

Building Resilient Teams

Course Overview

Resilience is the ability to recover from difficult or stressful situations quickly and effectively. But what does a resilient team look like? How do they normally behave? Resilient teams create an internal support structure for all members, which in turn serves to reinforce and strengthen the ability of both individual team members and the team itself to adjust quickly to an ever-changing environment.

The job of the leader is not to manage people, it is to build great teams and great teams build resilience. So, as a leader you have a responsibility to create the environment that allows a resilient team to flourish.

Program Format

This is a 1-day program that can be delivered face-to-face or virtually.

Course Objectives

At the end of this course the participants should be able to:

- Define resilience and resilient teams.
- Explain the leader's role in building team resilience.
- Identify the characteristics of resilient teams and their related behaviours.
- Determine the difference between good stress and bad stress and apply control mechanisms to effectively manage your stress levels.
- Determine the best strategies to create an environment that fosters team resilience.
- Work with your team to build a resilience plan to increase productivity and morale.

Course Outline

Defining The Terms

- How do you define stress and how do you define resilience?
- What do those terms mean to others?

Resilience In Teams

- What is a resilient team?
- What is the leader's role in developing resilient teams?
- Examine the three basic rules of resilience:
 - Understand that life contains adversity.
 - Choose where to focus your attention.
 - Ask yourself, are my actions helping me or harming me?

Different Levels of Organisational Resilience

Examine the key differences between:

- Individual resilience
- Team resilience
- Organisational resilience

The Characteristics of Resilient Teams

- Look at the core characteristics that truly resilient teams display.
- Begin to create strategies to build those characteristics in your team.
- How can you use the circle of influence and circle of concern to focus your team's attention during periods of stress.

Creating an Environment That Fosters Team Resilience

Examine a range of factors that heavily impact team resilience across the three core areas of:

- Health and wellbeing.
- Psychological safety.
- Working together.

Begin to build an action plan that includes strategies for creating and nurturing the right environment that will allow team resilience to flourish.

