

# Conflict and Stress Management



Conflict can be both positive and negative. The difference depends on your ability to identify and handle these conflicts, resolve them appropriately, and learn from the process. Resolving conflict improves productivity, team work and morale. A major consequence of unresolved conflict is an increased feeling of stress. The effective reduction and prevention of stress can enhance productivity and health while providing you with a more balanced lifestyle. Delegates will gain an understanding of how conflict and stress reduction can produce positive results and effect change. This interactive workshop will provide you with:

- An understanding of the nature of conflict in organisations
- Key approaches for managing conflict
- Insight into your style of handling conflict and ways to enhance your conflict resolution effectiveness
- Strategies and skills to resolve conflicts with individuals and groups
- How to gain an understanding of what causes stress
- Recognising stress symptoms and creating solutions to diminish them
- Learning to detect signs of stress in their early stages
- Applying stress management techniques to the work environment

## Who Will Benefit?

Anyone who wants to establish more effective ways to resolve conflict and create a feeling of well-being

## Course Outline

- How conflict displays itself in the workplace
- How to anticipate typical sources of conflict
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- Techniques for dealing with angry people and groups
- Using conflict positively
- Identifying your strengths and weaknesses in resolving conflict
- How to use your authority appropriately to resolve conflict
- The new definition of stress
- Inventory of personal and professional stressors
- Identify your stress symptoms
- The four coping strategies of stress
- The impact of change on stress and conflict
- Actions to counteract stressful thinking
- Stress management tools and techniques
- The impact of attitude on stress
- A personal plan for improving your own approach to handling conflict and stress

## Duration

1 Day

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