



DEVELOPING RESILIENT Leadership

Course Introduction:

In our experience, this resiliency training is most appropriate for organizations going through a period of change or an increase in demands and pressure. Management teams have enthusiastically embraced its approach and, because of the proactive nature of the training, it has also received full support from senior levels.

If required the resilient leadership training can be followed up at a later date with short feedback sessions. This allows managers the opportunity to share their experiences in using the tools provided and also to assess the increase in their resiliency skills.

Course Objectives:

To enable delegates to understand how they can expand, develop and incorporate the resilient skills they already possess into their everyday management roles.

Key Benefits

- Understand that resilient attitudes and habits can be learned and know that they are proven to enhance performance, leadership and well-being at work
- Improve the ability to understand and solve problems creatively and remain optimistic under pressure
- Regard setbacks and change as challenges that will offer opportunities and help managers to bounce back from adversity more quickly
- Understand the importance of self-care during periods of high demands and pressure
- Acquire a stronger sense of being in control when faced with uncertainty through increased flexibility and confidence
- Learn the importance of building strong, supportive relationships with colleagues and members of their teams, realising when and where to ask for help
- To raise awareness of tools and exercises for improving resilience skills
- Maintain performance and stamina during periods of high demand and be able to think clearly and logically under pressure
- To develop the ability to stay motivated and focused while using resilient leadership strategies to maintain morale in others
- Change previous responses to pressure to more effective resilient ones

Who Should Attend?

The Resilient Leadership course is suitable for those with responsibility for others in an organization. Many organizations run this course for their management teams, in conjunction with our Developing Personal Resilience course for their staff.

Course Outline:

How resilience, stress and pressure relate to each other

- Resilience v Resistance
- Internal and external loci of control
- The importance of personal boundaries

Assessing individual resilience strengths and weaknesses

- Completing the resilience questionnaire
- Reviewing the basic resilience skills
- The importance of resilience for managers and their teams

The basic resilience skills

- Realistic Optimism
- Emotional Awareness
- Empathy
- Problem Solving
- Self Efficacy
- Impulse Control
- Relationship building

Developing team resilience

- Pressure Profiling Tool
- Applying the resilient skills to your team
- How to use the CUSP™ management framework
- Management techniques for strengthening resilience in others
- 7 Steps to help managers to manage change effectively

Building a resilience development plan

- Personal reflection and resilience action planning
- What have we learned today?
- Identifying priority actions

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session