



**MAESTRO**  
CONSULTANTS

**STRESS,  
CONFLICT,  
CHANGE  
&  
TIME  
MANAGEMENT**



**COURSE OUTLINE 2020**

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## **TRAINING TITLE**

STRESS, CONFLICT, CHANGE & TIME MANAGEMENT

## **VENUE**

Dubai, UAE

## **DURATION**

5 Days

## **DATES**

04 - 08 October 2020

## **PRICE**

US\$4,000 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet daily.

## **TRAINING INTRODUCTION**

This course is designed to improve the overall Time Management skills of participants and provide the keys to optimal productivity, creativity, and well-being. The course covers the world class practical time management and goal-setting techniques which have helped the leading people in business, sport and public service reach the pinnacles of their careers. The participants will learn how to identify and focus on the activities that yield the greatest returns. Participants will learn how to reduce deadline pressures; deal with procrastination; and get perspective on long term goals and priorities.

Managing Conflict & Change Management course presents communication skills, concepts, techniques and skills approaches toward managing conflicts and organizational change management. It analyses factors playing an important role in exacerbating conflicts and offers strategies which promote productive conflict management.

## **TRAINING OBJECTIVES**

- To familiarize participants with skills that will enable them to cost their time and understanding where time is lost. Participants will learn how to draw up action plans and prioritized 'To Do' lists.
- To improve participants' skills of personal goal setting and setting SMART goals, setting priorities, and improve scheduling skills.

- How to deal with Stress & Pressure at work. Stress Management.
- To deal with deadline pressures, procrastination, feelings of time passing and learn to improve productivity.
- The course objective is to provide insight into the ways in which different styles of management and communication can either exacerbate or help to resolve conflicts.
- Familiarize participants to the tools and techniques for achieving continuous improvement such as the 7 tools (pareto analysis, run chart, cause and effect diagrams, histograms, scatter diagrams and flow charts), six sigma, TQM
- Enable participants to set up effective strategies to identify sources of conflict and design effective strategies to deal and solve them.
- To provide skills, knowledge and understanding of principles and practices of change and organizational development.
- To provide ability to organize and implement continuous improvement programs in the organizations of the participants

## **TRAINING AUDIENCE**

CEOs, General Managers, Line Managers, Management Representatives, Supervisors and Team Leaders. Very useful to those in managerial and/or HR positions seeking an understanding of the role and technique conflict resolution and management change, and the management and communication skills needed for productive conflict and change management.

## **COURSE OUTLINE**

- What is meant by Time Management
- Costing Time - Finding out how much time costs
- Activity Logs - Understanding where time is lost
- Stress Management & reducing stress and pressure
- Reducing deadline pressures
- Dealing with procrastination
- Small Scale Planning - Action Plans
- Prioritized To Do Lists - Performing the most important activities first
- Personal Goal Setting - Setting SMART goals, priorities
- Scheduling Skills - the five-step scheduling process and getting the most out of time.
- Introduction: Stories of Change
- Images of Managing Change.

- Why Organizations Change
- What Changes in Organizations
- Diagnosis for Change
- Resistance to Change
- Implementing Change: Organization Development
- Implementing Change: Change Management
- Strategies and Skills for Communicating Change
- Nature and Sources of Conflict
- Strategies for Supportive Environment of Conflict Resolution
- Verbal and non-Verbal Communication and Behavior
- Sources of Miscommunication
- Culture differences as Source of Conflict

## **TRAINING CERTIFICATE**

**MAESTRO CONSULTANTS** Certificate of Completion for delegates who attend and complete the training course

## **METHODOLOGY**

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.