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Dated: 02nd December 2021

Award Letter for Consultancy Project on Stress Management

Dear Dr. Richa Nangia K R Mangalam University Gurugram Sohna Road Haryana

Please refer to your discussion related to Consultancy Project on Stress Management, we are pleased to inform you that the management of our company has approved the said project and has sanction amount of Rs. 2,50,000/- (Rs. Two Lakh & Fifty Thousand only) towards the project implementation cost payable to your organisation "K R Mangalam University".

You are requested to initiate the process of delivering the said project.

Regards

For Energos Services India Pvt. Ltd. For Energos Services India Pvt. Ltd.

Authorised Signator

HR Manager

Registrar Registrar K.R. Mangalam University K.R. Mangalam University K.R. Mangalam (Haryana) Sohna Road, Gurugram, (Haryana) "Consultancy Project Proposal on Stress Management"

Introduction

During these current turbulent times, stress management training in the workplace is more

important than ever. Employees and managers are both facing stress and anxiety in their

personal lives as COVID-19 continues to spread, while job demands become more taxing

from the economic disruption caused by the pandemic.

For some, the pandemic can be affecting their mental health more than others. In turn, this

affects their ability to meet their job requirements or eventually leads to stress burnout.

There are numerous causes of stress in our lives; many of which unfortunately cannot be

avoided. The goal is to learn to reduce the amount of stress in your life while at the same time

increasing your ability to manage it when those unavoidable situations occur.

Stress Management Training Course provides you with techniques to manage your stress

including how to implement specific relaxation techniques, identifying and avoiding stressful

situations, coping with setbacks, accepting and coping with stress in certain situations and

altering circumstances to minimise the effect stress has on you. Effective stress management

will lead to better health and greater productivity.

Training Programme Objectives

This Stress Management Training will help participants to:

· Understand the concept of stress

• Able to recognise the signs of stress

• Identified the pros and cons of dealing with stress

• To develop effective strategies to prevent and manage stress at work.

To implement effective techniques to prevent and manage stress at work.

Reviewed the main work areas that can lead to stress and identified ways to address

work-related stress.

Training Programme Outcome

By the end of this training course, the participants will be able to:

• Understand that stress is an unavoidable part of everybody's life

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K.R. Mangalam University

Sohna Road, Gurugram, (Haryana)

- Recognize the symptoms that tell employee when he/she have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work and home to help reduce and manage stress

Prospect Participants/ Target Audience: Security Guards, Plumber, Electrician, Carpenter, Peon, Laboratory Attendant

Budget of Training Programme

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1	Trainer (Rs.10,000 per session and Total Sessions 10)	Rs. 1,00,000
2	Logistics	Rs. 50,000
3	Study Material for Participants	Rs. 50,000
4	Refreshment and Lunch	Rs. 50,000
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10	Session 10	Our Challenge to Participants	9.00 AM to 4:00 PM

Project and Training Coach:

Dr. Richa Nangia

Associate Professor, SOMC

K R Mangalam University richanangia@krmangalam.edu.in

"Consultancy Project Proposal on Stress Management"

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"Consultancy Project on Stress Management"

Introduction

Stress problems are very common with many people reporting experiencing extreme levels of

negative stress. When stress is considered as something that occurs repeatedly across the full

lifespan, the true incidence of stress problems is much higher. Being "stressed out" is thus a

universal human phenomenon that affects almost everyone.

What are we talking about when we discuss stress? Generally, most people use the word

stress to refer to negative experiences that leave us feeling overwhelmed. Thinking about

stress exclusively as something negative gives us a false impression of its true nature,

however. Stress is a reaction to a changing, demanding environment. Properly considered,

stress is really more about our capacity to handle change than it is about whether that change

makes us feel good or bad. Change happens all the time, and stress is in large part what we

feel when we are reacting to it.

We can define stress by saying that it involves the "set of emotional, physical, and cognitive

(i.e., thought) reactions to a change." Thinking about stress as a reaction to change suggests

that it is not necessarily bad, and sometimes, could even be a good thing. Some life changes

such as getting a new job, moving in with a new romantic partner, or studying to master a

new skill are generally considered positive and life-enhancing events, even though they can

also be quite stressful. Other life changes such as losing a job or an important relationship are

more negative, and also stressful.

