



BUILDING RESILIENCE

1 day training course



COURSE OVERVIEW

Introduction

Challenges in the workplace cannot be avoided. However we can build up our resilience to them. Organisations, managers and individuals can learn to identify, manage and 'bounce back' from these challenges more effectively. Resilience is now recognised as an important factor in the current, modern day workplace. This programme aims to assist managers in examining their ability to be successful both personally and professionally.

The programme will explore techniques and skills that contribute to building resilience and includes a number of self-assessment exercises. Emphasis is placed on personal skills, abilities and attitudes and how these can be of benefit to teams as well as organisations. It includes essential management skills including managing conflict and difficult situations, behaving assertively and understanding why people display certain behaviours, as well as exploring a variety of stress management techniques.

Learning outcomes

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

- Recognise the characteristics of a resilient person
- Understand resilience as a process
- Strengthen their personal resilience
- Use resilience building techniques to assist in managing team performance
- Use coaching techniques to encourage team resilience
- Manage conflict between individuals and teams
- Recognise the characteristics of a resilient organisation
- Understand how to encourage resilience as part of their organisation's culture
- Use building resilience techniques to assist with managing change

Target audience

Building Resilience is designed to meet the needs of managers in both clinical and non-clinical health service environments including hospitals, nursing homes and other healthcare facilities. It's aimed at those managers who wish to review and build upon their own resilience as well as that of their team members.

COURSE CONTENT

Building personal resilience

- What is stress?
- Characteristics of a resilient person
- Resilience as a process
- Strengthening personal resilience

Building team resilience

- Managing performance
- Managing conflict

Building organisational resilience

- Characteristics of a resilient organisation
- Organisational culture
- Change management
- Organisational policies & processes

Methodology

A relaxed and comfortable learning environment will be created in order to allow participants to put the techniques covered during the programme into practice throughout the day. The main delivery methods will be:

- Short lectures – to impart required background information/knowledge
- Facilitated discussions – to allow for open debate, the airing of concerns and enhance participation
- Self-assessment activities – to help build a picture of your current skills and attributes
- Case studies – to assist with the practical application of the learning
- Group activities – to enhance teamwork and promote an energetic learning environment

Course options

There are two options available:

- In-house course (available on request)
- Open course (contact HMI to find out more)

Duration

- 1 day face -to-face.

"Excellent programme, I have lots of tools coming away..."

"I plan to use this for personal and team development from now on"



To find out more about
BUILDING RESILIENCE
please do one of the following:



Visit our website www.hmi.ie



Email us at info@hmi.ie



Call us at 01 2974070



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Terms & Conditions

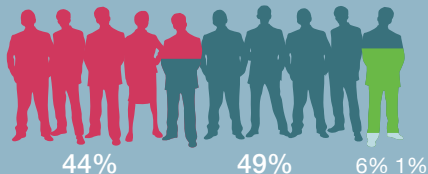
Fee is payable in advance. Refunds are not available where cancellations are received less than 5 working days before the course commences. Participants who have booked and paid and are unable to undertake a particular course can change to an alternative date. Participants will be charged in full where there is non-attendance on any programme. SHRC Limited reserves the right to reschedule courses. Special offers cannot be combined.

PARTICIPANT FEEDBACK

As a provider of high quality training experiences, the HMI are eager to know how our participants feel about our courses. We are committed to continuously improving and ensuring the delivery of quality management training to managers/supervisors/team leaders working in a health service environment.

The following statistics were composed from the feedback from participants who attended our management development courses.

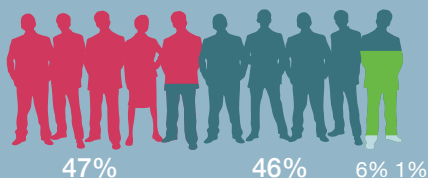
LEARNING OBJECTIVES



93% of our participants rated the achievement of the learning objectives as very good or excellent.

"Very practical and interactive ...good opportunity to update knowledge and skills"

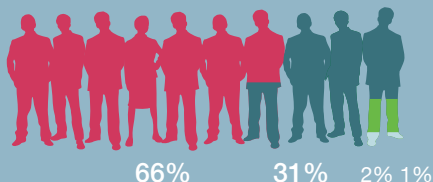
QUALITY OF TRAINING METHODS



93% of our participants rated the mix of training methods as very good or excellent.

"Speaker was excellent and easy on the ear. Very helpful on Q&A"

STANDARD OF TRAINER



97% of our participants rated the standard of the trainer as very good or excellent.

Legend: ■ excellent ■ very good ■ good ■ average ■ poor

Why choose us for your training and education?

- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

HMI
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