



# Corporate Coach Group

Training that transforms



Training Plan  
Resilience Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Resilience Course Summary

Resilience is a common characteristic of all successful people, teams and organisations.

Resilience is the ability to bounce-back stronger, following a series of difficulties, setbacks and defeats. Resilience is not a mystical endowment given only to a lucky few; it is a learnable trait available to everyone.

This one-day training teaches individuals and teams the emotional, mental, strategic and physical elements necessary for you to create more resilience and perform better through tough circumstances.

### Learning Outcomes for the Resilience Course

- Develop your ability to bounce-back stronger
- Learn how to control your emotions and change the way you respond
- Channel your intellectual response and use this to your advantage
- Produce a logical evaluation of the available evidence
- Understand the success cycle and the role of temporary setbacks
- Create more physical, emotional and intellectual energy
- Help others gain more resilience

### Customer Review

“ The course content was excellent, thorough, informative, inspirational, enjoyable, practical and achievable. Personally, I found the positive thinking elements less relevant, but I can see that it's helpful to recognise that can be an issue for others so it's definitely good to include. Trainer's Presentation was excellent, thorough and inspirational. I was particularly impressed with how he dealt with slightly off-topic contributions from some attendees and also those with slightly less developed language skills. Very demographic.

*Michael Browning  
The Art Fund*

## Resilience Training Course Overview

On this Resilience training one-day course, we examine what is meant by resilience and the major benefits of developing the right amount of resilience. Next, we explore emotions. Emotionally, people react differently to the SAME set of facts. Emotions are the products of beliefs about something. We can change the way we feel and respond to events, by changing what meaning we attribute to facts. The creation of emotional resilience is the first skill we master.

Intellectual response is our next topic. It is important to think a situation through logically (not emotionally), and ensure our response is directed towards a definite purpose and based upon a sensible, logical evaluation of all the available evidence.

We will then discuss the importance of goal setting, clear thinking and accurate communication.

We examine the role of the success cycle and the part that temporary defeats and difficulties play, in the life of all resilient organisations. We explore the culture and philosophy of the resilient organisation and how your team's motto might be "strength through struggle".

To be resilient, we need abundant physical, emotional and intellectual energy. The amount of energy we have is dependent on our daily habits. We can improve our resilience by the proper use of nutrition, sleep and exercise. We will develop more energy.

We finish the course with a summary and an action planning session, where you decide how you can best implement this resilience training into your own lifestyle.

### Customer Review

“ The course had lots of important information, definitely worthwhile and has given me lots to think about. The trainer's presentation was very good, obviously knew his stuff, lots of energy and I left with a good feeling.

*Jonathon Groves  
G R Lane Holdings*

## Resilience Training Course Details

### Morning Session

#### What is "resilience" and why is it important?

We examine what is meant by the word resilience. Resilience is a science, and like all sciences, it relies upon a clear definition.

We will ask you for your personal understanding of resilience.

We will define the meaning and provide examples of resilience, to illustrate the concept.

#### The painful consequences of a lack of resilience

A deficiency of any positive quality creates painful consequences.

We discuss the inevitable outcome that befalls anyone who lacks resilience.

#### The major benefits of developing resilience

An abundance of any positive quality creates huge benefits.

We will explore the benefits we can expect to enjoy as a result of developing resilience.

This introductory section will help you to understand what resilience is, and you will be highly motivated to develop more.

#### Resilience as an emotional response

The human brain has two main elements, the intellect and the emotions. We analyse the emotions first.

Emotionally, people respond in different ways to identical circumstances. We will examine the details of this important psychology.

## Emotions are the products of beliefs

Emotions are not random; they have definite causes. Emotions are the products of beliefs about what things mean.

We explore how each person generates their emotional life, by attributing personal meaning to shared events.

## Disempowering beliefs

There are certain belief systems that almost guarantee emotional fragility and instability. We will give some examples and ask you to come up with some too.

## Empowering beliefs

We explore the belief systems that almost guarantee emotional toughness and emotional stability, and how we can install them into our brains.

## How to change the way we feel

We teach people how to change the way they feel in any given set of circumstances. This information has the potential to change your life, because you can determine how you feel in any situation, and not become a puppet of the environment.

The behaviourists are wrong, we are not the products of the environment. We are all able to change how we feel, since at any moment, we can take conscious control of the meaning that we attribute to events.