Our experience of stress varies in intensity between high and low. How intensely stressed we

feel in response to a particular event has to do with how much we need to accomplish in order

to meet the demands of that situation. When we don't have to do much in order to keep up

with demands, we don't experience much stress. Conversely, when we have to do a lot, we tend to feel much more stressed out.

Generally speaking, people do not like experiencing the extremes of stress. This is true for each end of the spectrum of stress intensity, both high and low. Few people enjoy the feeling of being overwhelmingly stressed in the face of great change. However, most people do not like a total absence of stress either, at least after a while. There is a word for such a condition (i.e., a lack of stress and challenge) which conveys this negative meaning: boredom. What most people tend to seek is the middle ground; a balance between a lack of stress and too much stress. They want a little challenge and excitement in life, but not so much that they feel overwhelmed by it.

A variety of events and environmental demands cause us to experience stress, including: routine hassles (such as getting the family out the door in the morning, or dealing with a difficult co-worker), one-time events that alter our lives (such as moving, marriage, childbirth, or changing jobs), and ongoing long-term demands (such as dealing with a chronic disease, or caring for a child or sick family member). Though different people may experience the same type of events, each of them will experience that event in a unique way. That is, some people are more vulnerable to becoming stressed out than others are in any given situation. An event like getting stuck in traffic might cause one person to become very stressed out while it might not affect another person much at all. Even "good" stressors such as getting married can impact individuals differently. Some people become highly anxious while others remain calm and composed.

How vulnerable you are personally to becoming stressed out depends on a variety of factors, including your biological makeup; your perception of your ability to cope with challenges; characteristics of the stressful event (e.g., the "stressor") such as it's intensity, timing, and

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duration; and your command of stress management skills. While some of these factors (such

as your genetics and often, the characteristics of the stressor itself) are not under your direct

control, some of the other factors are.

Stress management is a wide spectrum of techniques and psychotherapies aimed at

controlling a person's level of stress, especially chronic stress, usually for the purpose of and

for the motive of improving everyday functioning. Stress produces numerous physical and

mental symptoms which vary according to each individual's situational factors. These can

include a decline in physical health as well as depression. The process of stress management

is named as one of the keys to a happy and successful life in modern society. Life often

delivers numerous demands that can be difficult to handle, but stress management provides a

number of ways to manage anxiety and maintain overall well-being.

Despite stress often being thought of as a subjective experience, levels of stress are readily

measurable; using various physiological tests, similar to those used in polygraphs.

Evaluating the effectiveness of various stress management techniques can be difficult, as

limited research currently exists. Consequently, the amount and quality of evidence for the

various techniques varies widely. Some are accepted as effective treatments for use in

psychotherapy, while others with less evidence favouring them are considered alternative

therapies. Many professional organizations exist to promote and provide training in

conventional or alternative therapies.

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altering circumstances to minimise the effect stress has on you. Effective stress management

will lead to better health and greater productivity.

With the pandemic causing new anxieties, employers need to rethink their approach to

provide a better mix of tools for managing stress, burnout and depression.

Everyone faces stress in their life, but the ripple effect of COVID-19 has caused new sources

of financial, social and physical stress that go far beyond the norm. These stressors are lasting

and pervasive, approaching the point where they pose a threat to employee wellbeing if left

ignored. According to a new MetLife mental health study, employees say that their top

stressors are financial issues (81%), job insecurity (77%), fear of catching the virus (60%)

and social distancing (47%), followed by concerns about the presidential election, social

justice issues and not having access to healthcare because of COVID-19. On top of this,

separation of work/home life is increasingly blurring, especially for parents trying to juggle

children at home.

Anxiety is at an all-time high, with 5.5 million employees saying they no longer feel mentally

healthy and 38 percent of adults reporting symptoms of anxiety or depressive disorders, an

increase of 27 percent since 2019 (pre-pandemic). In addition, 41 percent of employees say

they feel stressed, burned out or depressed at work on a regular basis.

In this program, we have helped participants to understand the stress and anxieties that

employees may be experiencing and provide strategies and tools that can help all of us to get

through this challenging time.

