This one-day workshop will:
• enable you to use your coaching skills to help other people to build and maintain their levels of personal and professional resilience, and also
• provide you with the tools to build and maintain your own levels of personal and professional resilience

The programme covers seven key strategies for building resilience which tackle the issue at a deep psychological level. It contains explanations, examples and exercises that you will find valuable for your own personal understanding and development, and for use with others in a coaching context.

In an increasingly complex and demanding world, lack of resilience leads people to become much more vulnerable to stress. In turn, stress can lead people to suffer from psychological conditions such as anxiety, panic attacks and depression, as well as physical effects ranging from frequent colds and coughs to high blood pressure and heart disease.

Many studies show stress to be the number one cause of sickness absence in the workplace. Whether you work in HR, or as a team leader or manager, a sound grasp of the ways that you can help yourself and your colleagues to maintain and even build their resilience will reduce the likelihood that you yourself will suffer, or that you will lose valuable members of your team, as a result of stress-related illness.

Of course, stress isn't confined to the workplace. People have to deal with relationship, family, home, finance and health issues on a daily basis too. As an individual you need to have a high level of resilience to manage the many and sometimes competing demands you have to juggle each day. As a coach, a manager, a team leader, or in an HR role, you also need to have the knowledge and ability to educate and motivate others to build the resilience they need to survive and thrive in a challenging world.

APPROACH
We believe that the first step for anyone who aims to facilitate the personal development of others is to absorb ideas and apply techniques and strategies to themselves. As a guide or mentor for others, you know that you require a high degree of self-awareness and self-development to have the confidence and conviction needed to gain the trust of the people you work with. If you yourself are enthusiastic as a result of the successful application of ideas and strategies, you will inspire enthusiasm in others. They will be more likely to collaborate constructively with you, and to put in the effort they need to succeed if they feel assured of your belief in the approaches you suggest to them.

Any questions? Just give Helen Nuttall a call on 01582 714280 for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit www.maximumperformance.co.uk for more details.
So, in the morning we will focus on the principles and practice of seven tried and trusted strategies for building and maintaining personal resilience, and how you might use them for yourself. We will:

- define resilience, and explore its origins and qualities
- define stress, and show how it undermines resilience
- explore why it is so important to build resilience
- identify the two underlying psychological dynamics that cause stress
- reveal the seven keys for building and maintaining resilience

In the afternoon, we will look at how you might apply your knowledge and understanding of resilience and of the seven keys within a coaching context. This section of the workshop will include:

- a chance to review and refresh fundamental coaching skills
- discussion of the ways in which specific resilience building strategies may be applied to particular challenges
- an experiential workshop to practise the application of resilience-building strategies in a coaching context.

AUDIENCE
This workshop has been designed specifically for:

- internal coaches who want to explore how best to use their coaching skills with clients who need to build and maintain their levels of personal and professional resilience
- HR professionals who need to understand more about resilience and how to develop it
- line managers and team leaders concerned to help their team members build and maintain their levels of personal and professional resilience
- any of the above who also want to develop their own levels of personal and professional resilience

EXPERT FACILITATORS
This workshop is facilitated / presented by Adrienne Green and John Humphrey, authors of Coaching for Resilience: A Practical Guide to Using Positive Psychology (Kogan Page, 2012). A copy of the book will be given to each workshop participant on the day.

Adrienne practised for many years as a psychotherapist and psychotherapy supervisor within both private and NHS mental health care services. In particular, she worked with people suffering with severe stress, anxiety and depression, and in 2005 published her first book, Out of the Blue: A Practical Guide to Overcoming and Preventing Depression. In 2006 she established her own consultancy with John Humphrey, and since then has worked as a specialist coach, consultant and trainer within both private and public sector organisations including local authorities and NHS Trusts. Most recently Adrienne has in particular provided workshops, group training and individual coaching for staff and SLT at schools in Westminster, Hammersmith & Fulham and Kensington & Chelsea, as well as for the School Standards team within the Tri-borough Education Service. Adrienne is currently in the final year of her PhD.

John was formerly head of the Employment Risk Consulting practice of Marsh UK, and advises many leading employers on health and employment issues. He has run the healthcare functions of Procter and Gamble and the Beecham Group. Together with Lord Robens he founded BMI Occupational Health. John was the founding Managing Director of Minerva Health Management and the Chairman of Marsh Health. An author and lecturer, he is an authority on stress management and personal development. His books include Looking After Corporate Health: A Guide to Protecting the Health and Productivity of People in the Business Environment, and Fast Track to the Top: 10 Skills for Career Success.
FEEDBACK

See what people have said about Adrienne and John:

‘I wanted to thank you for your coaching help this year, without it I would not have been able to work on as I have done. I feel well and know that my mind set is such now that I do not think I will ever be in the position I was in a year ago.’
– Senior Staff Member, City of Westminster

‘By working through the ‘Keys’ in Coaching for Resilience you will equip yourself to deal with all of life’s challenges. Keep it with you.’
– Chairman, South Tyneside NHS Trust

‘Adrienne has helped me to understand myself more, develop my inner strength, identify and appreciate my own abilities and provided me with the skills and techniques I needed to enhance my working relationships with others.’
– Deputy Head Teacher, City of Westminster School

‘It has made me challenge my outlook in a way that I can honestly say I have never had the tools to do before, despite reading numerous books on the subject.’
– Quality Assurance Manager, Premier Foods

‘All very valuable, best course I’ve been on – will definitely help me at home and work.’
– Senior Steward, Chartered Society of Physiotherapy
WORKSHOP OUTLINE

1 Welcome and introductions
   • Desired outcomes
   • Objectives for the day

2 Definitions
   • The nature and qualities of resilience
   • Where resilience comes from
   • The nature and effects of stress
   • The two psychological drivers that undermine resilience

3 The seven keys
   • Principles of positive psychology and skills to develop and maintain mental well-being
   • How to get the most out of changing and challenging times
   • Development of self-confidence and self-assurance

4 Review and refresh coaching skills
   • The fundamentals of coaching
   • A five-step model for communication in coaching
   • Meta-models of communication – listening for what is not being said
   • Application skills practice: general skills practice and using coaching skills to identify psychological drivers underlying an area of personal or professional stress

5 Using the seven keys in coaching
   • Discussion and case studies
   • Experiential workshop to practise the application of the seven keys
   • Application skills practice: pairs coaching with peer feedback and evaluation of the process

6 Reflections and conclusion
   • The book and how you might use it for yourself and others
   • Final questions and comments

FACT FILE

- **5 July 2017**
- **British Dental Association**, 64 Wimpole Street, London – a ten minute walk from Oxford Circus or Great Portland Street tube stations. The BDA is also just a two-minute walk from Marylebone High Street.
- **9.30 – 17.00** (coffee and registration from 9.00)
- Lunch and refreshments provided
- **Certificates of attendance will be issued for CPD purposes**
- All participants will receive a copy of Adrienne and John’s book, *Coaching for Resilience: A Practical Guide to Using Positive Psychology*
- Click **HERE** to book

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