

## Review and Feedback from the Somerset Stress Reduction Programme - February 2024

321 staff members at NHS Somerset have accessed the bespoke 'Stress Reduction Programme'. This course included the Online Introductory Course, access to the online tools, the Emotional Survival Kit and the Stress Release Booklet. There has been a recent surge of further requests of whom we don't have feedback from yet but this does suggest an increase in word of mouth recommendations.

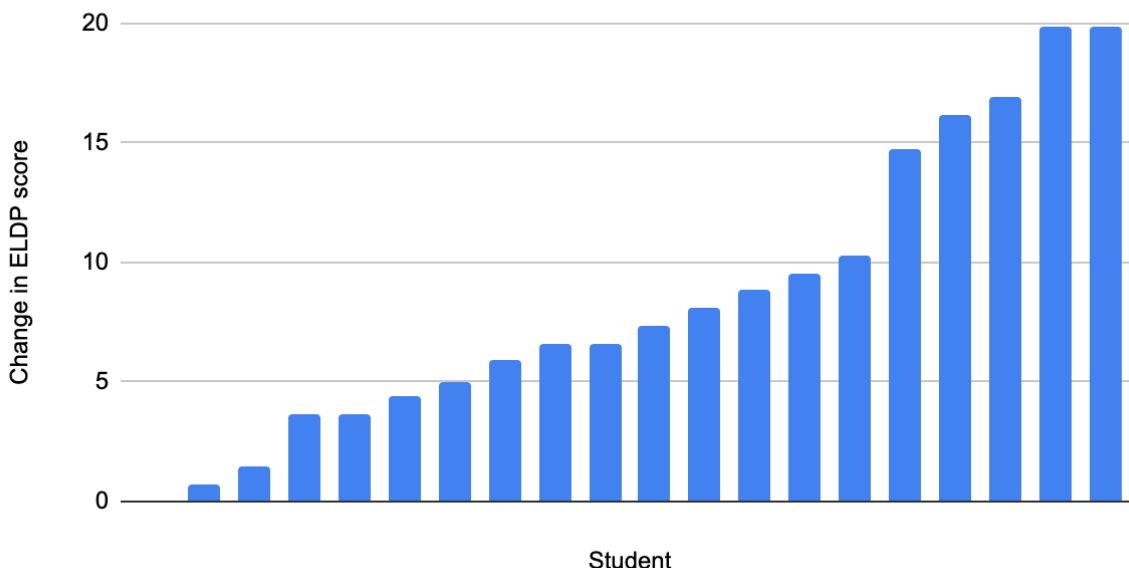
### Emotional Logic Developmental Profile (ELDP) Outcomes

The validated ELDP questionnaire was completed prior to them starting the course and staff were encouraged to complete one at the end. An increase in the score is positive and indicates an increased level of emotional awareness, resilience and wellbeing. Nobody's score decreased. A 15- 20 point increase suggests a major improvement in wellbeing and a significant reduction in the risk of workplace stress related absence/illness.

For further information on the ELDP our published paper can be accessed here:  
<https://www.sciencedirect.com/science/article/pii/S1876382020310349?via%3Dihub>

### Change in ELDP following the Stress Reduction Programme

An increase in ELDP score indicates an increase in emotional awareness and resilience



95% of people who completed both the pre and post ELDP on the Stress Reduction course improved on the questionnaire.

### Statistics

Did you enjoy the course?



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76% of people who completed the feedback questionnaire said they enjoyed the course. 21% said they weren't sure and 2% said no.

**Would you recommend the course?**

79% of people who completed the feedback said they would recommend the course to others. 19% of people weren't sure and 2% said no.

Of those who said they would recommend the course, 48% of these said they would recommend the course to other colleagues, and 12% said they would also recommend it to their families.

**Comments from Feedback Forms**

**Do you have any feedback or comments you wish to share?**

very pleased with the system and online learning
Brilliant programme and I'm encouraging other nurses to do it.
very positive
I think the emotional logic programme sounds great and will be really helpful. Unfortunately it has slipped down my list of priorities but this survey is a great reminder to try and complete the elearning.
thankyou for what you have developed, more power to you!
great course - thank you so much. I'll keep using the techniques learnt - is there a way in which we can access the website to use the templates pls (as shown in the video clip by the tutor?)
I think EL is a good tool for people who have difficulty coping with stressful or upsetting situations; I do feel that if you are able to cope well with stress and your emotions that it is a 'nice to have' but not essential.
I felt I had understanding to support people with grief and the cycle people may go through
I'm grateful to have been able to undertake such in depth training free of charge, through Somerset Council.
Very easy to follow and clearly presented in bite sized chunks to fit in with moments between work tasks. Thank you.
Not especially but good course
Thank you :)

**Do you feel the programme has altered the way you respond to stress?**

Has made me think about how I deal with issues
A chance to reflect and relook at what we do and how we do it
Yes, partly
provided tools to make me stop and think
Yes



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It has a little, I do think of the stepping stones if I have a lot of deadlines to meet.

It was a good marker to show where the stress points might occur, and what to look for. I have found it quite handy to coach others, and recognize their stress points.

It reminded me of what I need to do to reduce stress so yes.

It has given me the tools to look at the different stages of stress & understand it better.

possibly -

Yes

not totally - due to the actual constant stresses of the job

Yes, it has made me much more aware of how I react to stress and therefore, how I can respond better.

Yes - the stepping stones concept was new to me and I think will prove very helpful.

yes very much

Not respond but it will help me break down how to move forward

Helped me to reflect and compartmentalise

It has given me new ways of looking at situations yes

yes, i completed most of the modules

i really liked the way it was presented and how the stepping stones give positive ways forward and how loss is broken down.

i have forwarded the information to colleagues and my own team.

Yes, it has helped in both work and life stress

It has to some extent.

### How has it altered the way you relate to work colleagues?

Acceptance that we are all different and have different backgrounds

I'm able to see why they may be reacting to certain things

yes being aware of the tools helps

Having more time for them

Yes, I have been a little more forgiving, and realize that it's the stress talking. A colleague who was stressed, reacted, I carried out as if he did not react, offered a hand if needed. He came back later to apologize for snapping, he recognized that he was stressed and reacted.

It reminded me to take time for myself and the importance of doing this.

To be more understanding to the way people handle stressful/emotional situations differently.

Patience

Yes

yes - hopefully more understanding
It has made me more understanding and considering to how other people respond to things & how they may be feeling.
Not sure yet - too early to say.
changed my views
Yes
Too early to say
N/A the skills are more relatable to personal life
same as before
gave me some tips on empathising, sometimes it is easy to judge quickly
i don't think it has altered the way i relate to work colleagues but certainly it helps to support colleagues in supervision around work life balance in a constructive positive way. it has helped me in my personal life re discussions with a teenager and older relatives i support.
Yes, I can see the signs of stress
I am more understanding when they appear stressed.

**How has it altered the way you relate to clients?**

How their experiences affect their views and emotional reactions to people and situations
I have more understanding of people's behaviour
Listening better
I make more of an effort not to take it personally if a client is stressed.
I now recognise how stress can impact on clients and how this might impact on their behaviours.
As above, to be more understanding to people & how they deal with stressful/emotional situations.
Compassion
Yes
yes more understanding
Yes - it has enabled me to be more empathetic to people and their problems.
changed my reactions
Yes



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Too early to say

same as before

yes doing the best to provide a top service, despite the challenges we face

i do not think it has helped improve the way i relate to clients but it has helped to break down things in a positive way for them and for them to recognise positive smaller steps towards a bigger problem identified.