

Introduction

Resilience is defined as: the capacity to recover quickly from difficulties; toughness. But this, rather simplistic definition does not do justice to the concept. Our resilience affects everything we are and everything we do, from our inner peace to our outer confidence, from our jobs and careers to our social and family life and from our mental strength to our physical strength. In essence, if you have resilience you have the capacity to cope with your life.

There are many aspects to human resilience – we human beings are complex creatures – so, in order to improve our coping skills, we need to develop a deeper understanding of all aspects of resilience. We then need to raise our awareness about where our coping skills are not as fully developed as we wish them to be - only when we have that level of awareness can we make efforts to strengthen areas that most need improving.

Aims

The first part of this course has been designed to help you develop an understanding of the nature human resilience and to use that understanding as the basis of a self-assessment exercise designed to compare your coping strategies with seven aspects of resilience; this insight will help you put together your personal improvement plan.

The second part of the programme will focus on a number of key competencies to help improve your resilience – this will be the starting point of your personal development.

Objectives

- Have an increase in self-confidence, self-worth and personal credibility leading to enhanced performance;
- Have greater behavioural flexibility in order to build better business relationships due to raised self-awareness leading to a change in attitude and mind set;
- Develop the ability and skill to influence others assertively and effectively;
- Understand and practice techniques for maintaining emotional control in challenging circumstances;
- Understand and have practiced how to ask for advice or clarification to maintain performance, when faced with challenging or stressful situations;
- Understand the importance of personal resilience in the work context.

Methods

It is our intention to help you improve your resilience when confronted with adversity which means, if we are to achieve this, we will need to put you into situations that will challenge you. Only by doing this will you begin to understand the current limits of your coping skills – these insights will form the basis of your development programme. The course will include a number of presentations but learning will be mostly through exploring your limits and experimenting with different improvement strategies while working in a safe, simulated, environment.

Duration: 4 days

Who it's for: All employees

Course Content

Day 1 – knowledge transfer

Introductions

- Introductions of delegates;
- Introduction of trainer;
- Consensus on objectives and methods.

Developing Personal Resilience

- Definitions and terminology;
- The basis of human needs; a look through the history of human development;
- New insights into human needs; Maslow's Hierarchy of Needs;
- Needs in the workplace; Elton Mayo and the Hawthorne Plant;
- Motivation at Work; Frederick Herzberg's Two Factor Theory;
- How the fear of failure prevents development at every level.

Exploring Human Resilience

- The 7 aspects of human resilience;
- Exercise: exploring the 7 aspects of human resilience and how starting to establish an improvement plan;
- Report back, discussion and personal commitments.

An Example of Human Resilience

- Film – 127 hours;
- Exercise: to consider insights from the film;
- Report back and discussion

Day 2 – self-awareness

Self-assessment

- The Johari Window; a tool for creating a profile to raise self-awareness;
- Self-analysis, report back and discussion;
- Exercise: developing behavioural intelligence;
- Analysis of group and individual behaviour, report back and discussion.

Dealing with conflict and decision making under pressure of time, budgets and other constraints

- Exercise: The Plots of Land negotiating exercise;
- Analysis of group and individual behaviour, report back and discussion;
- Dealing with conflict: creating a profile through the completion of a questionnaire;

Developing assertiveness and the support of others

- Exercise: The Moon Landing Exercise;
- Report back and discussion on the benefits of working as a team.

Developing confidence in decision making

- Exercise: The Car Crash Exercise;
- Report back and discussion about the need for a structured process;
- Exercise: Rerun of The Car Crash Exercise using a structured process;
- Report back and discussion.

How we learn through failure

- Black Box Thinking;
- Exercise: LetterPoint;
- Report back and discussion about the need to learn from failure;
- The Deming Cycle;
- Exercise: Rerun of the LetterPoint Exercise.

Day 3 – tools for building resilience

Improving personal productivity

- How to reduce stress by managing time effectively;
- Exercise: The 5S game;
- Using the 5S methodology to reduce stress (and improve productivity) in the workplace and in personal life;
- Establishing plans for introducing 5S in the workplace and in your personal life.

Improving confidence by improving communications skills

- The process of human communication;
- Effective questioning techniques;
- Active listening;
- Exercise: practicing effective questioning and active listening;
- Analysis, report back and discussion.

Coaching

- Delegates will participate in a demonstration of coaching by the trainer designed to illustrate how, through coaching, people are able to develop new insights, new levels of awareness and greater clarity about a personal issue they have been contending with and, to then, move on to resolution.
- Goal setting and establishing measures of success;
- The importance of developing an evidence-based approach to improve understanding of an issue;
- Using a range of behavioural models to help understand behaviour in a coaching session;
- Strategies to help a client commit to action planning;
- Exercise: working in groups delegates will have an opportunity to explore their own coaching styles and, with feedback, will be offered areas of improvement to consider.

Non-verbal Communication

- Observing a demonstration of non-verbal communications;
- Discussion to improve understanding.

The coach's toolkit

- The job performance wheel;
- The wheel of life balance;
- Exercise: producing personal wheels of life balance and job performance.

Day 4 – exercises to build confidence

Using feedback skills to help people improve their self-awareness

- The importance of feedback in human development;
- Levels of feedback and feedback models;
- Why, when and where to deliver feedback;
- Exercise: practicing Feedback using the DESC model;
- Report back, analysis and discussion.

Leading a Team

- The process of leading and how that differs from managing;
- Exercise: The Letter Point Exercise;
- Analysis and Feedback;
- The Importance of learning through failure, the process of natural selection in life and learning;
- Exercise: Re-run of the Letter Point Exercise with improvements;
- Report back, analysis, feedback and discussion.

Personal Presentations

- Exercise: preparing personal presentations;
- Exercise: delivering personal presentations;
- Feedback, analysis and discussion about each presentation.

Individual feedback sessions

- one2one, delegates with trainer – delegates to complete their development programmes.

Who are MPower?

MPOWER (UK) Ltd are an association of organisational development practitioners with direct experience of delivering superior performance through the deployment of a range of techniques commonly referred to as: Quality Management, Business Excellence, Lean Thinking and Six Sigma.

Although we are entirely happy to run a range of training programmes to develop expertise within your company our preferred approach is to work with you and your people on a programme of change, providing expert consultancy when required together with relevant training when your people see the need to acquire new skills: a trainer/consultant approach. This way we will help you develop levels of efficiency that will dramatically reduce your cost base, improved processes for the effective delivery of your customer requirements and a resolution of your most important business issues while, at the same time, developing a level of self-sufficiency within your company.

For more information, please contact us today.

Call: **+44 (0) 7843 673 492**
Email: **alan@alanmpower.com**
Web: **www.alanmpower.com**