## Emotional intelligence

Emotional intelligence is the skill of controlling emotional responses by intelligently, changing the evaluative meaning applied to any set of circumstances.

We will teach you the steps to achieve this goal.

Emotional intelligence training will not only help you, but you will then be in a position to help others.

## Helping others to emotional resilience

Now you know how to give yourself strength, you use the same ideas to induce strength and stability into the minds of others.

We will teach you the steps to become a source of strength and resilience for others.

## Afternoon Session

### Resilience as a rational mindset

The second part of the training is to discuss intellectual responses. It is important to think situations through logically, not emotionally.

#### What does it mean to be rational?

Rational is a type of thought process with certain distinctive characteristics.

We will discuss what it means to think rationally / logically and teach you the method to achieve this.

#### A logical evaluation of the available evidence

Our key skill is to react to events in a manner consistent with purposeful, well-reasoned, logical evaluations of all the available evidence.

That statement takes us into an exploration of the importance of goal setting, clear thinking and accurate communication.

#### Goal setting, clear thinking and accurate communication

People work better when they are purposeful. When they lack a sense of purpose, they feel aimless and lost. That is obviously not a good mindset.

We examine how to set and clearly define goals.

#### Resilience as a strategic / tactical response

The next part of the course leads us to a more holistic, organic, and strategic understanding of resilience. We must recognise the nature of the progressive success cycle, and the role that temporary defeats and difficulties play in successful, goal-directed action.

#### The resilience success cycle

The success cycle is a six-part model based upon six related ideas: Goals, Plans, Actions, Setbacks, Evaluations, Improvements.

Contained within the concept of success are setbacks, defeats and difficulties.

Thomas Edison said: "I am not discouraged; because every failed attempt is one step forward."

## The culture of “resilient organisations”

We will investigate the way of life and the culture of resilient organisations.

We look at how we can incorporate the philosophy of resilience into your organisation and make it your way of doing business. Your motto might become, “strength through struggle”.

## Resilience as a physiological response

Everything we have considered so far presumes we have sufficient mental and emotional energy. To be resilient, we need abundant physical, emotional and intellectual energy.

## What is energy? How can we have more?

Energy is defined as the capacity to be able to work. Energy cannot be created, it must be generated. We generate energy, or fail to generate it, by our daily habits.

We will teach you how to achieve more energy.

## Generate more energy to power more resilience

Many people who lack resilience have terrible eating, sleeping and exercise habits.

To improve resilience, we must improve our nutrition, sleep and exercise.

We will uncover the facts about what is best practice.

We show you how to develop more energy and use it to power more resilience.

## Action planning session

After a review of the course, we ask you how you plan to implement this resilience training in practice.

## Customer Review

“ Training course content was excellent, very pertinent and relevant. I have had difficulties at work recently and I could relate the content to those issues and rather than avoid, I now have techniques to resolve conflict. The trainer was clear, concise and professional. The concise material was relevant and summarised well.

*Michael Clark  
ASDA*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

“ An excellent course. This is something all employees should receive BEFORE or IMMEDIATELY AFTER moving to a supervisory/managerial role. Contains lots of useful info, also for general life. The trainer was engaging, maintained interest of the group. Good explanations of the content, in easy to understand terms.

*Phil Stubbs  
The Binding Site Group Ltd*

“ The content was very useful and relevant and included a lot of interactive elements to keep you interested and focused. I like the idea of the summary points and quotes at the back of the manual, that we wrote down each day. Alison delivered the course to perfection. I have never been in a course led by someone so engaging and with such presence, without being domineering or intimidating

*Jade Leong  
UHY Hacker Young LLP*

“ The course was extremely helpful, I really enjoyed the whole content. I found particularly helpful and will implement in my day to day work: Conflict management – rational objective language; 8 Part SMART questions; Time management matrix. Chris' presentation was very informative, polite and friendly; very knowledgeable. Chris did not lose momentum or seem to lag, or become tired during the two days.

*Misbah Nareen  
Carbogen Amcis Ltd*

“ Pleasantly surprised, having been on many courses over the years, there was much new information on this course, which was great. The trainer's presentation was enjoyable, and he was knowledgeable.

*Jeannine Bramer  
Karcher UK Ltd*