Resilience Profile and Workshop Overcoming Stress and Fatigue



What is Resilience?

Everyone's life has circumstances that cause him/her to be 'up' or 'down'. Often these circumstances are out of our control, or are not anticipated and take us by surprise, leading us to experience stress. So when adverse circumstances occur we are often ill-equipped to deal with them or we are unprepared to take advantage of opportunities that may arise. Therefore, having a degree of resilience that we can call upon to see us through the peaks and troughs will enable us to sustain work performance and enhance our overall well-being.

The 7 skills sets of Resilience — Purposeful, Self-Reliant, Versatile, Tough-Minded, Connected, Hopeful and Self-Disciplined are interrelated so that strengths in each skill set can enhance the performance in other skill sets. Therefore building higher levels of resilience can be achieved

by concentrating on a few core skills that require development.

The focus on resilience also provides tools and techniques to counter stress and fatigue often experienced in times of change.

While the emphasis will be on being resilient at work, the learning will also be helpful in non-work arenas.



The Profile Contents:

- 49 questions, clustered into 7 skill sets of Resilience, together with 6 questions on overall levels of resilience.
- The profile starts with a comprehensive overview of the constructs, model, definitions, and guidelines for interpreting the Resilience Profile.
- The feedback is provided as an overall view, followed by data and then data within each separate skill set appearing as a graph emphasizing the potential for development in each question.
- Each skill set has a narrative appearing after the data page which indicates the individual's level of resilience and provides recommendations for developing abilities in that skill set.

Resilence Features:

- Builds understanding of resilience and how this enables people to cope in adverse situations.
- Practical tools to help apply insights into everyday practice.
- The Resilience Profile is combined with a workshop, or one on one coaching session.

Resilience Workshop:

The workshop is linked to the Resilience Profile. In an interactive and supportive environment, participants explore seven skills sets. They experience tools and techniques that can assist them to build higher levels of resilience. There is also a comprehensive participant workbook that provides an ongoing resource. The workshop can be designed to integrate with an overall organizational development program.

Who Should Attend?

The workshop is designed for people who perform leadership roles (senior through to first line positions) and those people who are considered to be key influencers or role models in the organization. This workshop is particularly designed for people working in pressured, ambiguous or changing environments. It is also useful in providing front-line team members with skills in remaining positive so that they can be effective in difficult customer situations.

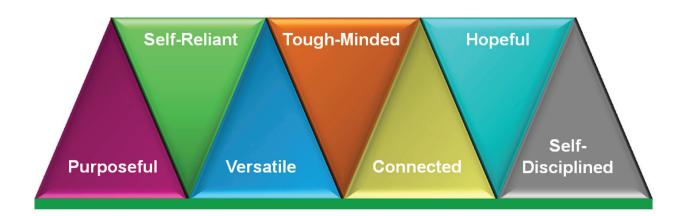
Resilience can be used effectively:

- As a core development opportunity for all leaders and potential leaders.
- To enable people cope with change i.e. restructuring, mergers, relocations, etc.
- As part of an introductory program to help new people understand their entry level of resilience and to build skills to reduce stress and fatigue.
- To assist organizations meet their legal obligations with respect to stress and well-being in the workplace.
- As a basis for remedial coaching e.g. where an individual is technically proficient but whose level of resilience is undermining his/her performance.
- As a development tool to support team building or as the basis of individual coaching for development or career planning.



Resilience – essential skills for supporting high performance and well-being

Resilience Model



ABOUT THE AUTHORS



Frances Tweedy Director, Extend Limited

Frances Tweedy Frances formed Capability Group Limited following a career in human resource management in the computer industry. She has worked extensively in the areas of organizational change and development in Australia and New Zealand. Many assignments have involved strategic planning with senior teams and developing learning events in the area of leadership and personal development. Assignments also include developing resilience workshops as part of change management strategy, team building (including interpersonal skills), customer service, leadership development. She is a Past National President of the Human Resource Institute of New Zealand.



Cheryl Wright Director, Extend Limited

Cheryl Wright began consulting following a career in human resource management. She has worked with diverse public and private sector organizations. Cheryl's areas of focus are organizational change, strategic HR, leadership development, emotional capability and resilience. More recently Cheryl has been involved in change leadership, delivering business effectiveness through enhanced people performance and achieving organizational alignment with key business strategies. Cheryl facilitates learning across a wide range of leadership/management skills and knowledge and strongly believes that the best learning takes place in a participative, supportive and enjoyable environment.



For more information about *Persona* GLOBAL®, Inc.'s metrics and methodologies, please contact info@personaglobal.com or visit www.personaglobal.com



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