

The Resilient Banker: Navigating Stress and Challenging Relationships

Skills for Success



9076



In-Class



8 hours

Course Description:

This program provides practical guidance for managing personal stress and navigating challenging workplace relationships. Participants will define stress, recognize its health and performance effects, and learn proven mental and physical techniques for effective stress management. The program also addresses approaches for responding to difficult people and workplace conflict, with emphasis on accountability, empathy, and emotional regulation. Through this course, learners will enhance their well-being and strengthen their ability to handle interpersonal challenges under pressure.

Target Audience:

This course is designed for participants with 3 to 7 years of experience in customer-facing, supervisory, or team-oriented roles who are looking to better manage stress and improve their interpersonal communication under pressure.

Course Objectives:

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

- Describe the nature of stress and its effects on health and performance.
- Apply techniques for managing stress through lifestyle adjustments, mindset, and time management.
- Identify common causes of difficult behaviors and apply communication tools to manage challenging interactions.
- Use structured approaches to resolve interpersonal conflict and maintain professional relationships.

Course Outline:

Module 1: Understanding and Assessing Stress

- What is stress?
- Common stressors: work, home, health, unpredictability.
- Physical and psychological symptoms of stress.
- Stress and health risks (chronic illness, burnout, etc.).

Module 2: Stress Management Techniques

- Nutrition, sleep, exercise, and relaxation techniques.
- Mental strategies and the "Triple A" approach (Alter, Avoid, Accept).
- Managing stress at work and home.
- Time management skills to reduce overload.
- Creating a personal stress-reduction plan.

Module 3: Dealing with Difficult People

- Conflict as communication.
- The role of perception, self-awareness, and emotional triggers.
- Types of difficult behaviors and what causes them.
- Assertiveness vs. aggression.
- Empathy and rephrasing techniques.

Module 4: Managing Stressful Conversations and Relationships

- The Three-F Conflict Resolution Model.
- Dealing with anger (yours and others').
- Setting boundaries and remaining calm under pressure.
- Techniques for constructive confrontation.
- Reinforcing positive behaviors in relationships.

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English Material
Bilingual Explanation

Prerequisites:

N/A