

Habilidades com pessoas

# Managing Stress and Conflict

Presencial

The impact of stress takes a heavy toll on people and organizations. With the challenges of a highly competitive, global economy, the rate of change will continue to create stress. Being able to cope more effectively is a survival issue for everyone, and even an opportunity to thrive.

## O que você vai aprender

Managing stress is like managing time: it's all about managing ourselves. In this module, you will assess your current reactions to stress, then explore ways to clarify where we have a measure of control.

## Por que você quer aprender

This course is for people who want to learn the ways that you can grow and expand your business skills through your engagement in conflict situations. You will prepare for potential conflict situations, and develop strategies for conflict resolution.

## Como isso vai ajudar você

Identifying different kinds of stress, and different responses from different people, will help to identify how to show more of our innate resiliency to the internal and external factors we all face.