

Dealing with Stress and Conflicting Needs

INTRODUCTION

This one day course examines the causes of some workplace activities that can be stressful for you and it examines the impact on you and your colleagues' productivity. It offers you highly practical advice and will help you to deal with these situations and manage the sometimes conflicting needs of others effectively. It's about how to improve and maximise your performance in the workplace.

COURSE OBJECTIVES

By the end of the course, delegates will be able to:

- **Assess** your personal stress levels and identify the common causes of stress in the workplace.
- **Identify** the causes and effects of stress on your actions.
- **Recognise** the symptoms of stress in yourself and colleagues.
- **Learn** how you can deal with pressure and stress effectively at work.
- **Adapt** to changes in working routine or environment.
- **Make** changes in your behaviour to resolve conflict of needs in others.

COURSE CONTENTS

Stress in the Workplace

What contributes to workplace pressures?
The impact of stress on personal performance
Maintaining an effective work/life balance
Managing Pressure in the Workplace
Moving from reactive to proactive
Working to prioritise when everything is urgent
Managing conflicting demands from more than one person

Handling Others in a Stressful Environment

Recognising the signs of stress in others
Stress as a source of energy – turning anxiety into positive feelings

Crisis management – how to cope and what to do

Stress and Behaviour Patterns
Passive, aggressive and assertive behaviour
Developing self-assertiveness – taking greater control
Self-motivation – maintaining your motivation
Strategies for dealing with stress positively
Managing conflicting needs more effectively

Developing a Personal Action Plan

Equivalent to ILM Level 3 unit
Value of 2 Credits



COURSE DURATION: 1 Day Course

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