

# Mental Health and Leadership Training



October 2021



**resilientme**

Strength through understanding





# Introduction

Since the pandemic hit, through our many workshops, we have been supporting businesses across the country in a number of different ways:

- **Managing their staff wellbeing**
- **Helping their managers to handle staff wellbeing remotely**
- **Providing leadership training**
- **Developing organisational and personal resilience**

Now, as we move into the next normal our work is continuing and being enhanced through the provision of

- **Management skills for the 'new normal'**
- **Building confidence and motivation**
- **Support for your supporters (managers, mental health colleagues, hr personnel)**

Following the recent personal and business upheavals due to the pandemic, our virtual workshops will motivate and reassure your staff whilst building robust management skills for your leaders.

As a company, Resilient Me pride ourselves in our flexible approach that ensures a provision that best suits

your specific needs. We have a full range of existing 'packages' (detailed in the following pages), but we are equally happy to deliver our content in a bespoke package just for you. With proven and positive results behind us we are here to support you and your staff to move forward with confidence.

Currently, our workshops are delivered virtually but we are equally happy to provide in-person training again if you are ready for this. And of course, we are still delighted to offer our flagship workshops: The Circus of Life and The Best of You.



**FOCUS ON  
WHAT'S  
GOOD - FIX  
WHAT ISN'T**

# Package 1 Managing Wellbeing in a Virtual 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 2.5 hour workshops.

Four of the workshops are for everybody and 2 of them are specifically for people managers. Two workshops are run in one day.

Even before the Coronavirus hit, 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 changed, smart-working 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 in these changing times.



## WORKSHOP 1

### MANAGING EMOTIONS

The pandemic has had a huge impact on our day to day lives forcing us to deal with change in a way we’ve never had to before. For so many of us, this leads to feelings that we don’t understand and can’t seem to control, but why?

At the end of this workshop delegates will:

- Understand what trauma and loss are and why we are experiencing these feelings
- 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

The Coronavirus pandemic has turned our lives upside down. We are all facing challenges – some of which are positive, but some of which are negative and stressful. But what is stress and how do 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.

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

In this workshop we look 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 how excessive stress can lead to mental (and physical) health issues
- 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



Package 1 Managing Wellbeing in a Virtual World (continued)

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

WORKSHOP 4

BUILDING RESILIENCE, GROWTH AND FOCUS

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

Never have we experienced such sudden and enormous changes to almost every aspect of our lives. We are all having to cope with change on an unprecedented level – and change that has no end date or even a clear end goal.

This workshop looks at a full range of strategies designed to help us build our resilience levels and to continue to enjoy life as we move through and out of the Coronavirus pandemic.

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

UNDERSTANDING & SUPPORTING WELLBEING

This course is designed to support managers understand and recognise some of the wellbeing issues staff in their teams may be dealing with in these challenging times. The course will look at a variety of support techniques as well as looking at ways we can deliver from a distance.

- 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

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)

A STRUGGLE IS SIMPLY WHAT COMES BEFORE A SUCCESS

## Package 2 Building confidence, motivation and leadership in the next normal

### WHO IS IT FOR?

All staff and people managers

### LOGISTICS

This package comprises a total of three one-day workshops (7 hours with lunch and a number of breaks).

The first workshop is for everyone. The other two are for people managers.

### WORKSHOP 1

#### Building Confidence in the Next Normal

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

It begins by looking at personal accountability and leadership showing how to move from a 'victim' to a 'victor' mentality. They 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

#### Accountability

Delegates will be introduced to the 'Accountability Ladder' offering a common language of success and enabling them to see where they 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
- Adopt a positive mindset and encourage personal leadership

#### 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

Managing the Next Normal

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 the next normal.

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 3

## Managing Wellbeing Conversations into the Next Normal

Depression rates amongst adults have more than doubled in the UK throughout the pandemic (ONS May 2021). We all want to move forward with confidence into the next normal – dare we say, the post-pandemic normal. However, many people have been severely affected by the impact of Covid-19 and this will not 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)



## Our Story



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 well and thriving, but were the reasons that Resilient Me came into being.

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.**



# Package 3 Pathway to Wellbeing and Managing Mental Health for Good

## WHO IS IT FOR?

Managers, Mental Health Colleagues and HR personnel

## LOGISTICS

This package comprises 6 x 2.5 hour workshops spread over a period to suit your requirements

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 & 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 & 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. 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 those emotions 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 & 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 & 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





# 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

## WHO IS IT FOR?

People Managers

## LOGISTICS

These options are currently delivered in zoom sessions lasting for 2.5 hours each.

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

### Results

Delegates will be able to:

- Gain a better understanding of themselves, their values and how they align to the role and expectations of a Line Manager within the organisation
- Develop a greater sense of self awareness and emotional intelligence and understand how to use these at work
- Be better equipped to manage their team and to build relationships easily
- Be more resilient at both a personal and professional level
- Further develop themselves personally and professionally, through feedback and reflection, to perform effectively within the organisation and to deal with change and challenging situations

## MANAGING EMOTIONS

The pandemic has had a huge impact on our day to day lives forcing us to deal with change in a way we’ve never had to before. For so many of us, this leads to feelings that we don’t understand and can’t seem to control, but why?

At the end of this workshop delegates will:

- Understand what trauma and loss are and why we are experiencing these feelings
- 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

## UNDERSTANDING STRESS & BURNOUT AND HOW TO MANAGE THEM

The Coronavirus pandemic has turned our lives upside down. We are all facing challenges – some of which are positive, but some of which are negative and stressful. But what is stress and how do 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

## MENTAL HEALTH AWARENESS AND WELLBEING

Mental Health issues currently affect 1 in 4 workers in the UK.

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

In this workshop we look 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 how excessive stress can lead to mental (and physical) health issues
- 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

## BUILDING RESILIENCE, GROWTH AND FOCUS

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

Never have we experienced such sudden and enormous changes to almost every aspect of our lives. We are all having to cope with change on an unprecedented level – and change that has no end date or even a clear end goal.

This workshop looks at a full range of strategies designed to help us build our resilience levels and to continue to enjoy life as we move through and out of the Coronavirus pandemic.

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

# Package 4 Brilliant and Resilient Managers (continued)

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

## 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





# Package 4 Brilliant and Resilient Managers (continued)

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## 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



## 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

## 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





For more information or an informal  
conversation about your specific requirements,  
please call us on 01778 349613  
or email [info@resilientme.co.uk](mailto:info@resilientme.co.uk).



[www.resilientme.co.uk](http://www.resilientme.co.uk)

