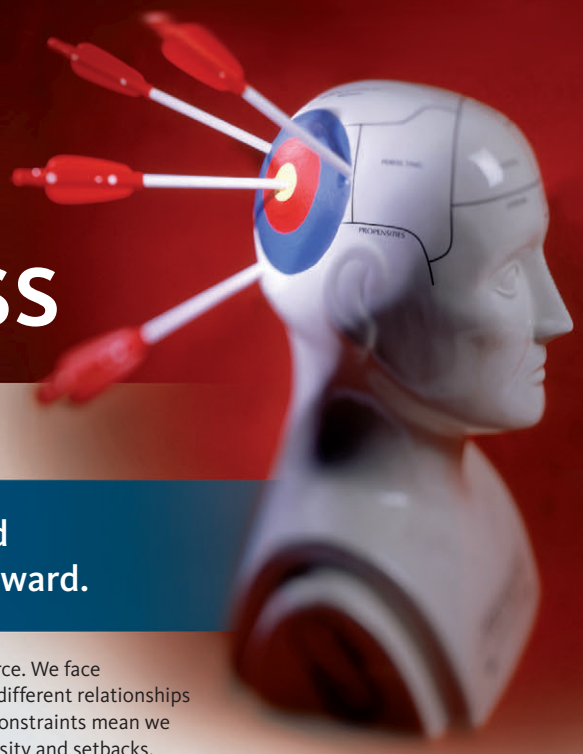
Resilience and mental toughness



Spring workshops 2012

In life we all experience failure, disappointment, and setbacks, or lose that drive that keeps us moving forward.

In the current climate we're being asked to increase productivity and do more with less resource. We face unprecedented financial decline and growing demand for services. New concepts of delivery, different relationships with partners, responsibilities with less boundaries, regulatory uncertainty, and tighter time constraints mean we need exceptional resilience skills to achieve performance and bounce back quickly from adversity and setbacks.

This course will benefit those from organisations going through periods of change or with an increase in demand and pressure, and everyone who wants to develop greater levels of resilience in the workplace. It's highly interactive and practical, and raises participants' awareness of the resilience and mental toughness skills they already possess (MTQ48 online assessment will be carried out in advance of the day, to assess individuals' ability to withstand pressure in a range of environments). You will learn how to expand and incorporate these and other resilience skills into your everyday roles.

KEY BENEFITS:

- Understanding that resilient attitudes and habits can be developed and enhance performance, leadership and general wellbeing at work and in life
- Understanding why one person goes under when another thrives
- Improving ability to understand and solve problems and remain positive under pressure
- Learning to view setbacks, adversity and change as challenges
- Adversity bounce-back techniques, and tools and exercises to improve resilience skills
- Understanding the importance of self care
- Increased flexibility and confidence, with a stronger sense of being in control when faced with uncertainty
- Maintaining performance, stamina, clarity and logic under pressure
- Motivation, maintenance and sustaining morale in others
- Developing more effective responses to pressure through key personal development strategies and tactic development.

Positive business outcomes include helping people to maintain consistently high levels of performance, reducing stress-related absence and the potential for workplace conflict.

COURSE OUTLINE:

- How resilience, stress and pressure relate to each other
- Understanding your MTQ48 results, using the reports and breaking the results down
- Assessing individual resilience, mental toughness, strengths and weaknesses
- Understanding your strengths and how to develop your own and your team's resilience
- The basic resilience skills, and building your resilience plan.

WHO SHOULD ATTEND?

Everyone who wants to improve their or their team's mental toughness and resilience skills, from chief executives, board members, senior and middle managers and team leaders to those delivering frontline or back-of-house services.

OUR TRAINER

Sharon Bryan is a highly accomplished and qualified lifelong learning trainer, coach and development consultant. She has over 20 years' experience of working with the social housing sector. Coupled with her experience of learning and development delivery and working through transformational change, she has developed an approach that is person-centred, participative and highly interactive. With a practical eye for detail and people she is able to simplify complexity, making it applicable, relevant, and fun! As a licensed Master NLP practitioner, MTQ48 Assessor and hypnotherapist her delivery, flexibility and range of techniques is unique and give an added dimension to her courses.

Tuesday 17 April 2012 | London **Tuesday 24 April 2012** | Manchester **Thursday 26 April 2012** | Birmingham

hqn training

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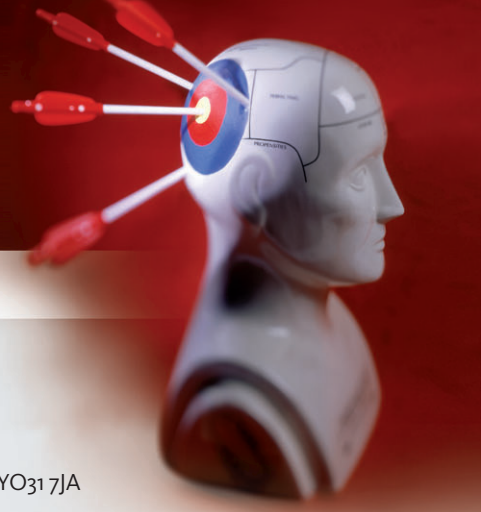

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How to book

Online: For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events

By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

By fax: Fax us on 0845 4747 006 *(a fax transmission will secure a firm booking if places are available)*

PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes ☐ No ☐

Who are we?

HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees

The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).
The fee includes refreshments, lunch* and an information pack.

Booking Form

Please state which venue(s) you wish to book for *(tick boxes required)*

London | 17 April ☐ Manchester | 24 Manchester ☐ Birmingham | 26 April ☐

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.	**TOTAL**	£ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

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