

# Personal Resilience In Challenging Times



## Aims

The aim of this programme is to explore the competencies that lead to improved performance, increased vitality, and greater resilience for yourself, your School or Unit and ultimately UCD. You will examine how these competencies lead to an increase in staff engagement, creativity, innovation and ability to manage change. Resilience will also be examined with regard to team building, problem solving, thinking skills and positive communication. We will also 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.

## Summary of Content

- Understanding the Science of Stress, Pressure and Performance.
- Managing the physical and psychological effects of pressure within a team.
- Developing the role of resilience in staff vitality and engagement.
- Utilising resilience to manage uncertainty and challenging times within a team.
- Recognising the sources of stress in self and others.
- Practicing the Key Competencies for Managing Pressure.
- Utilising the performance dividend in your team/organisation.
- Developing skills to improve engagement and manage change more effectively.
- Using resilience based strategies for constructive communication.

Available on request by emailing [staff.development@ucd.ie](mailto:staff.development@ucd.ie)

## THE FACILITATOR

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**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 organisation, 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**