



Training \* Coaching \* Competency

Personnel & Business Improvement

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<b>Title of course / workshop</b>	Developing Resilience in Leaders
<b>Duration of course</b>	1 day in-house workshop
<b>Start and end time</b>	to suit client (normally 9:30 to 16:30)

## Introduction

This bespoke workshop is tailored to the specific requirements of the client and blends with their existing systems and culture.

It also recognises the dynamic environment that we are working in and uses coaching techniques blended with practical exercises.

## Aims and benefits:

Resilience is the ability to recover quickly from setbacks and adversity.

Resilient people stay committed and increase their efforts when the going gets tough. It used to be thought that people were born with resilient attributes; we now know that anyone can improve their resilience through effective training and development.

This course introduces managers to practical tools and techniques that will increase their confidence in their ability to bounce back from the many pressures and adversities they encounter in today's workplace. They are reminded that a key aspect of being resilient is knowing that change always creates opportunities as well as problems to be solved.

Understand that resilient attitudes and habits can be learned and know that they are proven to enhance performance, leadership and well-being at work

- Improve the ability to understand and solve problems creatively and remain optimistic under pressure
- Regard setbacks and change as challenges that will offer opportunities and help managers to bounce back from adversity quicker
- Increase adaptability, flexibility and confidence and acquire a stronger sense of being in control when faced with uncertainty
- Build strong supportive relationships with colleagues and their teams and know when and where to ask for help when it is needed
- Raised awareness of tools and techniques for improving optimism; emotional regulation; impulse control; empathy; reaching out and problem solving
- Maintain performance and stamina during periods of high demand and be able to think clearly and logically under pressure
- Stay motivated and focused using resilience strategies and help maintain morale in others
- Change previous responses to pressure to more effective resilient ones



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### Course Content:

- **Context - Surviving or thriving?**  
How resilient managers cope more effectively with change and prosper under adverse conditions  
Viewing change as a manageable process
- **Regulating emotions**  
Identifying what you are thinking and feeling and how it affects you  
Viewing life as challenging but opportunity filled  
Resilient attitudes - Commitment, Control and Challenge
- **Engaging in effective relationships**  
Developing supportive interactions with colleagues  
Engage more effectively in work relationships  
Giving and receiving assistance and encouragement
- **Solving problems**  
Investing energy in problem solving  
How to re-establish perspectives after significant disruption  
Learning from past experience
- **Individual tools and techniques for strengthening resilience**  
Practical tools for strengthening personal resilience e.g. adapting to circumstances with flexibility  
Breaking through personal barriers
- **Leading others resiliently**  
Management techniques for helping your team bounce back e.g.- Being a flexible manager  
Supporting the well-being of others
- **Evaluating your results**  
Create a resilience development plan  
Using sources of feedback that deepen resilience  
The challenges of changing to new ways

**Previous experience required:** None

**Number of delegates:** Min 4 – Max 10

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