



Managing for resilience

Resilience is often seen as a soft subject, but with stress and anxiety rates at an all-time high and with 93% of Human Resources leaders citing concern about employee burnout (Gartner 2021), managing staff in a way that promotes resilience has to be of paramount importance. Without resilience individuals struggle and when the going gets tough teams fall apart rather than pull together. As a manager you are in a unique position to make a positive difference. This practical, interactive course is designed to explore how.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

Background and basics

- Resilience, what it is, why it is important, exploring whether your team have it and recognising the skills required to promote it

Warning signs to watch for

- Exploring common triggers and risk factors contributing to lack of resilience, identifying and recognising warning signs of imbalance

Theory versus reality

- Examining the theory of building resilience in individuals and teams: using case studies to explore the reality and potential challenges of good practice

Creating an actionable plan

- Identifying what you need to continue, stop and start doing, to build resilience in yourself and your team

Participants will learn to...

- Understand the importance of resilience in themselves and others
- Explore and reflect on their personal resilience and that of their colleagues
- Identify the core skills required to promote resilience in themselves and others
- Understand universal ill-health triggers
- Identify potential personal and work-related resilience killers
- Identify common warning signs of lack of resilience in themselves and others
- Understand and action strategies to develop, promote, and sustain resilience
- Discuss the reality of managing for resilience, including exploring the impact of lack of resilience on the whole team