

# Success under Pressure

## INTRODUCTION

- This training course will provide an array of stress-busting strategies to help you overcome challenges that are weighing you down. It offers interactive consultation to help you see opportunities rather than obstacles, get focused when overwhelmed, find energy when exhausted, and manage the situation to minimize stress from recurring, thus, improve your ability to engage win-win conversations. The training course focuses on the core skills of Emotional Intelligence ('EQ') and emphasises the importance of advanced communication skills as a strategy to reduce conflicts and enhance workplace performance.

Join this training course and you will:

- Develop keen sense of self-awareness and effective self-regulation
- Cultivate dynamic responsive behaviours that improve working relationship
- Learn to recognise different behaviours and how best to influence them
- Recognise the sources of personal stress and how to reduce them
- Learn win-win negotiating conversations

## PROGRAMME OBJECTIVES

The Success Under Pressure training course is designed to enable participants to:

- Understand how to increase emotional intelligence (EQ) at work
- Identify different behavioural styles, and learn to manage them
- Communicate with greater confidence when conflict arises
- Learn how to achieve win-win outcomes in negotiations
- Gain insights into personal strengths and strategizes personal development
- Recognise emotional triggers and manage own emotions
- Acquire techniques to handle stress and cope with pressure

## WHO SHOULD ATTEND?

- This training course is designed for managers and team leaders but will benefit any professional wishing to broaden and improve their skills in self-management, interpersonal influence, conflict-handling and negotiation
- It will also help anyone moving into a leadership role to increase their personal impact and effectiveness

## TRAINING METHODOLOGY

- This highly interactive training course will combine experiential practical exercises with presentations and team challenges, supported by video material and case studies.

## PROGRAMME SUMMARY

- The Success Under Pressure training course opens by exploring the importance of emotional intelligence for bringing balance into our mental and emotional state. This training course explores each individual personality profile and elaborates upon its strengths and areas for self-development to handle stress. Participants also learn how to establish effective working relationships with others through handling conflict and negotiating for win-win outcomes. Participants will return to their organizations armed with strategies to cope with stress in the workplace for optimum performance. They will also take with them an enhanced toolkit and skill set to achieve greater impact and influence at work.

## PROGRAM OUTLINE

### Emotional Intelligence Awareness

- Understand Emotional Intelligence key components
- Perception impacts relationship
- Assess your personal profile and preferences
- Identify your strengths and areas for development
- Personality driven motivations
- Identify blind spot blocking personal success

### Managing Pressure and Stress

- Understand pressure and stress
- Symptoms of stress and its effects
- Two sides of stress and options
- Procrastination and time wasters
- Managing emotional triggers

## Strategies for Conflict Resolution

- Reasons for workplace conflict
- Ineffective approaches to conflict resolution
- Conflict management strategies
- Techniques for resolving conflicts successfully
- How to handle different conflict areas
- Active listening for conflict resolution
- Communication skills to resolve conflict

## The Art of Negotiation and Persuasion

- What is negotiation?
- Manipulation, persuasion and influence
- Steps in win-win negotiation
- Negotiation ploy and tactics
- Collaborative bargaining
- How to invent options for mutual gain
- Personality styles of negotiators

## Successful Leadership Skills

- Person of influence
- Agile leadership skills
- Innovative thinking for problem solving
- Breaking through team barriers
- Building trust with others
- Helping your team prepare for change
- Develop a personal action plan