



## Module 3 – One Way to Make Your HR Team More Resilient



### Reasons to Attend

Effective leadership of others begins with resilient management and HR teams. To be truly successful, one needs a resilient mindset that embraces disruptions to organizational plans, strategies, and procedures in addition to all other decision-making and operational skills. The resiliency of the HR team is an essential quality of progressive organizations and can make a difference in every challenge you face by responding appropriately, communicating more effectively, and thus helping others reach their goals.

### Course Methodology

The course is designed for both individuals and companies. It is divided into independent modules and is adjusted to the number of attendees. In a group course, attendees gain all strategies for creating a resilient workplace through role-plays, group activities, and cases that are included for each module to strengthen participants' ability to transfer the knowledge into the work environment. Awareness-building, skill-building, and reflection times are carefully designed to ensure the right impact.

### Content

#### 1. Understanding the individual or organizational resilience

Individual resilience is a very personal thing, influenced by various factors ranging from previous experiences, character traits, life aspirations, etc. However, a team member is far more likely to exhibit resilience if the workplace environment is one that encourages the collective to thrive irrespective of what is thrown at them. Much of this comes down to organizational culture, the strength of the team dynamic, and adaptability to change.



## 2. Set a mission for your team

A clear and well-communicated mission gives an HR team a shared sense of purpose to strive for. Armed with this direction, they are far more likely to work through any setbacks they encounter along the way, whether planned for or unexpected. Distractions can now arise on a daily basis, which could soon prove a drain on motivation without a reminder.

## 3. Look for trends and root causes

Most HR professionals have come to accept they can't control all the circumstances around them – the best-laid plans can soon become disrupted by an unanticipated employee relations issue, for example, which requires urgent attention. But this sense of firefighting can become a real morale-eater if common frustrations are allowed to keep occurring.

## 4. Communicate, celebrate and appreciate

Communication is widely acknowledged as one of the most crucial aspects of engagement, which is why savvy HR teams spend so much time developing strong lines of dialogue with the workforce. But human resources colleagues deserve equal treatment. That is why it is vital to monitor and measure progress, communicate and celebrate achievements, and not to underestimate the power of thanks. This approach reinforces all the points mentioned above – it reminds people why hard work matters, the power of their collective efforts, and the contribution they are making to the organization.

## 5. A continued commitment to learning

In addition to contributing to a positive culture, when you develop employees through a learning management system, you also provide a pool of potential new leaders from within your company who are statistically more likely to succeed than leaders brought in from outside the business. By strategically and cost-effectively creating, managing and delivering personalized training to employees, you can improve employee engagement and retention.

## 6. Instill Mindfulness and resilience-building techniques

Building a resilient work team is an important part of creating a healthy and productive work environment. Resilient teams are based on mutual trust, social norms, participation, and social networks. Resilient teams are more likely to be productive and high-performing teams.



## Course Objectives

By the end of the course, participants will be able to:

- Identify key contributors to stress at work ✓
- Identify the consequences of stress at work ✓
- Implement seven things resilient employees do ✓
- Discover mindfulness and reasons to do it at work ✓
- Obtain skills to create a positive work atmosphere ✓

## Target Audience

HR team members and HR leaders who want to build a positive work culture in their organizations;  
1<sup>st</sup> and 2<sup>nd</sup> level managers and other stakeholders.

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