

Conflict & Stress Management



Introduction

Have you ever had a conflict which caused you a lot of stress ? Do you wish you could have handled it better? Conflict comes about from differences - in needs, values and motivations. Sometimes through these differences we complement each other but sometimes we will conflict. Conflict is not a problem in itself - it is what we do with it that counts. Conflict management builds stronger and more cohesive organisations and more rewarding relationships, enabling personal differences to be bypassed and new possibilities to be opened up.

Duration

1 day

Who should attend

Anyone who feels they would like to identify, understand and gain control of any conflict and stress in their working lives.

Course Outline

- Identify different types of conflict at work and know your preferred method of dealing with conflict
- Transform problems into creative opportunities
- Use listening skills to clarify understanding and build rapport
- Apply strategies to attack the problem not the person
- Eliminate "power over" to build "power with" others
- Express fear, anger, hurt and frustration assertively to effect change
- Understand how conflict can cause stress and look at ways to overcome it
- ♦ Plan and apply effective strategies to reach agreement

How to Book

You can choose from the following options:

- ♦ Call our TRAINING CENTRE on 01189 778562
- ♦ Email us at our specially designated TRAINING CENTRE address:

info@mass-trainingcentre.com

