

RESILIENCE SKILLS

Build resilience to tackle whatever work throws at you.

◆ ABOUT THE COURSE

Resilience is a crucial skill in today's workplace, helping us manage stress, adapt to change and grow through challenge. This session explores resilience as a mindset anyone can build, with practical tools to stay steady, focused and resourceful under pressure.

We'll explore why resilience matters for wellbeing and performance; how to reframe setbacks and stay adaptable; behaviours that support clear thinking and connection; and tools to build everyday resilience. You'll leave better equipped to handle pressure and come back stronger, whatever comes your way.

◆ SESSION AGENDA

01 Exploring Resilience

Use the Pressure-Performance Model to reframe resilience as a dynamic state you move through, not just how much pressure you can tolerate.

02 Our Resilience Model

Learn the five pillars of resilience - Self, Mindset, Fixes, Calm and Connections - and how they work together.

03 Self

Build self-awareness of your own patterns under pressure and how you typically respond.

04 Mindset

Learn to spot common thinking errors and build a more resilient thinking style.

05 Fixes

Apply the Issue Tree to break down problems logically and think several steps ahead.

06 Calm

Learn practical techniques to manage in-the-moment stress and protect your wellbeing under pressure.

07 Connections

Understand how the people around you can support - or drain - your resilience, and who to lean on when it counts.

◆ INTERACTIVE EXERCISES

Time in Each Zone

Reflect on the past month and estimate roughly what percentage of your time you spent in the Comfort, Performance and Overload zones.

Understanding Your Resilience Needs

Individually, reflect on what destabilises you at work, the signs you're reaching overwhelm, and the strategies that have helped you through challenges before.

The ABC Model in Practice

Work through a recent stressful situation using the ABC Model to challenge whether your beliefs about it were realistic.

Your If-Then Plan

Identify a trigger that typically challenges your resilience and write an If-Then statement to plan a more constructive response.

Your Wellbeing Toolbox

As a group, share and build a toolbox of calming techniques and self-care strategies you can draw on when stressed.

Audit Your Network

Map the people in your life against five categories - Radiators, Drains, Role Models, Helpers and No-Nonsense Friends - to see who supports your resilience.

◆ LEARNING OUTCOMES

- ◆ Greater ability to stay grounded and cope effectively with challenging situations.
- ◆ Improved strategies to manage stress and support overall wellbeing.
- ◆ A practical toolkit of self-care techniques for everyday resilience.
- ◆ A stronger growth mindset and the ability to view challenges as opportunities.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.