

Anger, Conflict & Stress Management

Workshop



MACCAUVLEI

PURPOSE

Built-up anger and uncontrolled stress can seriously damage any organisation's performance. It not only causes health and social problems for individuals but can be a major cause of conflict. And ill managed conflict can add to stress. This results in dysfunctional teams, a lack of cohesion in tackling problems, a focus on personalities instead of issues, low morale, staff retention problems, accidents and other difficulties. These are a drain on the organisation's resources because symptoms such as burnout, alcoholism and aggression have a ripple effect. Today's high pressure work environment, constant change and competitiveness can aggravate the problem, which many people find hard to handle.

Learning outcomes

- What is anger?
- How to control anger
- Sources of conflict
- Techniques to manage conflict
- Understanding stress
- Causes and effects of stress
- Stress management strategies
- Anger and stress management – a way of life

WHO SHOULD ATTEND?

The course is suitable for anyone who has difficulty in dealing with anger and/or stress and conflict.

DURATION OF TRAINING

2 Full Interactive Days

MACCAUVLEI ENTRY REQUIREMENTS

- Communication at NQF Level 4

CERTIFICATION

Learners who attend this workshop will receive a Certificate of Attendance.

