Soft skills

Staying Calm Under Pressure: Emotions and Stress

One day to stay clear-headed and effective in tense moments: a breakdown during a production peak, an unhappy client on the phone, an audit going badly, a deadline brought forward without notice. Participants understand the mechanisms of stress and emotions, practise regulation techniques that work in a few seconds and build their recovery plan. The course is not therapy and does not address established burnout.

Duration : 1 day

Objectives

1. Explain the mechanisms of stress and emotions, and their effects on judgement and relationships
2. Identify your own triggers, warning signals and usual reactions under pressure
3. Apply quick regulation techniques: breathing, pause, stepping back from the situation
4. Respond calmly to a tense situation: an aggressive counterpart, an emergency, criticism in front of witnesses
5. Build a personal prevention and recovery plan

Programme

Day 1 — morning

• Useful stress and harmful stress: what happens in the body and in the mind

• Emotions at work: anger, fear, frustration, and what they signal

• Self-assessment: triggers, warning signals, usual reactions

• Regulating yourself in a few seconds: breathing, grounding, a pause before replying

Day 1 — afternoon (workshop)

• Stepping back: separating facts, interpretation and emotion

• Staying calm with an aggressive counterpart or criticism in front of witnesses

• Recovering: rhythm, breaks, sleep, disconnecting, and the signs that should raise an alarm

• Workshop: role plays under pressure and a personal prevention plan

Teaching methods

• Self-assessment of stress and reactions under pressure

• Breathing and regulation exercises that can be done at your workstation

• Role plays: a call from an industrial client whose delivery is blocked, a breakdown in the middle of production, a meeting that goes off the rails

• Small-group discussions in a confidential setting

• A personal prevention plan given to each participant

Assessment and documents

Knowledge test and an observed role play at the end of the day, post-training evaluation at D+1. Numbered certificate verifiable online for each participant; training report given to the company, without the individual self-assessments.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

This course develops regulation skills; it does not replace medical or psychological follow-up, which should be sought in case of burnout or lasting distress. To decide in an emergency, see the half day “Deciding Fast Under Pressure”.

Practical information

Duration	1 day
Audience	Anyone exposed to activity peaks, emergencies or tense exchanges: supervisors, customer service, maintenance, logistics, support functions
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Is this therapy or care for professional burnout?

No. It is skills training: understanding your reactions, regulating yourself, preventing. A person in burnout or lasting distress should be referred to the occupational physician or a health professional; the course explains when and how.

How is this different from “Deciding Fast Under Pressure”?

“Deciding Fast Under Pressure” deals with decisions in an emergency: minimal information, criteria, trade-offs. This day deals with the person: keeping control of your emotions and reactions so you can still decide and communicate.

Are the self-assessments passed on to the company?

No. They remain the property of each participant. The company receives a report on how the session went and what the group learned.

Can it be run for production teams?

Yes, in Darija if needed, with role plays taken from the shop floor: a line stoppage, pressure on rates, tension at shift change.