



Overview/Description:

When facing heightened stress, employees react in diverse ways. For some, stress leads to a drop-off in performance, lowered morale or emotional outbursts. For others, high-pressure, stressful situations actually become an opportunity to shine. As a manager, it's difficult to anticipate the multitude of reactions you're likely to observe during times of stress, and it's even harder to be equipped with the tools to handle them all. This workshop helps you plan for the expected and the unexpected and provides practical tools for dealing with both positive and negative employee behaviors during stressful times.

Workshop Objectives:

By the end of this workshop, you will:

- Anticipate the physical, emotional, cognitive and behavioral reactions you observe among employees
- Describe how personal accountability helps people cope with stressful times
- Handle problematic employee behavior effectively and empathetically
- Practice self-care techniques to manage your own stress during challenging times



TARGET AUDIENCE:

ALL LEVELS OF MANAGEMENT



EXPECTED DURATION:

45-60 MINUTES

Managing Staff Through Stressful Situations

