



The light at the end of the tunnel...

...or is it a train coming the other way?

**4 years ago, the way the world works changed beyond recognition.
Businesses and their staff have never had to be more adaptable, or more resilient.
But is your company finally coming into the light, or is it bracing for impact?**

Introducing Resilient Me

Some of the stats

The impact of stress and poor mental health to business is well documented - but did you also know...

- 1 in 4 workers in England will be experiencing a mental health issue at any given time
- 61% of employees cite poor mental health as a reason to leave
- Poor mental health cost UK business £56billion in 2022
- Presenteeism is still a major issue, made more complex by remote working
- Every £1 spent on wellbeing training is repaid six-fold

Who are Resilient Me?

There's an 'about us' and a summary of each of our workshops and packages in this brochure.

But the most important questions at this stage are actually for our clients; *who are you, where are you headed, and exactly what are your training needs in the current world of work?*

The fact is that we can only supply best service when we fully understand the specific issues that you are facing.

How can Resilient Me support my business?

In many, many ways. The 'off the shelf' programmes that we offer have successfully supported companies across the UK and Europe through the post-pandemic minefield. However, when we take a programme and fine tune it towards a client's specific needs, it becomes even more effective.

We can even design a training programme or package from scratch, just for your company and in the process meeting any specific issues head-on.

Why Resilient Me?

What makes you different?

Our unique 3-stage approach works from the inside out, building resilient individuals who together can build resilient businesses.

Stage One - Mental Health Awareness, Personal Wellbeing and Resilience

See pages 4-15

These are the priorities before any other training. Without them, any future training could be wasted.

Stage Two - Mindset, Motivation and Personal Leadership

See pages 16-24

When you're in the right mindset, it's time to set some goals and make some plans for self-improvement.

Stage Three - Specific Skills

See pages 26-35

Develop those skills with a full suite of training that will help managers and their teams become the very best that they can be.

STRENGTH THROUGH UNDERSTANDING



Stage 1 Mental Health Awareness & Wellbeing

Effective training begins with creating a positive mindset, and developing the tools and techniques to reduce stress and find balance...



The Circus of Life Full-Day Workshop

Our flagship workshop, 'The Circus of Life', has introduced thousands of managers and employees to a whole new way of thinking about their own and other's mental health, their personal wellbeing and ongoing self development.

The concept is a simple one. Based on the skills a circus performer might learn including juggling multiple things, finding sustainable balance and taking calculated risks, The Circus of Life workshop is a 10 year-old success story that has genuinely improved lives and dramatically increased workplace performance.

It has also helped to make happier, more resilient employees who are better able to cope with change.

Benefits

- Delegates will have an increased understanding of mental health issues and how to spot them in themselves and in others
- Delegates gain a clear understanding of what stress is and are shown how to take a proactive approach to reducing the stress in their lives – leading to improved wellbeing and the reduction of stress-induced illness
- Delegates learn to challenge unhelpful habitual thought patterns
- Delegates identify the stress points in their life and commit to making the necessary changes to help them become more productive in the workplace
- Delegates examine the balance in their lives, identify the weak area(s) and commit themselves to making positive changes
- Delegates are encouraged to develop a growth mindset focusing on their desired outcomes
- Reusable tools are provided ensuring sustainability of the training programme

WHO IS IT FOR?

All staff and people managers

LOGISTICS

This is a one-day workshop that can be delivered in person, or virtually via Zoom.
The Circus of Life is also available as an online workshop to learn at home.



The Circus of Life Half-Day Workshops

Mental Health Awareness and Wellbeing

This workshop is designed to help everyone in the workplace to better understand their own mental wellbeing, showing them how to spot and deal with the danger areas in their own lives whilst looking forward in a positive and inspiring way.

It begins by looking at what stress is and how it can lead to physical and mental health issues. After looking in more detail at the different types of mental health difficulties and how to spot them (based on advice published by MHFA England), it then goes on to show delegates a full range of wellbeing techniques to help them thrive both personally and professionally.

Results

- A greater understanding of mental health issues and how these can be related to stress
- The ability to spot the early warning signs in themselves and in others
- Raised confidence in talking about stress and mental health issues
- A proactive approach to reducing stress and managing their own wellbeing

Building Resilience, Growth & Focus

This workshop is designed to help everyone in the workplace to better understand and become resilient to life's pressures, showing them how to spot and deal with the danger areas in their own lives whilst looking forward in a positive and inspiring way.

It looks at three key areas of resilience, growth and wellbeing – identifying and tackling stress points, balance, destructive thought patterns and internal chatter. It also looks at how we can develop a growth mindset and teaches proactive (and reactive) approaches to wellbeing.

Results

- A greater understanding of stress and how this can lead to mental and/or physical health issues
- The ability to spot the early warning signs in themselves and in others
- A proactive approach to reducing stress and managing their own wellbeing

The Circus of Life for Managers Full-Day Workshop

How can you tell the difference between someone who is just upset, someone who is putting themselves under too much pressure and someone who is already en-route to something far more serious?

This workshop examines precisely what stress is and how it can lead to both physical and mental health issues. It looks at the range of mental health issues and shows how to spot the signs in yourself and in others.

It examines the importance of workplace culture and its impact, both positive and negative, on employee openness and leads managers through the process of disclosure and subsequent, on-going support. It also provides a toolkit designed to build resilience in individuals and in the workplace.

