



Do You Bend or Break?

➤ Benefits

ENHANCE personal wellbeing and the capacity for a positive attitude towards life's challenges.

IDENTIFY ways to reduce obstacles and barriers in thinking that affect performance.

INCREASE performance under pressure and in settings involving stress.

ENGAGE in productive thinking in situations that may be volatile, uncertain, complex and ambiguous.

PROMOTE different paradigms around viewing life's challenges and foster ideas around appreciation and contentment.

MASTER skills to overcome fear, reduce feelings of uncertainty and engage productively.

ESTABLISH healthy physical, psychological and social habits.

RECOGNISE the pitfalls of false attribution and develop improved ways to interact with others.

REDUCE the harm that can arise from the build-up of unused stress products generated through ill matched stress reactivity

CREATE more productive ways to view situations, people and events and increase your levels of resilience.

CONSTRUCTIVE COPING

Managing Stress & Improving
Workplace Resilience

➤ Program Background

Experiencing pressure, frustration, change or conflict are all antecedents to workplace stress. This is also very much the fabric of our modern working and social lives. Our skills and capacity to resolve such experiences is increasingly being put to the test. How we solve problems, exercise judgment and make decisions effectively in increasingly volatile, uncertain and complex environments is now the domain of resilience training. Organisation's are seeking to build and foster more resilient cultures and individuals in an effort to **enhance workplace wellness and improve sustainability**.

Our individual physiology in stressful environments pre-disposes us to increased risks of anxiety, depression and other negative emotional and physiological states that can affect our work productivity, engagement with others and wellbeing. **Stress affects the way we perform and influences how we behave towards others.** If left unchecked our hardwired codes of behaviour can propel us in a direction that our psychology wants us to avoid.

Re-focusing attention and re-interpreting events beyond limiting and negative biases can help restore levels of homeostasis. Thereby allowing us to move forward in more favourable and constructive ways ...such is the true manner in which resilience operates.



➤ Program Overview

This program builds your knowledge and understanding of the nature of resilience in connection with human physiology and neurology, including the known effects of stress and pressure. The program introduces key strategies to enable constructive coping skills to replace fear and uncertainty. Physiological skills develop the art of relaxation, and cognitive skills enable attention to be productively refocused.

The program concludes by examining the 3 core components of personal health and well-being, as advocated by the world health organisation, including developing strategies to further enhance and promote productive actions, behaviours and habits.



➤ Topics Covered

- ✓ The science of resilience (psychological, biological and genetic)
- ✓ Dispositional and setting factors that impact levels of resilience
- ✓ Situational challenges in a VUCA environment
- ✓ Antecedents to workplace stress
- ✓ Emotional, physiological and behavioural impacts of stress
- ✓ Constructive coping techniques for productive mental focus and cognitive re-interpretation
- ✓ Relaxation techniques – cognitive and behavioural methods for engaging our physiology
- ✓ Components of personal wellbeing that underpin resilience levels
- ✓ Mindfulness – learning to re-interpret and manage attribution error
- ✓ Establish personal resources for the ongoing development of our wellbeing and improved resilience.

“You either get bitter or you get better. The choice does not belong to fate.....it belongs to you”

John Shipp

➤ Who should attend?

Staff and managers who want to improve their physical, psychological and social outlook, particularly in working environments where they are exposed to high levels of stress, change or uncertainty. In addition to environments where their job role places them in adverse and challenging situations, pushing the boundaries of their internal resources and coping mechanisms.

➤ Duration and Delivery

Resilience workshops are typically ½ to 1 day duration and are delivered in-house.

Recommended maximum numbers for each session is 14 attendees. Variations on these numbers can be discussed.

Workshops are facilitated using engaging discussions, interactive exercises with opportunities for reflective thinking and experiential learning. Support materials include comprehensive session notes, multi media CD ROM's, proprietary tools and planning documents providing both guidance and direction for ongoing personal and professional development.

“Developing human resilience is a life-long process. There is no "end state" for a person's resilience; one can always improve. Therefore the need to develop human resilience is enduring”

US ARMY

