

Developing Resilience

Overview

Duration: One Day

Resilience is now recognised as an essential competence to demonstrate in the workplace. In the increasingly complex context of today's working environment, the resilience of individuals, and organisations becomes critical for business success.

Therefore, this course is suitable for all employees.

Description

Resilience is the ability to cope with the challenges, problems and set-backs we face in life, and to become stronger because of them. It relies on different skills and draws on various sources of help, including rational thinking skills, physical and emotional health, and an individual's relationship with those around them.

Developing resilience means overcoming and developing from workplace setbacks. It allows an individual to focus on their wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. We all have the ability to develop personal resilience, and this course aims to help attendees tap into the skills required.

Topics covered:

- **Why is Resilience Important?** – Exploring why resilience is important to us as individuals and the attributes of resilient people. Identifying the participant's own resilience levels and how they currently cope with workplace challenges.
- **Positive Vs. Negative Thinking** – Reviewing a case study that explores how negative thinking can impact on how a negative reaction to a minor setback could escalate negative feelings and affect how work is approached. Completing a questionnaire to establish what type of thinker the participant is.
- **The Three Dimensions** – Understanding; Permanence, Pervasiveness and Personalisation and the individual's ability to 'bounce-back'. This links back to the previous questionnaire and poses several questions that help the participant to focus on areas of improvement for the future.
- **Overcoming Negative Thinking – The ABC Technique** – Looking at; Adversity, Beliefs and Consequences and how understanding this process can help someone overcome negativity. Introducing an exercise that encourages participants to turn negative thoughts into positives.
- **The Ladder of Inference** – This model identifies our natural tendency to react to situations based on our experiences and beliefs. So here, participants are

encouraged to use this model to focus on the facts of a situation and avoid adding their interpretation. Includes the chance to both explore the approach and identify with personal experiences.

- **Locus of Control** – This model explores the idea that individuals perceive issues either from an internal or external perspective (things happen to them, or because of them). The model is introduced and participants explore an exercise that identifies their outlook and the effect this might have on them. Includes tips on being more internally driven.
- **Levels of Resilience** – Exploring the relationship between individual and organisational resilience and where there might be some crossover.
- **The Resilience Grid** – Several examples of the resilience grid for individuals and organisations and the chance to complete a grid to define what they can do to improve resilience in both areas.
- **Developing Emotional Intelligence** – A look at some key areas of emotional intelligence that can gain ‘quick wins’ for personal communication and resilient behaviour. In-depth exploration of five key skills of emotional intelligence that can improve personal performance.
- **Helping Others to Become Resilient** – An activity that explores the opportunities to help to encourage others to increase their personal resilience.

Who Should Attend?

Anyone who wants to better understand resilience and its benefits in the workplace.