

Managing stress and conflict in the organisation

INTRODUCTION

Delegates will evaluate the effectiveness of the organisation in recognising workplace stress and conflict and provided support mechanisms. This course helps to identify symptoms of stress and how to manage stress effectively at work through recognition and self-care techniques

COURSE OBJECTIVES

- By the end of the course, delegates will:
- Understand the effectiveness of own organisation with workplace stress and conflict
- Be able to improve the management of workplace stress and conflict in own area of responsibility

COURSE DURATION: 1 Day Course

Equivalent to ILM Level 5 unit
Value of 3 Credits



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COURSE CONTENTS

Management Responsibilities in relation to work-related stress

Workplace Risk Assessments

Sources of support and techniques to counsel staff

Audit and Review procedures for managing stress

Health and Safety Legislation in the Workplace

Identify causes of conflict and interpersonal friction

Discipline and Grievance including support records

Awareness of legal aspects

Symptoms, Implications and Effects

Time Management

Benefits

Active Planning

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

