



# The Resilient Manager

Maximising performance through resilience



## Building resilience skills for self and others

maximising business benefits by developing resilience

**Business significance:** In the current financial climate, workplaces are forced to deal with growing challenges and difficulties including coping with:

- ⇒ change and uncertainty;
- ⇒ re-structures and redundancies;
- ⇒ staff difficulties;
- ⇒ budget cuts;
- ⇒ increasing targets and demands; ... and all within a challenging marketplace.

These increased pressures are pushing up levels of stress, which unfortunately often results in a further worsening of work performance as a vicious cycle.

Resilience is a business necessity in the current difficult financial climate where the pressures faced by organisations and individuals are particularly challenging. Now more than ever, organisations need staff to develop resilience skills which enable them and their teams to perform effectively in a pressured environment.

### Who is it for?

This programme is suitable for those with managerial responsibilities, for example:

- ⇒ Senior and line managers;
- ⇒ Human resource and personnel professionals;
- ⇒ Heads of Department;
- ⇒ Team Leaders and Supervisors.

### Key benefits for managers attending:

This is an interactive and practical workshop that enables participant's to incorporate the knowledge and skills into their everyday behaviours and management roles.

If required the workshops can be followed up by booking coaching sessions. This allows managers the opportunity to share their experiences in using the tools provided and to assess the increase in their resiliency skills. Content will include resiliency skills such as:

- ⇒ attitudes and habits that are proven to enhance performance, leadership and well-being at work;
- ⇒ solving problems creatively whilst remaining optimistic under pressure;
- ⇒ the importance of self-care during periods of high demand and pressure;
- ⇒ increasing flexibility and confidence and the sense of being in control when faced with uncertainty;
- ⇒ maintaining performance and stamina during periods of high demand to think clearly and logically;
- ⇒ staying motivated and focused while using resilience strategies to maintain morale in others;
- ⇒ changing previous responses to pressure to more effective resilient ones.

### What is Resilience?

Resilience is the ability to deal with challenging and stressful situations successfully. The greater your resilience, the greater your ability to handle change, pressure, and stressful events. With resilience skills and behaviours, individuals make positive behavioural changes by adopting healthy strategies for dealing with challenging situations they are faced with.

### Overview:

Resilience is the ability to recover quickly from setbacks and adversity. Resilient people stay committed and increase their efforts when the going gets tough. Resilient attitudes and behaviours may represent the difference between success and failure and include:

- ⇒ taking an active approach to problem-solving, rather than looking the other way and hoping the issue will resolve itself;
- ⇒ thinking flexibly and being willing to see situations from different viewpoints;
- ⇒ maintaining a positive attitude by looking at the overall picture and not just focusing on what's gone wrong;
- ⇒ committing to achieving goals and not giving up in despair at the first hurdle;
- ⇒ accepting situations constructively and realistically without looking round for the nearest person to blame.

### Workshops:

Workshops are normally run for between 8 and 12 participants to ensure ideal group dynamics and guarantee the optimum benefit and experience to all those attending.

The content and timing can be adapted to suit the needs of the organisation, individual groups and the time available.