



## **UNIX Trainers & Consultants**

**Head Office:** Wema Twins Annex, Plot No. 181,  
Boko-Bagamoyo Road, P.O. Box 33826, Dar es salaam.  
Mob: +255-715-361-880/+255-754-361-880  
Email: [info@unixtrainers.com](mailto:info@unixtrainers.com); [training@unixtrainers.com](mailto:training@unixtrainers.com)  
Website: [www.unixtrainers.com](http://www.unixtrainers.com)

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### **Enhancement of Leadership Skills on Excellence in Handling Crises & Stress in the Public Sector**

#### **Course Overview:**

This highly participative course will help you to develop your leadership skills to lead others in times of pressure, stress, and crisis to achieve excellence in public administration. In this course, participants will acquire effective and powerful skills to overcome the effects of pressure and stress with techniques for managing crises. The course will enable you to obtain the most recent discoveries into what makes leaders able to manage themselves and others during times of crises, pressure, and stress. By applying these leadership skills to the tasks and challenges you face at work, you will begin to experience breakthroughs you never thought possible.

#### **Course Objectives:**

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

- Understand and better appreciate the importance of managing stress
- Build and develop leadership skills for handling pressure
- Learn how to cultivate a positive mindset in times of pressure
- Expand confidence to cope with stress
- Become familiar with how the different personality styles respond to stress and pressure and identify their technique in coping with stress
- Develop leadership skills for managing crisis
- Practice creative leadership for handling crisis
- Learn how to lead others during times of crisis

#### **Course Coverage:**

##### **Topic 1: Leadership Skills for Handling Pressure & Stress:**

- Stress and its effects on the body, mind, and spirit
- Holistic response to stress
- Relationship between mind and body
- Personality styles and response to stress
- Understanding Introvert and Extravert Responses to stress

## **Topic 2: Enhancing Communication Skills during Stressful Times:**

- Passive & aggressive responses
- Assertive communication during stressful times
- Managing conflicts during times of stress
- Giving and receiving criticism during stressful moments
- Resolving conflicts constructively during times of pressure

## **Topic 3: Leading with confidence in challenging times:**

- Coping with the sudden change
- Leading others during sudden changes
- Recognizing the symptoms of short-term and long-term effects of stress
- Motivating yourself and others under pressure
- Building confidence during stressful times

## **Topic 4: Improving Leadership Effectiveness in Managing Crisis:**

- Crisis management skills
- Recognizing opportunities for change in a crisis
- Helping the team look for creative opportunities
- Practising creative leadership in facing a crisis
- Removing blocks to creative solutions in a crisis

## **Topic 5: Developing & Training Your Team to Handle Pressure, Stress & Crisis:**

- Training and developing employees to handle stress and pressure
- Stress handling techniques for you and your employees
- Helping the team to see the positive side of change in the workplace
- Implementing creative problem-solving skills for your team when facing a crisis
- Developing a personal action plan

## **Targeted Participants:**

- Managers at all managerial levels
- Supervisors
- Team leaders
- Human resources department