



Developing Resilience at Work & in Life

Description of Course

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 draws on various skills and resources such as rational thinking skills, physical and emotional health, and an individual's relationship with those around them.

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

This Developing Resilience course is suitable for all employees and will help them develop the resilience required to cope with all types of workplace challenges

Course Objectives

By the end of this course participants will be able to:

- Define resilience and explain its importance
- Differentiate between positive and negative thinking
- Recognize and challenge the way they think
- Use tools that help them build resilience
- Develop key Emotional Intelligence skills
- Help others to build resilience

Duration of Course

1 day

Course Outline

Introduction and Objectives – Establishing what is meant by workplace resilience. Identifying the expectations and goals that the participants have for the training.

Why is Resilience Important? – Exploring why resilience is important to us as individuals and the characteristics of resilient people. Identifying the participants own resilience levels and how they currently deal with workplace challenges.

Positive vs. Negative Thinking – A case study that explores how negative thinking can have a big impact. Looking at how a negative reaction to a small 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 asks 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. An exercise to encourage participants to turn negative thoughts into positive ones.

The Ladder of Inference – This model identifies our natural tendency to react to situations based on our past experiences and beliefs. Participants will use this model to focus on the facts of a situation and avoid adding their own interpretation.

Locus of Control – This model explores the idea that individuals perceive issues either from an internal or external perspective. An exercise that identifies participants' own outlook and the effect this might have on them. Includes tips on how to be more internally driven.

Levels of Resilience – Exploring the relationship between individual and organisational resilience and where they intersect.

The Resilience Grid – Examples of the resilience grid for individuals and organisations and the opportunity to complete a grid to define what they can do to improve resilience in both areas.

Developing Emotional Intelligence – A look at some of the key areas of emotional intelligence that can gain 'quick wins' for personal communication and resilient behaviour. An 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 and encourages others to increase their personal resilience.