Haward Technology Middle East

COURSE OVERVIEW SS0530
Stress Management

Course Title
Stress Management

Course Date/Venue
Session 1: May 11-15, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar
Session 2: October 12-16/Meeting Plus 8, 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.
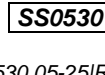
This course is designed to provide participants with an up-to-date overview of the working under pressure skills. Participants will learn how to anticipate problems related to work pressure, and, should they arise, to recognise them in good time and do something about them. In the end, everyone benefits 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.

Certificates are accredited by the following international accreditation organizations:-

- USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, Virginia 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 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 1-2013 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 Association 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 **3.25 CEUs** (Continuing Education Units) or **32.5 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.

- 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 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.
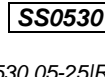
Course Instructor

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 **45 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 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	**PRE-TEST**
0830 – 0930	**Work, Pressure and Stress in the Workplace**
0930 – 0945	*Break*
0945 – 1130	**The Different Types of Stress (Positive vs. Negative Stress)**
1130 – 1230	**The Common Patterns of Pressure in the Workplace Today**
1230 – 1245	*Break*
1245 – 1420	**Scale of Problem and Causes**
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**How to Recognize Workplace Stress**
0930 – 0945	*Break*
0945 – 1100	**Common Patterns of Work Pressure in the Workplace Today**
1100 – 1230	**Thinking Correctly Under Pressure**
1230 – 1245	*Break*
1245 – 1420	**Using the Various Techniques to be Resilient in the Workplace**
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**The Cost of Stress**
0930 – 0945	*Break*
0945 – 1100	**What Effect Does Stress Have on Performance and Productivity?**
1100 – 1230	**Quantifying the Stress Problem**
1230 – 1245	*Break*
1245 – 1420	**Fighting Excessive Work Pressure and Stress**
1420 – 1430	**Recap**
1430	*Lunch & End of Day Three*
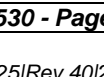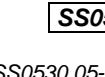
Day 4

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

Day 5

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

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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