Benefits

- Delegates will understand exactly what stress induced illness is and how it can lead to more serious physical and mental health issues. They will also look at what the different mental health conditions are and how to spot them.
- Delegates are given guidelines on how to facilitate disclosure and how to provide on-going support to employees
- Delegates identify the stress points in their life and commit to making the necessary changes to help them become more productive in the workplace
- Delegates examine the balance in their lives, identify the weak area(s) and commit themselves to making positive changes
- A positive action plan will be developed from the workshop activities
- Reusable tools are provided ensuring sustainability of the training programme



WHO IS IT FOR?

All Managers

LOGISTICS

This is a one-day workshop that can be delivered to managers in person, or virtually via Zoom.



The Circus of Life for Managers Half-Day Workshop

Managing Wellbeing Conversations

This workshop is designed to support managers to create a culture that recognises and supports members of staff who may be suffering from high anxiety, depression or other mental health issues.

We will look at techniques to support recovery via a coaching style of leadership.

However, those managers who offer support to staff in these areas are often exposed to dealing with difficult emotions and to hearing some difficult issues. So, in this workshop, we will also look at how to protect yourself from internalising other peoples' issues.

Results

Managers will:

- Have the knowledge and confidence to facilitate wellbeing conversations
- Be able to maintain their own wellbeing whilst supporting others
- Understand different methodologies for supporting wellbeing including C.A.R.E, G.R.O.W and W.R.A.P
- Understand their own motivators and be able to create a motivating environment.



Our Training Packages

Resilient Me's training packages offer your company a number of different options for more flexibility, in-depth learning and understanding.

As they are modular in construction, they can be readily adapted to suit your organisation's particular needs.



Package 1 Managing Wellbeing in a Hybrid World

ALL OUR PACKAGES ARE MODULAR, SO YOU CAN SELECT THE MODULES THAT BEST FIT YOUR NEEDS SHOULD YOU NOT NEED ALL OF THEM – OR IF YOU’D LIKE TO CREATE A BESPOKE PACKAGE

WHO IS IT FOR?

All Staff and People Managers

LOGISTICS

This package comprises a total of 6 x half-day hour workshops.

Four of the workshops are for everyone, and the last two are specifically for people managers.

Two workshops are run on each day, and can be delivered face-to-face or virtually via Zoom.

Even before the pandemic, stress induced mental health issues were the number one cost to businesses here in the UK.

Sadly this situation is now getting even worse. The need to support the wellbeing of your staff and managers is more important now than ever before. Working in a hybrid environment or working from home is the next normal and presents new stressors in addition to those already present in our everyday lives. Understanding how to recognise and manage stress effectively is key for the health, wellbeing and engagement of your workforce.

This package is designed to support everyone in managing their mental wellbeing, and also offers guidance to managers for supporting the wellbeing of their staff - whether in an office, hybrid or home working environment.



WORKSHOP 1

MANAGING EMOTIONS

The rollercoaster that was the pandemic has shown us that emotions can be thrown into turmoil at the drop of a hat - indeed many people are still reeling from the impact Covid-19 has had on their lives.

This workshop shows how to understand and manage our responses and emotions in a very pragmatic way, minimising stress and worry and maximising wellbeing and productivity.

At the end of this workshop delegates will:

- Understand the different stages of change (practical) and transition (emotional)
- Understand the human stress response and its triggers
- Learn to manage worry and anxiety
- Be able to deal with stress and panic in the moment
- Develop wellbeing coping strategies

WORKSHOP 2

UNDERSTANDING STRESS & BURNOUT AND HOW TO MANAGE THEM

What is stress, and exactly how can we manage it?

This workshop looks at what stress is – good and bad – and shows how it can lead to physical and/or mental health issues. It also looks at how stress can lead to burnout and what the differences are

At the end of this workshop delegates will:

- Understand what stress is (medically) and how it can ultimately lead to physical or mental health issues
- Understand how stress can lead to burnout and how this differs
- Understand what mental health is and how we can manage this in much the same way as our physical health
- Recognise the common signs of mental health issues
- Develop a range of wellbeing strategies

WORKSHOP 3

MENTAL HEALTH AWARENESS AND WELLBEING

Mental Health issues currently affect 1 in 4 workers in the UK., and depression rates in adults have doubled since 2020. Despite this, understanding of mental health issues, and support services for them, is woefully lacking.

During the Coronavirus pandemic there was a lot of practical and financial support from the government. However, an area of our welfare which was not addressed fully was support for mental health issues.

This workshop looks at mental health difficulties and how to spot them, it then goes on to show delegates a range of wellbeing techniques designed to support them both personally and professionally.

At the end of this workshop delegates will:

- Understand the link between excessive stress and illness
- Understand the six categories of mental illness
- Be able to identify potential mental health issues in themselves and in those around them
- Learn a full range of wellbeing techniques

WORKSHOP 4

BUILDING RESILIENCE, GROWTH AND FOCUS

Resilience: The ability to adapt to, and bounce back from, adversity.

If the pandemic has shown us anything, it is that change can happen with little or no warning - and we need to be equipped to deal with it.

This workshop looks at a full range of strategies designed to help us build our resilience levels, enabling us to deal with the challenges and change that life throws our way.

At the end of this workshop delegates will:

- Understand a range of strategies designed to build up their own resilience
- Understand how to achieve a healthy life balance
- Develop a growth mindset
- Learn how to choose their focus and response
- Enjoy ongoing support and development through reusable tools

WORKSHOP 5 For People Managers

UNDERSTANDING & SUPPORTING WELLBEING

This course is designed to help managers recognise some of the wellbeing issues their staff may be dealing with. The course will look at a variety of support techniques that can be delivered whether staff are office-based, hybrid or home-working.