Working conditions were and still are equally challenging for employees who continued

operating onsite, but in different ways. Commuting became stressful as people had to avoid

crowded places. At work, in most cases, they had to alter how they operated. Mandatory

mask use, regular sanitization and physical distancing measures in shared spaces became

mandatory as part of COVID-19 company policies.

Let's not forget how hectic life became for healthcare professionals who had to fight on the

front lines for our society's health and put their own lives at stake in the process. In other

sectors, people had to level up their game, for example, the food or supply chain sectors,

and recruit certain roles en masse (e.g. delivery, online customer service) to keep up with the

pandemic's urgency.

Unfortunately, as you know, numerous businesses around the world were forced to resort to

layoffs due to unresolvable financial struggles. As a consequence, the rise of unemployment

inflamed job insecurity and distress.

Stress and anxiety are not the only emotions we've experienced this year. There's also anger

and sadness for everything we were forced to leave behind - our regular daily routine, our

work friends, our hobbies, and for the worst, our jobs.

These uncomfortable emotions and uncertainty about the future make us imagine the worst-

case scenarios. Being bombarded by negative news every day and unable to control all of our

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life aspects in such an inhospitable environment, it's difficult to bounce back and see the

positive side. This experience translates into collective grief.

Stress Management Training Program Highlights

Positive and negative stress is a constant influence on all of our lives. The trick is to

maximise the positive stress and to minimise the negative stress. This workshop has given

participants a various method for addressing any stressful situation, as well as providing a

toolbox of personal skills, including using routines, relaxation techniques and using a stress

log system.

With the pressures and demands of life increasing on all sides, it's important to recognise that

workplace stress can arise from personal and professional sources. Stress Management

programs provide the tools and resources to support your staff when they need it most.

Our programs focused on developing the skills necessary for your staff to continue

performing well in a changing world. We have guided participants through the unique stress

factors of the workplace, highlighting how these may affect them and their colleagues. We

have also introduced practical strategies to help employees cope with the changing demands

of everyday life.

Stress has many forms, some of which are difficult to cope with without knowing certain

techniques taught in this course. It has also provided the conceptual learning of how to put

into place a number of mechanisms designed to help you better manage stressful situations,

while also allowing you to take advantage of the "eustress" or positive stress in your life.

Controlling information overload

• The tool for staying calm and in focus despite uncertainty

- Mastering the choice and change challenge
- Reduced stress through improved organization
- Saving time and reducing stress with improved listening
- How to reduce stress in others
- How to create important time just for you
- More stability & happiness from areas you can control
- Avoiding the "As Soon As Trap"

Benefits of the Program

All our training programs are tailored to suit your specific workplace needs, ensuring the best possible return on investment for your business. Our quality Stress Management programs deliver a range of benefits for both individuals and organisations alike.

Individuals	Organisations
Learn new skills to help you in the workplace.	Strengthens staff learning and development.
Develop strategies to improve your ability to	Increases employee motivation, morale and
manage stress.	productivity.
Take advantage of learning new skills that can	Complements learning and development
be used outside the workplace.	programs, creating a learning environment.
	Provides a forum for conversation, improving
Build networks, connections and relationships with colleagues across your organisation.	networks & communication across the organisation.
	organisation.



Gain the skills you need to operate effectively	Position your workforce so they have the
in the modern workplace, as an employee or	capacity to address the challenges of today's
leader.	work environment.
Fit training into your day, without the need for	Offer a cost-effective learning opportunity to
travel.	an unlimited number of participants without
	the need for travel.

By supporting your employee's wellbeing, you're also able to enhance morale, productivity, loyalty and commitment to the organisation and most important of all, profitability.

Training Programme Objectives

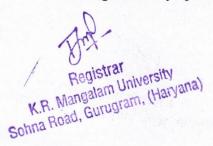
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Training Programme Outcome

By the end of this training course, the participants will be able to:

- Understand that stress is an unavoidable part of everybody's life
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Target Audience

- This program is designed for all lower level workers like Security Guards, Plumber,
 Electrician, Carpenter, Peon, and Laboratory Attendant who wanted to learn or refresh
 their skills for managing time at work and in life.
- For those who have limited there capability of achieving due to stress and its effects.

