

As employees are asked to achieve more with less, to secure customer satisfaction and loyalty in increasingly competitive markets, and often whilst faced with the uncertainty of their future employment, optimal performance requires greater resilience. Resilient people are far more capable and confident to handle challenges – they are better able to cope and to thrive in the face of uncertainty and the unknown.

The Resilience Program is a series of workshops specially designed for any organisations going through change to be delivered in 2 hour modular form across a 3 month period. The Resilience program has three specific aims:

1. Rethink what being resilient is
2. Appreciate the need to build resiliency
3. Provide participants with some highly effective strategies to increase their resilience in the short and long term

Anyone who would like to be more flexible, able to adapt to new circumstances quickly and thrive in constant change, including those facing redundancy, job re-structures, down-sizing, or those working in a demanding role. Most importantly, this workshop is for anyone who would like to not only bounce back but to feel confident to become stronger from life's challenges.

The workshops are run over a period of three months and participants are able to put specific skills and strategies into place, and then return to the facilitator at subsequent workshops and discuss what is working for them and how to correct what is not working. Resilience levels in all participants will increase over the program's duration.

This session will enable participants to rethink what being resilient is as well as appreciate the need to increase their own resilience. This workshop will present the results of the most up-to-date research by resilience experts and provide participants with a simple yet very effective way to view what being resilient means, and from this very first session their journey to increase their own resilience will be underway!

All participants will use their personal journal (given as part of the course materials) in between sessions as they try out techniques presented, and as they reflect on their own levels of resilience. The Program Facilitator will refer to the journal entries in Modules Two and Three.

This session continues working with the Model of Resilience presented in the first session. There are two aspects to building one's resilience and here we will explore the first piece. By gaining a deeper understanding of what we can personally do when faced with an unplanned and unexpected interruption to our work or life plans participants will gain more control and increase their confidence in their ability to handle these situations better.

This final session focuses on the second aspect required to increase personal resilience and be able to handle life's challenging situations with greater ease and comfort. Our approach is highly practical, simple and fun to learn and incorporates the learnings participants have made in and out of the training environment over the duration of the Resilience Program.

At the end of the program participants will have:

- A positive view of themselves and confidence in their strengths and abilities
- Skills in communication and an increased ability to approach problem solving
- The capacity to manage strong feelings and impulses
- An increased awareness of their habit-driven behaviour
- Increased control over their emotional reactions to stressful and challenging events
- A renewed outlook on their work and personal life
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