



Building Resilient Teams

Objectives

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

- Describe what resilience means and the benefits it brings to individuals, teams and organisations
- Explain the Transactional Theory of Stress (TTS) and how it applies to the workplace
- Describe the Health and Safety Executive (HSE) Management Standards
- Use the HSE Management Standards Indicator Tool to identify stress risk factors in your own team
- Use gap analysis and modern coaching techniques to manage risk factors and build resilience in your team
- Identify the early warning signs of stress in others and provide effective support

Background

There are many well-recognised sources of stress in the workplace, including poor relationships (e.g. intimidation and bullying) and rapid organisational change. If not managed well, these challenges pose a serious risk to health. As part of the employer's duty of care, line managers have a responsibility to manage workplace stressors and protect the wellbeing of staff.

In this course, we introduce key concepts of stress and resilience. We explain how factors such as job demands, relationships and organisational change can cause stress if managed poorly, but contribute to high engagement and high performance if managed well.

Delegates are introduced to the Health and Safety Executive (HSE) Management Standards and use the HSE Indicator Tool to identify potential sources of stress in their own teams. We demonstrate how to use gap analysis and coaching techniques to identify problems and build solutions for greater resilience.



Timing

This is a 1-day course with pre-work.

Who should attend?

Managers who want to promote greater resilience and sustainable high performance.

Facilitator

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

What do people say?

"Very enjoyable; key knowledge and skills to promote greater mental wellbeing in the workplace; I'm really looking forward to the next stages."

Ealing Borough Council

Participants also learn how to identify the early warning signs of stress in themselves and others and decide the best means of supporting team members.

Preparation

In preparation, delegates to conduct the HSE Indicator Tool questionnaire with their team. Thrive will provide a unique link for each delegate plus an explanatory letter to use with staff. We process the data and provide results during the course.

Course Topics

Models for understanding stress and resilience

- Definitions of resilience and stress
- How to be resilient in a nutshell – The Six Elements of Resilience® • The Transactional Theory of Stress (TTS)
- Identifying stress symptoms in yourself and others

The role of leadership in building resilience

- What are the conditions that promote high performance in the workplace?
- Health and Safety Executive (HSE) Management Standards (Demands, Control, Support, Relationships, Role and Change)
- The HSE Management Standards Indicator Tool – team results
- Gap analysis
 - Identifying strengths and areas for improvement
 - Using coaching structures (e.g. TGROW) to develop a strategy for improvement

Supporting team members

- How to identify the early warning signs of stress in others
- When and how to intervene
- The principles of effective one-to-one communication when discussing sensitive issues (e.g. non-judgemental enquiry, empathy and active listening)
- Resources available in your organisation to support you and your colleagues

Further Learning

We also recommend that managers attend our one-day course: [Building Personal Resilience](#). This offers practical skills for managing stress and building resilience for individuals. Go to: <http://thisisthrive.com/resilience> to learn more.

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