- Understanding positive and negative stress and how it can lead to mental health issues
- Understanding the difference between mental health issues and mental health illnesses
- Understanding depression and anxiety and knowing the signs to look out for
- The C.A.R.E. strategy for personal and organisational wellbeing
- How can we support wellbeing in the office and/or from a distance

WORKSHOP 6 For People Managers

MANAGING WELLBEING CONVERSATIONS

This course is designed to support managers to create a culture that recognises and supports members of staff who may be suffering from poor mental health. We will look at techniques to support recovery, deal with challenges and negativity and how we can improve motivation and recognition via a coaching style of leadership.

- Creating an open culture around mental wellbeing
- Understand the pressure curve
- Managing a wellbeing conversation (using C.A.R.E.)
- W.R.A.P. (supporting recovery from poor mental wellbeing)
- Dealing with difficult/negative people
- Become a coaching manager (using the G.R.O.W. model)



Package 2 Managing Mental Health & Wellbeing for Good



WHO IS IT FOR?

Managers and Support Staff
(HR, MHFAs)

LOGISTICS

This package comprises a total of 6 x half day workshops.

Two workshops are run on each day, and can be delivered face-to-face or virtually via Zoom.

Every single person on the planet has mental health, and it goes up and down in exactly the same way as physical health. Strict Health & Safety rules protect our physical wellbeing but how do we protect our mental wellbeing?

This is a comprehensive and proactive set of workshops designed to educate and support the supporters in your organisation – Managers, HR and Mental Health Colleagues – enabling them to provide the best possible support for staff wellbeing.

It starts with showing how day-to-day stresses can (and very often do) lead to mental and/or physical health issues. It then looks at how to spot the signs of diminishing mental wellbeing in yourself and in others before going on to build confidence and skills around managing wellbeing conversations.

Critically, it also provides comprehensive guidance on how to build resilience and manage wellbeing – knowledge that can be used both personally and professionally - to create a culture where the multiple benefits of good mental health and personal wellbeing are recognised and prioritised.

WORKSHOP 1

UNDERSTANDING STRESS AND MENTAL HEALTH

It is important to understand what poor mental health looks like and to be able to spot the signs in both yourself and in your colleagues and this workshop will certainly enable you to do that. But wouldn't it be better if you knew how stress induced mental health issues occur in the first place?

Taking this proactive approach then makes it possible to minimise the development of any issues. Add to this, a good understanding of the 'risk' factors encountered both at work and at home and you have the foundations of managing mental health in your organisation.

Understanding Stress and how it can lead to poor mental and physical health

- Stress -v- burnout
- Understanding mental health
- The 6 categories of mental illness
- Spotting the signs of distress and diminishing mental wellbeing
- Work and personal risk factors

WORKSHOP 2

THE C.A.R.E. STRATEGY AND COMMUNICATION

Now that we understand how mental health issues can occur, what the risk factors are and how to spot the warning signs, we start to look at how we can offer support to any staff who are suffering. The C.A.R.E. strategy is designed to build confidence around wellbeing conversations – learning how to offer support without knowing all (or any) of the answers.

This workshop also looks at some key communication skills and offers a simple tool for assessing wellbeing levels.

- The C.A.R.E. mental health first aid strategy
- Signposting
- Communication
- Levels of listening
- What is mental wellbeing?

WORKSHOP 3

MANAGING WELLBEING CONVERSATIONS SAFELY

Those who offer support to staff in the areas of mental wellbeing are often exposed to dealing with difficult emotions and to hearing some difficult issues. In this workshop, we look more closely at how to manage wellbeing conversations whilst protecting yourself from internalising other peoples' issues.

- Types of wellbeing conversation
- Establishing boundaries
- Planning the conversation
- Using the G.R.O.W. model of coaching
- Protecting your own wellbeing whilst supporting others' difficulties

WORKSHOP 4

MANAGING EMOTIONS

2020 was a year like no other and, for many, changed our perception of safety and security forever. Its impact will be felt for a long time to come. We all had to deal with constant change, loss of normality and an increase in difficult emotions. This workshop takes a closer look at these and offers tools and techniques for managing them.

- Managing fear, anxiety & worry
- Handling grief & trauma
- Coping with change
- Dealing with panic and stress in the moment

WORKSHOP 5

BUILDING RESILIENCE, GROWTH AND FOCUS

Now that we have the basic tools for understanding and managing emotions we can start to build a solid set of resilience and mindset skills to enable us to move forward with confidence.

- The importance of laughter
- Internal Chatter – eliminating negative thought patterns
- Building a positive self-image
- Developing a success mindset
- Choosing your focus

WORKSHOP 6

MAXIMISING PERSONAL AND ORGANISATIONAL WELLBEING

In this final workshop we look at building wellbeing skills, personally and within our teams. Skills that will protect staff from developing mental health issues – or skills that will enable sufferers to get better.

Mental health goes up and down in exactly the same way as physical health. We all know what we're meant to do to stay physically well and this workshop shows us how to do the same for our mental health.

- 101 ways (or thereabouts) to build and maintain personal and organisational wellbeing

Stage 2 Motivation & Personal Leadership

Once you're in the right mindset, it's time to move on, aim higher and develop key personal skills...



