



Building Skills for Resilience in Stressful Working Environments.

“I have found this training really useful. I have completely changed my outlook on how I work. This has been one of the most useful training sessions that I have attended.” *Previous participant*

Purpose of the Programme:

To provide participants with a generic skill development programme which:

- Is based on the identified needs of the participants and requirements of the commissioners.
- Can be applied in a range of settings.
- Mirrors contemporary working practice.
- Is interactive and co-creational in the building and development of skills.
- Is modular in design and delivery.
- Is adaptive and developmental.

Key Outcomes for the Programme:

By the end of the programme participants will have:

- Successfully completed a skills programme which prepares them for the next stage of their professional development.
- Critically reflected on and evaluated the impact and outcomes from the programme both individually and collectively.
- Have in place an individual development plan for the next phase of skills and career development.

Managing Time and Boundaries at Work		Authoritative Practice and Tackling Conflict		Being In and Out of Control and Working Effectively in Systems	
Day One	Day Two	Day Three	Day Four	Day Five	Day Six
<p>A Holistic Review</p> <p>9:30 Session One Groundrules for important conversations, identifying our needs.</p> <p>10:45 Refreshments</p> <p>11:00 Session Two Using open space to identify the important conversations we need to have.</p> <p>12:30 Lunch</p>	<p>Being effective at work</p> <p>9:30 Session One Restoring a work/life balance and self-efficacy.</p> <p>10:45 Break</p> <p>11:00 Session Two Dealing with challenges at the work place. Forum theatre/dialogue.</p> <p>12:30 Lunch</p>	<p>Module One: Using our Community of Practice</p> <p>9:30 Session One Understanding communities of practice reflecting on developing challenging skills.</p> <p>11:00 Break</p> <p>11:15 Session Two Using forum theatre/dialogue to explore difficult situations with clients/customers.</p> <p>12:30 Lunch</p>	<p>Module Three: Non Violent Communication</p> <p>9:30 Session One Working well with rank power and authority.</p> <p>10:45 Refreshments</p> <p>11:00 Session Two Introducing and working with non-violent communication.</p> <p>12:30 Lunch</p>	<p>Module Five: Taking Control of Situations</p> <p>9:30 Session One Mindful practice deepening our dialogue. Helping others take control and responsibility.</p> <p>10:45 Break</p> <p>11:00 Session Two Using forum theatre/dialogue to explore control and influence in meetings.</p> <p>12:30 Lunch</p>	<p>Module Seven: Working with Systems Thinking</p> <p>9:30 Session One Consolidating our emotional resilience.</p> <p>10:45 Break</p> <p>11:00 Session Two Experiencing and thinking in systems.</p> <p>12:30 Lunch</p>

<p>A Holistic Review</p> <p>1:15 Session Three Using World Café to explore key questions in building skills and resilience in our work.</p> <p>2:45 Refreshments</p> <p>3:00 Session Four Reviewing our work and the six day programme: creating an agenda for us.</p> <p>4:00 Finish</p>	<p>Being effective at work</p> <p>1:15 Session Three Mindfulness and appreciative inquiry; identifying what we do well.</p> <p>2:30 Refreshments</p> <p>2:45 Session Four Connection mapping. Action plans.</p> <p>4:00 Finish</p>	<p>Module Two: Using Rank, Power and Authority</p> <p>1:15 Session Three Using rank, power and authority effectively.</p> <p>2:45 Refreshments</p> <p>3:00 Session Four Experiencing the impact of rank power and authority.</p> <p>4:00 Finish</p>	<p>Module Four: Personal Influence and Effectiveness</p> <p>1:15 Session Three Effective use of self.</p> <p>2:45 Break</p> <p>3:00 Session Four Influencing cycles of change and assessing our change journey.</p> <p>4:00 Finish</p>	<p>Module Six: Building and Sustaining Emotional Resilience</p> <p>1:15 Session Three Processing and understanding the emotional impact of our work.</p> <p>2:45 Break</p> <p>3:00 Session Four Personal, team based and organisational support to sustain resilience.</p> <p>4:00 Finish</p>	<p>Module Eight: Identity, Growth and Change</p> <p>1:15 Session Three Exploring systems.</p> <p>2:45 Break</p> <p>3:00 Session Four Developing competence and capability. Managing the transition to professional practice.</p> <p>4:00 Finish</p>
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