Developing Resilience at the Workplace

Introduction
Resilience is the ability to cope with the challenges, problems and set-backs we face in life, and to become stronger because of them. It relies on different skills and draws on various sources of help, including rational thinking skills, physical and emotional health, and an individual’s relationship with those around them.

Why is this training course important for the organisation?
All participants were better able to:
• Understand the importance of personal resilience and having a positive focus at work.
• Adapt their approach to work and become more optimistic.
• Overcome negative thinking to help ensure business success.
• Use tools to effectively build their personal resilience.
• Develop key tactics to help ensure organisational resilience.
• Use emotional intelligence techniques to help improve workplace communication.

Developing resilience means overcoming and developing from workplace setbacks. It allows an individual to focus on their own wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. All individuals have the ability to develop personal resilience and this training aim to help participants tap into the skills required.

Course Objective
• Define resilience and explain its importance
• Differentiate between positive and negative thinking
• Challenge the way they think
• Use tools that help them build resilience
• Develop key Emotional Intelligence skills
• Help others to build resilience

Course Outline
• The Importance of Resilience
• Positive Vs. Negative Thinking
• The Three Dimensions – Understanding; Permanence, Pervasiveness and Personalisation and the individual’s ability to ‘bounce-back’.
• Overcoming Negative Thinking – The ABC Technique – Looking at; Adversity, Beliefs and Consequences
• The Ladder of Inference
• Challenge Your Thinking
• Locus of Control
• Levels of Resilience
• The Resilience Grid
• Developing Emotional Intelligence
• Helping Others to Become Resilient

Target Audience
Senior Executives, Managers and Senior Managers

Please refer to SNEF website for available dates
Duration : 1 day, 9am to 5pm (7 hours)
Course Venue : SNEF Corporate Learning Centre @ Tanglin

Register online at SNEF website www.snef.org.sg
Click on ‘Training’ and Course Category ‘Professional Excellence’

Course Fees

<table>
<thead>
<tr>
<th>Type</th>
<th>Full Fees (inclusive 7% GST):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member</td>
<td>$321.00</td>
</tr>
<tr>
<td>Non-member</td>
<td>$428.00</td>
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</tbody>
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Companies will be invoiced the full course fee. To enjoy the training grant of $14 per participant, companies are to submit training grant application and claim via www.skillsconnect.gov.sg The training grant will be reimbursed to companies by SSG.

Funding Eligibility
In order to enjoy the funding, participants need to fulfill the following requirements:
1. Training is fully sponsored by companies, which are registered or incorporated in Singapore
2. Singapore Citizens or Permanent Residents (PR) of Singapore
3. Attain at least 75% course attendance
4. Has not enjoyed funding for the same course before

Trainer
Andrew Chow is known to be pragmatic, visionary, competitive, intuitive and giving. While he is a successful social media and public relations strategist, entrepreneur and speaker based in Singapore, he is also the best-selling author of a highly popular series of books: Social Media 247, Public Relations 247 and Personal Branding 247.

Andrew has spoken in over 15 countries within 5 years and addressed more than 20,000 people on Digital Marketing, Personal Branding, Enneagram, Public Relations and Branding. Andrew had more than 300 interviews and features about him or his business since 2005 from more than 40 local and regional media.

He is listed as the Top 10 Most Influential Speaker in Singapore in 2013 by the Singapore Business Review. He won the Spirit of Enterprise in 2008 and the Successful Entrepreneur in 2010. Before he served as the President of the Asia Professional Speakers – Singapore (APSS), he also won the coveted Spirit of Service Award from the Industry.

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