships. It was important that this time be spent defining professional boundaries, when are these boundaries crossed and the consequences of this. Having a clear understanding of this can improve your work relations and workplace atmosphere greatly. It creates a safe and stimulating environment that engages all those working within.

Both workshops were delivered through presentations, discussions, and lots of interactive activity. Each member of the team was able to work on their own personal beliefs and goals, allowing them to truly understand each technique.

Results and Feedback

One of the key aspects for any facilitation programme is to understand the values of the team and the individuals within the team.

Feedback allows us to understand how effective the workshop was for those involved, and how we can apply this to any future training we may offer. In particular with Peabody, having worked with them twice, we were able to really understand what it was they hoped to accomplish, and how we could help them get there.

We received some great feedback for both workshops. For the Managing Stress workshop:

⇒ **100% would recommend to colleagues**

For Professional Boundaries, our feedback showed:

⇒ **98% would recommend to colleagues.**

⇒ **96% thought that the trainers fully met their expectations.**

⇒ **94% felt that the course met their objectives.**

"Really enjoyed today, great techniques and a lot of new skills learnt."