The Best of You Full-Day Workshop

Our flagship workshop, The Circus of Life, covers a range of topics that provide vital mental health awareness knowledge coupled with a comprehensive set of tools to build personal resilience and to promote personal wellbeing. Once delegates are in the right mindset, 'The Best of You' takes them to the next level - building their confidence, increasing motivation and developing personal leadership skills.

Inspired by leading motivational speakers and world class business coaches, delegates will leave this workshop ready to work and perform at their absolute best!

Delegates will understand the key behaviours of top performers and will be able to use positive communication methods to influence those around them. They also learn to challenge habitual thought patterns and limiting belief systems.

Results

Delegates will be able to:

- Understand how to react positively to change and to challenges
- Be open to opportunities around them
- Respond positively to negative behaviours
- Identify their strengths
- Understand their impact on others
- Identify the key behaviours required to consistently perform at their best
- Utilise increased confidence in their ability to achieve
- Adopt a positive mindset and encourage personal leadership

WHO IS IT FOR?

For ALL staff

LOGISTICS

This is a one-day workshop that can be delivered in person, or virtually via Zoom.

The Best of You will soon also be available as an online workshop to learn at home.



The Best of You Half-Day Workshop

Building Confidence

This workshop is designed to inspire staff to be at their happiest and most productive, to help them establish where they currently are psychologically and to build confidence in their ability to move forwards.

The workshop begins by looking at personal accountability and leadership showing how to move from a 'victim' to a 'victor' mentality. Delegates will then be inspired by world leading speakers to understand their current paradigm and know how to shift it to increase motivation and confidence.

This leads nicely into a section on the power of positive thinking, enabling them to better manage their outcomes and play to their strengths.

No matter how positive we are there are still days that feel stressful so, we finish with a practical look at top tips for turning those days around.

Results

Delegates will be able to:

- Understand how to react positively to change and to challenges
- Be open to opportunities around them
- Respond positively to negative behaviours
- Identify their strengths
- Identify the key behaviours required to consistently perform at their best
- Benefit from increased confidence in their ability to achieve
- Adopt a positive mindset and encourage personal leadership



FOCUS ON WHAT'S GOOD.
FIX WHAT ISN'T.



Package 3 Building confidence, motivation and leadership

WHO IS IT FOR?

Managers and Support Staff
(HR, MHFAs)

LOGISTICS

This package comprises a total of 2 x one-day workshops, that can be delivered face-to-face or virtually.

WORKSHOP 1 (DAY 1)

BUILDING CONFIDENCE

This workshop is designed to inspire staff to be at their happiest and most productive, to help them establish where they currently are psychologically and to build confidence in their ability to move forwards

Delegates will then be inspired by world leading speakers to understand their current paradigm and know how to shift it to increase motivation and confidence.

This leads nicely into a section on the power of positive thinking and understanding the 'Secret of Luck' enabling them to better manage their outcomes and play to their strengths. No matter how positive we are there are still days that feel stressful so, we finish with a practical look at top tips for turning those days around.

Results

Delegates will be able to:

- Understand how to react positively to change and to challenges
- Be open to opportunities around them
- Respond positively to negative behaviours
- Identify their strengths
- Identify the key behaviours required to consistently perform at their best
- Increase confidence in their ability to achieve
- Adopt a positive mindset and encourage personal leadership

KEY TOPICS

Behaviours, Paradigms and Secrets!

Delegates will look at the behaviours of world-leading motivational speakers and leading business coaches. They will then look at their own paradigm and identify where and how they can build confidence to perform at their best more of the time. There are one or two secrets to be learned and used to full advantage here!

Objectives

- Be open to opportunities around them
- Identify the key behaviours required to consistently perform at their best
- Adopt a positive mindset and encourage personal leadership

Positive Mental Attitude and Controlling Outcomes

Delegates will learn how to use the principles of 'positive mental attitude' to increase confidence and productivity. They will look at the 'ERIC' method for controlling outcomes.

Objectives

- Increase confidence in their ability to achieve
- Understand triggers and response and learn how to use this to control outcomes
- Use PMA to increase confidence and productivity

Playing to your Strengths

Delegates will assess and understand their own strengths and look at how to use these to help them move forwards with confidence in all areas of life.

Objectives

- Identify their strengths
- Analyse how well they are playing to their strengths
- Set goals to incorporate strengths into life and work

Top Tips to Turnaround a Stressful Day

Even the most positive people in the world have stressful days. This little section gives some fabulous tips on how to turn a stressful day around and bring back your mojo when it's wandered off!



WORKSHOP 2 (DAY 2)

MANAGING IN TIMES OF CHANGE

This workshop is designed to help managers to lead and inspire their teams whilst being mindful of the need to support any staff who are struggling to adapt to change.

It begins by looking at personal accountability and leadership giving managers a common language for success within their team and a toolkit to help themselves and their team move forwards with increased confidence. We then look at how to manage transition (the emotional part of change) paying particular attention to supporting those who may be struggling to adapt. This leads on to a short section on using empathy and understanding their impact on those around them.

The workshop ends on a high note looking at the power of a positive mental attitude and motivational leadership. Finally, we look at top tips to help teams stay focussed as we move forwards into the next normal.

Results

Delegates will be able to:

- Master a common language for success and motivation within their team
- Develop a greater sense of self-awareness and understand how to use this on the job
- Be better equipped to manage, inspire and support their team as we transition into the next normal



KEY TOPICS

Accountability

Delegates will be introduced to the 'Accountability Ladder' offering a common language of success and enabling them to see where they, and members of their team, are sitting between a 'victim' and 'victor' mentality.

