

# Short Learning Programme on **EMOTIONAL INTELLIGENCE, CONFLICT AND STRESS MANAGEMENT** **2 DAYS**

(Proposed NQF 5)



NORTH-WEST UNIVERSITY  
YUNIBESITI YA BOKONE-BOPHIRIMA  
NOORDWES-UNIVERSITEIT

# Short Learning Programme on **EMOTIONAL INTELLIGENCE, CONFLICT AND STRESS MANAGEMENT** (Credit points 8)

The use of visual material as part of the presentation makes this a very practical and easily digested short course.

## **EMOTIONAL INTELLIGENCE**

### OBJECTIVE OF THE COURSE

As the workplace becomes more diverse, it becomes increasingly important to understand what makes people behave differently and to know how to manage these differences effectively. Managers need to be skilled in understanding and managing their own emotions and the emotions of employees in the work place.

Managers need to understand how personality, emotions and perceptions affect behaviour, human relations and performance. Emotional Intelligence is the key to successfully manage this phenomenon. This workshop equips managers to assess and improve their own emotional intelligence.

### OUTCOMES

On completion of this workshop you should be able to:

- See Emotional Intelligence (EI) in perspective
- Understand and manage feelings and emotions effectively at work and at home
- Improve personal insight and management of own emotions
- Understand the emotions of others
- Understand the concept and importance of empathy
- Improve relations- and communication skills at work
- Understand cultural differences - be sensitive to diversity
- Improve listening skills
- Improve social skills
- Understand Holism - finding balance
- Improve your EI
- Manage anger effectively
- Have insight into the management of people
- Understand the components of a motivating organizational climate



### **PRESENTER RETHA SCHOLTZ:**

M.A.Industrial Psychology  
Registered Industrial Psychologist



# CONFLICT MANAGEMENT

## OBJECTIVE OF THE COURSE

As the workplace becomes more diverse, it becomes increasingly important to understand what makes people behave differently and to know how to manage these differences effectively.

Conflict is inherent in an organisational system, inevitably conflict increases as diversity increases. It is common for people to disagree and be in conflict. Managers need to be skilled in managing conflict effectively. Conflict can be functional or dysfunctional depending on the management thereof.

The course introduces Polarity Management as a tool in managing conflicts. There is a significant competitive advantage in distinguishing between a problem to solve and a polarity to manage and the ability to manage both effectively. Polarity management supports the concept of Systems Thinking which looks at the bigger picture. The awareness that the solution to conflicts or problems lies not in a simple either / or answer. What is important, is that we recognize the phenomena of interdependent opposites in managing conflicts in a transformational way.

## OUTCOMES

On completion of this short course you should be able to:

- Distinguish between functional and dysfunctional conflict;
- Identify the factors that lead to conflict;
- Implement methods to stimulate functional conflict;
- Improve listening skills;
- Identify the five different conflict handling styles;
- Identify and evaluate your personal conflict handling style;
- Be assertive without offending others;
- Identify and implement conflict preventative techniques;
- Understand the influence that attitude towards yourself and others has on your life position; and
- Understand the components of a motivating organisational climate.

# STRESS MANAGEMENT

## OBJECTIVE OF THE SHORT COURSE

Chronic work-related stress is a world-wide work force affliction. "In human terms, depression, anxiety or physical condition ascribed to work-related stress on average results in half a million people a year reporting stress at levels that are making them ill. Employees frequently experience enough stress to hurt their job performance and increase their risk of mental and physical health problems. It is essential that managers and employees understand the dynamics of stress and how to manage it. It is also necessary to understand the cause and implications of burnout. The power of being fully engaged on Physical, emotional, mental and spiritual levels gives the balance needed.

## OUTCOMES:

On completion of this workshop you should be able to:

- Recognise and see stress in perspective
- Understand the physical and emotional reaction to stress
- Have insight into different types of stress (including good stress)
- Understand the factors that causes stress
- Understand the consequences of stress
- Recognise your own stress levels and danger signs
- Have insight into individual differences in resistance to stress
- Understand how brain chemicals influence your stress levels
- Recognise how stress can hamper your performance
- Know the signs of Burnout
- Have insight into the dynamics and components of burnout
- Decreasing of stress strains
- Managing stress
- Stress Tolerance: patterns of inheritance and personality
- Treatment of overstress and burnout- stress management
- Managing power / energy
- Finding balance
- Holistic help



## Short Learning Programme on **EMOTIONAL INTELLIGENCE, CONFLICT AND STRESS MANAGEMENT**



**NB!** latest version of **ADOBE ACROBAT READER** before attempting to complete the form.

**Applications must be accompanied by:**

- Two clear recent passport-size photographs
- A letter from the participant's employer in which:
  - the employer certifies that the participant meets the requirements; and
  - the employer grants permission for the participant to participate in the programme
- A certified copy of your Identity Document

## Application for admission to the EI Short Learning Programme

- Strictly confidential
- Please complete in type or print-hand

### A. Personal information

Initials and surname  
Names  
ID no.  
Home address  
  
Postal code

Title  
Nickname  
Date of birth  
Tel no. (H) Area code No. Cell no.

Nationality  
E-mail  
Postal address (if different from home address)  
  
Postal code

Work address  
  
Postal code

Tel no. (W) Area code No. Fax no. Area code No.



## B. Employment Record

Please record your most recent positions of employment, starting with your present position.

Name of Company	Industry	Title or Position	Date	
			From	To

Controlling Company \_\_\_\_\_

Subsidiary/Section \_\_\_\_\_

Nature of Business \_\_\_\_\_

Title Position \_\_\_\_\_

Number of Employees \_\_\_\_\_

Number of Years in Position \_\_\_\_\_

The NWU School of Business & Governance places great emphasis on the condition that participants should be able to work in a small study group. This enables them to learn from each other. To facilitate this process, you are requested to supply a short description of your present obligations and responsibilities in your organisation.

## C. Payment Options (Please request an invoice before making a payment)

Payment enclosed (Please mark appropriate box) ☐ Cheque ☐ Postal order ☐ Transfer ☐ RealPay

### Account details

ABSA Bank  
Account No. 670 642 313  
Branch Code 632005  
Ref: Invoice Number

### Cheques should be made out to:

North-West University  
(No cash please)

### Please fax proof of payment to:

Fax No. 086 760 9447  
Attention: Shemene Kok

### Entity responsible for payment:

☐ Self ☐ Company

If self and are unable to pay full study fees immediately, please complete the RealPay debit order option form. (Available on request)  
If company, please provide the following details for invoicing purposes:

Registered Company Name: \_\_\_\_\_

Company Address Details: \_\_\_\_\_ Company Vat Reg. No. \_\_\_\_\_

\_\_\_\_\_ Postal Code \_\_\_\_\_

Contact Credentials of Creditors Department: \_\_\_\_\_ Contact Name \_\_\_\_\_

Tel No. Area Code \_\_\_\_\_ No. \_\_\_\_\_

This application, once approved, becomes a legal and binding agreement between the applicant and NWU School of Business & Governance which is irrevocable.

## E. Submit

### Please post your completed application form to:

Admin Officer: Emotional Intelligence  
NWU School of Business & Governance  
Private Bag X6001, NWU  
Internal Box No. 296  
Potchefstroom, 2520

Signature of Candidate \_\_\_\_\_

Date \_\_\_\_\_

Submit by email

Reset form

North-West University; Private Bag X6001, Potchefstroom, 2520  
E-mail: pbsinfo@nwu.ac.za

Shemené Kok  
Tel: 018 285 2327

<http://commerce.nwu.ac.za/business-school/>

