Workplace Stress Management and Resilience Skills Course

29 March – 2 April 2027
Addis Ababa

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Training Center

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Ref: 185_223401 **Date:** 29 March – 2 April 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Course Overview

Workplace Stress Management and Resilience Skills Course is a one-week professional, non-clinical course for employees, supervisors, team leaders, and HR personnel. Participants identify workplace stressors, recognise early pressure signals, distinguish healthy challenge from harmful overload, improve boundaries and recovery, communicate under pressure, and select individual, team, or organisational responses. They leave with a Workplace Stress and Recovery Plan. Agile Leaders Training Center delivers workplace stress management and resilience training.

Who Should Attend

- Employees who want practical routines for pressure and recovery
- Supervisors responsible for workload, clarity, and team support
- Team leaders coordinating priorities and communication under pressure
- HR personnel supporting healthy work practices and referral routes
- Professionals working through sustained demand or organisational change

This course provides education and workplace practices, not diagnosis, counselling, or treatment. Participants with persistent or severe distress should use qualified health or employee-support services.

Departments and Industries

The course applies across corporate services, government, healthcare operations, education, professional services, and nonprofit organisations.

- Human resources and people operations
- Customer-facing and administrative teams
- Projects and operational services
- Healthcare and education support functions
- Public-service and nonprofit teams

Learning Objectives

By the end of this course, participants will be able to:

- Recognise workplace stressors and early pressure signals
- Map demands, control, support, relationships, role, and change
- Use workload, attention, boundary, and recovery controls
- Communicate needs and support colleagues appropriately
- Distinguish self-management from organisational action and specialist support
- Build a Workplace Stress and Recovery Plan

Course Agenda

Day 1: Understanding Workplace Pressure

- Healthy Challenge and Harmful Stress Comparison
- Workplace Stressor Identification Map
- Personal Early Signal Checklist
- Pressure Pattern and Trigger Log
- Support and Escalation Boundary Guide

Day 2: Work Design and Demand Controls

- Demands, Control, and Support Review
- Role Clarity and Conflict Scan
- Workload Priority and Capacity Board
- Interruption and Attention Control Plan
- Change Pressure Communication Checklist

Day 3: Boundaries and Recovery

- Work Boundary Decision Matrix
- Micro-Recovery Routine Builder
- Energy and Focus Pattern Review
- Break, Transition, and Detachment Plan
- Sustainable Work Rhythm Experiment

Day 4: Communication and Team Support

- Pressure Conversation Preparation Sheet
- Active Listening and Clarification Practice
- Supportive Team Check-In Structure
- Difficult Relationship Response Options
- Appropriate Referral and Handoff Route

Day 5: Resilience and Action Planning

- Personal Resource and Support Map
- Pressure Scenario Response Exercise
- Team Stressor Control Workshop
- Progress Indicator and Review Schedule
- Capstone Workplace Stress and Recovery Plan

Practical Exercises

Participants use non-clinical scenarios and adapt the tools to their responsibilities and workplace boundaries.

- Suggested activity: map a demanding week and identify controllable stressors
- Suggested activity: redesign priorities, interruptions, and recovery points
- Suggested activity: practise a workload or support conversation
- Suggested activity: select self-management, team, organisational, or specialist routes

FAQs

Who suits the Workplace Stress Management and Resilience Skills Course?

The course suits employees and supervisors who want practical, non-clinical methods for recognising pressure, improving work routines, supporting communication, and planning recovery.

Does this course diagnose or treat stress or mental health conditions?

No. It provides workplace education and practical planning. It does not diagnose, counsel, or treat, and it directs persistent or severe concerns to qualified support.

What workplace factors can contribute to stress?

Relevant factors can include excessive demands, low control, insufficient support, difficult relationships, unclear roles, poorly managed change, unsafe conditions, and conflicting work and personal demands.

How do individual and organisational actions differ?

Individual actions address routines, boundaries, communication, and recovery. Organisational actions address workload, staffing, role design, control, support, relationships, change, and workplace protections.

What belongs in a Workplace Stress and Recovery Plan?

The plan contains stressor and signal maps, workload controls, boundary choices, recovery routines, communication steps, support contacts, escalation thresholds, and review indicators.

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Conclusion

Participants take back a realistic plan for recognising workplace pressure and selecting proportionate responses. The Workplace Stress and Recovery Plan connects personal practices with team support, organisational controls, and qualified help when needed, without placing responsibility for unhealthy work solely on the individual.