



Eat the Elephant 'Helping people achieve the objective'

Essential Management Development skills

Understanding and Managing Stress / Conflict

Who is it for ?

Team members who want to develop the skills to manage themselves and others in a variety of interpersonal situations.

What is it about and what will it do ?

To develop knowledge and understanding of managing conflict and stress as well as supporting individuals as required by a practising or potential first line manager.

Typical Objectives

- Know how to resolve conflict in the workplace
- Understand how to manage own stress and minimise stress in others
- Know how to support individuals in the team

Indicative Outline Content

- Possible causes of internal conflict, e.g. personal versus business objectives/values
- The effects of conflict on performance and the individual at work
- Stages in the development of conflict
- The manager's responsibility in minimising and resolving conflict, and techniques to achieve this
- Causes and impacts of stress at work
- Symptoms of stress in self and in others
- Implications of stress for workplace, individuals and the organisation
- Management responsibilities in relation to work-related stress
- Simple practical stress management techniques
- Definitions of counselling, advising and mentoring and when to use each of them to support individuals
- Implications of confidentiality
- Principles of counselling
- Mentoring, and the mentoring cycle
- Range of available counselling and support mechanisms

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