Personal Resilience
In Challenging Times
Aims
The aim of this training is to demonstrate how the practice of simple techniques leads to the reduction of pressure/tension over time. Participants will examine the relationship between building resilience and sustainable performance. They will practice the Key Competencies for Building Resilience comprising proven techniques to manage the accumulation of pressure/tension in themselves and others. Participants will explore the competencies that lead to improved performance, increased vitality, and greater resilience both for themselves and the organisation. They will examine how these competencies leads to an increase in creativity, innovation and ability to manage change. Resilience will be examined with regard to engagement, problem solving, thinking skills and positive communication. Participants explore how to incorporate these techniques with the information from Staff Health and Wellbeing seminars into a strategy to manage workplace challenges more effectively and to enhance personal wellbeing and vitality. The personal and professional benefits of resilience will be examined.

Summary of Content
- Understanding the Science of Stress, Pressure and Performance.
- Managing the physical and psychological effects of pressure.
- Developing the role of resilience in personal vitality and engagement
- Recognising the sources of stress in self and others.
- Practicing the Key Competencies for Managing Pressure.
- Utilising the performance dividend in your personal and professional life.
- Managing personal boundaries between work and home life
- Improving key quality of life indicators.
- Developing short medium and long term strategies for personal health and vitality.

Summary of Learning outcomes
After training participants will be competent in
- The Art of Relaxation
- Increasing vitality and reducing fatigue
- Improving quality and duration of sleep
- Understanding resilient thinking
- Releasing psychological and physical tension
- Skills for improving personal performance under pressure
- Accessing positive communication and critical thinking under pressure
- Skills for improving key quality of life indicators
- Building resilience for managing challenge more effectively
Training Plan
The training will be delivered in one full day. The session will be delivered across a team, school, unit or group where the Key Competencies for developing resilience will be introduced from a skills development perspective. The training will involve experiential exercises, facilitative discussion, individual exercises, and some instructing. Methods will include direction and facilitation, PowerPoint presentation, video presentation, case studies, and questionnaires. The training style will be facilitative with an emphasis on individual engagement and experiential learning. This programme will include pre course questionnaires and a blended learning support service via the internet.

Fee : €1,200.00 per full day

Fee inclusive of
Training Workbooks, Handbook Relaxation CD

*Everyone has a plan until they are hit*

- Mike Tyson
**THE FACILITATOR**

**Ray McKiernan M.A** is a director, specialist skills trainer, lecturer and training consultant with the Stress Management Institute of Ireland. He is a certified Stress & Wellness consultant with the internationally renowned Hans Selye Foundation in Canada and has completed his clinical training in Mind-Body Medicine in the Harvard Medical School in Boston. He is a fellow of the American Institute of Stress.

**Resiliency**

Ray is one of Ireland’s leading authorities on evidence based interventions for managing pressure and building resilience in the workplace. He has in-depth experience delivering skills development programmes for employees working under pressure. Working with all levels of the organization, he implements comprehensive, skills based training for effectively managing pressure and improving performance.

Ray designs and delivers specialist resiliency based programmes in managing pressure to senior managers at some of the most progressive organisations working in Ireland and Europe including Google, Bank of New York Mellon, Accenture, IBEC, O2 and many others. Ray recently designed and delivered resiliency based programmes to senior management teams at three leading *Fortune One Hundred Best Companies to Work For* based in Europe. Ray has delivered training on senior management programmes in Ireland, Europe, Africa, and the UK.

Ray designs and delivers stress management trainer programmes to occupational health professionals working in many areas including Human Resources, Psychology, Psychotherapy, Employee Assistance, Occupational Therapy and Palliative care. He is also a specialist skills trainer on stress, pressure and burnout to psychotherapy students at postgraduate level. Ray provides Stress Management training to the health care, pharmaceutical, financial, engineering and software industries. He designed and delivered the Stress Management based instructor training to the Irish Defence forces and recently designed and delivered a specialist intervention for the clinical teams working in an international centre of excellence in cancer care. He trains senior executive teams in how to communicate effectively under pressure and also trains medical professionals in building personal resilience for the demands of a challenging workplace. The training utilises the best international evidence based techniques available.

In addition, he presents specialist seminars to many different professional organizations including the Irish Medical Organisation, Institute of Bankers, the Law Society, the Actuarial Profession, the Migraine Association, The Sales Institute, Employee Assistance Professionals Association, and the Irish Business and Employers Confederation IBEC. Ray is an experienced conference speaker and was recently voted best speaker at the European Health Conference hosted by the Actuarial Profession in Dublin.

*Key Competencies are the complex set of skills, knowledge, and resources that span the organization; yield a sustainable competitive advantage in the marketplace; and, permeate the organization’s culture, evolve over time, and are based on specific “know-how.”* - Webster’s Dictionary
Designed as part of the S.M.A.R.T Suite Stress Management and Resiliency Training

Facilitated by Stress Management Institute
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