

RESILIENCE

Research has shown that resilience is "the single most important factor in determining whether a person is successful, satisfied and happy" (Shatt, 2008, The Resilience Factor).

Resilience can be defined as "the positive capacity to cope with stress or adversity". Resilience in the workplace is usually associated with the employee's ability to cope with the various challenges in the workplace: organisational change, information overload, restructures, downsizing, mergers, increased workload, reduction of resources, learning new technology, budget pressures or deadlines.

THE CHALLENGE

- Staff shortages and coping with additional workload
- Managing stress, motivation levels and information overload
- Workplace bullying
- Frequent restructuring
- Occupational health and safety issues
- Health issues

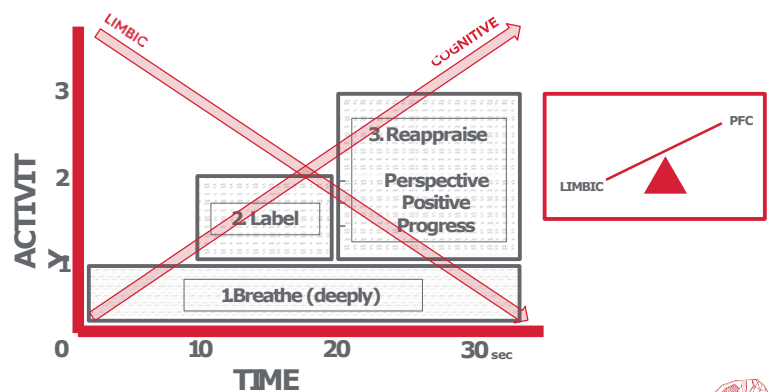


Image: 30 second circuit breaker

KEY SOLUTIONS & OUTCOMES

- Learn how emotion and our thinking interact and how to avoid poor decision-making and responding inappropriately when things frustrate or annoy you (in the workplace and at home)
- Handle emotion and stress more effectively with a 30 second circuit breaker to reset you back to neutral or a positive mindset
- Learn bounce back/ resilience strategies to deal with threats/stress in the moment as well as more holistically to ensure the approach to resilience is balanced
- Understand the role resilience plays today in your success as an executive as well as holistically in your broader life
- Gain knowledge of the role that diet, sleep and exercise play in resilience as well as how to make the best of each to maximise your day
- Build resilience in the workplace using reappraisal techniques.
- Utilise reappraisal strategies as well as understanding the change curve to ensure the regular change or ambiguity is dealt with in a positive way.
- Learn mindfulness techniques that are simple and easy to incorporate into busy schedules and understand how your brain changes positively with this practice



For more information contact

Sonya Hughes

Founder, People Innovation Consulting
+61409 242 672
sonya@peopleinnovation.com.au

RESILIENCE TESTIMONIALS



I would just like to thank you for delivering neuroscience based courses as part of the Ambulance Service Executive Development Program. These courses have allowed me to understand how I react to different situations in the work place and given me a greater awareness of my staff's non-verbal clues to situations at work. I have used this training with great success when dealing with staff conflict situations and my day to day work practices to deal with stressful workloads. It has allowed me to plan my days better to ensure the work balance does not become overwhelming. These courses have also made it easier when acting up in Deputy Director roles as my interpersonal skills have improved by better understanding of how cognitively I react and deal with different situations. My staff have given me positive feedback on the positive way I deal with conflict and other situations in a positive and inclusive manner.

David Koop
State Manager
Health Emergency Response Capability and Countermeasure
NSW Health Emergency Management Unit, Office of the State HSFAC



I wanted to take the opportunity to provide you with some feedback on the recent workshop you ran at our Station Officers Conference. I had always felt that when confronted with a stressful or difficult situation that it was always best to think before responding.

The neuroleadership workshops not only supported this intuition but gave me the science and underpinning knowledge on how to utilise that instinct to achieve the best outcome, for both myself and others. Neuroleadership TREAD and the Thinking and Regulate/ Resilience component was what resonated most with me and the rest of my team. Realising and everyone did, why the Amygdala has such an impact on people's responses and the overpowering influences it has on the Pre-Frontal Cortex. The simple explanations and examples resonated with everyone and they became aware of why some people respond the way they do in particular situations. Knowing how to anticipate how someone may respond and giving them an opportunity to process the issue rather than making them feel obligated to respond straight away. Kristen is an engaging presenter and was really well received by the managers, especially the passion for the subject.

This was an incredibly empowering course and would recommend to anyone to undertake and definitely provide for developing their leaders.

Wayne McKenna,
Superintendent, Zone Manager, North Coast Sector
Ambulance Service NSW



The presentation on the neuroscience of resilience and emotional intelligence was a powerful experience for my sales team. You got them thinking about how they can be more resilient, effective and connected with their customers – great result

Justin Melton
General Manager Sales & Marketing
Rockend



Thanks again for your session on Personal Performance, Resilience and Influence. The feedback was great. They all got a lot out of it & I found they were very engaged throughout the programme.

Jason Chan
Commercial Manager
Personal Performance, Resilience and Influence



I was very fortunate to be trained by Kristen as her knowledge of resilience and coaching through neuroscience-based methodologies is outstanding. Kristen has a remarkable way of explaining complex theory in a way which makes it real and understandable"

Lina DiPrisa
Human Resources Business Partner
SunCrop



I am pleased to voice my appreciation for the services of Kristen Hansen and her team at EnHansen Performance. As a provider of trade services to the Mining, Transport and Construction Industry we have a team of experienced technicians that have greatly benefited from Kristen's technical approach. Through clear explanations and interaction, our team of floor up Supervisors and Leading Hands were able to grasp, joke, identify their own and others strengths and weaknesses from a neuroscience point of view.

EnHansen Workshops and Coaching has delivered understanding results to areas of conflict, identification of triggers and ability to increase teamwork and improve client relations".

Rusty Russell
Managing Director
Double R Heavy Equipment Repairs



I attended a one day training session presented by EnHansen Performance. It included strong links to our values and behaviours, and wider development programs, including how the brain works so we can better understand ourselves, our behaviour and motivate the people we work with

Cuneyt Oter
National Demand Planning Manager
CCA COCA-COLAAMATIL



Since my training with Kristen on the neuroscience of leadership and resilience, I have improved my awareness of the drivers behind the "away" and "toward" states to gain better work outcomes. I have also developed awareness regarding emotion regulation and developed different response mechanisms such as labelling and reappraisal

Rod Strauch
Group Manager Advertising Operations
Cumberland Newspapers



EnHansen
PERFORMANCE



PEOPLEINNOVATION
CONSULTING

For more information contact

Sonya Hughes
Founder, People Innovation Consulting
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