

One Day

Online or Inhouse

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In this dynamic one-day course delegates learn how to create the right conditions for your team members to feel in control, psychologically safe and able to make decisions to do their work to the best of their ability.

## Target Audience

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This course is recommended for all line managers, team leaders and supervisors. It is also a very useful course for employees being prepared for management or supervisory roles.

## Course Aim

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By the end of this one day course, delegates will be able to develop greater resilience in themselves as leaders, individual team members and the team as a whole.

## Course Objectives

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Delegates will achieve this by:

- Understanding the concept 'resilience' and its implications for both the team and the individuals within it
- Understand the concept 'psychological safety' and your impact upon it as line manager
- Be able to build trust, loyalty and commitment in an environment where team members feel they belong
- Know how to lead your team in times of change, uncertainty and conflict
- Develop techniques to 'get to know' the individuals in your team, spotting their talents and strengths, and developing these
- Be able to build well-being into the work of your team

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In all the time that Nigel has been delivering training for us he has had excellent interactions with the delegates and the feedback that we have had has been excellent.

Nigel is a highly valuable member of our team and I am very happy to endorse him to any prospective training providers or skills network.

Jim Stewart OBE  
Managing Director



Excellent! So clear and helpful. Nigel went above and beyond

Training Participant

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## Course Outline

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- **Resilience, psychological safety & well-being**
  - Defining resilience, psychological safety & well-being
  - Benefits of a resilient team
  - Factors in resilience, psychological safety & well-being
- **Leading in times of change, uncertainty & conflict**
  - Impact of change, uncertainty & conflict on resilience, psychological safety & well-being
  - Leadership to build and maintain resilience
  - Empowering, engaging & developing your team
- **Creating a culture where resilience can flourish**
  - Reflecting on team/organisation cultures you have worked in
  - Encouraging can-do & growth mindset, risk taking and development
  - Dealing with pressure and limiting beliefs
- **Clinic 1: Your team environment**
- **Toolkit A: Resilience & Psychological Safety**
- **Clinic 2: Team Resilience Plan**

## Summary and close

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## Contact us

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Not only did he receive excellent feedback from the candidates themselves, but his commitment to the learners and his dedication shone through.

Caroline  
Greenlee,  
Human  
Resources  
Manager



Nigel has spent a lot of time preparing the course. Hands down it was the best presented course I have been on. The additional online background materials were outstanding.

Online Training Participant

The activities really put the information into context and allowed me to apply it back to my work situation almost immediately..

Dave Murphy,  
Operations  
Manager



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