

## COURSE OVERVIEW SS0530 Stress Management

### Course Title

Stress Management

### Course Date/Venue

Session 1: January 18-22, 2026/Meeting Plus 9, City Centre Rotana Doha Hotel, Doha, Qatar

Session 2: Nov 01-05, 2026/Meeting Plus 9, City Centre Rotana Doha Hotel, Doha, Qatar

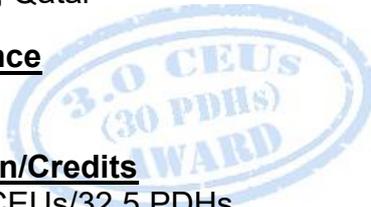


### Course Reference

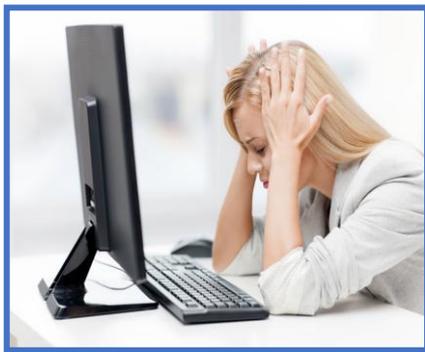
SS0530

### Course Duration/Credits

Five days/3.25 CEUs/32.5 PDHs



### Course Description



**80% of this course is hands-on 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 stress and priority management
- 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 conveniently saved in a **Tablet PC**.

### Who Should Attend

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

### 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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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.

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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 **3.0 CEUs** (Continuing Education Units) or **30 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.

### Course Instructor

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



**Mr. John Kruger, PGDip, BA, is a Senior Project & Management Consultant with over 30 years of extensive experience. His expertise includes Project Quality Management, Value Engineering, Quality Assurance, Project Management, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Management Plan, Project Management Essentials, Technical Project Management, Project Work Monitoring & Control, Project Scope Management, Project Time**

**Management, Project Cost Management, Project Human Resource Management and Project Communications Management, Project Procurement Management, Analyzing Project Financial Data, Commercial Management, Quality Management System (QMS), Project Integration Management, Project Planning & Delegating, Risk, Budgeting & Cost management in Projects, Leading People & Change, Embracing Innovation Culture, Techniques for Coaching & Mentoring, Strategies for Setting Annual Goals, Monitoring Progress and Evaluation Performance, Cross Cultural & Virtual Team Communication Skills, Cross Cultural Awareness, Cultural Diversity in the Workplace, Culture Diversity & Inclusion, Virtual Team Performance, Commercial Negotiation, Customer Service, Customer Culture, Internal & External Stakeholders, Corporate Communication, Public Media Communication, Electronic Communication & Collaboration Skills, Social Media Management, Effective Communication Skills, Digital Archiving & Electronic Document Management, Digital Marketing, Leadership & Interpersonal Skills, Communication Skills, Active Listening Skills, Change Management Skills, Conflict Management, Crisis Management, Crisis Communication Management, Procurement & Contracts Management, Tender Preparation, Tender Floating, Bid Evaluation, Contractor Selection, Contractors Work Supervision, Manpower & Site Permits, Building Communication & Interpersonal Skills, Active Listening, Assertiveness Theory, Leadership & Management Skills, Negotiation Skills, Presentation Skills, Cultural Management, Virtual Team Operations, Team Building, Resource Management, Performance Management, Career Development Management, Stress Management, Time Management, Research Management, HR Project Management, QA/QC, Quality Management, Project Management, Contracts & Tendering, Human Resource Management, Performance Management, Technical Management, Quality Management, Productivity & Efficiency Improvements, Time Management, Financial Management, Strategic Management, Change Management, People Management, Production Management, Toolkit Management, Public Relations & Organisational Communication, Public Speaking, Social & Environmental Projects, Business Development, Psychometric Assessment and Strategic Change. Further, his specialization covers Train-the-Trainer, Coaching, Counselling & Mentoring, Strategic Planning, Problem Solving, Decision Making, Budgeting & Cost Control, Supply Chain Management, Operational Management, Adult Education, Turnaround and Re-Engineering Projects and Macro-Economics.**

During his career, Mr. Kruger has contributed his expertise and held prestigious positions for major organizations worldwide as a **Business Analyst, Business Development Manager, Project Manager, Strategic & Divisional Plan Manager, Warehouse Manager, Supply Chain Manager, Change & Marketing Manager, Facilitation Manager, Interim OD & Development Manager, Interim Training Manager, Commercial Project & Interim Manager, TQM Manager, General Manager, Engineer, Journalist, National Broadcaster, Reporter, Sub-editor, News Editor, Leadership Development & Business Profiling Head, Deputy Director** as well the **Business Consultant, Technical & Management Coach, Consultant/Instructor, Lecturer and Facilitation & Key Note Speaker.**

Mr. Kruger has a **Post Graduate Diploma in IPM Industrial Psychology Management** and in **UNISA Advanced Leadership Programme** as well as **Bachelor's degree in Communications** from the **Northwest University**. He is a **Registered Assessor & Moderator**, a **Certified Instructor/Trainer** and a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**. Further, he is an active member of **The Institute of Management Consultants of South Africa** and he has delivered various trainings, workshops, courses and conferences worldwide.



**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**

**US\$ 6,000** per Delegate. 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 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	<i>Registration &amp; Coffee</i>
0800 - 0815	<i>Welcome &amp; Introduction</i>
0815 - 0830	<b>PRE-TEST</b>
0830 - 0930	<b><i>Work, Pressure and Stress in the Workplace</i></b>
0930 - 0945	<i>Break</i>
0945 - 1130	<b><i>The Different Types of Stress (Positive vs. Negative Stress)</i></b>
1130 - 1230	<b><i>The Common Patterns of Pressure in the Workplace Today</i></b>
1230 - 1245	<i>Break</i>
1245 - 1420	<b><i>Scale of Problem and Causes</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

**Day 2**

0730 - 0930	<b><i>How to Recognize Workplace Stress</i></b>
0930 - 0945	<i>Break</i>
0945 - 1100	<b><i>Common Patterns of Work Pressure in the Workplace Today</i></b>
1100 - 1230	<b><i>Thinking Correctly Under Pressure</i></b>
1230 - 1245	<i>Break</i>
1245 - 1420	<b><i>Using the Various Techniques to be Resilient in the Workplace</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3**

0730 - 0930	<b><i>The Cost of Stress</i></b>
0930 - 0945	<i>Break</i>
0945 - 1100	<b><i>What Effect Does Stress Have on Performance and Productivity?</i></b>
1100 - 1230	<b><i>Quantifying the Stress Problem</i></b>
1230 - 1245	<i>Break</i>



1245 – 1420	<i>Fighting Excessive Work Pressure and Stress</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4**

0730 – 0930	<i>Dealing with Stressful Situations Involving People at Work</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Dealing with Difficult People</i>
1100 – 1230	<i>Coping with Unethical Behavior in the Workplace</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<i>Improving Communication Within the Work Environment</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5**

0730 – 0930	<i>Managing Everyday Stressful Events</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Reducing Stress Levels &amp; Acting Quickly &amp; Decisively When Situation Demands It</i>
1100 – 1200	<i>Changing Stressful Situations into Positive Ones</i>
1200 – 1215	<i>Break</i>
1215 – 1345	<i>Managing Workload: Working to Live or Living to Work</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	<i>POST-TEST</i>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Practical Sessions**

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



**Course Coordinator**

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