

SCHOOL INNOVATION

STRESS AND CONFLICT
MANAGEMENT



Your Mobility Partner

COURSE OVERVIEW

A training course on stress and conflict management promotes a healthy workplace culture and enhances interpersonal relationships. It covers the concepts of stress and conflict, their impacts, signs and symptoms, types of conflict, and strategies for prevention and resolution. Participants will also learn stress management techniques, including mindfulness-based stress reduction (MBSR), relaxation methods, and time management skills, while developing mindfulness practices for better stress control.

COURSE OBJECTIVES

- Understand the nature of stress and its impact on individuals and organizations.
 - Identify the common causes of stress in the workplace and develop strategies for managing it.
 - Understand the nature of conflict and its impact on individuals and organizations.
 - Identify different types of conflicts and their causes.
 - Develop strategies for resolving conflicts and maintaining positive relationships.
 - Improve communication skills to prevent and resolve conflicts.
 - Understand the benefits of mindfulness and develop techniques for practicing it.
 - Develop emotional intelligence and self-awareness to better manage emotions during conflicts.
 - Practice conflict resolution and stress management techniques through interactive exercises and case studies.
-

LEARNING OUTCOMES

Gain a comprehensive understanding of stress: definition, causes, signs, and symptoms. Develop skills for effective stress identification and management techniques. Understand conflict and its impact on individuals and organizations. Resolve conflicts while maintaining positive professional relationships. Enhance communication skills: active listening, assertive communication, and de-escalation. Recognize cultural differences in communication to prevent misunderstandings. Practice mindfulness techniques, including Mindfulness-Based Stress Reduction (MBSR), for stress management. Develop emotional intelligence and self-awareness to improve conflict management skills.

Duration

This is a 5 Day Course, not including weekends.

Price

All expenses can be covered through a Knowledge Acquisition (KA) subsidy within the Erasmus+ initiative. This is a 5-day training course in which Mobility Friends imposes a fee of 350€ per attendee, in courses located in the cities of the continent and Madeira island. The fee for Azores island is 480€ per attendee.

The price includes the training course and a coffee break.

For groups of 5 or more people, please contact us for pricing details.

Language

English

Schedule

The timing of classes, whether in the morning or afternoon, is determined by the provider. The schedule may vary considerably based on participants' preferences and the trainer's discretion regarding any modifications.

Certificate

A Certificate of Attendance will be awarded to participants who attend a minimum of 80% of the course.

Other Services

Besides providing the training course, Mobility Friends offers various services to participating groups, such as accommodation, cultural visits, and transfers, among others. Contact us to learn how we can assist you with your travel logistics.

COURSE TIMELINE

DAY 1

- Overview of the course and its objectives.
- Icebreaker activity to introduce participants and establish a comfortable learning environment.
- Definition of stress and common causes of stress in the workplace.
- Signs and symptoms of stress.
- Techniques for identifying and managing stress.

DAY 2

- Definition of conflict and its impact on individuals and organizations.
- Different types of conflicts and their causes.
- Strategies for resolving conflicts and maintaining positive relationships.

DAY 3

- The importance of effective communication in preventing and resolving conflicts.
- Techniques for active listening, assertive communication, and de-escalation.
- Cultural differences in communication and how to address them.
- Introduction to mindfulness and its benefits for stress management.

DAY 4

- Techniques for practicing mindfulness and managing stress.
- Mindfulness-based stress reduction (MBSR) techniques for managing stress.
- Definition of emotional intelligence and its impact on conflict management.
- Techniques for developing emotional intelligence and self-awareness.
- Techniques for managing emotions during conflicts.

DAY 5

- Interactive exercises and case studies to apply the concepts learned throughout the course.
- Group discussions and role-playing exercises to practice conflict resolution and stress management techniques.
- Feedback and evaluation of the course.

*Please note that program content may be subject to change based on input from our trainers.

MOBILITY FRIENDS TRAINING CENTER



Certified by DGERT - Directorate General
for Employment and Labor Relations

www.mobilityfriends.org



TRAININGCOURSES@MOBILITYFRIENDS.ORG



+351 253 144 226 / +351 939 452 504



/MOBILITYFRIENDS



@MOBILITYFRIENDSOFFICIAL



MOBILITY FRIENDS

