

Overview

Managers, supervisors or team leads have a role to play in reducing or preventing stress in team members.

Also, when conflict occurs in teams it is vital that they are managed in a professional way so that relationships do not break down and the need for mediation is reduced.

This course will help attendees understand what workplace stress and conflict are and from that understanding how to manage both in the workplace.

Using a 'Stress Management Competency Indicator Tool' attendees can analyse how to best adapt their management style to reduce or prevent stress in team members.

Attendees Will Learn:

- The physiological nature of stress and structure of conflict.
- Practical techniques for taking control and minimising stress and conflict.
- How their own management style can be developed to prevent or reduce stress in others and create more productive teams.

Who Should Attend:

- Managers, Team Leads or Supervisors responsible for others' performance
- The course will also benefit anyone likely to experience workplace stress or conflict with customers or colleagues

Content

Workplace Stress – What is it?

- Stress at Work: The Impact and Cost
- Stress and Performance
- The Key Causes of Workplace Stress
- Understanding Stress & The Stress Response

Managing Stress in The Team

- Sources and Signs of Stress
- The Organisation and Stress Management
- Management Competencies for Stress Prevention
- Using Emotional Intelligence
- Dealing with My Stress
- When Stress Can Be Good!

Understanding Conflict

- Sources of Conflict
- Common Features of Conflict
- The Cycle of Conflict

Resolving Conflict

- The Options - Considerations and Consequences
- The Impact of the Conflict Structure
- Addressing Interests and Needs (The Iceberg Model)
- A Managerial Mediation Approach
- When to Use Different Conflict Response Styles