

Building Emotional Resilience



One Day Accredited Course

Rating: ★★★★★ 4.8/5



Introduction

We live in a 'VUCA' world – one filled with Volatility, Uncertainty, Complexity, and Ambiguity. In such an environment, emotional resilience is essential for boosting both personal well-being and professional success.

Hamilton Mercer's Service Methodologies™ provide people with practical tools and strategies to build and strengthen emotional resilience so they can thrive in challenging times.

Learning Objectives

Upon completing this course learners will be able to:

- Recognise resilience traits and apply strategies in a fast-paced VUCA world.
- Identify stress types, their impact on performance, and techniques to sustain peak performance.
- Use emotional intelligence to manage triggers, external influences, and professionalism.
- Transition seamlessly between interactions without emotional carryover.
- Apply coping techniques, conditioning, and mindset shifts to stay focused and adaptable.

Audience

People of all experience levels and seniority exposed to pressured and potentially stressful encounters and situations at work.

Return on Investment

Performance outcomes include:

- Enhanced emotional capacity to protect staff from stress and burnout.
- Sustained performance under pressure (focus and decision-making).
- Protect staff from stress and burnout.
- Increased adaptability to change, innovation and creative problem-solving.
- Lower absenteeism, sick leave and staff turnover.
- Positive workplace culture and team dynamics.



Course Content

Module 1: Resilience Overview: Awareness & Attributes

Learning Outcomes

- Recognise and embody key characteristics and mindset of resilient individuals.
- Understand the importance of resilience in today's fast-paced VUCA world.
- Apply resilience strategies to navigate challenges and sustain performance under pressure.

Service Methodologies

- Characteristics of Resilient People
- Resilience in a VUCA World

Module 2: Peak Performance: Responsibility, Pressure & Stress

Learning Outcomes

- Recognise different types of stress and their effects on reactions and responses.
- Understand the relationship between pressure and performance.
- Develop strategies to manage stress effectively and maintain optimal performance.

Service Methodologies

- Stress Types, Reactions & Responses
- Performance vs. Pressure

Module 3: Self-Control: Responsibility & Decision Making

Learning Outcomes

- Identify and understand emotional triggers using emotional intelligence.
- Differentiate between environmental influences and behavioural responses.
- Maintain professionalism in challenging interactions or when facing inappropriate behaviour.

Service Methodologies

- Coping & Conditioning Techniques

Module 4: Persistence: Composure & Motivation

Learning Outcomes

- Transition seamlessly between conversations without carrying over emotional baggage from previous interactions or external stressors.
- Effectively manage a continuous stream of small challenges and setbacks while maintaining focus and professionalism.

Service Methodologies

- Re-setting After Difficult Conversations
- Early Intervention & Shifting Mindset.

Location, Date & Timings

MS Teams

Tuesday 1st July 2025

9.15am – 4.30pm

Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



Bedfordshire Hospitals
NHS Foundation Trust

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This course is part of the **Customer Service
and Personal Development Academy**
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