Objectives

- Understand the definition of personal accountability
- Understand the language of accountability
- Learn how to move up the ladder from 'victim' to 'victor' mentality

Managing Change

Delegates will understand that facilitating the human side of change is an essential part of the contemporary manager's job and that a manager must recognise where they are on the change curve when change is imposed and know that they need to support their team through the journey.

Objectives

- Describe the difference between change and transition
- Describe ways of reacting to change

- Understand the four phases of the change curve and how to move forward along the curve
- Identify critical success factors for helping change to be accepted and implemented in the workplace

Empathy, Impact and PMA

Empathy is taking the perspective of another by seeing situations from their point of view. It is vastly more effective than sympathy and will make staff feel valued and heard. Every action we take has an impact on those around us and being self-aware can significantly strengthen management/staff relationships whilst using the principles of 'positive mental attitude' can increase confidence and productivity.

Objectives

- Understand the difference between empathy and sympathy
- Understand how our behaviour has a direct impact on those around us
- Use PMA to increase confidence and productivity

Motivational Leadership

Delegates will assess and understand their own motivators but will also understand and remember that everybody is motivated by different things at different times. They will learn how to use Maslow's Hierarchy of Needs to help build increased awareness of how to build a motivational environment.

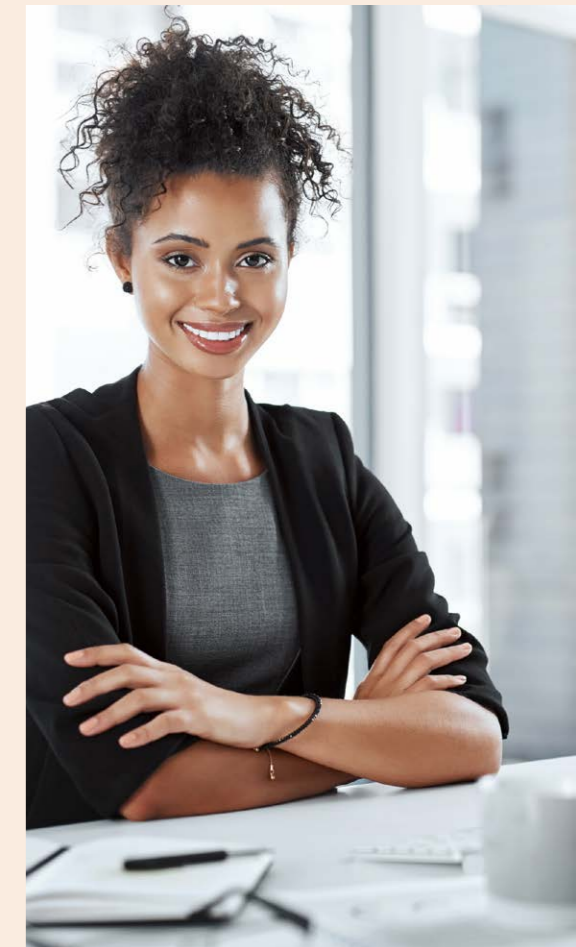
They will also understand the benefits of recognition and reward with regard to decreased staff turnover, higher employee productivity, increased employee engagement and improved customer satisfaction

Objectives

- Understand personal motivators
- Learn to recognise and adapt to the motivation style of others
- Recognise the benefits of timely recognition and reward

Top Tips to Stay Focussed

From setting boundaries, compartmentalising and prioritising tasks to shifting expectations, this final section gives lots of tips on how to stay focussed through another period of change.



WORKSHOP 2 (PART 2)

MANAGING WELLBEING CONVERSATIONS

Depression rates amongst adults have more than doubled in the UK since the pandemic (ONS May 2021). We are all moving forward, however, many people have been severely affected by the impact of Covid-19 and this is not going to disappear overnight.

This course is designed to support managers to create a culture that recognises and supports members of staff who may be suffering from high anxiety, depression or other mental health issues. We will look at techniques to support recovery via a coaching style of leadership.

However, those managers who offer support to staff in these areas are often exposed to dealing with difficult emotions and to hearing some difficult issues. So, in this workshop, we will also look at how to protect yourself from internalising other peoples' issues.

KEY TOPICS

- Creating an open culture around mental wellbeing
- Understand the pressure curve
- Preparing yourself for a wellbeing conversation
- W.R.A.P. (supporting recovery from poor mental wellbeing)
- Understanding Empathy
- Become a coaching manager (using the G.R.O.W. model)



Who are Resilient Me?



The story of Resilient Me began 20 years ago when its Principal and Founder, Rachel Munns, experienced three close members of her family suffering extremely tough times for stress-related mental health-related reasons. Thankfully, they are now all well and thriving, but were the reasons that Resilient Me came into being.

At this challenging time, Rachel asked a couple of simple questions. What could she do to raise awareness of, overcome the stigma, and then build resilience to mental health issues in the workplace?

Rachel was already an experienced presenter and educational trainer, so after thorough research used her professional and lived experience to create *'The Circus of Life'*.

This workshop, and the results it began to achieve, became the foundation upon which Resilient Me was built. It is now firmly established as the core of our business which includes MHA, Resilience, PMA (Positive Mental Attitude) and Leadership training. Life-changing outcomes are now being achieved by managers, staff and individuals alike across the UK and beyond.

