



**@ASK Training**  
Attitude | Skills | Knowledge

# Resilience at Work: Turning Stressful Situations into Your Advantage

**Course Code:**

ASKRWP

**Course Duration:**

2 days (16 hours), 9.00am - 5.00pm

**Course Fee:**

\$1200 (\$1308 Inc. 9% GST) per participant

**Course Venue:**

Hotel

**Course Dates:**

<https://asktraining.com.sg/course-schedule/>



## Course Synopsis

---

The 21st century workplace is a stressful environment. Rapid technological advancement has resulted in pressure to learn things quickly and major disruptions in goods, services and markets. To avoid being left behind in this 'digital divide', companies have been scrambling to adapt, resulting in a slew of cost cutting measures, such as downsizing, geographical relocation of operations and divesting during mergers and acquisitions.

These measures have multiplied the stress on employees as they not only have to deal with the lack of job security, but also come more frequently into the orbit of new colleagues who may have contrasting values, beliefs, preferences, expectations and working styles.

As long-term exposure to stress can lead to strains on mental and physical health, it is imperative for employees of today to be resilient under stress to be able to thrive in our volatile world, lead an orbit of new colleagues who may have contrasting meaningful life and most importantly to avoid burning out.

In this course, learners will have the opportunity to study the differences between resilient and non-resilient attitudes and behaviours through case studies.

Learners will also receive practical tips on the requisite cognitive processes needed to create their personal resilience blueprint to enable them to bounce back from adversity quickly to turn stressful situations into opportunities for personal growth and enhancement.

## Course Objectives

---

At the end of this course, learners will be able to:

- Explain the concept of resilience and how it affects work efficacy
- Differentiate between resilient and non-resilient attitudes
- Appraise their personal resilience capabilities
- Devise and employ practical strategies to enhance personal and team resilience

## Course Outline

---

- What is Resilience?
  - Attribute or process?
  - Mindfulness Vs Resilience
- Why Resilience?
  - Personal Stress Inventory
  - The need for resilience to overcome work stressors
  - The demands of change and complexity
  - Consequences of not being able to handle stress
- Differentiating between Resilient and Non-resilient Attitudes
  - The 3Cs
  - Resilient and Non-resilient work behaviours
  - Personal Resilience Capability Profile
- Resilience Building
  - 5 guiding questions to turn stressful situations into your advantage
    - Stressful circumstances?
    - Problem solving actions?
    - Coping efforts?
    - Experience interpretation?
    - Expression of resilient attitudes?
  - Reflection on personal responses to resilience
  - Transformational Coping vs Regressive Coping
  - Personal Stress Coping Style Checklist
  - Listing down stressful circumstances
  - Broadening perspective and understanding of stressful situation
  - Devising action plan, executing the plan and evaluating feedback from coping efforts
  - Providing social support: high vs low social support
  - Social Support Survey & 3-Step Social Support Plan to increase social support
- Team Resilience
  - From individual to team resilience
  - Four enablers of team resilience:
    - Learning orientation
    - Positive relationships
    - Sense of purpose
    - Differing training backgrounds
  - Activities facilitating team resilience
  - Synergizing team building and resilience building processes
- Resilience building recipe: 3 key takeaways

**Speak to a Course Consultant**

Call: **6484 6723**

WhatsApp: **9430 3852**

Email: **information@asktraining.com.sg**



### West Branch - HQ

8 Jurong Town Hall Road  
The JTC Summit, #27-01, S609434



### Central Branch

10 Anson Road  
International Plaza #06-11, S079903



### East Branch

229 Mountbatten Road  
Mountbatten Square #03-43, S398007