Expenditure of Training Programme

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Details of various Sessions of Training Programme

Participants have spent the first part of the day discussing what will take place during the workshop and have an opportunity to identify their personal learning objectives. Based on this the following topics are covered in a standard Stress Management Course but a short brief about pressure has been given on the very first day only:

Understanding Pressure

- Understanding the relationship between stress and pressure
- Linking pressure with performance productive and unproductive levels of
- The crucial differences between pressure and stress, and how those differences can manifest
- How we inadvertently put pressure on ourselves— and others
- Common pressure traps and how they make us "choke"
- What pressure does to our brains— and how it affects our thinking

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Details of Session 1:

Defining Stress and How It Affects Us

To begin, participants have explored what stress is, causes of stress, the effects it can have.

They have also work on identifying their stressors.

Recognize the symptoms of stress you may be experiencing have been also discussed.

- Feeling irritation, anger, or in denial
- Feeling uncertain, nervous, or anxious
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- · Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

Details of Session 2:

What Is Stress & Stress Management

In this session participants have explored some of the things that stress is about. Participants also learned about the positive effects of stress and what eustress is.

Know the common work-related factors that can add to stress during a pandemic have been discussed:

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while working
- Managing a different workload

· Lack of access to the tools and equipment needed to perform your job

• Feelings that you are not contributing enough to work or guilt about not being on the

frontline

• Uncertainty about the future of your workplace and/or employment

• Learning new communication tools and dealing with technical difficulties

• Adapting to a different workspace and/or work schedule

Details of Session 3:

Building Stress Management Foundations

Next, participants have learned about the four pillars of stress management. Special focus has

been given to relaxation techniques.

A pillar is essentially a cognitive emotional skill that you use to stabilize and improve your

health. They are things you fundamentally have control over.

The four pillars discussed in the training programme are as follows:

Self-gratitude.

Self-forgiveness.

Self-compassion.

· Self-love.

There are several methods which can use by employees to relax or reduce stress have been

also discussed in the current session:

Deep breathing exercises.

Meditation.

Mindfulness meditation.

• Progressive muscle relaxation.

• Mental imagery relaxation.

• Relaxation to music.

Biofeedback (explained below).

• Counselling to help you recognize and release stress.

Details of Session 4:

Mental Stress-Strategies

This session has given participants on mental strategies to manage stress. They have also

learnt about the Triple "A" approach.

3A's of stress management strategy

Alter

Avoid

Accept

Altering refers to either removing or lessening the source of stress by changing something.

This may occur through such actions as problem solving, communication, time management,

planning ahead, organizing, or coordinating.

Altering a situation may in some cases remove the stress that you feel both now and in the

future. More often, some degree of stress will remain, but it will be less than it was prior to

the alteration. You may still experience natural feelings of stress in regard to doing a good

job on a project, but the magnitude of the stress will be reduced so that you don't feel out of

control.

Avoiding refers to the ability to remove yourself altogether from a stressful situation or to figure out how not to be there in the first place. This involves such things as walking away, letting go, saying "no," delegating responsibility, or withdrawing. Avoiding requires two things: recognizing that some stressful things are actually avoidable, and knowing and being willing to act on your own limits.

There are certainly situations in which it is unwise to say "no," but it is important to avoid added stress when possible. If letting go or saying "no" is difficult, it may help to ask yourself these questions: "Is it really necessary that I do this thing?" "Who expects it of me?" "What will happen if I do not do this?" Sometimes you will find that no one has expectations except you.

Accepting is necessary in those situations that you cannot alter or avoid. Accepting does not mean that you are helpless. It does mean that you must equip yourself by building resistance to the stresses encountered. Building resistance includes such things as getting proper nourishment, rest, and exercise, changing your attitude, building a solid support system, and practicing relaxation techniques.

By building your resistance through use of such techniques, you may counteract some of the negative effects of stress. For example, if you are stuck in traffic, take three deep breaths to help calm yourself. Likewise, if you never have time for yourself, try waking up earlier each morning and using the time for meditation or exercise.

