ICTD
المركز العالمي للتدريب والتطوير
International Centre For Training & Development



HANDLING PRESSURE,

Prioritizing and Emotions at Work

Course Introduction:

This program aims to equip you with tools to handle stress and pressure in the workplace. The program 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 program session will be challenging and highly effective.

Course Objectives:

- 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

Who Should Attend?

Executives, managers, leaders or anyone wishing to broaden and improve their self-management, interpersonal skills, conflict handling and negotiation skills.

Course Outline:

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Understanding yourself and others

- My personality style
- Understanding your strengths and weaknesses
- Locating support from your family members, friends and colleagues
- The ABCs of your emotions
- The five rational questions

Taking care of your body

- Your body is talking to you
- Value of joy
- Nutrition and guidelines for good health
- Replacing distortional thinking with truth

- The power of forgiveness

Battling anger and other deadly emotions

- How emotions turn into disease
- The faces of anger
- Dealing with depression
- Fear that destroys
- The spiral of guilt and shame

How to handle stress

- Signs of stress
- Stress cycle
- Ways to manage stress
- How to turn off stress
- Quick relaxers

Thriving under pressure

- Taking responsibility
- The power of your attitude
- Dealing with workplace changes
- Being calm under pressure
- Manage your time
- Develop your action plan

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Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test

- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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