

## Developing Workplace Resilience for Top Performers

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### Course Summary

#### Description

The pace of work has never been faster. The amount of change is unprecedented. The standards of performance are rising. The tools that help us burn out are abundant. Our challenges just keep ramping up. The stakes seem so high. For better or worse, this pace of change is here to stay.

As a top performer, if you can't change the circumstances around you, change the circumstances within you. This program will give top performers what they need to stay strong and get stuff done – for the long haul.

#### Objectives

At the end of this course, students will be able to:

- Develop and practice skills in active listening and note-taking
- Sustain top performance in your work
- Maintain hopefulness in your outlook
- Create a calm emotional state
- Deliver on the promises you make to yourself and others
- Teach others how to treat you
- Be your own resilience coach
- Have energy outside of your work
- Recover from stressful situations
- Increase your feelings of agency and self-control

#### Topics

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| <ul style="list-style-type: none"> <li>• Achievement / Results Orientation</li> <li>• Adaptability / Flexibility</li> <li>• Analytical Thinking</li> <li>• Change Management and Leadership</li> <li>• Coaching</li> <li>• Communication</li> <li>• Conflict Resolution</li> <li>• Creative Thinking</li> <li>• Dealing with Difficult Situations</li> <li>• Decision Making / Decisiveness</li> <li>• Delegation</li> <li>• Emotional Intelligence</li> <li>• Engagement and Motivation</li> </ul> | <ul style="list-style-type: none"> <li>• Impact / Influence</li> <li>• Innovation and Initiative</li> <li>• Interpersonal Relations</li> <li>• Leadership</li> <li>• Management Excellence</li> <li>• Mentoring</li> <li>• Negotiating Techniques</li> <li>• Problem Solving</li> <li>• Risk Management and Assessment</li> <li>• Self Confidence / Self Esteem</li> <li>• Values and Ethics</li> <li>• Working with Others</li> <li>• Workload and Time Management</li> </ul> |
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#### Audience

This course is designed for high performing individual contributors and leaders.

#### Prerequisites

There are no prerequisites for this course.

#### Duration

One day

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### Course Outline

- I. *Resilience Assessment*
  - A. Identify personal/professional resilience protectors
  - B. Identify personal/professional resilience threats
  - C. Communicate your assessment to others
  
- II. *Saying No While Saying Yes*
  - A. Use improvisation techniques to modify timelines
  - B. Deflecting non-core work requests
  - C. Re scoping work to match resources
  
- III. *Enforcing Boundaries*
  - A. Set, respect and communicate relationship limits
  - B. Identify, set and communicate emotional limits
  - C. Identify, set and communicate intellectual limits
  
- IV. *Prioritize and Manage Risk*
  - A. Align efforts with mission vision values
  - B. Align strategy with business practices
  - C. Craft and communicate risk accountability
  
- V. *Positive Psychology*
  - A. Connect positive practices with physical and mental health
  - B. Identify and manage challenges with locus of control efforts
  - C. Adopt habits that prevent burn out