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**OUP: Pressure Management Course**

Liz Grolimund, former head of Health and Safety: 2012-13

Oxford University Press was keen to implement a proactive pressure management course to help managers and staff manages pressure more effectively. It was particularly important to us that the courses were specific to the Press policies and procedures and also provided delegates with practical tools to use on a day to day basis. We found that Milly’s flexible approach provided the perfect balance between theory and practice. Furthermore, Milly was extremely keen to understand the Press culture and embed this into the course.

Throughout the three year programme we have regularly reviewed the course content and feedback. Milly has been very proactive in ensuring we keep the course fresh and relevant. As a result this has resulted in a course that is both current and effective for staff at the Press.

We have had extremely positive feedback from delegates attending the course. Many of the attendees favoured the practical approach and felt far more confident in managing their own and their team’s pressure at work as a result of the course. Delegates also found the course a great opportunity to step back from the daily grind to consider how they can manage pressure before it does become an issue. Furthermore, Milly has provided additional support for staff outside of the course. This personal touch has really enabled staff to apply tools to individual situations and feel more confident in handling such scenarios in the future.

As a result of the courses it has provided a great opportunity for staff to meet and share experiences with colleagues who they perhaps would not normally have contact with. This has therefore helped encourage better communication and knowledge sharing among the different departments. In addition, staff at OUP have felt more supported by the company as a result of the Press implementing a pressure management training programme. This has meant that staff have been more forthcoming if they are having any difficulties managing pressure, whether home or work pressures. This has meant we have been able to address the matter promptly and support the individual more effectively.

As a result of feedback from course delegates, Milly has prepared a thorough report which outlines the key sources of pressure at the Press. What has been particularly useful is that the report has contained practical suggestions developed from staff ideas about how the Press can address areas of pressure. This will prove to be tremendously valuable in ensuring we continue to provide a positive working culture for all staff at the Press.

***Working with Milly has been a very positive experience due to her willingness to understand company requirements and culture, and implement this in a flexible and practical manner that will benefit staff. I would therefore highly recommend Milly as a learning and development provider and would not hesitate in providing a positive reference.***