HCS Resilience Seminar

RESILIENCE

Programme and Syllabus

Healthcare company representatives

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Introduction:

The key to successful selling in todays healthcare environment is Resilience. Resilient people have good situational awareness and are aware of events, their own reactions and the behavior 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

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Resilience : 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.

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Resilience Virtual Seminar (part 1)

SESSION ONE

Welcome and Course Introduction 0900 - 0930

- 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 1015 -1045

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

Be more Productive 1045 -1115

Effectiveness not the same as efficiency
Mindfulness
Closing loops

Coffee/Tea 1115 - 1130

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Resilience Virtual Seminar (part 2)

Strategies to achieve and maintain Accountability in the field 1130 -1215

- 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 1215 -1300

Accountability Strategy 1300 -1445

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

Coffee/Tea 1445 -1500

Preventative measures 1500 -1600

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 scenarios from your organisation

Review of the course

Closing Session
Planning application of learning:
Individual Action Plan

CLOSE 1700

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