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# MANAGING STRESS AND CONFLICT IN THE ORGANIZATION

## COURSE OVERVIEW

Are your employees showing signs of stress: arguments, depression, dissatisfaction, absenteeism? Are their conflicts inside the organization which you feel unable to manage, and are these contributing towards your personal stress levels? Are you aware of your legal obligations in regard to employee well-being, and in particular to managing stress levels at work? Are you aware of just how much stress and conflict are costing your organization in terms of productivity, legal costs, insurance costs, and associated human resources management costs? You may be very surprised by the findings. Stress and Conflict are normal features of a work environment. Knowing how to recognize and manage stress and conflict is a fundamental skill required of managers today. As a manager, your role is vital in both controlling stress and conflict, but also in ensuring you have an organization which actively seeks to reduce stress and conflict in the workplace.

In this course, you will first assess your own competence as a leader in containing and managing stress in your team. You will then assess the stress and conflict risk within your organization. You will learn a range of techniques to improve how you manage your people to reduce stress and conflict, and, and learn about the processes and best practices that the organization can apply to become a leader in safe and healthy working practices.

## COURSE CONTENT

The content of this course includes:

- Understanding stress in the workplace
- Understanding the effects of stress on your people
- The Role of the manager in managing stress
- Management Competence and Managing Stress
- The Role of the Organization in Managing Stress
- Organizational Risk Assessment
- Dealing with Bullying in the workplace
- Dealing with Harassment in the workplace
- Dealing with Conflict in the workplace

**Suitable For:** Middle Managers, HR Managers, Senior Managers, and Occupational Health Practitioners

**Course Duration:** 16 - 24 Hours

**Certification:** Certificate of Attainment

**Resources:** Learners manual, Personal Assessment tools, additional articles and worksheets.

**Assessment:** Online quizzes and workplace assignment

**ILM Equivalence:** M5.08 – Managing Stress and Conflict Management in the Organization (3 Credits)

**Fees: £79.00**