

## Emotional Intelligence - Course Outline

**Duration:** One Day

**Audience:** Anyone who wants an insight into Emotional Intelligence & the benefits it can bring to the workplace and beyond.

**Group Size:** Up to 12 people

This comprehensive one-day programme will provide a depth of personal insight and enhance your ability to use your emotional intelligence to feel more positive and be more effective throughout your life.

Indicative content of this programme is as follows;

### Introduction to Emotional Intelligence

- 💡 What it is – a definition
- 💡 How it differs from other forms of intelligence
- 💡 Emotional Intelligence Competencies & underpinning skills

### Measuring Own Emotional Intelligence Levels

- 💡 Emotional Intelligence questionnaire
- 💡 Interpreting the results and its implications

### Self-Awareness

- 💡 The link between beliefs, values, emotion & performance
- 💡 - Understanding your 'Drivers'™ as developed by Eric Berne
- 💡 Practical tips to tune into your senses more effectively

### Emotion Management

- 💡 The ABC of Emotion Management
- 💡 The Power of Inner Dialogues
- 💡 Helpful versus Hindering Thoughts
- 💡 Common thinking Errors
- 💡 Taking responsibility for choosing our outcomes

### Self-Motivation

- 💡 Utilising the SAME technique to resilience

### Relationship Management

- 💡 Skills for building & maintaining effective relationships

## Wellbeing & Resilience Course Outlines

- 💡 The power of feedback
- 💡 Practise utilising the four-step model

### Personal Action Planning

Please contact us to chat through your potential requirements or better still tell us when you're free and we'll call you!

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# Wellbeing & Resilience

## Course Outlines

### Emotional Resilience – Course Outline

**Duration:** One Day

**Audience:** Anyone who wishes to be more resilient in the way that they deal with challenges that arise in life and anyone who would like to cope better with difficult situations.

**Group Size:** Up to 12 people

This course is designed to provide people with self-awareness and skills to strengthen their personal resilience. Using practical techniques, we aim to develop staff confidence so that they can deal with emotionally challenging situations.

Indicative content of this programme is as follows;

#### Introduction to Resilience

- 💡 Defining resilience
- 💡 Understand who resilience relates to pressure & stress
- 💡 Internal versus External Locus of Control

#### Measuring Own Resilience Levels

- 💡 Resilience questionnaire
- 💡 Interpreting the results and its implications

#### Emotional Intelligence for Resilience

- 💡 Understanding the need for emotional awareness and emotional control

#### Developing 'Realistic' Optimism

- 💡 The role of optimism in resilience
- 💡 How do develop positive thinking in practical ways

#### Support Networks

- 💡 Building effective & supporting relationships
- 💡 Practical uses of your support network

#### Probortunity Knocks

- 💡 The benefits of creative problem solving
- 💡 Practical creativity tools

#### Self-Worth

- 💡 The importance of Valuing yourself

## Wellbeing & Resilience Course Outlines

- 💡 Understanding your real value & worth
- 💡 Utilising 'At My Best'™ Card Activity to uncover individuals' strengths

### **Taking Care of Yourself**

- 💡 Exercise
- 💡 Sleep/Rest
- 💡 Diet

### **Personal Action Planning**

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# Wellbeing & Resilience Course Outlines

## The Managers Role in Stress Management – Course Outline

**Duration:** One Day

**Audience:** Anybody who is responsible for the wellbeing of others in the workplace

**Group Size:** Up to 12 people

### **Overview of Programme:**

Managing Stress in the Workplace is a very real problem for organisations; "The total number of cases of work related stress, depression or anxiety in 2014/15 was 440,000 cases, a prevalence rate of 1380 per 100,000 workers." Health & Safety Executive.

This programme tackles the management of stress in the workplace from a Managers perspective. It's a balancing act for Managers to fulfil their organisational and legal responsibilities when it comes to safeguarding their teams from stress, and being individuals who are equally susceptible to workplace stress. It's highly practical and delegates will come away with a full understanding of how to 'Manage Stress' pro-actively in the workplace for their teams and for themselves. This will involve reference to current best practice and guidance from the Health & Safety Executive and the Chartered Institute of Personnel & Development (among others)

The programme is designed to be as interactive and engaging as possible allowing participants to explore their world of stress. All learning styles are incorporated into the programme.

### **Pre-Course Work:**

There will be some pre-course work for participants to complete prior to attending the programme. This is in the format of some stress related questionnaires which could be completed prior to the course in order to save time on the programme.

