

## Improve Employee's Ability to Deal with Pressure at Work

Length: 1 Day

### COURSE CONTENT

#### WORKING WELL UNDER PRESSURE

- Stay Open and Focused
- Know how to Communicate under Pressure

#### MANAGING STRESS IN THE WORKPLACE

- Understand the Role of Stressors
- Manage a Stressful Workplace
- Manage the Stressed-Out Employee
- Deal with Pressure from Anger, People and Fatigue
- Alter, Avoid and Accept the Situation

#### COMMUNICATION SKILLS FOR DEALING WITH EMOTIONALLY CHARGED SITUATIONS

- Conflict Communication
- Direct Communication, and some habits you may want to break
- Improving your Indirect Communication
- Savvy speaking skills for getting through tense situations
- How to resist the "hardball" tactics that shut down communication

#### UNDERSTANDING THE EMOTIONS THAT HOLD YOU BACK

- The positive and negative effects of emotions in the workplace
- Changing how you respond, even when your mind doesn't want to
- Overcoming tears, anger, rage, and self-pity
- Getting your point across without losing control

#### ACHIEVING EMOTIONAL BALANCE FOR SUCCESS

- Reclaiming your Self-Esteem
- Self-talk: Could what you are telling yourself be getting you nowhere?
- Stress and burnout
- How-To's for handling your emotions in every situation to gain more productive results
- Assess Your Own Emotional Intelligence

#### PREPARING FOR CONFRONTATION WITH COMMUNICATION SKILLS

- Getting to the real issues – defining the problem
- Maintain positive relationships during disagreements
- Building a trust framework
- Steps for getting beyond the fear of confrontation
- What to do when you face the impossible: Think on your feet