Stress is inevitably a part of life, and a degree of stress actually serves to motivate and energize you. The important thing is to be aware that you are never totally powerless, even in the most stressful of events. You can always make decisions that can help you to alter, avoid, or accept with strength those stressful situations that you encounter.

Some of mental strategies to manage stress which has been discussed during this program were as follows:

- Eat and drink to optimize your health. ...
- Exercise regularly. ...
- Stop using tobacco and nicotine products. ...
- Study and practice relaxation techniques. ...
- Reduce triggers of stress. ...
- Examine your values and live by them. ...
- Assert yourself. ...
- Set realistic goals and expectations.

Details of Session 5:

Stress Management at Work

During this session, participants have completed a stress inventory to help them identify areas of stress at work. Participants also identified some solutions for work-related stress like:

Track your stressors. Keep a journal for a week or two to identify which situations create the most stress and how you respond to them. Record your thoughts, feelings, and information about the environment, including the people and circumstances involved, the physical setting, and how you reacted. Did you raise your voice? Get a snack from the vending machine? Go for a walk? Taking notes can help you find patterns among your stressors and your reactions to them.

Develop healthy responses. Instead of attempting to fight stress with fast food or alcohol, do your best to make healthy choices when you feel the tension rise. Exercise is a great stress-buster. Yoga can be an excellent choice, but any form of physical activity is beneficial. Also

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make time for hobbies and favourite activities. Whether it's reading a novel, going to concerts, or playing games with your family, make sure to set aside time for the things that bring you pleasure. Getting enough good-quality sleep is also important for effective stress

management. Build healthy sleep habits by limiting your caffeine intake late in the day and

minimizing stimulating activities, such as computer and television use, at night.

Establish boundaries. In today's digital world, it's easy to feel pressure to be available 24

hours a day. Establish some work-life boundaries for yourself. That might mean making a

rule not to check email from home in the evening, or not answering the phone during dinner.

Although people have different preferences when it comes to how much they blend their

work and home life, creating some clear boundaries between these realms can reduce the

potential for work-life conflict and the stress that goes with it.

Take time to recharge. To avoid the negative effects of chronic stress and burnout, we need

time to replenish and return to our pre-stress level of functioning. This recovery process

requires "switching off" from work by having periods of time when you are neither engaging

in work-related activities, nor thinking about work. That's why it's critical that you

disconnect from time to time, in a way that fits your needs and preferences. Don't let your

vacation days go to waste. When possible, take time off to relax and unwind, so you come

back to work feeling reinvigorated and ready to perform at your best. When you're not able

to take time off, get a quick boost by turning off your smartphone and focusing your attention

on non-work activities for a while.

Learn how to relax. Techniques such as meditation, deep breathing exercises, and

mindfulness (a state in which you actively observe present experiences and thoughts without

judging them) can help melt away stress. Start by taking a few minutes each day to focus on a

simple activity like breathing, walking, or enjoying a meal. The skill of being able to focus

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purposefully on a single activity without distraction will get stronger with practice and you'll

find that you can apply it to many different aspects of your life.

Talk to your supervisor. Employee health has been linked to productivity at work, so your

boss has an incentive to create a work environment that promotes employee well-being. Start

by having an open conversation with your supervisor. The purpose of this isn't to lay out a

list of complaints, but rather to come up with an effective plan for managing the stressors

you've identified, so you can perform at your best on the job. While some parts of the plan

may be designed to help you improve your skills in areas such as time management, other

elements might include identifying employer-sponsored wellness resources you can tap into,

clarifying what's expected of you, getting necessary resources or support from colleagues,

enriching your job to include more challenging or meaningful tasks, or making changes to

your physical workspace to make it more comfortable and reduce strain.

Get some support. Accepting help from trusted friends and family members can improve

your ability to manage stress. Your employer may also have stress management resources

available through an employee assistance program, including online information, available

counselling, and referral to mental health professionals, if needed. If you continue to feel

overwhelmed by work stress, you may want to talk to a psychologist, who can help you better

manage stress and change unhealthy behaviour.

