

Resilience Training

Providing employees with the skills to cope with setbacks and maintain personal well-being during challenging times

What is resilience?

Personal resilience is the capacity to maintain well-being and work performance under pressure, including being able to bounce-back from setbacks effectively. Resilience is a combination of personal characteristics and learned skills. Robertson Cooper's training approach in this area recognises this reality and integrates both of these core influences on resilience. Resilience training is relevant for leaders and non-managers; it is designed to help delegates understand, build and develop their resilience in order to respond effectively to the challenges of their roles.

What will I learn during the course?

A mixture of slide-based learning, interactive activities and case study examples are used to get people thinking about how they can build their personal levels of resilience. Typical content of the course comprises:

- Pressure-Performance Curve: Introduction to Keeping Pressure Positive
- Defining resilience: Provision of personal i-resilience reports
Interactive tips and tools for building and maintaining resilience, including:
- Thinking differently: using CBT techniques to reframe negative thoughts
- Dealing with success and failure: helping delegates to develop a positive attributional style
- Challenge and mastery: how stretching oneself can lead to improved coping strategies
- Signature strengths: making the most of personal strengths during the good and bad times
- Working smarter: practical techniques to reduce the strain caused by everyday challenges
- Sharing learning and actions: keeping the actions in context. Some of the most effective learning can be gained from sharing actions between delegates on the day.

What will I get out of it at the end of the day?

Delegates will be taken through a number of models of resilience and, using shared learning, will highlight a number of areas for action to build their resilience for the future. The key learning objectives are:

- Understand the relationship between work pressure, performance, morale (well-being) and resilience
- Learn where you are likely to draw your resilience from, based on personality
- Pick up a number of practical tips and techniques to help you to cope with setbacks or challenge in the future
- Identify specific actions to take forward for your development

Delegates will also receive their personal ***i-resilience report***:

Based on a validated personality questionnaire, the *i-resilience* report reveals which of the four key components of resilience people naturally draw upon - **confidence**, **adaptability**, **purposefulness** and the need for **social support**.