So both the back story and the mission statement for Resilient Me are summed up in three words – **Strength Through Understanding.**

Stage 3 Management and Leadership Training

Comprehensive and effective training for existing or new managers, and for the leaders of tomorrow...



In depth, in person or via Zoom

Our comprehensive set of management training workshops has been designed for Team Leaders and Managers to acquire the foundational skills essential to become more effective and successful within an organisation.

The workshops have also been developed to embrace and define the new way of work post-pandemic. So once the fundamentals such as mental health awareness, personal wellbeing and motivation have been acquired, delegates are in the strongest position to move forward with their careers, and become the managers and leaders that the future will demand.

There are three packages available, and because the courses are modular they can be over one or more days (depending on the modules selected) to suit your company's specific needs. The key topics covered can be seen here.

For 360° leadership training of self and of teams, it is also possible to add The Circus of Life and The Best of You workshops to these packages.

DISC ACCREDITATION

DiSC® is the original, oldest, most validated, reliable, personal assessment used by over 50 million individuals and corporations to improve lives, interpersonal relationships, work productivity, teamwork, and communication! The assessments are based on the work of psychologist William Moulton Marston.

Resilient Me offers DISC assessments as part of its workshops or training as an invaluable and strategic add-on. Please contact us for more information.



KEY TOPICS

Mastering Hybrid Management

Expectations of a Manager

Personal Proficiency

Communication

Managing Change

Accountability

Resolving Conflict

Coaching

Developing and Motivating People

Leading individuals and Teams

Influencing

Managing Priorities

Performance Management

Delegating

Decision Making

Package 4 Brilliant and Resilient Managers

ALL OUR PACKAGES ARE MODULAR, SO YOU CAN SELECT THE MODULES THAT BEST FIT YOUR NEEDS SHOULD YOU NOT NEED ALL OF THEM – OR IF YOU’D LIKE TO CREATE A BESPOKE PACKAGE

This comprehensive set of modules has been designed for Team Leaders and Managers to acquire the foundational skills essential to become more effective managers in an organisation.

WHO IS IT FOR?

People Managers

LOGISTICS

These options are delivered in half-day sessions.

Two sessions can be run in one day – either to the same group or to two different groups depending on the chosen package.

MASTERING HYBRID MANAGEMENT

Our working habits have changed rapidly and permanently over the last few years. What started with a need to accommodate the restrictions of Covid-19 has become an accelerated new normal.

Gone are the days of automatically assuming a job will be office-based. Indeed, the expected ‘norm’ today is home-based or hybrid working and this presents a new set of challenges and demands a new set of skills for today’s people managers.

This module looks at four key areas of consideration for successfully managing in a hybrid world:

- Communication
- Culture, Trust & Engagement
- Time and Meeting Management
- The Hybrid Mindset

It challenges people managers to consider the specific issues that hybrid and home-working present in these areas and supports them to find the answers that are the best fit for their team and organisation.

EXPECTATIONS OF A MANAGER

Delegates will develop a greater understanding of the skills required to perform successfully as a manager. This module looks at the importance of individual and company values and how these link to behaviours. It also looks at the balance between task and people management and discusses the reality that what makes you a good practitioner does not necessarily make you a good manager.

Objectives

- To understand our individual Values and link these with our Behaviours
- To understand the expected Values and Behaviours of a Manager
- List 6 Key Management Behaviours
- Map these Behaviours to the associated Skills & Competencies

PERSONAL PROFICIENCY (to include a DISC Leadership profiling report)

Delegates will develop a greater awareness of how their behaviour impacts on their direct reports and on other teams that they may be connected to. They will recognise how their behaviour affects other people and understand that this becomes even more important when they lead others

Before this module delegates will be asked to complete a DISC Leadership profile questionnaire.

Objectives

- Define personal proficiency
- Identify areas for self-development from your DISC Leadership report

COMMUNICATION

Delegates will recognise the importance of communication in running teams and the impact that body language, listening and tone of voice can have. They will understand that managers play a key role in establishing clear lines of communication within an organization and that through good communication you can achieve a more productive and satisfying work environment.

Objectives

- Describe the importance of communication skills as they relate to management
- Differentiate between open and closed questions
- Explain the concept of “degrees of openness”
- Identify different levels of listening
- Explain the importance of tone of voice and body language

MANAGING CHANGE

Delegates will understand that facilitating the human side of change is an essential part of the contemporary manager’s job and that a manager must recognise where

they are on the change curve when change is imposed and know that they need to support their team through the journey.

Objectives

- Describe the difference between change and transition
- Describe ways of reacting to change
- Understand the four phases of the change curve and how to move forward along the curve
- Identify critical success factors for helping change to be accepted and implemented in the workplace

ACCOUNTABILITY

Delegates will be introduced to the ‘Accountability Ladder’ offering a common language of success and enabling them to see where they, and members of their team, are sitting between a ‘victim’ and ‘victor’ mentality.

Objectives

- Understand the definition of personal accountability
- Understand the language of accountability
- Learn how to move up the ladder from ‘victim’ to ‘victor’ mentality

RESOLVING CONFLICT

Delegates will understand their own conflict style and how their behaviour impacts on others. From this they can identify personal strategies to respond effectively to conflict. They will also learn to identify the conflict style of others and will be able to use positive communication methods to influence those around them.

Objectives

- Identify the four major causes of conflict
- Identify your preferred conflict management style
- Use “I” statements for effective communication
- Identify personal strategies to respond effectively to conflict



COACHING

“A Manager only has two functions; first to get the job done and second to develop people”.

