

# RESILIENCE TRAINING

TRAINING  
•  
OVERVIEW

**Risk 2 SOLUTION**  
CONSULTING



**Resilience = The capacity to recover quickly from difficulties; toughness.**

Oxford  
Dictionary

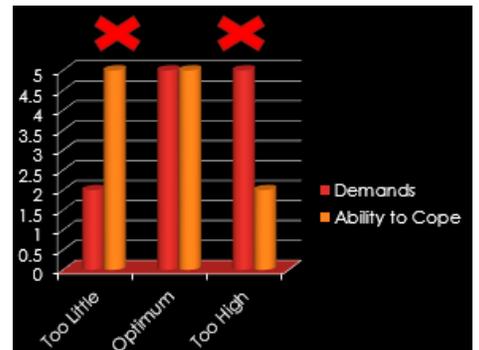
*Only when we EMBRACE RISK IN A CALCULATED WAY THAT INTEGRATES LOGIC AND PROCESS WITH EMPATHY AND UNDERSTANDING and invests in the core skills of our people will we innovate in a sustainable manner and TURN RISK to OPPORTUNITY and develop true RESILIENCE"*

Dr Gav Schneider



## Overview

Our Resilience Training incorporates the very best elements from our off-the-shelf products and combines it to form a robust, tailored and informative education program that will help clients enhance organisational resilience. Our training can be tailored to suit your requirements and budget. We endeavor to liaise with our clients on the design and development of a customised Resilience Training program, to ensure it fits their policies and procedures and overall culture.



In order to build resilient people - we need to focus on several aspects:

1. We need to teach people situational awareness - if they can't be present and orientate how can they know how to bounce back or where to move to.
2. We need to embrace the whole of person approach – flexible work structures and changing trends mean we can't control people based on 'when they are in our buildings' any more. We need to educate and empower them with the skills to apply ongoing personal development and decision making skills<sup>i</sup>.
3. We need to develop mindfulness so that people are present when they need to be<sup>ii</sup> – this has never been harder in a world of constant communications and distractions, we bet as you are reading this you want to check your emails or look on social media...
4. We need to teach people to understand themselves so that they can mitigate the realities of cognitive and heuristics biases that we all have, and impact our decision making and performance<sup>iii</sup>
5. We need to teach enhanced understanding of others and empathy so that we can try and understand each other better and play to each other's strengths<sup>iv</sup> (to achieve workplace harmony and organisational objectives.

### Our training focuses on the following:

Difficult situations - we incorporate situational awareness training which assists in identifying and managing various situations should they arise.

- Work pressures – how to identify and best manage them in a proactive, effective manner.

**MINDS ARE LIKE  
PARACHUTES**



- Conflict resolution - we incorporate tools to effectively identify, manage and resolve conflict and how to diffuse situations.
- How to effectively communicate – by incorporating cultural change and behavioural science concepts in our training, we educate attendees on the importance of communicating effectively as well as how to achieve it.
- Risk intelligence – this focuses on proactively identifying, recognizing and managing risk which enables better decision making and managing negative outcomes.
- Elements of our Mental Health First Aid course, I-Care, have been incorporated in this training to assist in identifying and defusing situations that may arise:
  - Introduction to mental health, the possible disorders, how to identify, prevent and manage these disorders.
  - Trauma – Identifying the types of trauma, risks of staff dealing with trauma, trauma vulnerability, the limbic system, the trauma process as well as trauma defusing and debriefing.
  - Introduction to trauma treatment modalities: *TRAUMATIC INCIDENT REDUCTION, CRITICAL INCIDENT STRESS MANAGEMENT and UNBLOCKING*
  - Stress, crisis and Critical Incidents – identifying what these are, what causes them, the effects and process of stress and how to look after yourself.
- Staff support and intervention techniques - how to set a system up and manage it effectively.
- Domestic and family violence – how to proactively identify and effectively manage this in staff members.

## Course Content Overview Options:

### Subject Area 1: Situational Awareness and Personal Safety

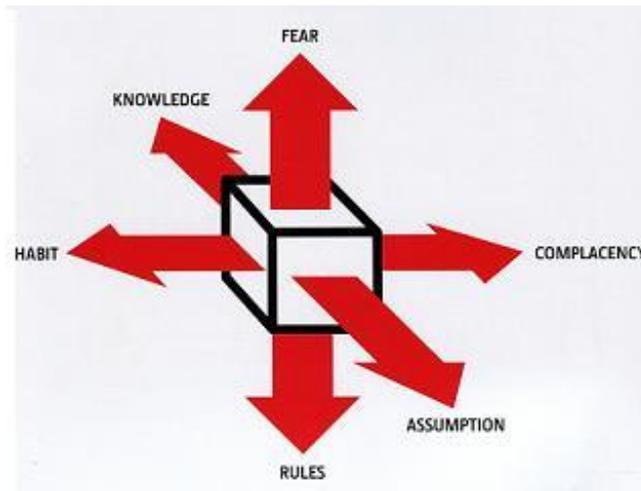
#### Including:

