

Resilience (1/2 day)

How to Keep Going When the Going Gets Tough

Course Overview

How You Will Benefit

The average worker encounters many stressors during the day – due dates, meetings, disagreements, difficult clients, and a never-ending flow of assignments. As employees balance all these situations while working for 40 hours or more a week, emotional resolve starts to weaken. When this happens, workers lose patience with each other, find their jobs less meaningful, and even develop health issues.

A NIOSH report showed that 80% of workers feel job stress, and nearly half say they need help in learning how to manage stress. In addition, the same study reported that workplace stress caused health difficulties for 65% of respondents, with 10 percent having major effects.

The fact is, workplace stress is unavoidable. The key to handling stress is not to avoid it, but to find methods to work with it without losing resolve. This course is designed to give participants the tools they need to identify workplace stressors, end self-deprecating talk, build communicative workplace structures, and calmly deal with change. As a result, participants will be able to calmly handle daily upsets, have better relationships with coworkers and clients, and find greater happiness and satisfaction in day-to-day work life.

Course Objectives

Successful completion of this course will increase your ability to:

- Bounce back from adversity
- Build your self-esteem as a foundation of resilience
- Make and maintain connections to build resilience
- Accept and embrace change
- Use flexible thinking to overcome obstacles
- Implement stress management and relaxation strategies to maintain resilience

Key Topics Covered

This course explores the following subjects in depth:

- How to build “quake-proof” resilience by being firm and flexible
- How to recognise your inner voices: critic, worrier, victim
- Learn how to build a support network
- How to strengthen connections and work through conflict
- How to set goals and achieve them
- The four stages of change: denial, anger, bargaining, acceptance
- Recognising and overcoming resistance
- Characteristics of personal responses to change: No!, Go!, Slow, and Flow

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Participant Guide, classroom PowerPoint presentation, and one-page Learning Summary
- Certificate of attainment upon completion

Cost

- \$1,650 (plus GST) delivered in-house for up to 16 participants
- Contact us for discounted prices for multiple courses

