

## EXAMPLES FOR THE TRAINER

An important source of stress at work is the nature of the employee's relationship with superiors, subordinates or co-workers.

The work environment is often troubled by multiple types of conflicts, which are usually based on the so-called bad relations. They are characterised by a lack of trust, mutual reluctance, conflict.

The negative consequences of this include a decrease in self-esteem, deterioration of the employee's well-being (mental and physical), a significant loss of self-confidence, as well as difficulty in concentrating, irritation and frustration.

So, imagine there is an argument in the team before the most important conference of the year organised by their organisation. It's a complete disaster in terms of management, relationships, but also a great risk that the event will not be at the level it was prepared for.

What should the team leader do in this situation?

How to behave?

Can they do even do anything?

