

BUILDING RESILIENT TEAMS



Management & Leadership Course

LEARNING OUTCOMES

- Build resilience and mental toughness to handle challenges and setbacks.
- Understand themselves and others to manage behaviours under pressure.
- Apply strategies to manage stress and maintain emotional wellbeing.
- Foster trust and positive relationships within their team.
- Improve time management and productivity.
- Develop a personal action plan to strengthen resilience and support a high-performing team culture.

COURSE OVERVIEW

This course helps individuals and teams develop the resilience and mental toughness needed to handle challenges and bounce back from setbacks. Participants will explore emotional wellbeing, healthy relationships, and practical ways to manage stress and maintain balance. Through interactive discussions and self-reflection, delegates will gain insight into their own behaviours, understand how others respond to pressure, and build confidence in managing emotions and time effectively. By the end of the course, participants will have the tools and a personal action plan to strengthen their resilience and support a positive team culture.

TOPICS COVERED IN THIS COURSE

Understanding Resilience

Explore what resilience really means, the five key pillars that support it, and the common barriers that can undermine personal and team resilience.

Developing Self-Awareness

Understand your own behaviours and how others perceive you. Learn techniques to increase self-awareness and make more conscious choices in challenging situations.

Managing Wellbeing

Discover practical ways to reduce stress through good nutrition, exercise, and work-life balance, while building lasting self-confidence and emotional strength.

Understanding Others

Recognise why people think and react differently using the NLP communication model, and learn how to adapt your approach to manage emotions and maintain calm.

Emotional Intelligence at Work

Enhance your ability to read, understand, and influence emotions—both yours and others—to build stronger, more empathetic workplace relationships.

Planning and Time Management

Identify the factors that hold you back, understand how personality influences productivity, and develop strategies to prioritise effectively and overcome procrastination.

Leading with Resilience

Learn how to foster resilience within your team, support colleagues under pressure, and create a positive, solution-focused environment during times of change.

Personal Action Planning

Consolidate your learning by creating a personal development plan to strengthen mental toughness and apply resilience strategies in everyday work and life.