

Building Personal Resilience

Objectives

By the end of this course participants will be able to:

- Explain what resilience means and the benefits it brings both personally and professionally
- Identify your own stress indicators and use practical techniques for minimising its negative impact
- Solve problems creatively, even when under pressure, using the 7-Step Problem Solving Technique
- Identify your own stress coping strategies with the Resilience Quotient Inventory (RQi)[™]
- Build positive beliefs, such as optimism and self-confidence with reframing and positive self-talk
- Apply techniques for improving mood by changing one's physiology

Background

Resilience can be defined as the ability to thrive, personally and professionally, even during times of high pressure, rapid change and adversity. Resilient people bounce back quickly after set-backs and they're good at minimising the adverse effects of stress. Fortunately, resilience is not a fixed characteristic; it's something you can learn and strengthen over time. In this workshop we show you how, starting with key models of stress and resilience. You'll learn about the Flight or Fight Response; how to identify your own stress indicators and how to use practical techniques (such as mindfulness) to minimise its negative impact.

You'll learn other proactive techniques for building resilience, including problem-solving, emotion regulation and how to build positive beliefs, such as optimism and self-confidence. The techniques we demonstrate are derived from professional coaching methodology, Positive Psychology and Emotional Intelligence (EI).



Timing

This course runs for one day.

Who should attend?

This is for anyone who wants to thrive in the modern working world.

Facilitator

This course is run by Matthew Critchlow, PhD, Director of Thrive and Visiting Lecturer at the University of Westminster.

What do people say?

"Thoroughly enjoyed the course and would recommend it to my colleagues ... The facilitator was great."

Crown Prosecution Service (CPS)

"The course was excellent ... The instructor clearly had a passion for the subject which was infectious." **UK Border Agency**

PREPARATION: Before the course we ask participants to complete the Resilience Quotient questionnaire. Please see the [RQi Introduction and FAQs Document](#) which provides more information about the RQi and how to complete the questionnaire. Delegates receive their personalised report at the training session.

Course Topics

Models for understanding resilience

- The meaning and benefits of personal resilience
- How to be resilient in a nutshell – **The Seven Elements of Resilience**®

Stress models and stress-reduction strategies

- Understanding models of stress and resilience
- How to use mindfulness and other relaxation techniques
- An introduction to stress coping strategies
 - Solution-Focused Coping and
 - Emotion-Focused Coping
- Identify your preferred coping style with the Resilience Quotient Inventory (RQi)TM
- How to change your state by changing your physiology

Emotion-Focused Coping (managing your emotions)

- Emotion regulation using the ABC Model
- Dealing with biases
- How to manage stressful thoughts with simple re-framing and positive self-talk

Positive beliefs

- The beliefs of resilient people, including optimism and self-confidence
- Building optimism with the Best Possible Self Diary

Further Learning

Delegates also receive a series of resilience top tips via email for 10 weeks after the course. They also have access to on-line learning resources via a secure area on our website.

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