

Anger, Conflict & Stress Management

Skills Programme

Accredited by the Services Seta

Unit standards covered

Unit standard ID Level & credits	Unit standard title
114226 NQF 5 8 Credits	Interpret and manage conflicts within the workplace

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
- Describe the main sources of conflict
- Describe the link between organisation structure and conflict
- Describe appropriate techniques to manage conflict
- Use the push or pull strategy appropriately within the communication process to minimise conflict
- Implement a strategy to resolve conflict
- Develop the attributes of a good conflict manager
- 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 Competence.



Contact Details

For registration forms or more detail please contact us:

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