

## 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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