

Stress management and conflict resolution

Workshop Title:	Stress Management and conflict resolution		
Presenter:	Dr Ghada Angawi		
Target Audience	Employees at basic levels	Time Required	2-3 days of full time
Category:	<input checked="" type="checkbox"/> Corporate Culture	<input type="checkbox"/> Customer Loyalty	<input checked="" type="checkbox"/> Employee Engagement
	<input checked="" type="checkbox"/> Etiquette & Professionalism		<input checked="" type="checkbox"/> Process Improvement
Format(s):	<input checked="" type="checkbox"/> Live, Video Recorded	<input checked="" type="checkbox"/> eLearning only	<input checked="" type="checkbox"/> Blended Learning

WORKSHOP DESCRIPTION and EXPECTED LEARNING OUTCOMES:

The pre-workshop

The workshop identifies major stressors at work and help participants deal with them by planning, prioritizing and finding life/work balance. Above all stressors are the conflict that arises at work between individuals, teams and leaders. The workshop gives a detailed account on how to use Emotional Intelligence EQ in navigating your roles and relationships in conflict. EQ assessment is therefore advised as an optional pre-course element that helps determine major stressors in communicating in conflicting situations. Cultural Intelligence CQ assessment is also recommended in situations where the conflict arises from cross cultural situations or intercultural communication.

Workshop elements

1. Signs of stress
2. Individual response to stress
3. Reasons of stress and its relation to personal characters, values and assumptions.
4. EQ assessment report discussed.
5. Managing stress on an individual life/work level.
6. Managing stress on a team/leadership level.
7. Dealing with conflict through EQ competencies
8. Problem solving through dialogue and empathy
9. Using coaching in conflict resolution.
10. Understanding the cultural differences and dimensions in conflict situations.

Post workshop assessment and follow up

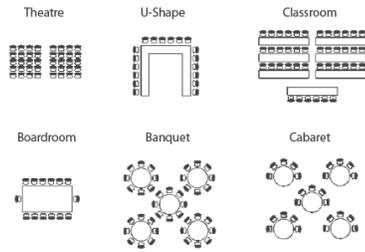
It is suggested that individual with anger problems and other biases go through either EQ or CQ assessments for further coaching and support. Coaching individuals through assessments gives a clear and precise analysis for problems that can be dealt with and measured accordingly.

PRESENTER BIOGRAPHY:

Dr Ghada Angawi has been training and coaching leaders in cross cultural organizations for the past 17 years. She started her career in training with Steven covey as the facilitator of ‘the 7 habits of highly effective people’ and ‘what matters most’. She then spent years learning positive psychology and mastered NLP tools for coaching change. Her work in her doctoral thesis was focused on effective roles of leadership during strategic decision making in higher education organizations. She is a founding member for the International Coach Federation ICF in Saudi Arabia and an active member in Connecticut ICF chapter with an ACC credential. She is also an Emotional Intelligence EQ assessor and a CCA Cultural Intelligence (CQ) Center Advanced trainer and assessor CQ.

PREFERRED ROOM SETUP:

<input type="checkbox"/> Theatre	<input type="checkbox"/> U-Shape
<input checked="" type="checkbox"/> Banquet	<input checked="" type="checkbox"/> Cabaret
<input type="checkbox"/> Classroom	<input type="checkbox"/> Boardroom
<input type="checkbox"/> Other: Chairs and no tables freely flowing.	



PRESENTATION/MEETING ROOM REQUIREMENTS:

#	ITEM	#	ITEM	#	ITEM	#	ITEM
✓	Flipchart	✓	Markers		Presenter Mic	✓	Data/Video Projector
✓	Flipchart Stand		Whiteboard		Audience Mic	✓	Presenter Internet Access
	Podium	✓	Screen	✓	Power Strip	✓	Participant Internet Access
	Other Requirement(s):						