

**COURSE OVERVIEW SS0530-4D**  
**Stress Management**

**Course Title**  
 Stress Management

**Course Reference**  
 SS0530-4D

**Course Duration/Credits**  
 Four days/2.4 CEUs/24 PDHs

**Course Date/Venue**



Session(s)	Date	Venue
1	January 15-18, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
2	April 29-May 02, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
3	July 08-11, 2024	Cheops Meeting Room, Radisson Blu Hotel, Istanbul Sisli, Turkey
4	October 28-31, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA

**Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***



Work pressure is the sum of the amount of work (workload) and the time set aside to finish that work as compared with the employee's ability to cope. That ability to cope depends on the employee's personality and is influenced by circumstances in the home and in the workplace. Organisational factors related to the work itself and the working environment also play an important role in the overall picture. When an employee is unable to meet the demands of work (within the time available), a work pressure problem arises that can lead to work stress. Work stress can eventually cause the employee to feel excessively tired, exhausted and depressed, as well as to suffer physical ailments.



Work pressure and stress can lead to a deterioration in the way employees work or even result in their becoming sick. That can have an impact on the atmosphere in the workplace, the quality of the work produced, and so on. The causes of work pressure and stress may lie in the work itself, in the employee's private circumstances, or in a combination of both. Whatever the reason, the problem affects employee performance. In many cases, the solution lies in a package of measures targeting both the company and the individual.

This course is designed to provide participants with an up-to-date overview of the working under pressure skills. Participants will learn how to anticipate problems related to work pressure, and, should they arise, to recognise them in good time and do something about them. In the end, everyone benefits from having a working climate that supports employees and is pleasant to work in. The course looks at a range of different factors that play a role in work pressure and stress and suggests some possible solutions.

The course covers the work pressure and stress in the workplace; the different types of stress (positive vs. negative stress); the common patterns of pressure in the workplace today; scale of problem and causes; how to recognize workplace stress; thinking correctly under pressure; using the various techniques to be resilient in the workplace; the cost of stress; what effect does stress have on performance and productivity?; quantifying the stress problem; fighting excessive work pressure and stress; dealing with stressful situations involving people at work; dealing with difficult people; coping with unethical behavior in the workplace; improving communication within the work environment; managing everyday stressful events; reducing stress levels and acting quickly and decisively when situation demands it; changing stressful situations into positive ones; and managing workload: working to live or living to work.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on working under pressure
- Identify the different types of stress (positive vs. negative stress)
- Recognize the common patterns of pressure in the workplace today
- Use the various techniques to be resilient in the workplace
- Reduce stress levels and act quickly and decisively when situation demands it
- Change stressful situations into positive ones
- Recognize work pressure and stress in the workplace
- Identify the common patterns of pressure in the work place today
- Analyze scale of problem and causes in working under pressure and recognize workplace stress
- Think correctly under pressure and identify the cost of stress
- Explain what effect does stress have on performance and productivity
- Quantify the stress problem and fight excessive work pressure and stress
- Deal with stressful situations involving people at work and with difficult people
- Cope with unethical behavior in the work place
- Improve communication within the work environment
- Manage everyday stressful events and workload

**Exclusive Smart Training Kit - H-STK®**



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

**Who Should Attend**

This course covers systematic techniques and methodologies on working under pressure for all employees to give them some tips to cope up with pressure/stress at work place.

**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

- 20% Lectures
- 80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Course Fee**

Dubai	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Abu Dubai	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Istanbul	<b>US\$ 5,000</b> per Delegate + <b>VAT</b> . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**


Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

**Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations:-


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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Frederick Labuschagne**, PhD, MBL, BA, BD, is a **Senior Management Consultant** with over **30 years** of extensive experience. His expertise includes **Office Management & Effective Administration Skills, Leadership & Management Skills, Leadership & Business Management, Advanced Supervisory Skills, Influence & Motivation Skills, Innovation & High Performance, Behavioral Skills, Emotional Intelligence & Organizational Reality, Motivating, Coaching, Counselling & Mentoring, Negotiation Skills, Strategic Thinking & Planning, Conflict Management, Time & Stress Management, Discipline & Punctuality, Interpersonal & Communication Skills, Seven Habits of Highly Effective People, Change Management Strategy, Strategic & Managerial Effectiveness, Critical Thinking, Interpersonal Skills, Communication Skills, Presentation Skills, Administration Skills, Performance Management, Change Management, Paradigm & Paradigm Shifts, Productivity & Efficiency Improvements, Organisational Management, Reinvention & Proficiency, Risk Management, Productive Change Management & Organizational Development, Production & Operations Management, Decision Analysis & Problem Solving, Essential Skills for Effective Training, Training Cycle Program, Effective Knowledge Sharing, Creating a High Performing Learning Culture, Fast-Track Development Program, Competency & Behavioural Based Interviewing, Recruitment & Interviewing Skills, Team Development, Orchestrating Team Performance, Work Effectively in Teams, Personal & Professional Development, Teambuilding Skills, Developing Effective Partnerships, Advanced Contract Management, Disputes & Claims, Marketing Skills, Technical & Business Report Writing, Document Control, Archiving & Documentation, Project Management, Finance & Asset Management, PERT CPM, Facilities & Jobs Design, and Systems Improvement, Human Relations and Organizations, Work Study and Product Improvement.**

Currently, Dr. Labuschagne is the **Lead Consultant** for the **Institute for Dynamic Interaction** where he spearheads **major international projects** and comprehensive presentations. Among these are sessions on Human Resource & Performance Management, **Personal & Professional Development**, Emotional Intelligence, Strategic Planning & Creative Thinking, Problem Solving, Personnel Development, **Team Building**, Effective Communication, Presentation & Interpersonal Skills, and Habits of Highly Effective People. Herein, he has built an evident reputation for first-class motivational team leadership management, development & **mentoring**, conforming to effective performance, analysing progress as well as identifying development requirements.

Dr. Labuschagne has **PhD** and **Master** degrees in **Business Leadership**, a **BA in Management** and is a Registered **MBTI** (Myers-Briggs Type Indicator) Consultant with the Consulting Psychologists & HR Development. Further, he is a **Certified Instructor/Trainer, Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and has performed **numerous assessments** and **workshops** for renowned businesses, utilizing key success attributes in delivering feasible results & providing effective leadership. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:-

**Day 1**

0730 – 0800	Registration, Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Work, Pressure &amp; Stress in the Workplace</b>
0930 – 0945	Break
0930 – 1030	<b>The Different Types of Stress (Positive vs. Negative Stress)</b>
1030 – 1130	<b>The Common Patterns of Pressure in the Workplace Today</b>
1215 – 1230	Break
1230 – 1330	<b>Scale of Problem &amp; Causes</b>
1330 – 1420	<b>How to Recognize Workplace Stress</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2**

0730 – 0830	<b>Common Patterns of Work Pressure in the Workplace Today</b>
0830 – 0930	<b>Thinking Correctly Under Pressure</b>
0930 – 0945	Break
0945 – 1100	<b>Using the Various Techniques to be Resilient in the Workplace</b>
1100 – 1230	<b>The Cost of Stress</b>
1230 – 1245	Break
1245 – 1420	<b>What Effect Does Stress Have on Performance &amp; Productivity?</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 – 0830	<b>Quantifying the Stress Problem</b>
0830 – 0930	<b>Fighting Excessive Work Pressure &amp; Stress</b>
0930 – 0945	Break
0945 – 1100	<b>Dealing with Stressful Situations Involving People at Work</b>
1100 – 1230	<b>Dealing with Difficult People</b>
1230 – 1245	Break
1245 – 1420	<b>Coping with Unethical Behavior in the Workplace</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4**

0730 – 0830	<b>Improving Communication Within the Work Environment</b>
0830 – 0930	<b>Managing Everyday Stressful Events</b>
0930 – 0945	Break
0945 – 1100	<b>Reducing Stress Levels &amp; Acting Quickly &amp; Decisively When Situation Demands It</b>
1100 – 1215	<b>Changing Stressful Situations into Positive Ones</b>





1215 – 1230	Break
1230 – 1345	<b>Managing Workload: Working to Live or Living to Work</b>
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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