Sir John Whitmore (Father of Performance Coaching).

Research shows that coaching leads to better engagement, higher productivity, and enhanced customer service. It also helps an employee improve performance, overcome challenges, reach aspirational goals, and build self-confidence. A manager can look at the coaching journey as one of leadership. Core coaching skills like empathy, curiosity, and listening go hand in hand with being a good leader.

Objectives

- Define coaching
- Define feedback
- Learn to use the GROW model of coaching

PERFORMANCE MANAGEMENT

Delegates will recognise the benefits of Performance Management for both themselves and their team and will understand that Performance Management is a continuous process helping managers to:

- Set and communicate performance expectations (Determine the Right Goals)
- Review and appraise performance (Assess Employees Performance and provide ongoing coaching and feedback)
- Enable development opportunities
- Recognise and reward performance (Link Rewards to Performance)

Objectives

- List the five fundamentals of People Leadership
- Define Performance Management
- Describe your role in Developing Talent
- Create a Development Plan

MOTIVATION AND RECOGNITION

Delegates will assess and understand their own motivators but will also understand and remember that everybody is motivated by different things at different times. They will learn how to use Maslow’s Hierarchy of Needs to help build increased awareness of how to build a motivational environment.

They will also understand the benefits of recognition and reward with regard to decreased staff turnover, higher employee productivity, increased employee engagement and improved customer satisfaction.

Objectives

- Understand personal motivators
- Learn to recognise and adapt to the motivation style of others
- Recognise the benefits of timely recognition and reward

DECISION MAKING

Decision making is a key skill in the workplace and is particularly important if you want to be an effective leader. One of the most common decision-making mistakes is relying on a “one size-fits-all” approach. Finding the most efficient and effective method to use involves assessing the situation first and then adapting to the circumstances.

Objectives

- How to decide who to involve in your decision-making process
- Common decision-making pitfalls
- Specific strategies to avoid these pitfalls and ways that you can challenge the validity of your decision making

LEADING INDIVIDUALS AND TEAMS

This is a short - but very important - continuation of the Personal Proficiency module where the DISC Leadership report is now used to help identify which leadership style would be most effective with each team member and how a manager may need to adapt their own style to accommodate this. It also looks at current challenges within a team and how these might be overcome.

Objectives

- Understand your own leadership style preferences and how they are likely to impact how you interact with your team.
- Describe methods to match leadership styles to individual employees.

DELEGATION

Delegation is one of the true arts of leadership that, once mastered, can reap many rewards including: giving you the time and ability to focus on higher-level tasks, giving others the ability to learn and develop new skills, developing trust between workers, improving communication, efficiency, productivity, creativity and time management. It also gives employees a heightened sense of value and importance.

Objectives

- What is delegation and why do it?
- When to delegate
- Delegating responsibility and authority
- Communication and recognition

INFLUENCING

Leading a team is one thing but, what happens when you need support or co-operation from individuals or other teams that are not directly within your control? Delegates will understand the importance of building relationships and influencing others within the organisation to make them more effective at getting the job done.

Objectives

- Describe the Circle of Influence
- Define “stakeholder”
- Use the Relationship Map to identify stakeholders and their needs
- Use the Relationship Builder Tool



Package 5 Leading in a Hybrid World

ALL OUR PACKAGES ARE MODULAR, SO YOU CAN SELECT THE MODULES THAT BEST FIT YOUR NEEDS SHOULD YOU NOT NEED ALL OF THEM – OR IF YOU’D LIKE TO CREATE A BESPOKE PACKAGE

This programme will lay the foundations for strong leadership skills. On each of the first three days, the training will look at a number of topics and, as we go through these we will consider the challenges/opportunities that hybrid working brings. These thoughts will be collated and Day 4 will be spent entirely on discussing hybrid working/management, best practice and positive outcomes.

WHO IS IT FOR?

All Managers

LOGISTICS

Total course duration is 4 days, and can be delivered face-to-face or virtually



Day 1 - It's All About YOU!

This day is all about you, your behaviours and values, your skills, your preferred style of leadership and personal accountability.

Module 1 EXPECTATIONS OF A MANAGER

Developing an understanding of the skills required to perform successfully as a manager. This module looks at the importance of individual and company values and how these link to behaviours. It also looks at the balance between task and people management and discusses the reality that what makes you a good practitioner does not necessarily make you a good manager.

Objectives

- To understand our individual Values and link these with our Behaviours
- To understand the expected Values and Behaviours of a Manager
- List 6 Key Management Behaviours
- Map these Behaviours to the associated Skills & Competencies

Module 2 PERSONAL PROFICIENCY

Delegates will develop a greater awareness of how their behaviour impacts on their direct reports and on other teams that they may be connected to. They will recognise how their behaviour affects other people and understand that this becomes even more important when they lead others (It would be very helpful if delegates had a PPA or DISC profile to use with this module).

Objectives

- Define personal proficiency
- Identify areas for self-development
- Understand your own leadership style preferences and how they are likely to impact how you interact with your team.
- Describe methods to match leadership styles to individual employees

Module 3 ACCOUNTABILITY

Delegates will be introduced to the 'Accountability Ladder' offering a common language of success and enabling them to see where they, and members of their team, are sitting between a 'victim' and 'victor' mentality.

Objectives

- Understand the definition of personal accountability
- Understand the language of accountability
- Learn how to move up the ladder from 'victim' to 'victor' mentality

Day 2 - Communication is Key!

