

Handling Stress and Conflict in the Workplace

Objectives

A one day workshop designed to help reduce conflict in the workplace and to deal with stressful situations. We look at the root cause of differences and learn how to adopting pro active ways to resolve and deal with different types of issues which can either cause stress and create conflict.

Content

Developing Resilience

- Taking responsibility for improving your emotional well-being
- How to reduce job stress and develop resilience coping strategies for conditions that are impossible or difficult to change
- Avoiding pitfalls by identifying knee jerk habits and negative attitudes that add to the stress you experience at work

The Art of Communication

- Ease and improve your relationships with management and co workers
- Replacing conflict provoking communication with cooperative communication
- Active and reflective listening and empathy responses
- Assertive behaviour

Define the Problem

- What is the stated problem?
- What is the negative impact on the work or relationships?
- Are differing personality styles part of the problem?

Dealing with Conflict

- Recognising the signs of conflict and solving problems quickly to avoid conflict
- When conflict can be healthy and how to recognise it
- Know which conflict handling style works better in certain situations
- Dealing with anger and frustration
- Adopting a positive frame of mind and dealing with pressure
- Acknowledging that a difficult situation exists
- Using honesty and clear communication as a resolution process

Follow Up Action

- Deciding what route to take and how you will monitor actions
- Determine what you'll do if the conflict goes unresolved