Details of Session 6:

Time Management Tips

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. In

this program, participants have learned how to make the most of their time by getting a grip

on their office space, organizing their workflow, learning how to use their planner effectively,

and delegating some of their work to other people. Stress seems like an inevitable part of life.

The demands of work, home, and society can place a lot of stress on just about anyone. This one-day program will help you identify your personal stressors and will explore some ways to

A little bit of planning can go a long way towards reducing stress. The session has also focused on:

• Defining expectations

manage and prevent stress.

- How to get organized (workplace and electronic organization)
- · Prioritizing important tasks
- · Delegation principles
- · How to say No

Participants worked in small groups to brainstorm ways of managing time.

Effective time management is important for any business. Provide your employees with the training and tools they need to optimize their performance.

Details of Session 7:

Stress Management at Home

Next, participants got some tips on running their household in a way that reduces stress, including

- Budgeting (Finances are a common cause of stress)
- Planning meals and making a list for grocery shopping. Tips for meal planning.

General Home organization

Chores, chore-charts or chore-jar to decide who will do what

Following tips have been also discussed to keep stress at bay:

- Keep a positive attitude.
- Accept that there are events that you cannot control.
- Be assertive instead of aggressive. ...
- Learn to manage your time more effectively.
- Set limits appropriately and say no to requests that would create excessive stress in your life.

Details of Session 8:

Drainers & Fillers

To wrap things up, participants identified the things that drain and energize them. Get to know about personal drainers and personal fillers. Listing personal drainers and fillers.

Draining Your Work-Related Stress Bucket Session

So now that employees know what fills it up, employees need to understand and accept what empties it. The very important thing to remember here is you are not special, you are not immune. You aren't the only person in the world who doesn't need a vacation, or actually does best when they are on and responsive 24/7. It's science. You're wrong. Same goes with sleep, another common work-related stress bucket emptier. You need sleep. It makes you better, and helps you excel at everything you do during your waking hours. Ironically, the moment you think you don't have time for sleep or to take a vacation, is the moment you probably need it the most.

You will find you come back MUCH more efficient, creative, and focused. You create time from taking time away because you improve how much you can do in the time you do work.

Empty your bucket to accommodate greater power output. And while things such as vacation, sleep, diet, exercise, time in nature, meditation, and quality relationships are all universal bucket relievers....how they work for you is individual. So that's your task. Figure out and create a process for yourself when you know your bucket is getting full.

Beware of Major Bucket Fillers

In general, life will be a give and take of prioritizing what you allow to fill your bucket at any given time. It's an agile process based on your life stage, environment, opportunities, and choices. However, there are a few bucket fillers which will overflow you quickly.

This means you need to be prepared and realign priorities as you re-balance.

These are things such as:

- Illness: Everything from the common cold and allergies, to more serious situations.
- Major life change: Good and bad. Think marriage, kids, moving, divorce, job change, or promotion.
- Environmental stressors: For example, the people of Houston have their buckets overflowing (literally and figuratively) and will for a while to come.

These things will fill your bucket quickly. This doesn't mean you just break down, stop everything, and cry in a corner. You can handle more than you think.

But it does mean you remove some of the other little, less important things and take the time to prioritize bucket emptier.

Details of Session 9:

Stress Management Workshop Wrap-Up

At the end of the day, participants got the opportunity to ask questions and fill out an action plan. The Benefits of the Stress Management Workshops has been also discussed:

- The session brings positivity amongst the employees
- Boosts the confidence creating awareness about their strengths
- · Helps to improve concentration which further increases productivity
- Enhanced ability to think clearly
- Improves mental and physical health

Details of Session 10:

Our Challenge to You

Some challenges have been given to all the participants for checking their learnings during training sessions.

- Creating a stress log
- Week One: recording events
- Week Two: identifying stressors and creating a plan
- · Week Three: creating new habits
- · Reviewing and evaluating

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Invoice No.: 005/2021-22

Invoice Date: 13/12/2021

Invoice for Consultancy Project

Particulars	Amount (Rs.)
Invoice for services rendered in relation to the Training Programme on Stress Management	2,50,000
Net Amount Payable Rupees Two Lakh & Fifty Thousand Only	2,50,000

Two Lakh & Fifty Thousand Only)

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(Authorised Signatory)