

For additional information on counselling statistics, please refer to the section entitled "Frequency Distribution Analysis for Counselling clients" on page 12.

2. Consultations

This year, the number of managers, assignment and other personnel and administrative officers who sought advice on how to manage difficult employees or difficult situations has decreased (from 209 last year to 106 this year). This may mean that there are less problems and/or that managers and personnel/administrative officers have learnt what to do. Either way, this is a positive development.

3. Critical Incident Stress Debriefings

This year, we conducted one group debriefing. This service is entirely reactive in nature and totally unpredictable from year to year.

4. Development of Organizational Stress Profiles

There was no request for this service in 1996-97.

5. Training/Educational Activities

⇒ *Noon-hour Sessions*

The number of sessions held this year was 16 (from 32 last year). One hundred and seventy three (173) employees and family members attended 8 sessions in English and 8 sessions in French. Because of low attendance the previous year, fewer sessions were conducted. This year, as a result, very few sessions were not well attended. The most popular sessions were on the following topics: why diets don't work, stress and change, insomnia, gender conflicts and migraines, in decreasing order. The overall number of sessions were still predominantly attended by women (85 percent). The two topics that attracted the most men were insomnia and gender conflicts.

⇒ *Other Training*

New training activities were developed and conducted this year: teambuilding, how to make lifestyle changes, how to deal with angry clients/anger and managing abroad. A table containing the statistical data pertaining to information/training/education activities is on pages 22 and 23.