

STRESS AND CONFLICT

LOCATION	DURATION	No. of DELEGATES	COST per person
Off-site	2 days	6 - 12	£500.00

This course will give you a more detached view of stress and conflict and the ability to engage with both without it affecting your performance, feelings and thoughts to the point where you become ineffective

OUTLINE

The ability to manage stress and conflict is becoming more important by the day as we face increasing pressures in the working environment and results become ever more important. Inner conflict and inappropriate external demands cause stress and erode our ability to deal effectively with other people and with difficult situations.

The management of stress and conflict is something that can, and should, be done minute-to-minute through our week. It does not require specialist knowledge, simply self-awareness, some training, a strategy, some tactics for emergencies and the willingness to invest a little time on an on-going basis. The results yielded can be out of all proportion to the time invested.

Much stress and conflict at work is hidden but the results are visible and appear on the balance sheet.

AIM

To develop your ability to be able to manage stress and understand and manage conflict productively.

OBJECTIVES

- To understand how conflict leads to stress and how stress leads to conflict.
- To analyse what your optimum levels of stress are.
- To explore what your personal style is with regard to conflict and its resolution.
- To identify tactics to use when you are under stress.
- To understand the links to assertiveness and influencing.

OUTCOMES

- Understand the equation for stress and be able to use it appropriately.
- Recognise and break the vicious cycle of stress - conflict - stress - conflict . . .
- Understand what causes you inner conflict.
- Be able to resolve inner conflict and express confusion, difficulties or concerns appropriately.
- Develop tactics to release your stress and stop it building up to the point where you become ineffective.
- Identify those people and situations that cause you stress, be better able to anticipate them, have a plan as to what to do.