



Conflict, Stress and Change Management

**Suitable for Managers, Supervisors,
Team Leaders and Specialists**

Course duration: 2 days

NQF level: 5

Course objective:

Some of the greatest challenges for management teams and executives lie in steering their ship through the waves of *Change, Stress, and inevitable Conflicts* that confront them, seemingly on a never-ending basis, both in their personal capacity and in their role as leaders of organisations.

This programme is designed:

- to build understanding of the nature of personal and workplace stressors, changes and conflicts
- to provide leaders with methodologies from latest research that will guide them to more effectively manage their personal journeys, and lead their teams through these challenges.

Course content and outcomes:

Stress Management

- Become aware of six dangerous myths about stress
- Identify your personality type and your susceptibility to deal with stressful situations
- Gain a greater understanding of the prevalence of pressure – and stress in our lives
- Understand the difference between stress, pressure, eustress and distress
- Understand the 4-stage stress model, and the acute / chronic nature of stress
- Realize the chemical effects of stress on the body's organs – and how big a deal it is!
- Be better able to recognise and monitor the effects of stress in self
- Be better able to identify signs of stress overload in others
- The 4 essential components of managing organisational stress and stressors
- Cushioning techniques (breathing drills, eating habits, exercise) to help you manage stress

Change Management

- Understand why people resist change
- The change curve, and its effect on individual and team performance
- Understand the principles of how best to manage the transitions through change
- Management misconceptions about how to handle change
- Types of loss employees experience during periods of major changes
- The phases of transition through change
- Essential principles leaders should apply for change management

Conflict Management

- The nature of conflict: Internal vs external conflict ; Constructive vs destructive conflict
- The main causes of individual conflict & how to manage it effectively
- The main causes of workplace conflict on a macro and organisational level
- The main causes of conflict within teams & how to manage them effectively
- Understanding the main conflict styles
- Understanding what your natural conflict style is
- How high performance teams handle conflict
- Leadership styles - how they are affected by conflict styles
- The attributes needed to become an effective "conflict manager"