



BUILDING RESILIENT TEAMS



An SGS Company



LEARNING OUTCOMES

- Define resilience and resilient teams.
- Explain the leader's role in building team resilience.
- Identify the characteristics of resilient teams and their related behaviours.
- Determine the difference between good stress and bad stress and apply control mechanisms to effectively manage your stress levels.
- Determine the best strategies to create an environment that fosters team resilience.
- Work with your team to build a resilience plan to increase productivity and morale.

COURSE OVERVIEW

We are living in a highly unpredictable world and our work environments are undergoing unprecedented disruption resulting in long lasting change. Now, more than ever, you need to be sure your team can manage the stresses associated with this kind of relentless upheaval. This course will give you the tools, techniques and group resilience theory you need to begin to create highly resilient teams. You will gain the knowledge you need to build team resilience in uncertain times and unpredictable environments.

THIS COURSE IS IDEAL FOR

This course is ideal for anyone in a leadership position, at any level in any organisation, who is looking to build high levels of team resilience in uncertain times and unpredictable environments.

TOPICS COVERED IN THIS COURSE

What is resilience and what is team resilience

Understand how resilience is defined and what resilient behaviour looks like. You will also learn to define the similarities and the key differences between organisation, team and individual resilience.

The basic rules of resilience

Understand the fundamental rules of resilience.

The characteristics of resilient teams

Identify whether your team is displaying these characteristics or whether their behaviour indicates much lower levels of resilience.

The circle of concern and circle of influence

Learn how to separate the things over which you have either full or partial control and those things over which you have no control. Once you understand this, you can help your team to do the same.

Managing stress from change

Learn how to identify the causes of stress within your team and how you can help them develop tools, techniques and strategies for managing that stress.

Create an environment that fosters team resilience

You are not solely responsible for building resilience in your team. Each of your team members shares a measure of that responsibility. But as a leader you have a responsibility to create the kind of work environment that allows your team to build the resilience they need.

Begin to build a team resilience plan

This will be an ongoing, living document that will help you establish the right culture for your team and continuously evolve and develop further skills mechanisms for stress resilience.

Practical, relevant training developed for the Australian workplace.

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