

# STRESS, TIME & COMPLEXITY MANAGEMENT

## EXPERT



### MR. FRANÇOIS LAFAYE

- AMP 98 (E-MBA) Harvard Business School, Master & D.E.S. Economics Paris University & Graduate of Sciences Po
- General Manager FLR Consulting Alliance & Chairman ABExperts Ltd , London UK
- Ex-Air France Group VP Marketing & Customer Service
- Professor ESCP-Europe 75543 Paris: Seminars, EMS Master Marketing & Communication
- Professor ESA, MSM (Services Quality, Yield, Marketing)
- ESA Service Quality, ISO certification and Sigma 6 Workshops Expert

*Experienced serious Stress & Time Management situations in:*

- Change Management in the Airline and Tourism Industries
- Team Managing throughout severe crisis situations
- Airline Operations from subsonic Jets to Concorde in the USA
- Harsh negotiations with Unions in France, the UK, the USA, etc.
- Downsizing a UK organization by 2/3d without a strike
- Crisis, warlike situations in South American countries
- Coping with death threats following firing of corrupt executives

## AUDIENCE

- Chairpersons
- CEOs
- HR Managers
- Top Training executives
- All Managers under pressure
- Other Interested Individuals (Students, Graduates, etc.)

## DURATION

2 days (9 AM – 5 PM)

## DATE

30<sup>th</sup> of September – 1<sup>st</sup> of October 2013

## LANGUAGE

English

## OBJECTIVES

The World's growing complexity and accelerated change are affecting all High Executives, hampering their efficiency and at times ruining their lives with the burn-out syndrome.

What can be done, if the World can't be changed?

Is Stress is a symptom or a sickness in itself? How exactly does it affect body and behavior?

Is Time mismanagement one of the key Stress Factors?

What are the Do's and Don'ts in fighting Stress and Mastering Time?

In times of globalization and tougher international competition, this advanced Workshop will:

- Provide participants with a clearer view of the Management priorities in the current times
- Do away with some wrong ideas and myths
- Point out the main tools and techniques to master Executive Stress and Time
- Enable participants to make substantial progress on what are some of the most worrying concerns for the 2013 High Executive.

## PREREQUISITE

The Courses presume (preferably) prior experience in Top Management under pressure.

## METHODOLOGY

On-screen presentations, Hand-out notebook for each Participant, Q & A, group discussions, participants experience sharing and conclusions. Case Study and joint analysis. The Courses are highly interactive & will be opening the door for discussions and analysis.

## PROGRAM

### DAY 1

- Today's World impact on Management : the 4 driving forces & 4 Power transfers
- Complexity Management and Stress: the big crunch
- Myths and realities about Stress & Time management
- The three Health Key Success Factors in Stress control
- The Manager's toolbox : useful and useless techniques
- The Jumbo jet Captain Safety & smooth flight Key Process
- Mastering time under Stressful situations
- Winning the bureaucratic guerrilla

### DAY 2

- Managing change successfully in a few principles
- Stop loosing time & nerves at a meeting – get the 4 key people on board
- Reducing by 50% internal e-mails in a week time
- Mastering the Team's Stress: Do's and don'ts
- The 6- W tool to protect yourself from burnout
- Getting two subordinates in-conflict to work together
- The Cross-cultural generated stress
- Case Study: Mastering a road-to disaster-situation: Stress in a Call Center

### STRUCTURING THE CONCLUSIONS:

Workshop Report, with participants' contributions, sent by mail right after completion