



School Innovation

STRESS AND CONFLICT MANAGEMENT

Your Mobility Partner

PIC Number: 948037649 Organisation ID: E10207576



Course Overview

A training course on stress and conflict management is important for promoting a healthy and productive workplace culture, improving interpersonal relationships, and supporting the professional development of individuals.

This course includes an introduction to the concepts of stress and conflict, including their impact on individuals and organizations. Participants will learn about the signs and symptoms of stress and how to identify them in themselves and others. They will also learn about the different types of conflict and their underlying causes, as well as strategies for preventing and resolving conflicts. It also covers strategies for managing stress, including mindfulness-based stress reduction (MBSR) techniques, relaxation techniques, and time management strategies. Participants will learn about the benefits of mindfulness for stress management and develop techniques for practicing mindfulness.

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.
- 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

This course equips individuals with skills to manage stress and conflicts in the workplace. Participants learn about stress and conflict concepts, identification, prevention, and resolution strategies. They also gain stress management techniques, including mindfulness, relaxation, and time management. These skills promote a healthier workplace culture, improve relationships, and support personal and professional development.

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.

Duration: 5-Day Course

Language: English

Schedule: The time 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 minimum of 80% of the course.

Other Services: Mobility Friends offers various services for you. We handle everything from accommodation to cultural visits and transfers. Contact us to learn how we can assist you with your travel logistics.

PLANNER

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.




Talk with Us

We are waiting for You

www.mobilityfriends.org

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