

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 a fixed trait you either have or do not.

02 Our Resilience Model

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

03 Self

Understand why people respond so differently to the same pressure, and what shapes your own response.

04 Mindset

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

05 Fixes

Learn how to break down problems logically and strategically.

06 Calm

Explore why the ability to steady yourself in the moment is central to staying resilient.

07 Connections

Explore the part other people play in your resilience, and how to build support before you need it.

◆ INTERACTIVE EXERCISES

Time in Each Zone

Estimate how much of your time is spent in the Comfort, Performance and Overload zones.

Understanding Your Resilience Needs

Pinpoint what destabilises you, your signs of overwhelm, and what has helped before.

The ABC Model in Practice

Use the ABC Model to challenge your beliefs about a recent stressful situation.

Your If-Then Plan

Turn a common trigger into an If-Then plan for a more constructive response.

Your Wellbeing Toolbox

Build a toolbox of calming techniques and self-care strategies to draw on when stressed.

Audit Your Network

Map the people around you against five categories to see who supports - or drains - 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. Participants work on real situations from their own working lives, reflect on how they respond under pressure, and practise applying the tools - leaving with actions, not just ideas.