### **Course Materials & Handouts:**

All participants will be provided with a copy of the slides used, a personal workbook, supporting programme notes and reference materials to access on line. These can be provided either in hard copy on the day or can be e-mailed directly to participants in electronic form.

### **Learning Outcomes:**

At the end of this training programme participants will be able to:

-  Ensure as a Manager that you are aware of the importance of organisational stress policies
-  Examine symptoms/behaviours of stress, depression, burn-out and rust-out
-  Understand stress risk assessments
-  Gather information to enable individuals to assist them with stress/depression
-  Identify support mechanisms for self/individuals already suffering from stress

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# Wellbeing & Resilience Course Outlines

## On-Site Holistic Therapies

We have a team of holistic therapists qualified and insured to deliver a range of holistic therapies on-site at your organisation. All we need is a private room and we'll bring everything else.

We can provide the following holistic services to your organisation;

- 💡 Swedish Massage
- 💡 Aromatherapy Massage
- 💡 Indian Head Massage
- 💡 Sports Massage
- 💡 Pregnancy Massage
- 💡 Reiki

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## Stress Coaching

Here at KSA we offer coaching geared specifically towards staff that are suffering from the early signs of stress. We use the GROW model to get the client to identify their goal and work systematically towards it. Given the emotional nature of these sessions, all our facilitators demonstrate a highly empathic style.

### Important

Our facilitators are trained coaches but not counsellors and would need to refer people onto a counsellor or medical professional if necessary.

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# Wellbeing & Resilience Course Outlines

## Stress Management for Individuals – Course Outline

**Duration:** One Day

**Audience:** Anybody suffering from or wants to prevent workplace stress

**Group Size:** Up to 12 people

**Overview of Programme:** Stress is a very individual problem, you can put 100 people in the same situation and they will each feel stressed to very different degrees. This programme tackles the management of stress in the workplace from a very individual perspective. It's highly practical and delegates will come away with a full understanding of what causes their stress and a personalised tool kit of activities to combat the effects of stress and how to prevent unwanted stress in the future. An inspiring and thought provoking programme. The programme is designed to be as interactive and engaging as possible allowing participants to explore their world of stress. All learning styles are incorporated into the programme.

### Pre-Course Work:

There will be some pre-course work for participants to complete prior to attending the programme. This is in the format of keeping a 'Stress Diary' for at least a week. In addition to this some stress related questionnaires could be completed prior to the course in order to save time on the programme.

### Course Materials & Handouts:

All participants will be provided with a copy of the slides used, a personal workbook, supporting programme notes and reference materials to access on line. These can be provided either in hard copy on the day or can be e-mailed directly to participants in electronic form.

### Learning Outcomes:

At the end of this training programme participants will be able to :

- 💡 Identify symptoms/behaviours of stress
- 💡 Recognise symptoms/behaviours of stress, depression, burn-out and rust-out
- 💡 Gather information to assist with stress
- 💡 Examine the effects stress can have on the human body
- 💡 Identify support mechanisms to deal with stress

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## Mindfulness – Course Outline

# Wellbeing & Resilience Course Outlines

**Duration:** 1 day

**Who Should Attend:** Anybody who would benefit from learning to be mindful in order to reduce stress & anxiety in their life

## **Course Overview:**

Included in the course, are a number of different meditation techniques, such as, 'Body Scan' and 'Sitting Meditation'. You'll also find many Mindfulness training exercises, all designed in helping you realise, an awareness of the present. In fact, this Mindfulness course has everything you need to strengthen and retrain your mind for a healthier, happier life.

Mindfulness training enables both concentrative attention, along with a broader, (open space), style awareness.

Regular Mindfulness training will also help increase a person's ability to focus. With practise, you will be able to be with whatever thoughts, may come into your awareness, without judgement.

This Mindfulness course contains exercises created to help students, keep their awareness of the present. It is all too easy to fall into an unconscious state, but with Mindfulness training, you will learn specific techniques, designed to quickly bring you back to a state of conscious awareness.

## **Indicative Content:**

- 💡 Introduction to mindfulness
- 💡 Body Scan Meditation
- 💡 Sitting Meditation
- 💡 Mindfulness Training Exercises
- 💡 STOP Technique
- 💡 Mindfulness for the treatment of Emotional & Physical Pain
- 💡 Personal Action Planning

As well as exploring the theory of mindfulness and why it's so effective, the course focuses much of its time in getting participants to begin practising the art of mindfulness.

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