

# Building Resilience for the Workforce

Accreditation	ESS Certificate
Course duration	Half Day
Certificate valid for	3 year

## Who should attend

Individuals and teams wishing to strengthen their communication skills, interpersonal relationships and develop resilience to work and life challenges.

The course is designed to help manage stress and build resilience in the workplace.

*Support the mental wellbeing and resilience of your employees!*

## Course information

### Overview

Employees' mental wellbeing can affect how well a workforce functions, which is why we are now offering this half day course to help manage stress and build resilience in the workplace.

### Did you know?

- > 11.7 million working days were lost in 2015/16 due to work related stress, depression or anxiety\*
- > The total number of cases of work related stress, depression or anxiety in 2015/16 was 488,000\*
- > Stress accounted for 37% of all work related ill health cases and 45% of all working days lost due to ill health in 2015/16\*

*\*Labour Force Survey (LFS): Work related stress, anxiety and depression statistics in Great Britain 2016*

### Course Aim

This course will help to:

- enable people to cope during and after a crisis
- manage stress
- promote people's wellbeing and resilience
- support teams to function effectively
- improve team's ability to support customers

### Course Content

- To gain a better understanding of resilience at work
- To consider some of the key barriers to resilience, and how to begin identifying and dealing with them
- To identify how good relationships and effective communication support resilience within our teams at work
- To understand and develop ways in which we can build our own resilience and that of our team.

## Learner Numbers

In order to ensure the interaction between the learners and the tutor is spread evenly and effectively the maximum number of learners allowed on a course is twenty.

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## Assessment

There is no formal assessment, but learners must be prepared to work in small groups and contribute to group discussions throughout the course.

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## Certification

Successful learners will be awarded a Building Resilience for the Workforce certificate of attendance valid for 3 years.

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## More details

### Causes and Impact of Work Related Stress

Common causes of work related stress, depression or anxiety (defined as a harmful reaction to work pressures/demands) include:

- tight deadlines
- too much responsibility
- challenging customer situations
- lack of managerial support.