This day is all about communication at every level: individual, team, virtual, face-to-face, in difficulty and in celebration.

Module 1 COMMUNICATION

Delegates will recognise the importance of communication in running teams and the impact that body language, listening and tone of voice can have. They will understand that managers play a key role in establishing clear lines of communication within an organisation and that through good communication you can achieve a more productive and satisfying work environment.

Objectives

- Describe the importance of communication skills as they relate to management
- Differentiate between open and closed questions

- Explain the concept of "degrees of openness"
- Identify different levels of listening
- Explain the importance of tone of voice and body language
- Explore the additional challenges of communicating in a hybrid environment

Module 2 MANAGING CONVERSATIONS: CONFLICT, DIFFICULT AND WELLBEING

Delegates will understand their own conflict style and how their behaviour impacts on others. From this they can identify personal strategies to respond effectively to conflict. They will also learn to identify the conflict style of others and will be able to use positive communication methods to influence those around them. We will also look at how to manage conversations around wellbeing and dealing with difficult issues.

Objectives

- Identify the four major causes of conflict
- Identify your preferred conflict management style
- Use "I" statements for effective communication
- Identify personal strategies to respond effectively to conflict

- Types of wellbeing conversation
- Establishing boundaries
- Planning the conversation
- Using the G.R.O.W. model of coaching
- Protecting your own wellbeing whilst supporting others' difficulties

Module 3 MOTIVATION & RECOGNITION

Delegates will assess and understand their own motivators but will also understand and remember that everybody is motivated by different things at different times. They will learn how to use Maslow's Hierarchy of Needs to help build increased awareness of how to build a motivational environment. They will also understand the benefits of recognition and reward with regard to decreased staff turnover, higher employee productivity, increased employee engagement and improved customer satisfaction.

Objectives

- Understand personal motivators
- Learn to recognise and adapt to the motivation style of others
- Recognise the benefits of timely recognition and reward

Day 3 - It's All About THEM!

The third day is dedicated to getting the very best out of your team: helping them to progress at the right pace and offering opportunities for growth when appropriate but also looking at what to do when productivity and progress are not as you would want.

Module 1 PERFORMANCE & BEHAVIOUR MANAGEMENT

Delegates will recognise the benefits of Performance Management for both themselves and their team and will understand that Performance Management is a continuous process helping managers to:

- **Set and communicate performance expectations (Determine the Right Goals)**
- **Review and appraise performance (Assess Employees Performance and provide ongoing coaching and feedback)**
- **Enable development opportunities**
- **Recognise and reward performance (Link Rewards to Performance)**

We also look at managing behaviour taking into account capability -v- conduct, bullying -v- harassment, and dealing with poor performance.

Objectives

- **List the five fundamentals of People Leadership**
- **Define Performance Management**
- **Describe your role in Developing Talent**
- **Create a Development Plan**

Module 2 – DELEGATION

Delegation is one of the true arts of leadership that, once mastered, can reap many rewards including: giving you the time and ability to focus on higher-level tasks, giving others the ability to learn and develop new skills, developing trust between workers, improving communication, efficiency, productivity, creativity and time management. It also gives employees a heightened sense of value and importance.

Objectives

- **What is delegation and why do it?**
- **When to delegate**
- **Delegating responsibility and authority**
- **Communication and recognition**

Day 4 - Mastering Hybrid Management

So far, this programme has laid the foundations for strong leadership skills. On each of the first three days, we covered a number of topics and rounded each one off by considering the challenges/opportunities that hybrid working brings. These thoughts are collated today and, with all the learnings of the course so far, we will now look at how we can achieve optimum success with hybrid working/management, best practices and positive outcomes.

In addition to any topics raised throughout the course, we will also look at:

1. **Communication**
2. **Culture, Trust & Engagement**
3. **Time and Meeting Management**
4. **The Hybrid Mindset**

People managers are challenged to consider the specific issues that hybrid and home-working present in these areas and supports them to find the answers that are the best fit for their team and organisation.

Day 4 will round off with a short presentation from each delegate on their experience/learnings from the entire course.

A selection of shorter workshops for managers only

As well as our comprehensive packages, Resilient Me also offers shorter one or half-day workshops on a number of essential skills. You can find further details in this brochure.

The Circus of Life for Managers [See page 7](#)

This workshop examines precisely what stress is and how it can lead to both physical and mental health issues. It looks at the range of mental health issues and shows how to spot the signs in yourself and in others.

Managing Wellbeing Conversations [See page 8](#)

This workshop is designed to support managers to create a culture that recognises and supports members of staff who may be suffering from high anxiety, depression or other mental health issues.

Managing in Times of Change [See page 22](#)

This workshop is designed to help managers to lead and inspire their teams whilst being mindful of the need to support any staff who are struggling to adapt to change. It looks at key areas of Accountability, Managing Change, Empathy and Motivation.

Mastering Hybrid Management [See page 28](#)

Our working habits have changed rapidly and permanently over the last few years. What started with a need to accommodate the restrictions of Covid-19 has become an accelerated new normal. This workshop looks at four key areas of consideration for successfully managing in a hybrid world including Communication, Culture, Trust & Engagement, Time and Meeting Management and The Hybrid Mindset.



**For more information or an informal
conversation about your specific requirements,
please call us on 01778 349613
or email info@resilientme.co.uk.**



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STRENGTH THROUGH UNDERSTANDING

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