



TRAINING

Resilience Seminar

Programme and Syllabus



HEALTHCARE SKILLS
Training International



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CONTENTS

Introduction
Course Outcomes
Programme



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INTRODUCTION

The key to successful selling in today's healthcare environment is Resilience. Resilient people have good situational awareness and are aware of events, their own reactions and the behaviour of those around them.

By remaining aware, resilient people can maintain control of a situation and think of new ways to tackle problems.

They have the skill and drive to stay focussed on their objectives in spite of setbacks, or barriers, or limited resources.

The good news is that Resilience can be built, and this seminar develops and practices how you can strengthen your Resilience.

The seminar focuses on:

- Neuroscience of stress
- Resilience and strategies to manage pressure (on self and others)
- Achieving and maintaining accountability in self and others
- Application of enabling strategies and resilience to manage pressure and avoid stress



COURSE OUTCOMES

Neuroscience of stress, resilience and accountability :

- Understand the differences between pressure and stress; honesty about feelings and positivity and their respective impact on resilience and work performance
- Identify the underlying mechanisms involved in coping with pressure and invoking stress reactions
- Develop and evaluate an ethical, evidence-based neuro-science approach to strengthen resilience in order to stay alert and engaged, even in very challenging situations
- Develop an effective neuro-science approach to achieve and maintain accountability in the field

Using neuroscience - based strategies in practice to manage pressure without stress and maintain accountability:

- Correctly apply evidenced based strategies to hold self and others accountable for the completion of agreed goals or targets
- Develop and implement evidenced based remedial steps to address situations when agreed goals have not been met
- Develop and implement preventative measures to promote accountability and trust in professional interactions and avoid repetition of previous lapses or missed targets

For more information on courses, dates, and fees please contact office@healthcareskills.com or visit: <https://healthcareskills.com/courses/>



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PROGRAMME

RESILIENCE VIRTUAL SEMINAR (PART 1)

Welcome and Course Introduction
09:00 - 09:30

Introduction to resilience and management
managing pressure avoiding stress

Neuroscience of Stress

- Difference between pressure and stress
Sources of stress
- Neural mechanisms of stress
- The positive & negative impact of stress
Positivity and pessimism
- When positivity can be toxic and harm work
- How do we develop disciplined attention?
(focus and bandwidth)?

Resilience 10:15 -10:45

Resilience is NOT about endurance it's about
recovery
GRIT survey
Hitting the "Pause" Button

Be more Productive 10:45 -11:15

Effectiveness not the same as efficiency
Mindfulness
Closing loops

Coffee/Tea 11:15 - 11:30

RESILIENCE VIRTUAL SEMINAR (PART 2)

Strategies to achieve and maintain
Accountability in the field 11:30 -12:15

- Brain-friendly approach to hold self
and others accountable to agreed actions
(Do I Have To Do This Now?)
- The power of trust
- "Fact v Stories" in accountability conversations

LUNCH 12:15 -13:00

Accountability Strategy 13:00 -14:45

Develop & Implement remedial steps to address
missed targets
How to address situation when agreed goals
not met/targets missed

Coffee/Tea 14:45 -15:00

Preventative Measures 15:00 -16:00

Promote accountability & trust for you and
from customers

How to follow – up and prevent repeatedly
missed targets (group session – develop how to
list:
using knowledge and skills from earlier session)

Deliberate practice in small groups with scenari-
os from your organisation

Review of the course

Closing Session

Planning application of learning:
Individual Action Plan

CLOSE 17:00

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