- Understanding the threat issues
- Understanding security
- Understanding Safety
- Assessing threats and Risks
- Understanding crisis response
- Understanding proactive planning
- Understanding Adrenal response
- Stress Identification and Coping
- Post incident response

#### Optional extras:

- Travel Safety and Security
- First Incident Scenario Response and Active Shooter response
- First Aid

- Physical Self Defence
- Women's Self Defence and rape prevention
- Driver training



## **Subject Area 2: Communication and Conflict Management**

### **Module 1: An Introduction to communication**

- Welcome and greeting
- Introduction to communication

### **Module 2: Understanding yourself**

- Introduction into the development of the DISC system
- Personal style survey
- Defining DISC
- What DISC is not
- What DISC is
- Behavioural insights

### **Module 3: Different styles of behaviour**

- Introduction
- The differences between behavioural styles
- Categories of behaviour style

### **Module 4: Developing your versatility**

- Introduction
- Versatility
- Benefits of learning DISC language

- Credibility
- Steps to greater endorsement

### **Module 5: Resolving conflict situations**

- Introduction
- Logic versus emotion
- Reasons for conflict
- Possible outcomes
- How to deal with conflict

### **Module 6: Communication skills needed to deal with conflict**

- Introduction
- Attending Skills
- Communicating with customer
- Communicating with a D Style
- Communicating with an I Style
- Communicating with an S Style
- Communicating with a C Style
- Summary

### **Module 7: The role of body language**

- Introduction
- Body language

## **Subject Area 3: Mental Health First Aid (I-Care):**

**Our unique** 3AL-PEN Process is taught. 3AL-PEN Process stands for:

1. Approach
2. Assess
3. Assist
4. Listen
5. Provide
6. Encourage
7. Note

### **The I-Care Program consists of the following core modules**

- Module 1: Overview and introduction to Mental Health First Aid.
- Module 2:  
  - The various Mental Health Disorders -
  - how to identify them
  - how to apply the 3AL-PEN Process, effectively, to each of them.
- Module 3: STRESS, CRISIS, CRITICAL INCIDENTS & TRAUMA

The various events/situations and how best to identify and defuse situations that may arise:

- Stress, crisis, critical incidents & trauma
- Post traumatic embitterment disorder
- Module 4: Introduction to trauma treatment modalities

## **Subject Area 4: Risk Intelligence**

### **Module 1: What is Risk Intelligence?**

- Risk Intelligence (RI) is a living skill and applied attribute that enables better decision making to proactively embrace opportunity and manage negative outcomes.
- By definition, RI incorporates agility and resilience.
- People with a well-developed RI are able to lead and empower those around them to achieve objectives and drive High Reliability Organisational (HRO) performance

**Conceptual Integration for Risk Intelligence includes the development and understanding of the following core skills:**

- Manage uncertainty
- Achieve objectives
- Have the ability to move, think and understand quickly and easily
- Focus on changing or creating more effective processes, products and ideas
- Constantly Enhance the likelihood of a business succeeding.
- Have better productivity and performance
- Share information, rewards, and power with appropriately and fairly
- Take initiative and make decisions to solve problems and improve service and performance.
- Display toughness in the face of adversity and have the capacity to recover quickly and respond to short term shocks,
- Have the ability to adapt and evolve personally and shape groups and organisational structures to respond to long term challenges.

### **Module 2: Overcoming Core Psychological Challenges**

**Including:**

- Cognitive biases
- Ignorance, Negligence or Denial
- Limited or No Application of Social Psychology
- Perception vs Reality
- Resistance to Change
- Failure to Accept Responsibility
- Reactive vs Proactive Response

## Module 3: Understanding Yourself

### Including:

- Your own Cognitive biases
- Your own personal risk management skills
- BDA approach?
- Applying the whole of person approach to yourself
- Your own strengths and weaknesses
- How you form your own internal narratives
- Social Network + Transactional Networks
- Maximise + Minimise (applied Binary thinking)
- Emotional + Intellectual

### Delivery and packaging options

Our unique tailor made approach to servicing our clients means that you can select modules of interest and we can build and design a resilience program based on the above modules or if required develop new modules specifically for your organisations requirements. We strongly suggest that training should be delivered face to face so that social interaction, empathy and rapport can be developed. However, webinar and remote delivery options are available if required.

### Contact us to find out more:

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<sup>i</sup> Bernstein, E. Bunch, J. Canner, N. & Lee, M. (2016). Beyond the Holacracy Hype. Harvard Business Review, Vol. 94, No. 7/8 38-49

<sup>ii</sup> Csikszentmihalyi, M. (1990). Flow, The Psychology of Optimal Experience. Harper Collins, New York.

<sup>iii</sup> Ariely, D. (2012) The Honest Truth about Dishonesty: How we lie to everyone – especially ourselves. Harper Collins. New York.

<sup>iv</sup> Cuddy, A. Kohut, M. & Neffinger, J. (2013). Connect – Then Lead. Harvard Business Review, Vol. 92, No. 7/8 38-49