

Developing resilience at work



We develop resilient people and teams, enabled by pro-resilience leaders and work environments.

Find out more...

Our approach to developing workplace resilience

Resilience is a critical capacity in today's world

The coronavirus pandemic and its social and economic impact have added new layers of stress to what, for many, is a world that is already complex, uncertain and overwhelming.

This puts resilience under the spotlight as a critical skill for today's workplace. We don't, however, see resilience as something that is the sole responsibility of individuals.

Where wellbeing and performance meet

In a performance environment, pressure is inevitable, but unnecessary or prolonged stress can lead to burnout, at a high financial and human cost. While resilience training can be effective, leading to improved wellbeing *and* performance outcomes¹, it is important to consider the whole organisational context, for example:

- Is there a pattern of stress in the organisation?
- How are leaders being equipped to enable resilience?
- What organizational factors are driving or protecting people from stress?

Our approach to developing resilience therefore includes, but is not limited to, training personal resilience or the wellbeing agenda.

Our focus, whether it's at an individual or organizational level, is on enabling people to perform and feel good doing it, by managing their motivations effectively.



¹Robertson et al. (2015). Resilience training in the workplace from 2003 to 2014: A systematic review. <https://doi.org/10.1111/joop.12120>

Underpinned by Apter emotivation

Managing the link between motivations and emotional stress

Our work is underpinned by an innovative psychological framework, Apter emotivation, that focuses on the dynamic relationship between motivation and emotion. This relationship enables us to:

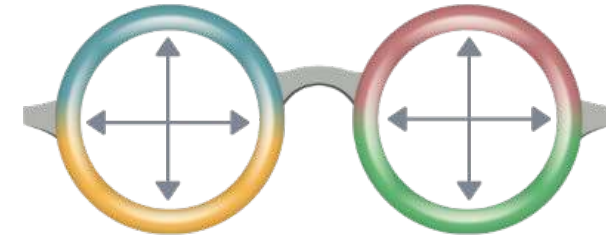
- Help individuals become more adaptable to handle stress
- Facilitate relationships that function under pressure
- Develop leaders that create more resilient environments, and
- Resolve organizational issues that drive stress and underperformance.

Creating a common language for resilient workplaces

Not only is the Apter framework ideally placed to help people to manage potential sources of stress, but it also provides a common language that makes it easier to deal with issues relating to stress and performance.

When you have a cohort of people that share this common language it will enable more effective problem-solving, communication and mutual support.

apter
SOLUTIONS



Programme: Building Personal Resilience

Adapting motivations to handle stress

This experiential programme, which can be run virtually or in the classroom, will help people to identify and manage everyday stresses¹ by adapting their motivations and finding new perspectives on challenging situations.

Working in a strictly limited group², participants will develop an understanding of resilience, gaining insights into their own motivations and how they can be strengths or weaknesses in dealing with stress. They will be empowered to make more conscious choices in the way that they respond to potential stressors, by learning how to develop different strategies to manage their response.

Although time and costs will depend on format and specific requirements, Building Personal Resilience will consist of seven steps, taking an experiential approach with personal practice as well as facilitated exercises.

¹Building Personal Resilience is a developmental programme that aims to develop skills that will help participants to achieve greater levels of mental wellbeing and performance in challenging situations. It is not, however, designed to replace clinical or medical treatment for prolonged or persistently unmanageable stress.

²Class sizes depend on format, with a maximum of eight for virtual classes or twelve for face-to-face delivery.

Training steps

1 Understanding stress and resilience

- Concepts and misconceptions of resilience
- A fresh perspective on stress

2 Exploring motivations as ways of being

- Motivations as ways of being
- The dynamics of motivation
- The eight motivational styles

3 How motivations mediate stress

- Stress as frustrated motivations
- Stimulation and somatic stress
- Win:lose and transactional stress

4 Exploring your own motivational styles

- Interpreting your Motivational Styles Inventory
- Creating your development goals

5 Strategies for self-management

- Three 'meta' strategies for managing stress
- Examples of personal strategies for adapting styles

6 Self-coaching with the emotivations

- Self-coaching and problem-solving process using the emotivations card game

7 Review and reinforcement of learning

- Review of key principles, knowledge and skills
- Encourage continued personal practice

Programme: Leading for Resilience

Adapting your leadership style to build a positive team climate

This is experiential programme, which can be run virtually or in the classroom, will help leaders at any level to adapt their style and create a team climate that aligns constantly evolving performance demands with the needs of the team.

To create an adaptive team climate, leaders must first develop the self-awareness to understand and manage their own motivations. Therefore, this programme is an extension to Building Personal Resilience.

We build on self-management skills by equipping leaders to read the motivations and emotions of team members, create psychological safety and confidently take a coaching approach to managing people.

We will explore the motivational climate and how it influences critical capabilities for business agility, change and performance, such as creativity and collaboration.

Leading for Resilience is tailored to your business context provides a highly personalized experience for leaders while at the same time building a common language that enables continued peer learning and support.

Training steps

1 Building personal resilience

- Depending on your needs and budget, we start with some or all of our individual programme

2 Exploring your leadership styles and team climate

- How your own motivations impact your leadership style
- How leadership style impacts climate

3 Creating a safe environment for creativity and change

- Understanding the motivations, and adapting your style to help people embrace change and engage creatively

4 Building collaboration and teamwork

- Understanding motivation and interpersonal dynamics, to support collaboration and teamwork.

5 Coaching with emotivation

- Building on the strategies for self-management, using the emotivations coaching cards
- Practice peer-to-peer coaching before using the approach in the work environment

6 Review and reinforcement of learning

- Review of key principles, knowledge and skills
- Encourage continued personal practice, e.g. through peer mentoring or 1:1 coaching

Our consulting services

How can we help you?

We can help you develop a more resilient workplace by:

- Providing personal resilience training
- Coaching and developing leaders
- Providing insights into drivers of workplace stress and enablers of resilience
- Supporting organisational and cultural change

We are able to consult and deliver programmes virtually.



People insights



People strategy



Coaching & Development



Change Management

Contact

Rob Robson, Director &
Business Psychologist:

+44 (0) 7799 476918

rob@8connectpeople.com



8Connect Consulting

www.8ConnectPeople.com

[@8ConnectPeople](https://www.instagram.com/8ConnectPeople)

+44 (0) 333 567 0811

