

Personal resilience at work

A 90-minute virtual workshop

Working in a safe, inclusive and supportive work environment is a foundational need in continued times of uncertainty. It is more essential than ever that we look after ourselves and others and safeguard our wellbeing and emotional fitness.

This half-day virtual workshop aims to help anyone who would like to strengthen their personal resilience whilst delivering the best service and outcomes for local residents or service users. By learning up-to-date, evidenced-based approaches, tools and techniques, you will be able to boost your own resilience and use them in situations where you need to support others.

Learning objectives

By the end of the session, you will be able to:

- Define the traits, skills and behaviours of resilient people
- State why being resilient is important when dealing with customer / work challenges and difficulties
- Provide support to others' personal resilience and know how to create the inclusive environment needed
- Identify what can drain your personal resilience and use strategies to counter these things for yourself
- Use useful tools and techniques to help boost your resilience and the resilience of others
- Commence a wellbeing plan to work on to maintain your resilience and wellbeing

Audience

This session is appropriate to managers at all levels across the public sector.

Format

A practical 90-minute virtual workshop for a group of up to 12 people.

The expert trainer

[Amanda Dudman](#) is an extremely popular trainer, facilitator, coach and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Session overview

- 1 Welcome, introductions and today's takeaways**
- 2 What is resilience and how it helps our personal effectiveness and thinking in our customer relationships**
 - Gallery and break out chat: defining what resilience and wellbeing mean to me
 - Who is your role model? Resilience profiling: understanding the skills, values and behaviours a resilient person needs
- 3 Understanding what your resilience challenges are as the pointers to what to work on**
 - The four pillars of personal resilience: confidence, asking for support, purposefulness, and adaptability
 - Discussing and reflecting together in group break-outs on what is helping already, what needs a nudge to make you more effective, what is assisting you already within this model.
 - Sharing your conclusions.
- 4 Tools and approaches**
 - Approaches to help improve areas that hinder your resilience
 - Tools and tips for everyday:
 - Upsloping
 - ABC
 - In the moment action: how to 'break state'
- 5 Review and reflection**
 - Preparing to complete a personal wellbeing and resilience plan for yourself and/or others