



EPALE  
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# CERTIFICATE

This is to certify that

Viktoriia Ogloblina

took part in the on-line certification training  
«Psychology of stress and communication in the business  
environment» (total 6 ECTS)



N<sup>o</sup> SCIR-2023-000256  
November 06 – December 06, 2023  
Pussi, Estonia

Scientific Center of Innovative  
Researches, Doctor of Science (Economics),  
Professor, **Iryna Mihus**

Name and surname:

# Viktoriia Ogloblina

Course duration: from: 06.11.2023 to: 06.12.2023

Number of units taken during the course: 180 hours (6 ECTS)

TRAINING NAME: Psychology of stress and communication in the business environment

COURSE TYPE: Certification training

Topic	ECTS	Competences	GRADE
The impact of stress on work efficiency	2.0	Ability to develop concentration and time management skills to increase productivity; skills to develop stress resistance and the ability to effectively adapt to changes in the work environment; self-assessment skills and managing emotions in stressful situations	Passed
The role of communication in stressful situations	2.0	Ability to improve the skills of active listening and empathy in communication with colleagues; the ability to effectively express one's thoughts and perceive the thoughts of others	Passed
Business communication as a means of overcoming stress	2.0	Ability to use effective communication strategies to resolve conflicts and support the team; develop the skills of cooperation and building a positive working environment	Passed