Success under Pressure – Emotional Intelligence, Conflict Management and Negotiations Training

Description

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Introduction

This programme aims to equip you with tools to handle stress and pressure in the workplace. The programme will centre on motivating the individual to control and focus their emotions towards the most beneficial outcome. It also emphasizes the importance of negotiation as a type of conflict resolution. The use of teaching and learning techniques based on the latest educational psychology principles for adult learning ensures that each programme session will be challenging and highly effective. Join this programme and you will:

- Gain tools to communicate with others effectively
- Learn to recognize different behaviors and respond to them accordingly
- Learn win-win negotiations for everyday negotiation between leaders and staff, and inter-departmental situations

objectives

- Develop emotional intelligence in the workplace
- Understand and identify different behavioral styles to communicate with others
- Gain insights of individual strengths and areas for development
- Develop emotional awareness for recognizing and handling own emotions
- Understand and practice conflict management techniques
- Stress handling techniques for coping with pressure
- Negotiate with greater confidence
- Learn how to achieve win-win outcomes in negotiations

Contents

Day One

Emotional Intelligence for Success

- What is Emotional Intelligence?
- Reframing self-talk for success
- Assess your personal profile
- Identify your strengths and areas for development
- Establish healthy relationships with others
- Life giving food for success
- How to handle stressful situations
- Building a climate for creativity

Day Two

Managing Stress for Success

- Understand what is stress
- Difference between positive and negative stress
- Symptoms of stress
- The effects of chronic stress
- Identify top time-wasters
- Remain professional under pressure
- Relaxation techniques
- Building resilience to stress

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Day Three

Conflict Management and Resolution

- What is conflict
- Reasons for workplace conflict
- Ineffective approaches to conflict resolution
- Conflict management strategies
- Techniques for resolving conflicts successfully
- How to handle different conflict areas
- Active listening for conflict resolution
- Communication skills to resolve conflict

Day Four

The Art of Negotiation

- What is negotiation?
- Styles in negotiation
- Win-win negotiation
- Rational bargaining
- Principled negotiation
- How to separate the people from the problem

- How to invent options for mutual gain
- Personality styles of negotiators

Day Five

Successful Leadership Skills

- Characteristics of successful leaders
- Openness and vision for a successful future
- Innovative thinking for problem solving
- Harnessing creativity in subordinates through aligned leadership
- Building trust with others
- Helping your team prepare for change
- Motivating yourself and others under pressure
- Develop a personal action plan

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